



eCommerce Guide

EDU Customer Online Support

eCommerce.apple.com

June 2024

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Welcome

The Apple Online Education Store delivers a number of benefits through all stages of online purchasing. Convenient 24/7 access to shopping and purchasing makes efficient use of your valuable time. Self-service functionalities available the online store greatly reduce the number of steps required to make a purchase.

For the most accurate order submission, please place your orders at the Apple Online Education Store, eCommerce.apple.com (eCommerce2.apple.com for Canada). By registering for the eCommerce site, your institution has access to:

- The latest product with EDU institution pricing, customized for your institution.
- Placing orders with a credit card or against your account's contract terms.
- Easily create, save, and share proposals for frequently purchased products.
- Review quotes created by your Apple sales representative.
- Track order status, including tracking numbers once items have shipped.
- View order history.
- Download copies of invoices.
- Submit requests for return of product purchased on the account.
- Get automated transaction notifications.
- Validate order accuracy.
- Convert proposals and quotes to new orders.
- Review this document for support options and walkthroughs for the eCommerce site.

Requesting Access

To request access to your institution's store, please contact your Apple Education sales team or send a request to institutionsales@apple.com.

If no account has been created yet, reach out to eaccountteam@apple.com to get a new account set up.

The institution can register as many users as needed, with a variety of roles based on the users requirements.

Business Roles

See below for descriptions and details for each business role that can be selected upon registration of the email address.

Purchaser

- Create, view, delete, and convert Proposals to new orders
- Create, view, delete, and convert Templates to new orders
- Convert Quotes from Apple to a new order
- Create Return Requests
- View order status/tracking for all orders on account
- Download invoices for all orders on account
- Place orders with:
 - Purchase order
 - Credit Card or Procurement Card
 - Prepay options; certified check or wire transfer

Registered Proposer

- Create, view, and convert Proposals to new orders
- Create, view, delete, and convert Templates to new orders
- Convert Quotes from Apple to a new order
- Create Return Requests
- View order status/tracking for orders placed by user
- Download invoices for orders placed by user
- Place orders with:
 - Credit Card or Procurement Card only

Return Specialist

- Create Return Request
- View Order Status

Proposer

- Create Proposals & Templates
- View all proposals
- Create Return Request
- View Order Status
- View Invoices

Accounts Payable

- Download Invoices

Creating a Proposal

Your Cart

UpdateCheckout


Proposal Reference Number: 2132547932

Cancel>Create Template>Create Proposal

Part Number

Add

Remove All x

Item Picture	Description	Quantity	Total Quantity	Unit Price	Total Price
	12.9-inch iPad Pro Wi-Fi 256GB - Silver. Engrave Remove Item Estimated Shipping: 2-3 weeks 2-Year AppleCare+ for Schools - iPad Pro	<div>Quantity1</div>	1	999.00 USD Recycle Fee	999.00 USD 4.00 USD

Apple Store for [Business](#) | Welcome, [John Doe](#)

MacWatchiPadApple TVMusicAccessoriesSolutions & Offerings

Create Proposal

Back to CartSend Proposal

First Name*


Last Name*

Proposer Phone Number*

Purchaser(s) Email Address*

Send copy of proposal to:
[john.doe@apple.com](#)

Comments

Item Picture	Description	Total Quantity	Unit Price	Total Price
	12.9-inch iPad Pro Wi-Fi 256GB - Silver. Engrave Estimated Shipping: 2-3 weeks	1	999.00 USD Recycle Fee	999.00 USD 4.00 USD

Add the items for the proposal to the cart with any applicable personalization. Engraving and AppleCare can be added on the cart page. Once all the parts are added, the user can go to the checkout page or create a Proposal. Click the Send Proposal option below the Checkout button. The user will also have the option to create a Template. Templates can be used multiple times to recreate orders for frequently purchased product. Proposals may only be converted to an order once.

On the create a proposal screen; the user is able to add comments and additional emails as well as send the proposal. When all fields are complete click Send Proposal. Once submitted a confirmation screen will appear with a proposal number. This proposal number can be accessed by any user registered on the same account when searching the Proposals.

Placing an Order

Only users with Purchaser or Registered Proposer access to their store will be able to place an order. An order can be placed by manually adding items to the cart, converting a proposal, or converting a quote. Estimated time until shipment will be visible when adding to cart and should be considered when placing your order.

Converting a Proposal to an order

When converting a Proposal, click the main menu icon, select Proposals and search by proposal number. Depending on the role of the user a list of Proposals on the account may also be visible on this screen. Select the Proposal to be converted and click Convert to Order.

