Apple Education Store

User's Guide

Store Switch .Mac QuickTime Support Mac OS X
Create Your Account   View Current Proposal   Worldwide   Help

Education Solutions
- Mobile Digital Media Studio
- Professional Digital Media Studio
- Custom Digital Media Studio
- iBook Wireless Mobile Lab

Software and Books
- Apple Software
- Productivity
- Utilities
- Pro Design
- Web & Video
- Creative Home
- Music & Audio
- Curriculum
- Reference
- Learning
- Reading & Writing
- Math & Science

Accessories
- Video Cameras
- Cameras & Scanners
- Audio
- Displays
- Wireless
- Input Devices
- Portable Gear
- Cables & Hubs
- PDA's
- Printers
- Storage
- Memory
- Printer Supplies

Your School
Recommended Systems
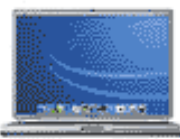
iMac *from* $699   Great value on a classic design.

eMac *from* $949

The new iMac *from* $1,199

iBook *from* $1,099

PowerBook G4 *from* $2,249

Power Mac G4 *from* $1,199

Xserve *from* $2,499

Apple Store

Welcome

Sign in or create your own personal account

Search

ALL

iPod.
New 20GB model now available.
From $299.

Dual Offer.
Save up to $400 on each qualifying flat panel display purchased.

Printer savings.
Save up to $150 on select printers from HP and Lexmark.

Save $100 each.
Now you can custom build iBook 5-pack bundles.

Contents

Contents

Contents

Overview: Stores

There are two types of Apple Stores for Education. Your school may have one type or the other, but not both.

Institution stores are set up and maintained by Apple for your school. They are "generic" stores (like a national bookstore chain) that contain products for all education customers.

Custom stores are tailored specifically for your school (like a campus bookstore). They contain products selected by your custom store administrator.

Overview: Products

Your school's Apple Store will contain recommended systems, some of which may be configurable.

Recommended systems are created by your school or by Apple. Recommended system features are determined with the needs of education customers in mind.

Configurable systems are those whose features—memory, hard drive capacity, etc.—you can select when you shop.

Overview: Purchasers

There are four types of Apple Store users: shoppers, proposers, buyers, and administrators. People at some schools may play more than one role.

The main factors that will determine your purchasing role are whether you are shopping for yourself or your school, and whether you are authorized to spend your school's money.

Shoppers are faculty, staff, or students who wish to make personal purchases with their own funds (not school funds) in an Apple Store and receive educational discounts.

Proposers are faculty or staff who are shopping for their school, but are not authorized to spend school funds. Proposers use the Apple Store to create a proposal, which is a shopping list of items they want to obtain. Proposals are not orders. Creating and submitting a proposal does not encumber school funds.

Buyers are also called authorized purchasers or purchasing agents in the Apple Store. These individuals are authorized to spend school funds. Authorized purchasers receive the proposals submitted by proposers, modify or approve them, and place orders with Apple.

Administrators are faculty or staff at your school who are authorized to manage a custom Apple Store. Custom store administrators set up and maintain the custom store, and determine which products and configurations it will offer.

Overview: How to shop

A general outline of the shopping process is shown below. The rest of this guide explains the details.

Step	Description	Shopper	Proposer	Buyer
Choose your role.	Indicate what type of purchaser you are.	X	X	X
Find your store.	Locate your school's Apple Store home page.	X	X	X
Set up your account.	Sign up to shop in your school's store.	X	X	X
Create a proposal.	Select the items you wish to purchase.	X	X	X
Save a proposal.	Save your work in progress.	X	X	X
Review a proposal.	Check your shopping list and make changes if needed.	X	X	X
Submit a proposal.	Send the proposal to your school's authorized purchaser.		X	
Approve a proposal.	Check a proposer's order and make changes if needed.			X
Place an order.	Provide shipping and payment information.	X		X
Check out.	You're finished; Apple does the rest.	X		X

Who does this step?

Overview: FAQ, tips, and troubleshooting

Q: Do I need a specific browser to shop in an Apple Store?

A: To shop in an Apple Store you may use any of these browsers:

- Netscape Navigator 4.0 or later for Macintosh or Windows.
- Microsoft Internet Explorer 4.0 or later for Macintosh or Windows.
- AOL 4.0 or later.

TIP: For a better shopping experience, we recommend that you use Netscape Navigator 6.0 or later or Microsoft Internet Explorer 5.0 or later.

Q: Where can I download a new or a different browser?

A: The links below will take you to the download pages for the browsers indicated:

- Internet Explorer (http://www.microsoft.com/downloads/searchdl.asp?)
- Netscape Navigator/Communicator (http://channels.netscape.com/ns/browsers/download.jsp)

Q: Can I spend my own money on a computer for myself in an Apple Store for Education?

A: Yes. If you are a qualified education customer (faculty, staff, or student), you may use your school's Apple Store as an individual purchaser and shop with a personal credit card to receive educational discounts. Individual purchasers are limited to one computer system purchase per year.

Q: What is "1-Click"?

A: 1-Click is a convenient feature that allows shoppers using their own funds to purchase anything in the Apple Store with a single mouse click.

Q: What methods of payment can I use in an Apple Store?

A: Shoppers (individual purchasers shopping for themselves) may pay by credit card only (Visa, MasterCard, American Express, or Discover). Proposers cannot order products; they can only create proposals. Authorized purchasers may pay by credit card and/or purchase order. If you wish to apply for an Apple Lease, you may order by phone. See Sales and Return Policies (http://store.apple.com/Catalog/US/Images/salespoliciesHigherEd.html) for more information.

Q: Where can I find education price lists?

A: Education institution price lists (http://www.apple.com/education/pricelists/) are now available online.

Q: What is the difference between the Education Apple Store and a custom store?

A: The Education Apple Store is maintained by Apple and displays all products available to education customers. A custom store is maintained by a school's administrator and displays only the products and recommended systems that the administrator decides will be offered.

Overview: FAQ, tips, and troubleshooting

Q: What are recommended systems?

A: Recommended systems are computer systems specifically recommended by Apple or your school to meet the needs of education customers, and may offer special features or pricing.

Q: Am I restricted to recommended systems when I make my selection(s)?

A: It depends on how your school's Apple Store is configured. In many cases you will have access to the entire range of Apple products as well as your school's recommended systems. However, if your school has a custom store, some products may be unavailable to you.

Q: What's the difference between configurable and non-configurable systems?

A: A configurable system can be personalized by the individual making the purchase. For example, a given system may have a variety of options for memory, hard drive capacity, and so forth. Customers can tailor the system as desired. A non-configurable system cannot be modified; it comes with a given feature set and customers cannot change those features.

Q: What does an authorized purchaser do?

A: An authorized purchaser has permission to spend school funds on institutional purchases. Authorized purchasers review proposals submitted by faculty and staff who are not authorized to spend school funds, and complete the purchasing transaction between their school and Apple.

Q: Who is the authorized purchaser for my school or department?

A: You can obtain this information from your school's business manager, your Apple account executive, or your sales support specialist.

Q: How can I become an authorized purchaser?

A: You need to complete an enrollment form and fax it to (512) 674-2288 for processing. Apple will call your business manager to obtain authorization and then create an account for you. You will be contacted with an ID and password, as well as instructions on how to purchase in your Apple Store. This process can take 5-7 business days to complete.

Q: Where can I find an authorized purchaser enrollment form?

A: You can get an authorized purchaser enrollment form from your Apple sales support specialist or account executive. You can also download a PDF (https://store.apple.com/Catalog/US/Images/enrollpdf.pdf) of the authorized purchaser forms and guidelines.

Q: What does a custom store administrator do?

A: Three things: (1) Act as primary liaison between Apple and their institution; (2) manage the custom store program for their institution; and (3) configure the product offerings for their community using Apple's Custom Store Admin Tool software.

Q: Who is my school's custom store administrator?

A: You can obtain this information from your school's business manager or from your Apple account executive.

Overview: FAQ, tips, and troubleshooting

Q: How can my school set up a custom store?

A: Obtain a custom store enrollment form from your Apple representative and fax the completed form to (512) 674-2288.

Q: What is a "routing URL"?

A: This is a web address on one of your school servers that Apple will use to direct your school's purchasers to your custom store. You will need to provide this address to Apple as part of the setup process. Apple will provide instructions.

Q: How do I get a copy of Apple's sole source letter?

A: With very limited exceptions, Apple Computer, Inc. is the only supplier of Apple-branded products (except for consumables) to public and private educational institutions in the United States. You can download a PDF (https://store.apple.com/ Catalog/US/Images/revsolesourceletter.pdf) of Apple's sole source letter to your desktop.

Q: How do I get a copy of Apple's Single Purchase Agreement?

A: You can download a PDF (https://store.apple.com/Catalog/US/Images/eduspa.pdf) of Apple's Single Purchase Agreement to your desktop.

Q: How can I find out more about Apple's services and policies for education customers?

A: You may want to view the following:

- Apple Professional Services (http://www.apple.com/services/)
- Apple Education Finance (http://www.apple.com/financing/leases/education/)
- Sales and Return Policies (http://store.apple.com/Catalog/US/Images/salespoliciesHigherEd.html)
- Apple Customer Privacy Policy (http://www.apple.com/legal/privacy/)
- How to contact Apple (http://www.apple.com/contact/)

Choose your role

Begin at the Apple Store

There are two routes into the Education Apple Store. You can use either one.

Go to Apple's web site at www.apple.com, click the Store tab (1), and then click Education (2).

OR

Go to Apple's web site at www.apple.com, click Education under the Apple tab (1), and then click The Apple Store (2).

■ The Education page is updated frequently with new information, and may look different from this illustration.

Choose your role

Indicate your shopping role

Are you shopping for yourself, or for your school?

If you are shopping for yourself, click K-12 or Higher Ed under Shop For Yourself (1).

■ Choose this option if you are an eligible education shopper making an individual purchase with a personal credit card (not school funds).

If you are shopping for your school but not authorized to spend school funds, click K-12 or Higher Ed Institution (2).

■ You will be able to create a proposal, but not place an order.

If you are shopping for your school and are authorized to spend school funds, click K-12 or Higher Ed Purchasing Agent (3).

■ You will be able to retrieve submitted proposals and place orders with Apple.

The Apple Store for Education offers powerful desktop and portable computer solutions at special prices for education.

Shop For Your School

Choose one of these options if you are selecting items to be purchased by your institution:

2 ▶ K-12 Education Institution
▶ Higher Education Institution

Choose one of these options if you are a registered purchasing agent for your institution:

3 ▶ K-12 Purchasing Agent
▶ Higher Education Institution Purchasing Agent

▶ Return to the Apple Store

Shop For Yourself

Choose one of these options if you are making a personal purchase and wish to take advantage of Apple's education discounts:

1 ▶ K-12 Faculty and Staff
▶ Higher Education Faculty, Staff, and Students

Find out about Homeschool pricing.

Choose your role

FAQ, tips, and troubleshooting

Q: What methods of payment can I use in an Apple Store?

A: Shoppers (individual purchasers shopping for themselves) may pay by credit card only (Visa, MasterCard, American Express, or Discover). Proposers cannot order products; they can only create proposals. Authorized purchasers may pay by credit card and/or purchase order. If you wish to apply for an Apple Lease, you may order by phone. See Sales and Return Policies (http://store.apple.com/Catalog/US/Images/salespoliciesEdIndividual.html) for more information.

Q: Where can I find education price lists?

A: Education institution price lists are now available online (http://www.apple.com/education/pricelist.html).

Q: Can I spend my own money on a computer for myself in an Apple Store for Education?

A: Yes. If you are a qualified education customer (faculty, staff, or student), you may use your school's Apple Store as an individual purchaser and shop with a personal credit card to receive educational discounts. Individual purchasers are limited to one computer system purchase per year.

Q: What does an authorized purchaser do?

