

UNL APPLE SALES ORDERING GUIDE

(UNL faculty/staff only)

Searching/Ordering/Checkout Procedure

1. From the Home Page there are two options to add items to your cart:
 - Click on UNL Apple Sales logo, located in the Showcased Suppliers section, enter a specific item to search or click directly on the search button and browse the entire catalog. Update the quantity and click **Add to Cart**
 - Click on Quick Order, this will search is all vendors and may bring up multiple choices. Enter all item #'s needed, click on cart on top bar. Change quantity if necessary. Click **Add to Active Cart**
 - Using Shop at the Top feature of the home page enter either a keyword or part # for the item you are looking for. Once located update the quantity and click **Add to Cart**
2. Click on your Active Cart in the upper right hand corner. Review items. Click **Proceed to Checkout**
3. In Internal Notes field enter the name and email address of the software license user.
 - a. This can be done at the header for a single user, or entered at the line to specify each user for the given title.
4. Complete additional information:
 - a. Shoppers: Assign Cart to your Requestor
 - b. Requestors: Enter in required fields and **Submit Requisition**

Creating/Accessing Favorites

1. See snippet: [Creating and Using Favorites](#)

Order/Shipping Confirmation

1. Are there shipping charges? No
2. Will I receive a confirmation that my order has been received? No
3. Shipment Information: We will deliver the product to you as soon as the product arrives in our store. If we currently have the product in stock you will receive the items in 1-3 business days from the day your order was placed. If the product is not currently in stock you will receive a notification once the item arrives.
Note: Some Apple products are backordered; in this case your product will arrive as soon as the Apple product is shipped to the store.
4. You can contact Jay Schluckebier (472-8447) or Casadi Johnson (472-5150) for status updates.

Viewing Previous Orders

1. See snippet: [Document Search](#)

Cancelling an Order

1. Custom orders CANNOT be cancelled
2. Contact Jay Schluckebier (472-8447) or Casadi Johnson (472-5150).
3. Fill out and submit a Change Order Request form in eSHOP.

Returns

1. Items can be returned within 30 days if unopened for a full refund.
2. Custom orders CANNOT be returned.

CPS Warranty Information

When purchasing a CPS Warranty on the same order as the item to be covered:

- A. If you are ordering an Apple product, simply add the desired CPS Warranty to your cart.
- B. If you are ordering a non-Apple product, a [purchase information form](#) will need to be completed. CPS warranty information is sent directly to the email address provided on the form. We recommend an organizational email account is used whenever possible so the CPS verification can be accessed by more than one person in the event that person is out of the office or leaves the department. Contact Jay Schluckebier (2-8447), Megan Haugerud (2-6024) or Casadi Johnson (2-5150) for more information.

When purchasing a CPS Warranty for a previously purchased device product, a [purchase information form](#) will need to be completed. CPS warranty information is sent directly to the email address provided on the form. We recommend an organizational email account is used whenever possible so the CPS verification can be accessed by more than one person in the event that person is out of the office or leaves the department. Contact Jay Schluckebier (2-8447), Megan Haugerud (2-6024) or Casadi Johnson (2-5150) for more information.