Converting a Quote to an order

If converting a quote, click the Quotes From Apple link from the main menu and search by quote number.

Quotes

To find a quote(s) from Apple, you can search by any combination of these search fields:

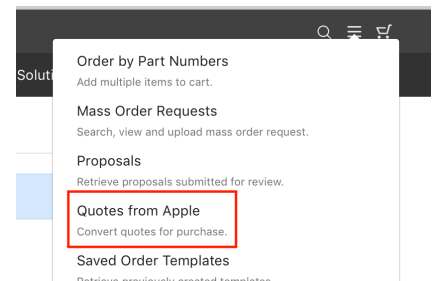
- Quote number
- Part number

Only valid quotes ready to be converted to orders are available for retrieval.

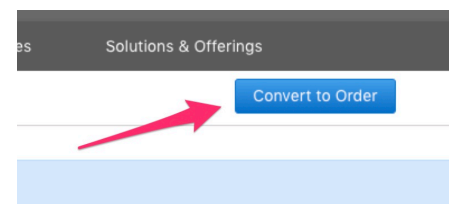
Quote Number: Part Number:

[Reset](#) [Search](#)

No documents found.



Depending on the role of the user a list of quotes on the account may also be visible on this screen. Select the quote to be converted and click the Convert to Order button in the upper right corner of the page.



If any changes are needed on an Apple quote, please contact your account's sales representative. Once ready to complete the order click the Convert to Order button.

Your Quote									
Number	Part Number	Description	Quantity	Unit Price	Discount		Total	Net Unit Price	Tot
					Type	Value			
10	MJHN2LL/A	13-inch MacBook Pro with Touch Bar, 1.4GHz quad-core 8th-generation Intel Core i5 processor, 128GB - Space Gray	1	1,199.00	Select	0.00	0.00	1,199.00	119,900

If any changes are made, click on the Update Order button to see the changes reflected in the overview prior to Submitting the Order. Once the items are updated as needed continue to the checkout screen.

After clicking Submit Order a pop-up window will appear, click Proceed to complete the order creation.

After clicking Proceed, an order status screen will present the data of the order just created from the Quote

When adding parts manually, search for the parts using part number, description, or browse through categories. When selecting the part, the estimated ship times will be visible and should be reviewed. Items that allow for personalization will prompt for engraving if applicable. The option to add AppleCare will also be presented as items are added to the cart.

The ship-to location will default to the main shipping address associated with the account. An alternate shipping address can be added on by clicking on the arrows on the far right of the shipping line. Additional registered shipping addresses will appear (if applicable) and may be selected.

A new ship-to address can be entered manually by clicking on Alternate Shipping Address in the drop down. To register a shipping location to the account, send an email to eaccountteam@apple.com. Note, special characters in the ship to field can cause issues.

The option for expedited shipping will be visible if available for the order. Expedited shipping will not improve processing speed, only delivery once shipped. If you have added customized or engraved product to your order, it is not advised to add expedited shipping.

Payment options vary by user role.

- Purchaser: Purchase Order, Credit Card, Procurement Card, Money Order, Wire Transfer
- Registered Proposer: Credit Card or Procurement Card only

Order notification emails will be sent to the Apple ID used to login. Please add CC email addresses if needed.

There are additional fields that are optional for use with the order.

•**Request for Delivery** - If a date is entered in this field, the order will be set up to hold the shipment until it is within a time frame that, if inventory available, it will be able to deliver on the requested date. Users can use this field to delay invoicing as well, but they will need to add at least 7 additional days as this is not the intention of the setting.

•**Funding Deadline** - If a date is entered in this field, the order will go on a hold if not shipped by the date entered. This should be used in situations where funding will be lost and order requires cancelation if not shipped or invoiced by a specific date.

•**Request for Order Review** - Comments left in this field will cause the order to go on a hold for review by a representative. This field can be used to request a number of actions.

Verifying & Submitting an Order

Once all product and order details have been added click Verify Order. On the verification screen confirm all information is correct and click Place Order. The order Summary will appear with the order number at the top of the page.

Notification:

Email Address:

Send Notification to additional email addresses (comma separated)

Optional Items:

Request for Delivery (MM/DD/YYYY)



SEA Number

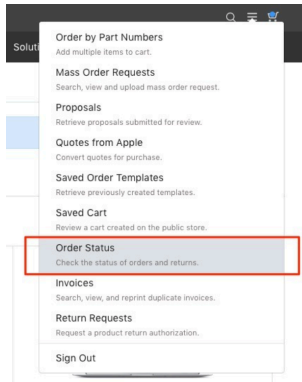
Funding Deadline (MM/DD/YYYY)



Request for Order Review



Checking Order Status



Select the Order Status option from the menu drop down. This page may display the search options or default to the most recent orders on the account. Click Search Again to view search criteria. It is possible to search for all orders on the account for the last 8 months. Results will appear on the bottom of the screen with the current order status. Note that not all roles can view orders created by other users.