A: An authorized purchaser has permission to spend school funds on institutional purchases. Authorized purchasers review proposals submitted by faculty and staff who are not authorized to spend school funds, and complete the purchasing transaction between their school and Apple.

Q: Who is the authorized purchaser for my school or department?

A: You can obtain this information from your school's business manager, your Apple account executive, or your sales support specialist.

Q: How can I become an authorized purchaser?

A: You need to complete an enrollment form and fax it to (512) 674-2288 for processing. Apple will call your business manager to obtain authorization and then create an account for you. You will be contacted with an ID and password, as well as instructions on how to purchase in your Apple Store. This process can take 5-7 business days to complete.

Q: Where can I find an authorized purchaser enrollment form?

A: You can get an authorized purchaser enrollment form from your Apple sales support specialist or account executive. You can also download a PDF (https://store.apple.com/Catalog/US/Images/enrollpdf.pdf) of the authorized purchaser forms and guidelines.

Find your store

Locate your store

Finding your school's store is easy, but the steps depend on your school affiliation and your shopping role. Follow the steps below that apply to you.

If you are a K-12 shopper or proposer, enter your school's zip code (1), click Find (2), select your school name (3), and click Continue (4).

Find your school.

▶ Enter your school's zip code below and click the Find button.

School Locator

1 80203

Enter your school's zip code

2 Find

▶ Please select a school below and click continue.

80203

Adamson Elementary School
Colorado State Dept of Educ
3 Denver Public School Dist 1
Diocese of Rocky Mountain Schs
Kyle High School
Rocky Mountain School District
St Matthew Elementary School
St Thomas Catholic High School

4 Continue

Start Over

Continued ▶

Find your store

Locate your store

If you are a Higher Ed shopper or proposer, select your state (1), enter (or choose) your city (2), and click Find (3). Then select your school name (4) and click Continue (5).

Find your school.

○ Select your school's state from the list below.

○ Enter the city where your school is located to narrow your search.

School Locator

1 Texas ⬍
Select your school's state

2 Austin
Enter your school's city (optional)

3 Find

○ Please select a school below and click continue.

Austin, Texas
- Austin Cmty Clg-Pinnacle
- Austin Cmty Clg-Rio Grande
- Austin Cmty Clg-Riverside
- Austin Community College
- Austin Presbyterian Theologica
- Concordia University At Austin
- Earth Talk Inc
- Earth Talk Inc
- Episcopal Theological Seminary
- Huston-Tillotson College
- Institute for Christian Studie
- Le Chef College of Hospitality
- Lutheran Seminary in Southwest
- QISV
- Southwest Sch of Electronics
- St. Edward's University
- Texas State University System
- **4** University of Texas At Austin
- University of Texas Law School
- University of Texas System
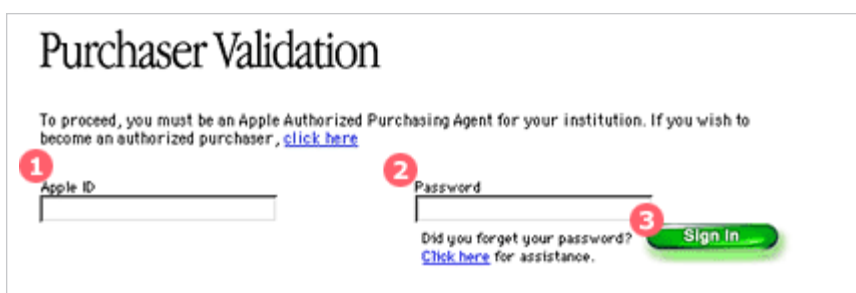
5 Continue

Start Over

Find your store

Locate your store

If your school has a custom store, a message will say so.

If you are a purchasing agent, enter your Apple ID (1) and password (2) on the Purchaser Validation screen, and then click Sign In (3).

- Your Apple ID and password will be issued by Apple.

Find your store

Sign in or begin shopping

You're now at your school's store home page.

If you are a shopper or proposer, you're encouraged to sign in now.

■ If you have not yet created an account, you will be prompted to do so.

■ You can browse without signing in, but if you do so you will not be able to make a purchase or save a proposal. If you sign in first, you won't be interrupted by the sign-in process later.
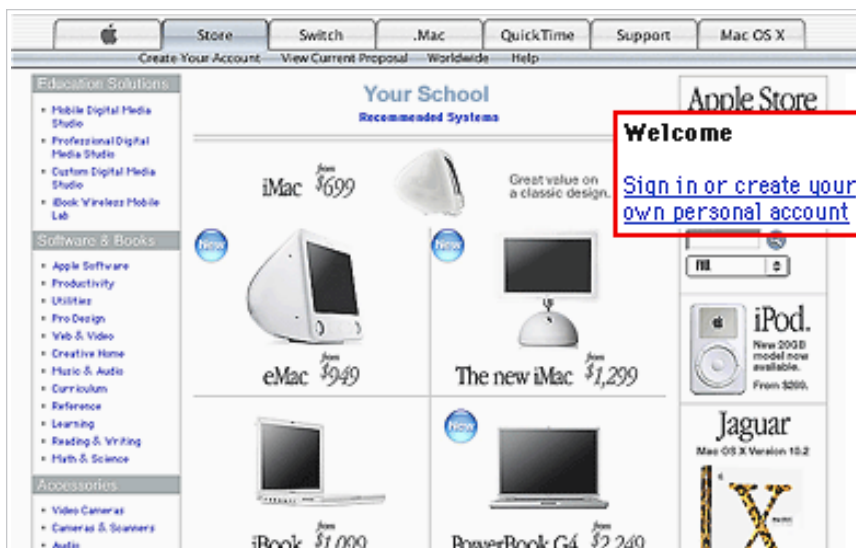
Find your store

FAQ, tips, and troubleshooting

Q: I can't find my school.

A: If your school's name does not appear in the list, send an email to enrollment@apple.com and request that your school be added.

Q: I can't access my school's store.

A: If you are trying to enter as an authorized purchaser, you may be using the wrong ID for the authorized purchaser store, or you may not be an authorized purchaser for your school. If you need assistance, contact enrollment@apple.com.

Q: I forgot my password.

A: See which of the following applies to you:

- If you are a shopper or a proposer, you may choose a new password by clicking the Store tab and then clicking Your Account, or by clicking Change Your Profile on your store's front page.
- If you are an authorized purchaser, contact enrollment@apple.com for assistance.

Q: My password doesn't work.

A: See which of the following applies to you:

- If you are a shopper or a proposer, you may choose a new password by clicking the Store tab and then clicking Your Account, or by clicking Change Your Profile on your store's front page.
- If you are trying to enter as an authorized purchaser, you may be using the wrong ID for the authorized purchaser store, or you may not be an authorized purchaser for your school. If you need assistance, contact enrollment@apple.com.
- If you are a custom store administrator, keep in mind that administrator access does not also give you access to the authorized purchaser store. If you want access to the authorized purchaser store, you will need to complete an authorized purchaser enrollment form and fax it to (512) 674-2288 for processing.

Q: What does the message "Your account has been disabled for security reasons" mean?

A: This message means that there have been several attempts to sign in to the authorized purchaser store with an invalid password, and that process has now deactivated your account. You will need to send a request to enrollment@apple.com for assistance.

Q: Someone else's name appears on the front page of the store.

A: The name that appears belongs to the last person who signed in to the Apple Store using this computer. You can click the Store tab and then click Your Account to sign in with your own name, or you can create a proposal and follow the prompt to sign in with your own account information when you save your work.

Set up your account

Sign in as a shopper

If you are an education customer (faculty, staff, or student), you may use your school's Apple Store for individual purchases and shop with a personal credit card to receive discounts.

Review and accept the shopping terms and conditions that appear on your screen, and then create your own account in your school's store.

- No authorization is required.

- It is not necessary to create an account until you are ready to make a purchase, but it is more convenient to sign in before you start shopping.

Create your Apple ID.

● Complete the fields below, then click the Continue button to save.

Email address (this will be your new Apple ID)

Password (at least 6 characters)

First Name

Last Name

Daytime Phone *(Optional)

Ext.

☑ Stay informed. We'll keep you up to date with Apple news, software updates, special offers, and information about related products and services from other companies.

You're in control. You always have access to your personal information and contact preferences, so you can change them at any time. To learn how Apple safeguards your personal information, please review the Apple Customer Privacy Policy. If you would rather not receive this information, please uncheck the box above.
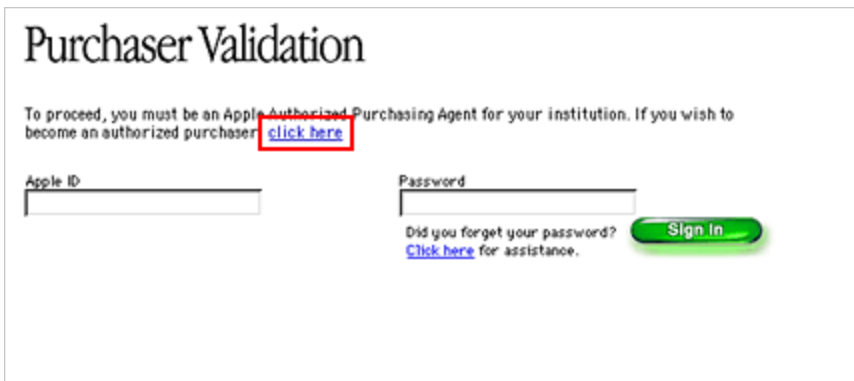
Continue

Set up your account

Sign in as a proposer

If you want to request equipment for your school but are not authorized to spend school funds, you may use your school's Apple Store to create proposals that will be approved by your school's purchasing agent.

Create your own account in your school's store.

- No authorization is required.
- It is not necessary to create an account until you are ready to save a proposal, but it is more convenient to sign in before you start shopping.

Create your Apple ID.

⊙ Complete the fields below, then click the Continue button to save.

Email address (this will be your new Apple ID)

Password (at least 6 characters)

First Name

Last Name

Daytime Phone *(optional)*

Ext.

☑ Stay informed. We'll keep you up to date with Apple news, software updates, special offers, and information about related products and services from other companies.

You're in control. You always have access to your personal information and contact preferences, so you can change them at any time. To learn how Apple safeguards your personal information, please review the Apple Customer Privacy Policy. If you would rather not receive this information, please uncheck the box above.

Continue

Set up your account

Sign in as a buyer

If you want to make equipment purchases with school funds, authorization must be provided by your school and verified by Apple.

Submit the authorized purchaser form to Apple to receive your Apple ID and password.

■ You can click where indicated to download the form from the Purchaser Validation screen.

■ You will also need to provide a 4-digit numeric PIN, which identifies you as the owner of that ID and password. Apple will provide instructions.

Purchaser Validation

To proceed, you must be an Apple Authorized Purchasing Agent for your institution. If you wish to become an authorized purchaser, click here

Apple ID

Password

Did you forget your password?
Click here for assistance.

Sign In

Set up your account

Sign in as an administrator

If you want to set up and manage your school's custom store, you'll need to submit the custom store enrollment form provided by Apple.

See Enroll with Apple in the Custom Store Setup section, and contact your account executive or sales representative for more information.

Custom Apple Store Admin Tool

Enter your Apple ID (e-mail) and password below.

Apple ID

Password

Did you forget your password?
Click here for assistance.

Sign In

Set up your account

FAQ, tips, and troubleshooting

Q: Why do I need an account before I can shop?

A: If you are shopping for yourself, you need to create an account in order to make a purchase. If you are shopping for your school, creating an Apple account allows you to save proposals you've created so that later you can edit them, share them with colleagues, or send them to your authorized purchasing agent for further action.

Q: How do I create an account?

A: Click Your Account on the menu bar at the top of any Apple Store for Education page. While Apple asks you to provide an email address when you create this account, you can opt out of being contacted by Apple in any way and your wishes will be respected. Please read the Apple Customer Privacy Policy (http://www.apple.com/legal/privacy/) for more information.

Q: Do I need an email address to purchase?

A: Yes. When you create your Apple account, you need to provide an email address that Apple will use to communicate with you about proposals, orders, and other important information.

Q: How do I change my email address or password?

A: Change your email address or password by clicking Change Your Profile at the top right of your store's front page, and then sign in to update your account information. If you forget your password, choose Click Here for Assistance.

Q: What methods of payment can I use in an Apple Store?

A: Shoppers (individual purchasers shopping for themselves) may pay by credit card only (Visa, MasterCard, American Express, or Discover). Proposers cannot order products; they can only create proposals. Authorized purchasers may pay by credit card and/or purchase order. If you wish to apply for an Apple Lease, you may order by phone. See Sales and Return Policies (http://store.apple.com/Catalog/US/Images/salespoliciesHigherEd.html) for more information.

Q: How can I become an authorized purchaser?

A: You need to complete an enrollment form and fax it to (512) 674-2288 for processing. Apple will call your business manager to obtain authorization and then create an account for you. You will be contacted with an ID and password, as well as instructions on how to purchase in your Apple Store. This process can take 5-7 business days to complete.

Q: Where can I find an authorized purchaser enrollment form?

A: You can get an authorized purchaser enrollment form from your Apple sales support specialist or account executive. You can also download a PDF (https://store.apple.com/Catalog/US/Images/enrollpdf.pdf) of the authorized purchaser forms and guidelines.

Create a proposal

You are proposing, not purchasing

The most important thing to remember about creating a proposal is that it is impossible to encumber school funds. The end result of your work will be a proposal you can return to and modify later, share with others, or send to your authorized purchaser for approval.

Begin by selecting the product family you want.

Create a proposal

Step 1: Select a system

Within the product family you've chosen, decide which system you want.

Create a proposal

Step 2: Personalize your system

Use the drop-down menus to choose the system options you want (1).

■ Click Learn More for details about each item **(2)**.

■ If the system you have chosen is non-configurable, you will not be able to personalize it (no custom options will be available).

Click Continue when you're satisfied with your choices (3).

Create a proposal

Step 3: Add software and peripherals

Click the appropriate items to add software or peripherals to your order (1).

■ Any special offers related to this product will appear on this screen.

■ Click the blue button on the left for details about each item **(2)**. (You can add the item to your order from the detail screen, or return to your order by clicking your browser's Back button.)

Click Continue when you're ready to move on (3).

Create a proposal

Step 4: Review your proposal

Confirm that all the items you selected are on the list.

Review your proposal.

○ Please confirm your Proposal.

○ Click on the Submit to Purchaser button to send this Proposal to your Apple Authorized Purchasing Agent.

Items you have selected	Part No.	Est Ship	Qty	Unit Price	Ext. Price
eMac 700MHz/128SD/40G/CD-RW/ GeFr2 MX/OSX Built in display Keyboard/Mac OS X - U.S. English 40GB Ultra ATA drive Accessory Kit 128MB SDRAM - 1 DIMM CD-RW drive	M8894LL/A	1-2 days	1 Remove	$999.00	$999.00

Subtotal Please note that your subtotal does not include sales tax or rebates. $999.00

Apple Part Number

[Add to Proposal] [Update Subtotal]

[Continue Shopping] [Save For Later] [Submit to Purchaser]

Create a proposal

Decide what to do next (proposer)

If you are shopping as a proposer for your school, you have several choices. (You may also want to view the later sections called Save a Proposal, Review a Proposal, and Submit a Proposal for more detail about these options.)

Add more products to this proposal.

■ If you need more than one of an item, indicate the quantity **(1)**.

■ If you remember an item you wanted to add to this order and you know its part number, enter it in the Apple Part Number field and click Add to Proposal **(2)**.

■ Click Continue Shopping to return to your store's home page **(3)**.

Save your proposal to review or modify later.

■ Click Save for Later **(4)**. At this point, you are saving the work you've done to date, and no one can see or retrieve the proposal except you. Saving for later does not send the proposal to your purchasing department.

Submit your proposal for purchasing.

■ When you're ready, click Submit to Purchaser **(5)**.

Review your proposal.

○ Please confirm your Proposal.

○ Click on the Submit to Purchaser button to send this Proposal to your Apple Authorized Purchasing Agent.

Items you have selected	Part No.	Est Ship	Qty	Unit Price	Ext. Price
eMac 700MHz/128SD/40G/CD-RW/ GeFr2 MX/OSX Built in display Keyboard/Mac OS X - U.S. English 40GB Ultra ATA drive Accessory Kit 128MB SDRAM - 1 DIMM CD-RW drive	M8894LL/A	1-2 days	1 Remove	$999.00	$999.00

Subtotal Please note that your subtotal does not include sales tax or rebates. $999.00

Apple Part Number

Add to Proposal

Update Subtotal

Continue Shopping

Save For Later

Submit to Purchaser

Create a proposal

Decide what to do next (shopper)

If you are shopping for yourself, your next step depends on whether you are ready to buy.

Save your proposal to review or modify later.

■ Click Save for Later **(1)**. At this point, you are saving the work you've done to date.

Purchase the items you've selected.

■ If you signed in when you entered your Apple Store, you can click Check Out now to complete the purchasing process **(2)**.

■ If you did not sign in yet, but have already set up your Apple account, you can sign in here and then click Check Out **(3)**.

■ If you have not yet created your Apple account, you can do so now to complete your order **(4)**.

Review your order.

○ Make sure you have everything that you need.

Items you have selected	Part No.	Est Ship	Qty		Unit Price	Ext. Price
eMac 700MHz/128SD./40G./CD-RW/ GeFr2:MX/OSX Built in display CD-RW drive Accessory Kit Keyboard/Mac OS X - U.S. English 40GB Ultra ATA drive 128MB SDRAM - 1 DIMM	M8894LL/A	1-2 days	1	Remove	$999.00	$999.00

Subtotal Please note that your subtotal does not include sales tax or rebates. **$999.00**

Update Subtotal

Find out how to get your order for **$9.00 per month**∗.

Continue Shopping **1** Save For Later Sign up for 1-Click

○ Returning customers: Please enter your Apple ID (email address), password and click Check Out.

3 Apple ID: jlsmith@myschool.edu
Password:

Did you forget your password?
Click here for assistance. **2** Check Out

4 If you aren't Jane Smith and you have an Apple ID, log-in now.
If you don't have an account, click here to set one up.

Create a proposal

FAQ, tips, and troubleshooting

Q: What does "Save for Later" mean?

A: "Save for Later" means you are saving the work you've done to date, and no one can see or retrieve the proposal-in-progress except you. Saving for later does not send the proposal to your purchasing department.

Q: What is a saved proposal?

A: A saved proposal is one that is not yet ready to submit to your authorized purchaser for processing. It gives you an opportunity to think about the proposal, discuss it with colleagues, and reconfigure it if you wish. You can email a copy of a saved proposal to colleagues so they can view it.

Q: How do I retrieve a saved proposal?

A: Sign into your school's home page to view your saved proposals. If you wish, you can delete a saved proposal by selecting its web reference number at the left on your list. The Continue button on the right will allow you to edit the saved proposal and click Submit to Purchaser when you're ready.

Q: How long are saved proposals accessible?

A: Saved proposals remain available to you to modify for 120 days from their creation date.

Q: What does the Add to Order button do?

A: It adds an item, specified by part number, to your proposal. (If you are shopping for yourself, you will not see this button.)

Q: I don't know what the Apple Part Number field is for, or when I need to use it.

A: If you have the Apple part number for an item you wish to add to your proposal, you may enter it here.

Q: What does "Submit to Purchaser" mean?

A: "Submit to Purchaser" means that your proposal will be sent to your purchasing agent. Submitting a proposal does not commit your institution's funds to Apple. Rather, it allows your authorized purchaser to retrieve and review your proposal and place your order directly with Apple.

Q: What happens after I submit a proposal?

A: Your purchasing agent will review the proposal and take whatever action is appropriate.

Q: What happens after my proposal is approved?

A: Your purchasing agent will place the order with Apple.

Q: Why has my proposal been split in two?

A: If you requested any electronic software downloads, these items are handled separately from the rest of the items in your proposal, and are treated as a separate order for Apple's processing purposes. You will be assigned two proposal numbers, one for the electronic software download(s) and another for the items to be shipped.

Create a proposal

FAQ, tips, and troubleshooting

Q: How does the software downloading process work?

A: After your order is approved, sent to Apple, and processed, your purchasing agent will be notified and will instruct you how and when to download the software you requested.

Q: What happens if there is a price change?

A: If there is a price change on a product, your saved proposal will reflect the new price as soon as you click Continue to review your order. New proposals you create will also automatically reflect the new price.

Q: What happens if a product on my proposal is no longer available?

A: Saved or submitted proposals containing a product that is no longer available cannot be processed and must be reconfigured.

Q: How can I make sure that all the information on my proposal is up to date?

A: With your proposal on the screen, click the Refresh button in your browser's navigation bar. This will update the page with any product or pricing changes that may have occurred.

Create a proposal in a custom store

You are proposing, not purchasing

There are some minor but important differences in the proposal process if you are using a custom store. The most important thing to remember about creating a proposal is that it is impossible to encumber school funds.

Click Recommended Systems.

■ Always look at the recommended systems first, since these products have been specifically selected by your school.

Create a proposal in a custom store

Step 1: Select a system

Decide which system you want and click Select.

Your Recommended Systems

University Computer Store

eMac cd-rw

eMac 700MHz Mac OS X
- 128MB SDRAM - 1 DIMM
- Keyboard/Mac OS X - U.S. English
- 700MHz PowerPC G4
- 40GB Ultra ATA drive
- CD-RW drive
- Mac OS X and Mac OS 9 included

$999.00

[Select]

Basic iBook

iBook 700MHz 12.1"
- 128MB SDRAM - 1 DIMM
- 20GB Ultra ATA drive
- Keyboard/Mac OS X - U.S. English
- ATI Mobility RADEON w/ 16MB of memory
- Mac OS X and Mac OS 9 included
- 12.1-inch TFT XGA display

$1,399.00

[Select]

The new G4 iMac

iMac 800 w/15" TFT
- 256MB SDRAM - 1 DIMM
- Keyboard/Mac OS X - U.S. English
- 60GB Ultra ATA drive
- SuperDrive
- NVIDIA GeForce2 MX w/ 32MB VRAM
- Mac OS X & Mac OS 9 installed
- Apple Keyboard
- Apple Pro Mouse
- Apple Pro Speakers

$1,699.00

[Select]

Create a proposal in a custom store

Step 2: Personalize your system

Use the drop-down menus to choose the system options you want (1).

■ Click Learn More for details about each item **(2)**.

■ If the recommended system is not configurable, you can only select the configuration specified.

Click Continue when you're satisfied with your choices (3).

Create a proposal in a custom store

Step 3: Add software and peripherals

Click the appropriate items to add software or peripherals to your order (1).

- Any special offers related to this product will appear on this screen.

- Click the blue button on the left for details about each item **(2)**. (You can add the item to your order from the detail screen, or return to your order by clicking your browser's Back button.)

- Your school may have added "must have" items, which will appear on this screen and cannot be removed from your proposal.

Click Continue when you're ready to move on (3).

Create a proposal in a custom store

Step 4: Review your proposal

Confirm that all the items you selected are on the list.

Review your proposal.

● Please confirm your Proposal.

● Click on the Submit to Purchaser button to send this Proposal to your Apple Authorized Purchasing Agent.