Order Status

All Orders/ReturnsOrdersReturnsCredit Memo RequestDebit Memo Request

- To find an order, return request, or an available invoice, search by any combination of the fields to the right.
- To find a credit or debit memo request, enter the credit or debit request number in the Order Number field.
- Online Order Status retrieval is available for the previous 8 months.

Order Number

Part Number

PO Number

Serial Number

Delivery Number

Invoice Number

Creation Date
Last 6 Months

Date Type
Ship Date

From (MM/DD/YYYY)

To (MM/DD/YYYY)

Status
Any

Reset

Search

Maximum number of documents found. Only the first 100 are displayed.

Order Number	Order Type	PO Number	Creation Date	Status
1036189614	Order	1036189614	01/20/2021	Processing Order
1036189613	Order	1036189613	01/20/2021	Processing Order
1036189612	Order	1036189612	01/20/2021	Processing Order
1036185690	Order	kj989	01/20/2021	Shipped

Users can search for orders and returns by RMA/Sales order number, part number, PO number, serial number, delivery number, credit/invoice number, creation date, and status. Just one of these criteria is needed to search.

Click on an order number link to open up the Order Status Detail page.

Order Status Detail

[Back](#)

Order Number:
Order Type:
Originating Proposal:
Sold To Number:
Delivery Address:

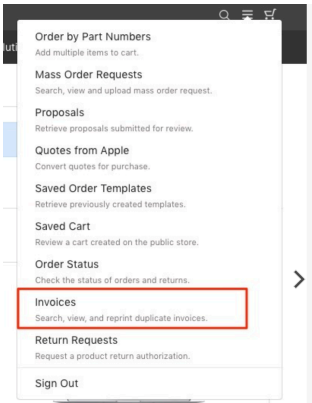
Overall Status: Processing Order
Terms of Payment: Net 30 Days
PO Number:

The order status detail page will show the order information, including the status of each line item and estimated delivery dates.

Item	Part Number	Description	Total Quantity	Unit Price	Item Total
10	MP003LL/A	IPAD PRO 12.9 SPK WIFI 128GB SP GRAY-USA Estimated Delivery: Feb 22 - Feb 26 PO Item: 000010 Processing Order	10	989.00 USD	9,890.00 USD
20	MUBF2AM/A	APPLE PENCIL 2ND GEN-AME Estimated Delivery: Feb 22 - Feb 26 PO Item: 000030 Processing Order	10	119.00 USD	1,190.00 USD
30	MXNL2LL/A	IPAD SMART KEYBOARD FOLIO 12.9-USA Estimated Delivery: Feb 22 - Feb 26 PO Item: 000030 Processing Order	10	179.00 USD	1,790.00 USD

Once shipped, the serial, invoice and tracking numbers as well as carrier will be visible. If there is a hold on the order a comment will be listed stating "Action Required".

Invoice Reprint



Invoice Reprint is available in the menu dropdown for the following levels of Access (Accounts Payable, Return Specialist, Registered Proposer, Purchaser).

Invoices

- To find an invoice(s), search by any combination of the fields to the right.
- For invoices older than 3 months, select "In Period" or "Specific Date" from the dropdown box.
- "In Period" searches are limited to 3 months at a time. To perform a new search, both the start and end date must be cleared.
- Online invoice history is only available for retrieval for the previous 18 months.
- For invoices older than 18 months, please contact [Apple](#) or your local Apple Business Team.

Please enter invoice numbers separated by a comma or line break

Reference Number

Serial Number

PO Number

Delivery Number

Order Number

Creation Date

Part Number

Last 30 Days

Reset

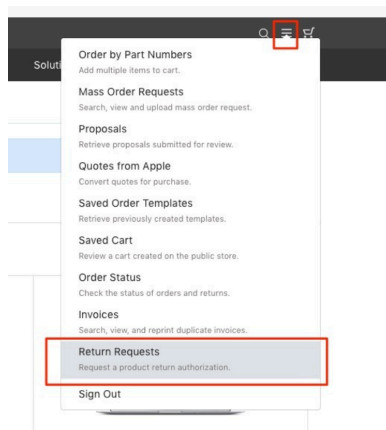
Search

<input type="checkbox"/>	Download Status	Invoice Number	Invoice Type	PO Number	Order Number	Reference	Invoice Date
<input type="checkbox"/>		AB41263751	Invoice	1234324	1011408994	1234324	01/20/2021
<input type="checkbox"/>		AB41278063	Invoice	kj989	1036185690	kj989	01/20/2021