Items you have selected	Part No.	Est Ship	Qty	Unit Price	Ext. Price
iBook 12.1TFT/700MHz/128SD/20G/Combo/E/56K/FW/OS X 128MB SDRAM - 1 DIMM Keyboard/Mac OS X - U.S. English 20GB Ultra ATA drive DVD-ROM/CD-RW Combo	M8602LL/A	3-5 days	1 Remove	$1,399.00	$1,399.00
HP LaserJet 1200 Laser Printer	B6950LL/A	3-5 days	1 Remove	$364.00	$364.00

Subtotal Please note that your subtotal does not include sales tax or rebates.   **$1,763.00**

Apple Part Number [____] Add to Proposal   Update Subtotal

Find out how to get your order for **$50.51 per month**.

Continue Shopping   Save For Later   Submit to Purchaser

Create a proposal in a custom store

Decide what to do next (proposer)

If you are shopping as a proposer for your school, you have several choices. (You may also want to view the later sections called Save a Proposal, Review a Proposal, and Submit a Proposal for more detail about these options.)

Add more products to this proposal.

■ If you need more than one of an item, indicate the quantity **(1)**.

■ If you remember an item you wanted to add to this order and you know its part number, enter it in the Apple Part Number field and click Add to Proposal **(2)**.

■ Click Continue Shopping to return to your store's home page **(3)**.

Save your proposal to review or modify later.

■ Click Save for Later **(4)**. At this point, you are saving the work you've done to date, and no one can see or retrieve the proposal except you. Saving for later does not send the proposal to your purchasing department.

Submit your proposal for purchasing.

■ When you're ready, click Submit to Purchaser **(5)**.

Review your proposal.

○ Please confirm your Proposal.

○ Click on the Submit to Purchaser button to send this Proposal to your Apple Authorized Purchasing Agent.

Items you have selected	Part No.	Est Ship	Qty	Unit Price	Ext. Price
iBook 12.1TFT/700MHz/128SD/20G/Combo/E/56K/ FW/OS X 128MB SDRAM – 1 DIMM Keyboard/Mac OS X – U.S. English 20GB Ultra ATA drive DVD-ROM/CD-RW Combo	M8602LL/A	3-5 days	1 Remove	$1,399.00	$1,399.00
HP LaserJet 1200 Laser Printer	B6950LL/A	3-5 days	1 Remove	$364.00	$364.00

Subtotal Please note that your subtotal does not include sales tax or rebates.   **$1,763.00**

Apple Part Number

Add to Proposal...   Update Subtotal

Find out how to get your order for **$50.51 per month***.

Continue Shopping   Save For Later   Submit to Purchaser

Create a proposal in a custom store

Decide what to do next (shopper)

If you are shopping for yourself, your next step depends on whether you are ready to buy.

Save your proposal to review or modify later.

■ Click Save for Later **(1)**. At this point, you are saving the work you've done to date.

Purchase the items you've selected.

■ If you signed in when you entered your Apple Store, you can click Check Out now to complete the purchasing process **(2)**.

■ If you did not sign in yet, but have already set up your Apple account, you can sign in here and then click Check Out **(3)**.

■ If you have not yet created your Apple account, you can do so now to complete your order **(4)**.

Review your order.

● Make sure you have everything that you need.

Items you have selected	Part No.	Est Ship	Qty	Unit Price	Ext. Price
iBook:12.1TFT/600MHz/128SD/20G/CD/E/56K/ FW/OS X 128MB SDRAM - 1 DIMM 20GB Ultra ATA drive Keyboard/Mac OS – U.S. English CD-ROM drive	M8600LL/A	1-2 days	1 Remove	$1,149.00	$1,149.00
HP LaserJet 1200 Laser Printer	T3354LL/A	3-5 days	1 Remove	$394.00	$394.00

Subtotal Please note that your subtotal does not include sales tax or rebates. **$1,543.00**

Update Subtotal

Find out how to get your order for **$14.00 per month**^.

Continue Shopping   **1** Save For Later   Sign up for 1-Click

● Returning customers:
Please enter your Apple ID (email address), password and click Check Out.

3 Apple ID jismith@myschool.edu

Password

Did you forget your password?
Click here for assistance.   **2** Check Out

4 If you aren't Jane Smith and you have an Apple ID, log in now.
If you don't have an account, click here to set one up.

Create a proposal in a custom store

FAQ, tips, and troubleshooting

Q: I clicked on a product family and received an alert message saying that product is unavailable.

A: Your store administrator has chosen not to offer that product family as configurable. Click Continue to view your store's recommended systems.

Q: What does "Save for Later" mean?

A: "Save for Later" means you are saving the work you've done to date, and no one can see or retrieve the proposal-in-progress except you. Saving for later does not send the proposal to your purchasing department.

Q: What is a saved proposal?

A: A saved proposal is one that is not yet ready to submit to your authorized purchaser for processing. It gives you an opportunity to think about the proposal, discuss it with colleagues, and reconfigure it if you wish. You can email a copy of a saved proposal to colleagues so they can view it.

Q: How do I retrieve a saved proposal?

A: Sign into your school's home page to view your saved proposals. If you wish, you can delete a saved proposal by selecting its web reference number at the left on your list. The Continue button on the right will allow you to edit the saved proposal and click Submit to Purchaser when you're ready.

Q: How long are saved proposals accessible?

A: Saved proposals remain available to you to modify for 120 days from their creation date.

Q: What does the Add to Order button do?

A: It adds an item, specified by part number, to your proposal. (If you are shopping for yourself, you will not see this button.)

Q: I don't know what the Apple Part Number field is for, or when I need to use it.

A: If you have the Apple part number for an item you wish to add to your proposal, you may enter it here.

Q: What does "Submit to Purchaser" mean?

A: "Submit to Purchaser" means that your proposal will be sent to your purchasing agent. Submitting a proposal does not commit your institution's funds to Apple. Rather, it allows your authorized purchaser to retrieve and review your proposal and place your order directly with Apple.

Q: What happens after I submit a proposal?

A: Your purchasing agent will review the proposal and take whatever action is appropriate.

Q: What happens after my proposal is approved?

A: Your purchasing agent will place the order with Apple.

Create a proposal in a custom store

FAQ, tips, and troubleshooting

Q: Why has my proposal been split in two?

A: If you requested any electronic software downloads, these items are handled separately from the rest of the items in your proposal, and are treated as a separate order for Apple's processing purposes. You will be assigned two proposal numbers, one for the electronic software download(s) and another for the items to be shipped.

Q: How does the software downloading process work?

A: After your order is approved, sent to Apple, and processed, your purchasing agent will be notified and will instruct you how and when to download the software you requested.

Q: What happens if there is a price change?

A: If there is a price change on a product, your saved proposal will reflect the new price as soon as you click Continue to review your order. New proposals you create will also automatically reflect the new price.

Q: What happens if a product on my proposal is no longer available?

A: Saved or submitted proposals containing a product that is no longer available cannot be processed and must be reconfigured.

Q: How can I make sure that all the information on my proposal is up to date?

A: With your proposal on the screen, click the Refresh button in your browser's navigation bar. This will update the page with any product or pricing changes that may have occurred.

Save a proposal

Take a break

If you want to take a break but have not finished your proposal, click Save for Later.

- You are saving the work you've done up to this point, and no one can see or retrieve the proposal except you.

- If you have not signed into the store yet, you will be asked to do so when you try to save.

Save a proposal

Share your work

You may want to share your saved proposal with one or more colleagues. No one will be able to see the proposal except people you designate.

Click Email.

Review saved Proposal.

Click the Add to Order button to submit your proposal to your Apple Authorized Purchasing Agent.

Or

E-mail saved Proposal to a friend or colleague.

Your proposal has been saved for later.

Web Proposal Number: **W1111111**

Items you have selected	Part No.	Qty	Unit Price	Ext. Price
iBook 12.1TFT/700MHz/128SD/20G/Combo/E/56K/ FW/OS X 128MB SDRAM – 1 DIMM Keyboard/Mac OS X – U.S. English 20GB Ultra ATA drive DVD-ROM/CD-RW Combo	M8602LL/A	1	$1,399.00	$1,399.00
HP LaserJet 1200 Laser Printer	B6950LL/A	1	$364.00	$364.00

Download Your Saved Proposal Information

Subtotal — Please note that your subtotal does not include sales tax or rebates. **$1,763.00**

Find out how to get your order for **$58.51 per month**×.

Continue Shopping — Email — Add to Order

Enter the addresses of the people to whom you want to email the proposal (1).

- Separate multiple addresses with a comma.
- You may add a brief message if you wish **(2)**.

Click Send when you're ready (3).

- You will receive a return email with a URL at which you and the individual(s) you specified will be able to review the saved proposal. You can also forward this URL to share your proposal with others.

E-mail your Proposal.

E-mail your Proposal along with a brief message.

1 Email Address

rsanchez@myschool.edu

To send multiple e-mails, separate addresses with a comma.

Please respect the privacy of your institution's Custom Apple Store by not sharing the proposals outside your organization.

2 Custom Message

This would be a great addition to the lab, and also help us collect and analyze data during field work experiments.

3 Send

Save a proposal

FAQ, tips, and troubleshooting

Q: What does "Save for Later" mean?

A: "Save for Later" means you are saving the work you've done to date, and no one can see or retrieve the proposal-in-progress except you. Saving for later does not send the proposal to your purchasing department.

Q: What is a saved proposal?

A: A saved proposal is one that is not yet ready to submit to your authorized purchaser for processing. It gives you an opportunity to think about the proposal, discuss it with colleagues, and reconfigure it if you wish. You can email a copy of a saved proposal to colleagues so they can view it.

Q: How do I retrieve a saved proposal?

A: Sign into your school's home page to view your saved proposals. If you wish, you can delete a saved proposal by selecting its web reference number at the left on your list. The Continue button on the right will allow you to edit the saved proposal and click Submit to Purchaser when you're ready.

Q: How long are saved proposals accessible?

A: Saved proposals remain available to you to modify for 120 days from their creation date.

Review a proposal

Sign in

Only the person who created and saved a proposal can retrieve and review it.

Click the Store tab (1), then click Your Account (2).

Enter your Apple ID (your email address) and password, then click Sign In.

- You must sign into your account before you can view saved proposals.
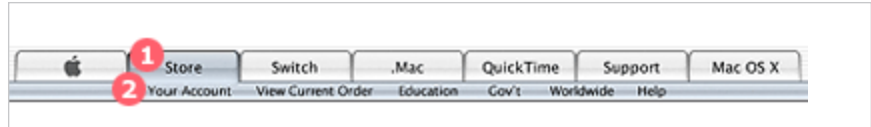
Click Saved Proposals on your store's home page.
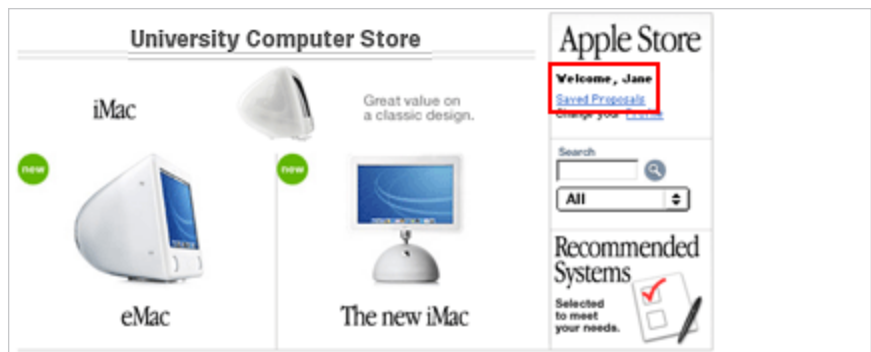
Review a proposal

Find your proposal

Your Apple Store account page appears.

Click View Saved Proposals.

If you saved more than one proposal, click the proposal number of the one you want to review.

- If your proposal is ready to submit to your authorized purchaser, click Continue.

Review a proposal

Review and revise

Verify that your proposal contains the items and quantities you want.

Click Add to Order to add new systems, delete an item, or submit your proposal.

Ready to submit? Make sure you're really finished, as once you submit your proposal you will not be able to retrieve it. Remember, you are submitting a proposal, not an order.

Review saved Proposal.

○ Click the Add to Order button to submit your proposal to your Apple Authorized Purchasing Agent.

Or

○ [E-mail] saved Proposal to a friend or colleague.

Web Proposal Number: **W1111111**
Date: **08/21/2002**

Items you have selected	Part No.	Qty	Unit Price	Ext. Price
HP LaserJet 1200 Laser Printer	B6950LL/A	1	$364.00	$364.00
iBook 12.1TFT/700MHz/128SD/20G/Combo/E/56K/FW/OS X	M8602LL/A	1	$1,399.00	$1,399.00

○ **Download Your Saved Proposal Information**

Subtotal — Please note that your subtotal does not include sales tax or rebates. — **$1,763.00**

Find out how to get your order for **$58.51 per month** *.

[Delete Proposal]   [Email]   [Add to Order]

Review a proposal

Q: How do I retrieve a saved proposal?

A: Sign into your school's home page to view your saved proposals. If you wish, you can delete a saved proposal by selecting its web reference number at the left on your list. The Continue button on the right will allow you to edit the saved proposal and click Submit to Purchaser when you're ready.

Q: How long are saved proposals accessible?

A: Saved proposals remain available to you to modify for 120 days from their creation date.

Q: I can't find a proposal I created.

A: If you are a proposer, you will not be able to retrieve a proposal after you submit it to your purchasing agent.

Q: What happens if there is a price change?

A: If there is a price change on a product, your saved proposal will reflect the new price as soon as you click Continue to review your order. New proposals you create will also automatically reflect the new price.

Q: What happens if a product on my proposal is no longer available?

A: Saved or submitted proposals containing a product that is no longer available cannot be processed and must be reconfigured.

Q: How can I make sure that all the information on my proposal is up to date?

A: With your proposal on the screen, click the Refresh button in your browser's navigation bar. This will update the page with any product or pricing changes that may have occurred.

Q: I want to select a product that appears in my custom store but there is no Add button.

A: Your school's custom store administrator has chosen to make this product unavailable. Contact the administrator for more information.

Q: What does the Add to Order button do?.

A: It adds an item, specified by part number, to your proposal. (If you are shopping for yourself, you will not see this button.) It is also the button you click to begin the order process.

Q: I don't know what the Apple Part Number field is for, or when I need to use it.

A: If you have the Apple part number for an item you wish to add to your proposal, you may enter it here.

Submit a proposal

Submit your proposal

Proposers who do not have purchasing authority are the only people who must submit proposals. If you are shopping for yourself, or if you are an authorized purchaser, you may skip the submission process.

When your proposal is final, click Submit to Purchaser.

■ Click Add to Order if you do not see a Submit to Purchaser button.

■ Remember that submitting a proposal does NOT send an order to Apple or encumber funds.

Review your proposal.

● Please confirm your Proposal.

● Click on the Submit to Purchaser button to send this Proposal to your Apple Authorized Purchasing Agent.

Items you have selected	Part No.	Est Ship	Qty		Unit Price	Ext. Price
iBook 12.1TFT/700MHz/128SD/20G/Combo/E/56K/ FW/OS X 128MB SDRAM – 1 DIMM Keyboard/Mac OS X – U.S. English 20GB Ultra ATA drive DVD–ROM/CD–RW Combo	M8602LL/A	3–5 days	1	Remove	$1,399.00	$1,399.00
HP LaserJet 1200 Laser Printer	B6950LL/A	3–5 days	1	Remove	$364.00	$364.00

Subtotal Please note that your subtotal does not include sales tax or rebates. **$1,763.00**

Apple Part Number

[Add to Proposal...] [Update Subtotal]

Find out how to get your order for **$50.51 per month***.

[Continue Shopping]   [Save For Later]   [Submit to Purchaser]

Submit a proposal

Fill out the proposal information form

Provide all requested data.

- Purchasing Agent's Email Address **(1)**: This is a mandatory field, so make sure you have the correct address for your authorized purchaser. (Note: If you change your mind and do not want to submit your proposal yet, you can put your own email address in this field.)

- Additional Email Address(es) **(2)**: This field will automatically include the name of the person who signed in. You can add additional addresses if you wish; separate them with a comma.

- Comments **(3)**: Use this field if you have special instructions for your purchasing agent.

Click Continue when you're finished.

- A confirmation notice will be sent to all the email addresses you provide.

Proposal Information

Thank you for your interest in Apple Education Products and Solutions!

To complete your proposal, please enter your purchasing agent's email address. If you would like to receive a copy of your proposal, please enter your email address in the Additional Email Address(es) field, below. To send this proposal to multiple addresses, enter them one at a time in the Additional Email Address(es) field, separated by a comma.

Click "Continue" and your proposal, along with the information on how this proposal may be converted into an order, will be sent to the email address(es) you provide.

First Name: Jane
Last Name: Smith
Title (optional):
Department (optional):
School: My School
Daytime Phone: 111 22-3333 Ext. 44
Purchasing Agent's Email Address **(1)**: mchang@myschool.edu
Additional Email Address(es) (optional) **(2)**: jsmith@myschool.edu
Comments (optional) **(3)**:

Promotion Savings
Enter Claim Code:

Continue

Submit a proposal

Print the confirmation page

After you click Continue, you'll see a page notifying you that your proposal has been sent.

Print this notification page for your records.

■ You will not be able to retrieve your original proposal once you have submitted it.

Thank you!

● Your proposal has been sent.

Web Proposal Number: **W1111111**

Items you have selected	Part No.	Qty	Unit Price	Ext. Price
iBook 12.1TFT./700MHz/128SD/200/Combo/E/56K/FW/OS X 128MB SDRAM – 1 DIMM Keyboard/Mac OS X – U.S. English 20GB Ultra ATA drive DVD-ROM/CD-RW Combo	M8602LL/A	1	$1,399.00	$1,399.00
HP LaserJet 1200 Laser Printer	B6950LL/A	1	$364.00	$364.00

⊙ Download Your Proposal Information

Subtotal   Please note that your subtotal does not include sales tax or rebates.   **$1,763.00**

Find out how to get your order for **$58.51 per month** ×.

Proposer information:
Jane Smith
My School
jsmith@myschool.edu
(111) 222-3333-44

Proposer comments:

Continue Shopping

Submit a proposal

FAQ, tips, and troubleshooting

Q: What does "Submit to Purchaser" mean?

A: "Submit to Purchaser" means that your proposal will be sent to your purchasing agent. Submitting a proposal does not commit your institution's funds to Apple. Rather, it allows your authorized purchaser to retrieve and review your proposal and place your order directly with Apple.

Q: What happens after I submit a proposal?

A: Your purchasing agent will review the proposal and take whatever action is appropriate.

Q: I submitted a proposal, and now I can't find it again.

A: If you are a proposer, you will not be able to retrieve a proposal after you submit it to your purchasing agent.

Q: Can an authorized purchaser submit a proposal?

A: Yes. An authorized purchaser can submit a proposal to him/herself as a convenience, to save work for later revision without committing to a purchase at that time.

TIP: Remember, as an authorized purchaser you can shop and place orders from the authorized purchaser store without creating and submitting a proposal. However, these orders cannot include electronic software downloads. The system requires you to create a proposal first, and then log in again to convert it to an order.

Q: What happens if there is a price change?

A: If there is a price change on a product, your saved proposal will reflect the new price as soon as you click Continue to review your order. New proposals you create will also automatically reflect the new price.

Q: What happens if a product on my proposal is no longer available?

A: Saved or submitted proposals containing a product that is no longer available cannot be processed and must be reconfigured.

Q: Why has my proposal been split in two?

A: If you requested any electronic software downloads, these items are handled separately from the rest of the items in your proposal, and are treated as a separate order for Apple's processing purposes. You will be assigned two proposal numbers, one for the electronic software download(s) and another for the items to be shipped.

Q: How does the software downloading process work?

A: After your order is approved, sent to Apple, and processed, your purchasing agent will be notified and will instruct you how and when to download the software you requested.

Approve a proposal

Sign in

Only authorized purchasers can see and approve proposals created by others once they have been submitted.

Sign in using your Apple ID and password.

■ There are two options at the bottom of the screen: Look Up a Proposal and Review Your Order Status.

Click Look Up a Proposal.

Approve a proposal

Find a proposal

Enter your Customer Number, Web Proposal Number, and Proposer's Last Name.

■ You'll receive the latter two items in the confirmation email when the proposal is submitted.

Click Continue.

Look up a proposal

Please enter your Customer Number, Web Proposal Number and Proposer's Last Name of the proposal you wish to look up.

Note : The last name is used for proposal verification purposes.

Customer Number

Web Proposal Number

Proposer's Last Name

Continue

Approve a proposal

Review and revise

The Review Your Order screen appears. At this point, you can do any of the following:

Add more products to this order.

- If you want to add an item to this order and you know its part number, enter it in the Apple Part Number field and click Add to Order **(1)**.

- If you do not know the part number of the item you want, click Continue Shopping to return to your store's home page **(2)**.

Re-save the proposal.

- After working on a submitted proposal, you may decide you are still not ready to send it to Apple. Click Submit Proposal to save the current proposal without committing to a purchase at this time **(3)**.

Order the items listed.

- If you are ready to place your order, click Check Out **(4)**. (The steps that follow are described in the next section, Place an Order.)

Approve a proposal

FAQ, tips, and troubleshooting

Q: I can't find/retrieve a proposal.

A: If the proposer has saved his/her proposal without submitting it, you (the authorized purchaser) will not have access to the proposal. The proposer must click Submit to Purchaser before you will be able to review the proposal and place an order.

Make sure you are checking from the authorized purchaser store, which can be accessed from the Education Apple Store.

If you have a custom store, you will also have a custom URL for authorized purchasers. If a proposal was created in your school's custom store, you must retrieve it from the custom authorized purchaser's store.

Q: I don't know my Customer Number.

A: Contact your Apple sales support specialist or account executive to obtain your Customer Number.

Q: Where can I find the Web Proposal Number?

A: When a proposal is submitted, you will receive an email that includes both the proposer's name and a unique Web Proposal Number. You can refer to that email message if you need this information.

Q: I want to select a product that appears in my custom store but there is no Add button.

A: Your school's custom store administrator has chosen to make this product unavailable. Contact the administrator for more information.

Q: What does the Add to Order button do?

A: It adds an item, specified by part number, to your order.

Q: I don't know what the Apple Part Number field is for, or when I need to use it.

A: If you have the Apple part number for an item you wish to add to an order, you may enter it here.

Q: What happens if there is a price change?

A: If there is a price change on a product, the saved proposal will reflect the new price as soon as you click Continue to review the order. Proposals will also automatically reflect the new price.

Q: What happens if a product on the proposal is no longer available?

A: Saved or submitted proposals containing a product that is no longer available cannot be processed and must be reconfigured.

Place an order

If you are placing an order from a proposal you just retrieved, the Customer Number screen appears. Your Customer Number appears automatically. (If you are not placing an order from a proposal you just retrieved, or if you are shopping for yourself, you will not see this screen.)

Click Continue.

Customer Number

▶ Please enter your customer number.

Please enter your customer number below.

Customer Number
12345

Continue

Place an order

Provide shipping and payment data

Choose your shipping method.

■ The default method is Standard; click the Express button if you prefer.

Shipping Info

Shipping Method

Method	Delivery Time	Cost
● **Standard**	2-5 business days (after shipping)	No Charge
○ **Express**	Next business day (after shipping)	$75.00

Enter your payment information.

■ You may use either a purchase order (provide the purchase order number) or a credit card if authorized (only one credit card per order).

■ If you want to use both a PO number and a credit card for the same order, enter the credit card information here, and add the PO number in the Comments field below.

Payment Information

● Purchase Order   Purchase Order Number

Credit Card

○   ○   ○   ○   ○

Note: You must have a credit card customer number in order to pay by credit card. (Note that debit cards and check cards have daily spending limits which may substantially delay the processing of your order. Using a credit card instead will insure that your order will be processed as quickly as possible.)