[Save Search Results](#)

[Download Selected Invoices](#)

Creating a Return Request



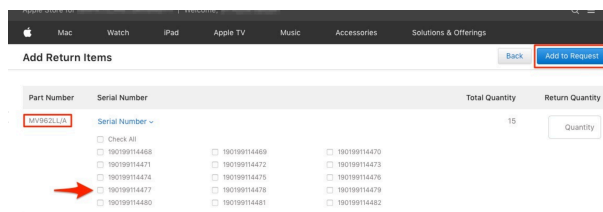
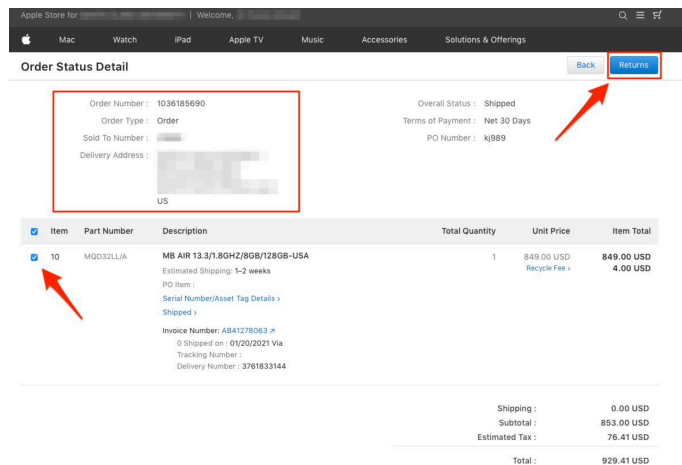
A return can be requested through the Order Status or Return Requests options in the menu menu drop down. Note that even if another platform is used to place orders, all returns must be requested through [eCommerce.apple.com](https://ecommerce.apple.com) ([eCommerce2.apple.com](https://ecommerce2.apple.com) for Canada).

Please note for DOA/Defective Returns an AppleCare case ID is needed. Please call Education technical support at 800-800-2775.

Through Order Status

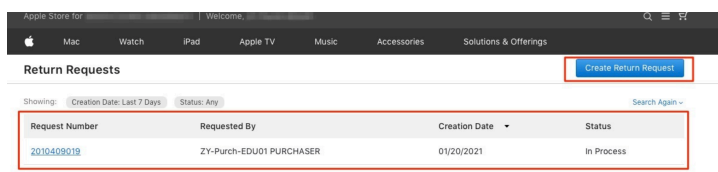
From the Order Status screen there are options to search by Order, Part, Purchase Order, Serial, Delivery and Invoice Number. Once the order is located it can be selected from the search field. Adjust the date range as needed to locate the order.

From the Order Status Detail screen, check-mark the items to return. Once the items are selected click on the Returns button. Quantities can be adjusted when entering the return information on the following screen. Any Applecare, taxes, or fees associated with the order will be included automatically.



If the return includes serialized product, a prompt will appear to allow selection of the specific units to return. Check each serial to return or check all if returning the whole order. If serial numbers are not checked at this step they will be required to be manually entered in the next step.

Through Return Requests



The Return Requests screen shows all recent returns and their status. Return Requests or RMA number can also be used to

search for a return. For new request, click the Create Return Request button.

Enter the part number being returned or the serial number if serialized product. If not serialized product or not Apple branded, enter the invoice number in the Invoice Number field. All information requested can be located on the invoice for the order.

If the return is for multiple items, select the Add 5 more rows option. Any AppleCare, taxes, or fees associated with the order this will be included automatically and should not be added at this step.

Part Number *	Serial Number	Invoice Number
XXXXLLJA	12345	

Part Number	Return Reason	Quantity	Open/Closed Box	Return Reason Comments	Customer Reference Number	AppleCare Case ID	Replacement Needed
MV962LL/A	Select	1	Select	Test Return	190199114477	AppleCare Case ID	Select

Once all parts are added, click Add. On the Create Return Request screen enter the quantity, return reason, Open or Closed box, and comments including details on why the item needs to be returned. If the return reason is DOA/Defective, the AppleCare Case ID field must be filled. An AppleCare case ID can be acquired by calling EDU Tech Support at 800-800-2775.

If a DOA/Defective or Carrier Error, the Replacement option can be selected. All other return reasons should not select Replacement.