Card Number   Expiration Date

January ⬍   2002 ⬍

Note: The Apple Store uses industry-standard SSL (Secure Sockets Layer) encryption to protect the confidentiality of your personal information. See our Security & Privacy help page for more information.

Check the billing information.

■ This will automatically show the name, address, and contact information of the person signed in as the authorized purchaser.

Billing Information

First Name Last Name   Customer Number
Jane Smith   12345
Address   Account Name
2420 RIDGEPOINT DR   MY SCHOOL
ATTN MARY CHANG
City   State Zip
AUSTIN TX 78754
Daytime Phone
555555-5555
Email Address

Place an order

Provide shipping and payment data

Check the shipping address, and correct it if necessary.

- A drop-down menu lists all ship-to addresses associated with this account. Choose the one you want **(1)**.

- If the address you want does not appear, click the radio button indicating that you are providing a different address, and enter it in the fields provided. Important: Don't forget to click this radio button if you are providing a different address **(2)**.

Shipping Information

○ Select an authorized ship-to address for this Customer Number. List is sorted by zip code.

78754, MY SCHOOL, 2420 RIDGEPOINT DR, ATTN MARY CHANG, AUSTIN, TX **1** ⇕

2 ◉ Ship-to address is not in list above. Use the following ship-to information.

Name
Jane Smith
Address (We cannot ship to P.O. boxes)
My School
100 Main Street
Town/City   State Zip Code
Anytown   CA   5014
Country
US
Daytime Phone
555 55-5555 Ext.

Attention / Reference

Text entered will appear on the Order Acknowledgement, Packing Slip and Invoice. Please do not duplicate text entered here in the comments field below.

Note your scheduling options.

- Indicating schedule preferences is optional.

- If you have a funding deadline you must meet, enter it here.

- You can also schedule a later ship date if you prefer.

Must ship before this date because of funding deadline
Month Day Year
Ex: 12/09/2001

Must ship on or after this date
Month Day Year
Ex: 12/09/2001

Note: Both of these dates are optional.

Enter any comments you want Apple to review before processing this order.

- Entering comments is optional.

- Entries in this field will cause a brief delay in order processing; use sparingly.

- Don't forget to enter your purchase order number here if you are paying with both a credit card and a purchase order.

Comments

You may include a comment with this order if you wish. This may delay your order as these lines will be reviewed before your order is processed. (Maximum 28 characters per line.)

Continue

Click Continue when you're finished with this form.

Place an order

Verify and send the order

Verify your order information.

- Check the billing and shipping information that appears on this page.
- If you need to make any corrections, use your brower's Back button to return to previous pages.

When you've verified that everything is correct, click Check Out.

Then read the terms and conditions page that appears on your screen, and click I Accept.

Verify your order.

- Confirm your billing and shipping information.
- Click the Check Out button to finalize your order.

The Apple Store

Billing Address:
MY SCHOOL
12345
Jane Smith
2420 RIDGEPOINT DR.
ATTN MARY CHANG
AUSTIN, TX 78754
(555) 555-5555

Shipping Address:
MY SCHOOL
2420 RIDGEPOINT DR
ATTN MARY CHANG
AUSTIN, TX 78754

Items you have selected	Part No.	Est Ship	Qty	Unit Price	Ext. Price
LaserWriter II Toner Cartridge	M6002	2-3 weeks	1	$56.00	$56.00

Method of Payment:
Purchase Order

Shipping Method:
Best Way

Comments:

Note your web order number.

- The web order number provided on the order confirmation screen can be used to review your order status at a later date.

Thank you for your order.

The Apple Store

Your order has been successfully sent to The Apple Store.
Your web order number is **W1234567**
Note: Your web order number will be accessible by our Customer Service representatives approximately 60 minutes after your order has been placed. Please allow time for the data to be processed before calling with questions.
If you supplied your email address, you will receive an order verification by email. To get an Adobe Acrobat PDF document containing your order information, click "Download Your Order Information."

Download Your Order Information
- **Apple Education Site**
- **Sole Source Letter**
- **Campus Reseller Lookup**
- **Seminars**

Place an order

FAQ, tips, and troubleshooting

TIP: Authorized purchasers who want to shop for their school in a custom store must use a special URL provided by Apple to access the store. Apple will notify authorized purchasers about this URL when the custom store is set up. Purchasers must type the URL and then log in as usual.

TIP: If you are using IE 4.0 for Windows NT 4.0, you may encounter difficulties checking out. To correct this problem, select "Internet Options" from the View menu of your browser, click the "Advanced" tab, and scroll down to "HTTP 1.1. Setting." Uncheck the box labeled "Use HTTP 1.1" and apply your change. You must reboot your computer and reconnect to the web site for these changes to take effect.

Q: What methods of payment can I use in an Apple Store?

A: Shoppers (individual purchasers shopping for themselves) may pay by credit card only (Visa, MasterCard, American Express, or Discover). Authorized purchasers may pay by credit card and/or purchase order. If you wish to apply for an Apple Lease, you may order by phone. See Sales and Return Policies (http://store.apple.com/Catalog/US/Images/salespoliciesHigherEd.html) for more information.

Q: How does Apple safeguard my purchase order number or credit card number?

A: The security of the Apple Store servers is closely monitored to prevent any unauthorized disclosure or use of purchase order numbers or credit card numbers and to protect the confidentiality of your personal information. The Apple Store uses the Secure Socket Layer (SSL) industry standard, the highest level of security available today for web-secured applications. SSL relies on a pair of public and private key technologies provided by Verisign, Inc. and based on a 128-bit encryption algorithm developed by RSA Data Security, Inc. The Apple Store also uses a licensed system for credit card authorization and fraud detection.

Q: When can I place an order?

A: You can order online from the Apple Store 24 hours a day, 7 days a week. Please note that mailed and faxed orders will be processed Monday through Friday between the hours of 7:30 am and 6:00 pm CST.

Q: I want to purchase using a credit card, but don't have that option at checkout.

A: You were only approved for purchase order access in your store, and not for credit card purchases. Please send a request to enrollment@apple.com if you would like to obtain credit card access.

Q: I want to pay for my order with two different credit cards.

A: This option is not available. You will either need to charge your entire order to one card, or create a separate order for each card you wish to use.

Q: When will Apple charge my charge card?

A: Apple will charge your credit card when your order is shipped.

Q: Will my Education Store order be taxed?

A: Tax will be added to your invoice when appropriate.

Place an order

FAQ, tips, and troubleshooting

Q: I don't know my Customer Number and need it to complete a purchase.

A: Contact your Apple sales support specialist or account executive to obtain your Customer Number.

Q: I have more than one Customer Number. Where do I indicate which one I want to use?

A: If you are an authorized purchaser with more than one Customer Number, you'll be asked to specify a Customer Number when you sign into your store.

Q: How can I correct or update my shipping or billing information?

A: If you are shopping for yourself, you can change shipping and billing data by signing into your store and updating your account information. If you are an authorized purchaser, you will need to notify your sales support specialist.

Q: How many addresses can I ship to?

A: Any shipping address can be entered manually. To add addresses to your drop-down menu, contact your sales support specialist.

Q: Can I ship to offsite locations?

A: Yes. All Apple authorized purchasers may ship product to off-site locations if necessary. When you do this, you acknowledge the following:

- The institution or campus sales center takes title to and risk of loss of the product when the product leaves Apple's shipping location.
- Apple's product warranty becomes effective upon shipment of the product from Apple's shipping location.
- Apple will invoice the institution or campus sales center for the product when the product ships from Apple's location, and the institution or campus sales center will be obligated to pay for the product according to the terms contracted with Apple.
- The institution or campus sales center warrants that, in directing delivery to an off-site location, the institution or campus sales center has obtained the addressee's permission to have the product delivered as directed.

Q: Can I send a custom message with my order?

A: Yes. Proposers can include a message in the Comments field on the proposal information page. Authorized purchasers can add messages in the Comments field on the shipping information page.

Q: Can I delay the ship date on an order?

A: Yes. If you need your product to ship on or after a certain date, you may indicate that date on the shipping information page of your order.

Place an order

FAQ, tips, and troubleshooting

Q: Can I order from the Education Store if I have a funding deadline?

A: Yes. If you need your product to ship before a certain date, you may indicate that date on the shipping information page of your order.

Apple Computer, Inc. cannot guarantee specified delivery dates. Apple will endeavor to ship as closely as possible to your requests, but cannot be held liable for failure to do so.

Q: Will Apple confirm my order?

A: Yes. The authorized purchaser placing the order will receive an email confirming the order. After product availability has been checked, the authorized purchaser will receive a second email listing an expected ship date for the order. When the order ships, the authorized purchaser will receive a final email providing a carrier name and tracking information. Apple will contact the authorized purchaser by phone if there is a problem with the order.

Q: When will I receive my order?

A: In general, orders shipped standard (Apple pays freight) should arrive 3-7 business days after shipping. Orders shipped express should arrive 1-2 business days after shipping. You can review the status of your order by clicking Review Your Order Status on the front page of your authorized purchaser store.

Apple Computer, Inc. cannot guarantee specified delivery dates. Apple will endeavor to ship as closely as possible to your requests, but cannot be held liable for failure to do so.

Q: Will I be able to return product purchases?

A: Returns may be accepted only under the following circumstances:

- Product is Dead On Arrival (DOA). A product is considered DOA if it shows symptoms of a hardware failure preventing basic operability on its first use out of the box.
- Product is damaged during shipment.
- Apple makes a shipping or order-processing error.

  For contact information and the complete returns process, please refer to Apple's Sales and Return Policies (http://store.apple.com/Catalog/US/Images/salespoliciesHigherEd.html).

Q: How does the software downloading process work?

A: After an order is approved, sent to Apple, and processed, the purchasing agent will be notified about how and when the purchased software can be downloaded.

TIP: If you are an authorized purchaser, you cannot create an order containing an electronic software download. The system requires you to create a proposal first, and then log in again to convert it to an order.

Check order status

Watch for standard notices

All order confirmations and notifications are sent to the email address(es) you provided when you checked out.

- An Order Confirmation email is sent when the order is placed.
- A Ship Notice is sent once the order or item has shipped.
- A Delay Notification is sent when the quoted ship day has passed. (This applies to individual purchases only.)

```
Dear Apple Customer,

Thank you for placing your order with Apple Computer, Inc. Your
order has been successfully received and is currently being
processed.

Please note that all applicable sales tax and any express shipping
charges (as appropriate) will be added to your order subtotal.

A proof of purchase will be mailed to you at the same time your
order ships.

The return policy for the products on this order are subject to
the terms and conditions of your contract with Apple Computer,Inc.

Thank you again for choosing Apple Computer!

The Apple Store Team

================================================================
Here is a summary of your order:


ORDER DATE: 08/30/02 - 03:49 PM Pacific Standard Time

WEB ORDER NUMBER: W1234567

CUSTOMER INFORMATION
Mary Chang
(555) 555-5555
mchang@myschool.edu
SHIPPING INFORMATION
```

Check order status

Review the status of an order

Click Review Your Order Status on the front page of the purchaser store.

- You can also check the status of orders at www.apple.com/orderstatus.

Enter the appropriate search criteria (date range, order number, or proposal number) and click View Orders.

- Your Customer Number is required to view orders.

Check order status

Review the status of an order

Click the arrow button next to any order in the list to see details.

O **Return to Store Menu**

Displaying 4 of 4 records; Use new query to retrieve additional results

Order Date	SAP Order No.	Web Order No.	PO Number	Requested Date	Status
O 01/28/2002	7002468764		DryRun-FXCNN2	01/28/2002	Shipped
O 01/28/2002	7002468768		DryRun-FXCNN1	01/28/2002	Shipped
O 05/03/2002	7002850687		P8O-Test3	05/03/2002	Cancelled
O 08/25/2002	7003371083		HotPack TEST	08/25/2002	Cancelled

Click the tracking number to check the shipper's information.