Requester information will automatically populate based on the user but can be updated as needed. Pictures and other details can be added as an attachment at this screen as well.

Click Next to view a summary of the return request. If everything is correct click Save to submit. If anything needs to be adjusted, select back to update the info.

Part Number	Return Reason	Quantity	Open/Closed Box	Return Reason Comments	Customer Reference	Replacement Needed
MV962LL/A	Carrier Error	1	Open	Test Return	190199114477	No

Return Request Acknowledgement

Once submitted an acknowledgement email detailing the return request information will be sent to the Apple ID. Return requests are typically processed within 1-2 business days.

If approved, an email notification with the RMA number and Return Warehouse Address will be sent to the Apple ID. If the request is denied, an email with the denial reason will be sent instead.

If the return qualifies for Apple paid return shipping, steps to access the prepaid return labels will be noted in the RMA Report received.

If the return exceeds 150 lbs, Apple may reach out to set up pick up with a freight carrier.

The Return status on [eCommerce.apple.com](https://ecommerce.apple.com) will include a Print Label button which can be used print the required number of labels for the units being returned.

COMPANY
Apple Customer Number:

Return Request Number: 2010407808
Requested on: 03.12.2020

Collection Address:

COMPANY
ROAD
DISTRICT
AL KHOBAR
31952
SA

Dear Valued Apple Customer,

Thank you for submitting your return request file RMA_TEMPLATE_KSA_MA_EN_2030,. Your return request number is 2010407808. Please do not use this number to return product to Apple. Your request number is not an authorised Return Material Authorisation (RMA#).

We will respond via email once our review of your request has been completed.

Items in Your Return Request

Item	Part Number	Serial Number	Quantity	Customer Reference
10	MWC22AH/A	F17D9WTAN6Y2	1	
Description : iPhone 11 Pro 64GB Space Grey				
Reason for Return: OTHER				
Reason for Return Comments: Comments				

Regards,

Apple Distribution International Ltd.

If you would like to check the status of this return request, log into [Apple Store for Resellers](#) and click on Return Requests from your Home Page. Then search for the Return Request number referenced above.

Order Status Detail

Back Print Label

Order Number:
Order Type:
Originating Proposal:
Sold To Number:
Delivery Address:

Overall Status: In Process
Terms of Payment: Net 30 Days
PO Number:

Item	Part Number	Description	Total Quantity	Unit Price	Item Total
10	MM6R3LL/A	IPAD AIR WF CL 64GB SPO-USA PO Item: In Process Reference Invoice Number:	1	749.00 USD	749.00 USD

Shipping : 0.00 USD
Subtotal : 749.00 USD
Estimated Tax : 71.16 USD
Total : 820.16 USD

1 LBS 1 OF 1
SHIP TO:
SHIP: 31952 AL KHOBAR
SHIP WT: 1 LBS

UPS MAXICODE PRINTS HERE
UPS ROUTING CODE PRINTS HERE
UPS POSTAL BARCODE PRINTS HERE

UPS STANDARD
TRACKING #: UPS TRACKING NUMBER PRINTS HERE
UPS TRACKING NUMBER BARCODE PRINTS HERE

BILLING: FIP
DISC: Return goods
RETURN SERVICE

Additional Resources

Contact Name	Description	Contact Details
Video eCommerce Tutorials	Videos demonstrating how to register for access, create a proposal, place an order, download and invoice, check order status, and request a return.	https://video.ibm.com/ecommerce-help
Accounts	Create a new account, add shipping locations to an account, update an account.	eAccountTeam@apple.com
Accounts Receivable	Questions regarding invoices and account balances.	AMR_ARRequest@apple.com
Doing Business w/ Apple	Payment options and purchasing details.	https://images.apple.com/education/purchase/contracts/states/pdf/doing_business_with_apple_education.pdf
eCommerce Help (HIED)	Additional details on eCommerce site for HIED institutions.	https://ecommerce.apple.com/content/b2b/static/en/us/edu-hied/help.html
eCommerce Help (K12)	Additional details on eCommerce site for K12 institutions.	https://ecommerce.apple.com/content/b2b/static/en/us/edu-k12/help.html
Education Support	Order status details and resolution of holds on orders.	EducationSupport@apple.com
Apple ID Support	Change or update Apple ID information.	AppleID.apple.com
Password Reset	Reset an existing Apple ID password.	iForgot.apple.com
Access Registration	Support with store registration and log in issues.	institutionsales@apple.com
Contract Questions	Questions regarding contracts or account reactivation.	institutionsales@apple.com