Order Status

Customer Number	12345
Apple Sales Order No	7002468768
Purchase Order No	DryRun-FXCNN1
Order Date	01/28/2002
Requested Ship Date	01/28/2002
Order status	Shipped
Requested Carrier	Standard

Sold To
0000012345

ATTN MARY CHANG
2420 RIDGEPOINT DR
AUSTIN, TX 78754

Ship to
0000012345

1000 LAGUNA BLVD
ELK GROVE, CA 95758

Most carrier information is available within 24 hours after shipment.

Order Information

Product No	Product Description	Unit Price	Qty	Ext. Price	
Z04L00YAC	IMAC 600/SN/512/40/CDRW/56K/LL	$ 989.00	1		Canceled
	No items shipped.				
✓ Z04L00YAC	IMAC 600/SN/512/40/CDRW/56K/LL	$ 989.00	1	$ 989.00	

IMAC 600/SN/512/40/CDRW/56K/LL ; 1 shipped on 01/30/2002
Shipped via : FED EX GROUND **Tracking Number :** 9611019047655607924504

Shipping Charges	$ 0.00
Order Tax	$ 0.00
Order Total	$ 989.00

✓ = Fully Shipped

O **Return to List of Orders**
O **Return to Store Menu**

Check order status

Review the status of an order

You will be taken to the shipper's web site. If the site indicates that the package has been delivered, you can request signature proof of delivery.

Copy the tracking number (1) and ship date (2) from this page, and click the Signature Proof link (3).

On the Request Signature Proof of Delivery screen, enter the tracking number (1) and ship date (2).

Click Online Letter (printable) (3), then click Continue (4).

■ If there is a signature for proof of delivery, you will see a form with the signature information on it.

Print a copy of this form for your records.

Check order status

FAQ, tips, and troubleshooting

Q: When will I receive my order?

A: In general, orders shipped standard (Apple pays freight) should arrive 3-7 business days after shipping. Orders shipped express should arrive 1-2 business days after shipping. You can review the status of your order by clicking Review Your Order Status on the front page of your authorized purchaser store.

Apple Computer, Inc. cannot guarantee specified delivery dates. Apple will endeavor to ship as closely as possible to your requests, but cannot be held liable for failure to do so.

Q: How do I check the status of my order?

A: Click Review Your Order Status on the front page of your authorized purchaser store, or check the order status page (http://www.apple.com/orderstatus) .

Q: Can shoppers and proposers review the status of an order?

A: Yes. Order status can be reviewed at www.apple.com/orderstatus. Customers will be asked to provide a sales order number, a web order number, and the appropriate zip code.

Q: I placed an order online and called to check status, but Apple has no record of the order.

A: Please wait 60 minutes before checking the status of an order placed online. After 60 minutes, you can check your order status by clicking Review Your Order Status on the front page of your authorized purchaser store.

Q: What should I do if I have a problem with my order?

A: If there is a problem with payment or shipment of your order, call the Apple sales support organization at 1-800-800-2775.

Q: Product was delivered to wrong (default) address, not the one entered manually. How do I prevent this from happening?

A: Please make sure to click the button next to "Ship-to address" before entering the new address manually. If you leave the shipping page without clicking this button, the order will be sent to the default ship-to address, even if you entered a different address in the form fields.

Enroll with Apple

Submit the enrollment form

Custom store accounts are set up directly with Apple.

Obtain a custom store enrollment form from your Apple account executive or sales representative.

Fill out the form and send it to Apple.

- Apple will provide the tools and instructions you need to customize your store.

Follow Apple's instructions to get your custom store up and running.

Enroll with Apple

Open the Custom Store Admin Tool

The Custom Store Admin Tool is a web-based software application that allows administrators to customize the selection of products available to shoppers, proposers, and authorized purchasers.
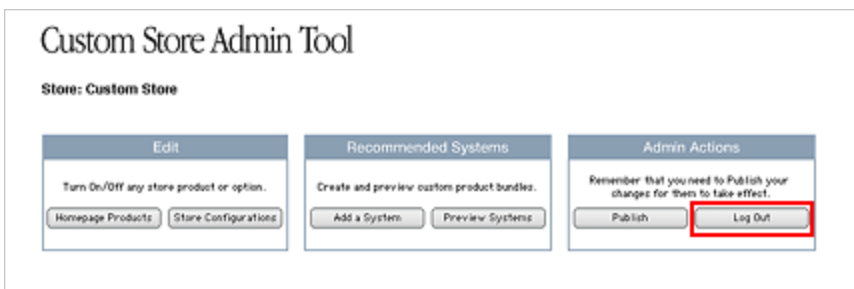
Open the Custom Store Admin Tool by launching your browser and typing the URL provided by Apple. Then enter your Apple ID and password, also provided by Apple, and click Sign In.

Note the headings and buttons in the toolbar.

■ As you customize your store, you will be working across the toolbar from left to right. You must always log out when leaving the Admin Tool.

Enroll with Apple

FAQ, tips, and troubleshooting

Q: **What is the difference between the Education Apple Store and a custom store?**

A: The Education Apple Store is maintained by Apple and displays all products available to education customers. A custom store is maintained by a school's administrator and displays only the products and recommended systems that the administrator decides will be offered.

Q: **How can my school set up a custom store?**

A: Obtain a custom store enrollment form from your Apple representative and fax the completed form to (512) 674-2288.

Q: **What does a custom store administrator do?**

A: Three things: (1) Act as primary liaison between Apple and their institution; (2) manage the custom store program for their institution; and (3) configure the product offerings for their community using Apple's Custom Store Admin Tool software.

Q: **How can I become a custom store administrator?**

A: Contact your Apple account executive or sales support representative.

Q: **What is the Custom Store Admin Tool?**

A: The Custom Store Admin Tool is a web-based tool used to create recommended systems and customize the appearance of products in a custom store.

Q: **What are the system requirements for using the Custom Store Admin Tool?**

A: The admin tool is designed to work on both Macintosh and Windows computers and is available via any standard browser.

Q: **Does the Custom Store Admin Tool require a special ID and password?**

A: Yes. When an administrator receives the information and instructions needed to set up a custom store, he/she also receives a unique ID and password for admin tool access.

Q: **How do I find the Apple Customer Account Number referenced on the custom store enrollment form?**

A: If you do not have your school's Apple account number, please contact your Apple account representative for this information.

Q: **What is the difference between the administrator, the technical contact, and the general contact listed on the custom store enrollment form?**

A: The administrator sets up and maintains the custom store. Email alert messages for recommended system updates are also sent to the administrator. The technical contact is available to back up the administrator. The general contact is also considered a back-up for the administrator and technical contact.

Q: **The custom store enrollment form requests a "Group email address for Custom Apple Store Transition Email Alerts." What does this mean?**

A: When a product on the recommended systems page needs updating, Apple sends an alert message to the administrator's email address. If the administrator prefers to notify several people, a group email address may be used.

Customize your store

Select home page products

Once you have signed in, you can begin customizing your store. The Edit Store Menu allows you to turn on/off customer access to any of the main product categories that appear on the front page of your custom store.

Click Homepage Products.

■ The Edit Store Menu page appears.

To keep a product family available in your store, leave the box checked below the picture.

To turn off customer access to a product family, remove the check.

When you're finished, click Submit at the bottom of the page.

■ You'll return to the home page of the Custom Store Admin Tool.

■ Always click Publish before you log out to save your changes and make them accessible to users of your custom store.
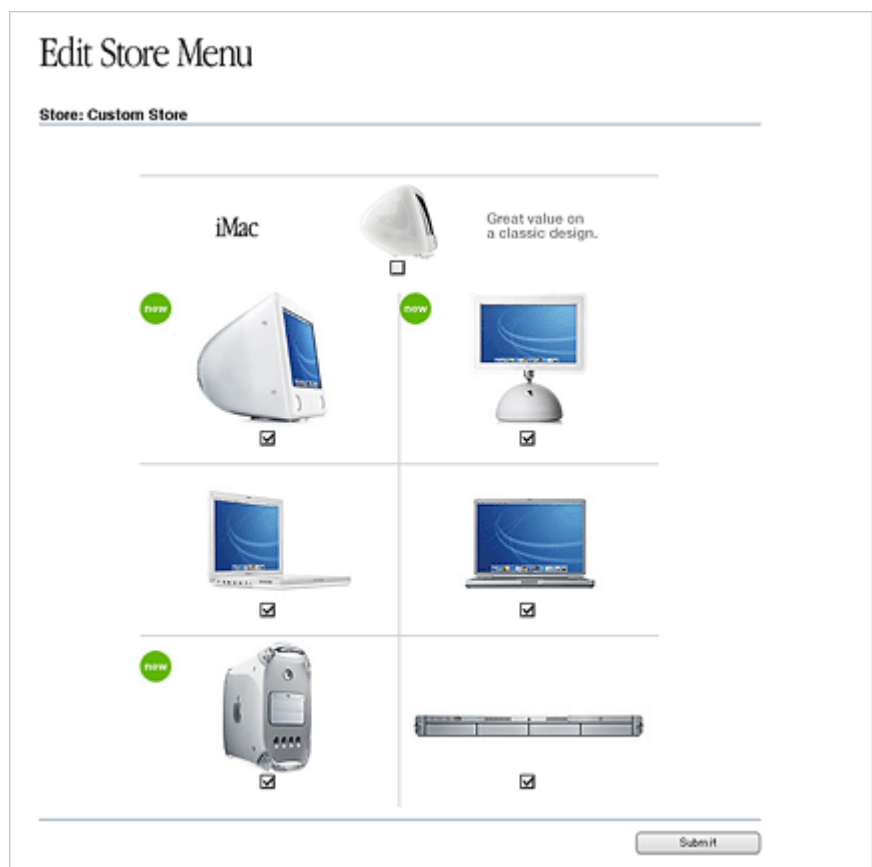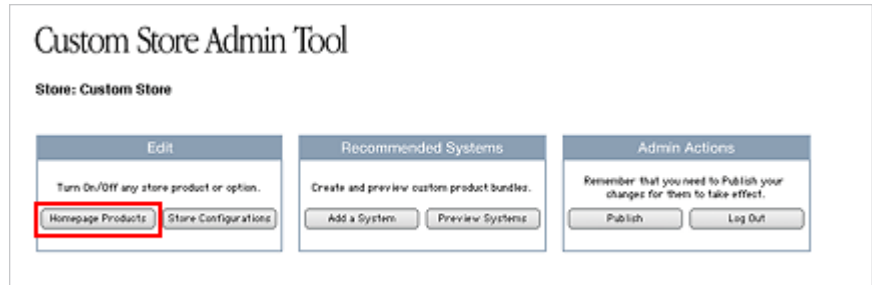
Customize your store

Configure products

The Store Configurator allows you to select the specific system features and third-party products that will be available with each configuration offered in your store.

Click Store Configurations.

■ The Store Configurator page appears.

Click the first product you want to configure.

Click Select to choose the system you want to offer (Step 1).
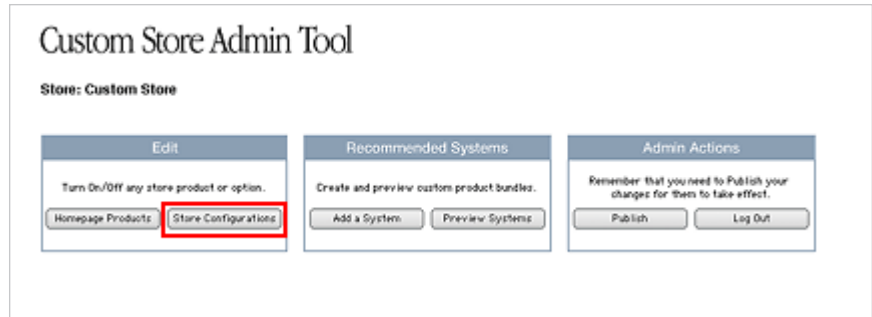
Customize your store

Configure products

Click the appropriate boxes to choose the options you want to offer for that system (Step 2).

- You must select at least one option for each feature. (In some cases, the option you want may be "None.")

- There will always be a default setting, which you can change by clicking its radio button. The default setting is always available regardless of any other options chosen.

When you have selected all the options you want, click Continue.

Click the radio buttons to indicate which third-party products you want to offer (Step 3).

- "Global" settings apply to your entire custom store. Products whose Global setting is On will appear as options with every system you offer. Click Global / Off to make a product unavailable in your store.

- "Local" settings apply only to this system. Click Local / Off to make a product unavailable with this system.

- Any product in the list can be globally On but locally Off. In some cases, the settings for one product affect the settings for a related product. These changes are made automatically.

Continued

Customize your store

Configure products

When you have selected all the third-party products you want, click Continue.

■ You'll be returned to the Store Configurator.

Continue clicking products to configure their features.

When you're finished configuring products, click Admin Tool Home at the top of the Store Configurator page.

■ Always click Publish before you log out to save your changes.

Customize your store

<div style="background:red;color:white">**Select Fast Path products**</div>

Fast Path products are additional items available for purchase but not shown anywhere in the Apple Store. They can only be ordered by entering their part number in the Apple Part Number field when creating a proposal or an order.

At the bottom of the Store Configurator page, click Fast Path Products.

Set your preferences for product availability in the Fast Path product list.

- An item that is turned on can be ordered by entering its part number. If an item has been turned off, its part number will not be accepted. Global and local settings apply as before.

When you're finished, click Continue to return to the Store Configurator.

Then click Admin Tool Home at the top of the Store Configurator page.

- Always click Publish before you log out to save your changes.

		Local		Global	
		Off	On	Off	On
K-3 Curriculum Bundle	B4796LL/A	○	n/a	○	⦿
APP for iBook – Auto Enrollment	S1414Z/A	○	n/a	○	⦿
APP for PowerBook – Auto Enrollment	S1415Z/A	○	n/a	○	⦿
APP for Power Mac w/o Display – Auto Enroll	S1413Z/A	○	n/a	○	⦿
ALS: K-3 Curriculum Kit	M8297LL/B	○	n/a	○	⦿
ALS: 3-6 Curriculum Kit	M8298LL/A	○	n/a	○	⦿
APP for iMac/eMac – Auto Enrollment	S1412Z/A	○	n/a	○	⦿
LaserWriter Select Toner Cartridge	M1960G/A	○	n/a	○	⦿
APP for iMac/eMac – Enrollment Kit	M7812LL/B	○	n/a	○	⦿
Personal LaserWriter 300/320 series Toner Cartridge	M2045G/A	○	n/a	○	⦿
Epson Color Ink Cartridge – S020	T2221LL/A	○	n/a	○	⦿
Epson Black Ink Cartridge – S020	T2220LL/A	○	n/a	○	⦿
Epson 850 Black Cartridge	T2242LL/A	○	n/a	○	⦿
Epson 850 Color Cartridge	T2243LL/A	○	n/a	○	⦿
Personal LaserWriter Toner Cartridge	M0089LL/A	○	n/a	○	⦿
LaserWriter II Toner Cartridge	M6002	○	n/a	○	⦿
LaserWriter Pro Toner Cartridge	M2473G/A	○	n/a	○	⦿
LaserWriter 12/640 PS Toner Cartridge	M4683G/A	○	n/a	○	⦿
LaserWriter 8500 Toner	M5893G/A	○	n/a	○	⦿

Customize your store

Add a recommended system

The Add a System feature allows you to configure recommended systems for your store, and add them to your store's Recommended Systems page.

Click Add a System.

■ The Add a System page appears.

Click the product you want to build into a recommended system.

■ You can build these systems to contain precisely those features your customers need, including configuration preferences that are different from those you may have set in store-level configurations.

Click to choose the system you want (Step 1).
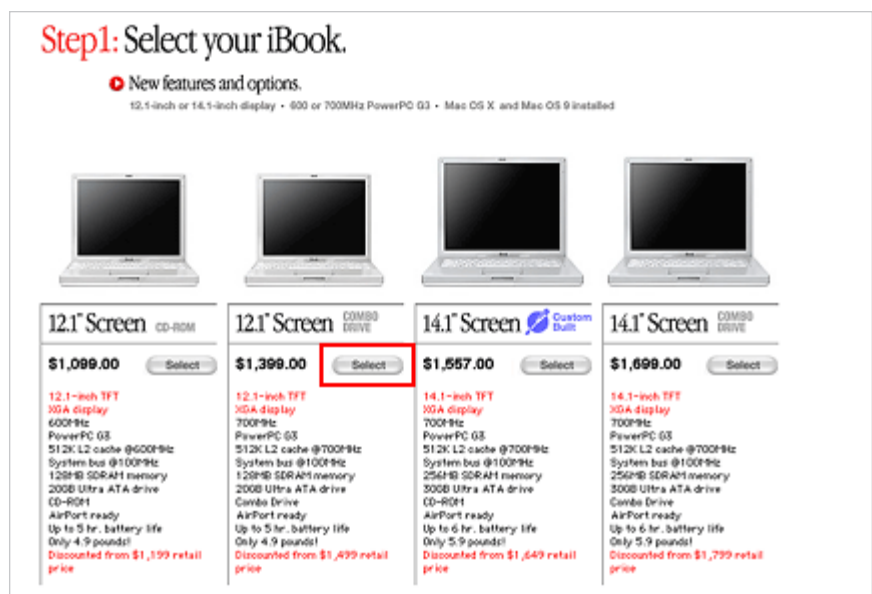
Customize your store

Add a recommended system

Click the appropriate boxes to choose the options you want to offer for that system (Step 2).

- You must select at least one option for each feature. (In some cases, the option you want may be "None.")

- There will always be a default setting, which you can change by clicking its radio button. The default setting is always available regardless of any other options chosen.

When you have selected all the options you want, click Continue.

Click the appropriate boxes to indicate which third-party products you want to offer (Step 3).

- "Enable" allows a customer to add this item to a recommended system.

- "Add" adds this item to the recommended system bundle.

When you have selected all the options you want, click Continue.

Customize your store

Add a recommended system

Review your recommended system to make sure it contains all the items you want.

When you're finished, click Add System.

■ This adds the new system to your custom store's Recommended Systems page.

■ Always click Publish before you log out to save your changes.

Customize your store

Customize your Recommended Systems page

You control how customers see and shop for recommended systems in your custom store.

Give each system a name by typing it into the Description field (1).

Provide more information about a system by including a web address in the Product Info URL field (2) (optional).

- The URL can link to a page on Apple's web site, or a page that you create.

- When this field is used, it will appear on your custom store as a More Product Info link to the page you have indicated.

Use the Display Order field (3) to indicate the order in which systems will appear on your store's Recommended Systems page.

Make a system configurable by clicking the CPU Configurable box (4). To make it non-configurable, remove the check.

- When a system is configurable, customers can see the options you have selected and change these to any other available options if they prefer.

- When a system is non-configurable, customers can only purchase the system with the options you have selected.

Make the third-party products you have chosen mandatory by clicking the All Products Required box (5), or make them optional by removing the check.

Customize your store

Preview your Recommended Systems page

Click Preview Systems at the top of the Admin Tool page to preview your store's recommended systems as customers will see them.

Then click Admin Tool Home.

- Always click Publish before you log out to save your changes.

Customize your store

Publish and log out

Click Publish to save your changes and make them visible to users of your custom store (1).

- If you forgot to complete any necessary steps, you'll see an alert message.

- If you do not click Publish before you log out, any changes you made will not be saved.

Click Log Out to end your session (2).

Custom Store Admin Tool

Store: Custom Store

Edit	Recommended Systems	Admin Actions
Turn On/Off any store product or option.	Create and preview custom product bundles.	Remember that you need to Publish your changes for them to take effect.
Homepage Products Store Configurations	Add a System Preview Systems	Publish Log Out
		1 2

Customize your store

Q: What are recommended systems?

A: Computer systems specifically recommended by Apple or your school to meet the needs of education customers. Recommended systems may offer special features or pricing.

Q: Are customers restricted to recommended systems when they shop?

A: It depends on how your school's custom store is configured. The administrator may designate some product lines as unavailable.

Q: What's the difference between configurable and non-configurable systems?

A: A configurable system can be personalized by the individual making the purchase. For example, a given system may have a variety of options for memory, hard drive capacity, screen size, and so forth, and customers can tailor the system as desired. A non-configurable system cannot be modified. It comes with a given feature set and customers cannot change anything except the quantity of that item ordered.

Q: I'm building my custom store, and want to return to the home page of the Custom Store Admin Tool. How do I do that?

A: Click the Store tab at the top of the page, and then click Admin Tool Home, which appears below.

Q: What do I need to know about the Store Configurator feature of the Custom Store Admin Tool?

A: The main benefit of the Store Configurator feature is that it allows you to align your product offerings with your school's needs by turning various products on or off (making them available or not). The Local and Global settings give you additional control: "Local" changes will apply just to a particular product in a specific store location; "Global" changes will apply to the entire store. When a product is turned off, it remains visible in the system but can't be ordered.

Q: I unchecked a product family in my custom store, so why does its picture still appear on my store home page?

A: Unchecking a product family does not remove the product picture. Shoppers or purchasers who click on that product family will see an alert message advising them that the product may not be available, and redirecting them into the recommended systems section of the store.

Q: Why aren't my additions and changes appearing in my custom store after I log out of the Custom Store Admin Tool?

A: You must always click the Publish button before you log out. The Publish button saves your changes and makes them accessible to users.

Q: I'm configuring products for my custom store and some third-party products are unavailable, even though they are listed on the Step 3 page.

A: When a product on the list cannot be selected, this is either because it is incompatible with that system, or because its inclusion is dependent on the state (selected or unselected) of a related product on the list.

Customize your store

FAQ, tips, and troubleshooting

Q: Are Fast Path products the only ones that can be ordered by part number?

A: No. A customer can order any product by part number unless that product has been made unavailable by Apple or the custom store administrator. The difference between Fast Path products and other products is that the former do not appear anywhere in the Apple Store, so they can only be ordered by part number.

Q: Some products on the Fast Path list have a blue button on the left-hand side. What is this for?

A: Click the blue button to the left of the product name for more information about that item.

Q: How can I get more information about a Fast Path product?

A: Click the blue button to the left of the product name for more information about that item.

Q: I don't understand the difference between "CPU Configurable" and "All Products Required."

A: "CPU Configurable" refers to the feature set associated with that specific computer: its amount of memory, disk drive capacity, screen dimensions, and so forth. "All Products Required" refers to the feature set that is not part of the computer itself, such as printers, extra batteries, and software applications. Custom store administrators can allow customers to change both feature sets, neither of them, or one or the other independently.

Maintain your store

Update recommended systems

When Apple updates a product that affects a recommended system, customers will see a note on the Recommended Systems page saying that the system is currently unavailable, and the store administrator will receive an email alert message.

To update a recommended system bundle, use the Edit or Delete buttons to make the necessary changes.

When you're finished, click Publish to save your changes, which will remove the "unavailable" message(s) on your Recommended Systems page.

- You only need to make changes using the Custom Store Admin Tool when your recommended systems are affected.

Maintain your store

FAQ, tips, and troubleshooting

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Q: When I log into the Custom Store Admin Tool and click Edit to modify a recommended system, I cannot change its configuration.

A: You will need to delete that system and build a new one based on the current products and options available in the store.

Q: I keep getting email alerts that a recommended system needs updating, but when I enter the store a message says, "No recommended systems on this store."

A: Make sure you are using the correct Admin Tool link. There is a different link for individual and institution stores, so if you have two custom stores you may be entering the wrong Admin Tool.