

Apple Ordering Guide

Updated: 6/4/2024

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1.) Introduction

Apple, Inc. is a registered eVA vendor with no punch-out catalog to its education website. To place an order with Apple through eVA, it will be necessary first to visit the Apple Education website for JMU to generate a web proposal for the items wanted and then place the order in eVA as a non-catalog order. For help accessing or navigating the Apple Store, you may call Procurement Services: Adriana Mariscal (x87523).

CRUCIAL UPDATE REGARDING APPLE PURCHASES

Since the transition to the new eVA system, Apple has not yet been fully integrated and is not accepting purchase card orders. However, JMU has established contracts with authorized resellers to ensure a smooth procurement process for Apple products. This approach is particularly beneficial for lower-dollar purchases, preventing an influx of invoices sent to AP for payment via check.

The following vendors are certified Apple resellers that we can purchase from:

CDWG- Contact Antonio Pinelli at Antonio.Pinelli@cdwg.com

ITSavvy- Contact Derek Jatko at DJatko@ITSavvy.com

End-users can request quotes from authorized resellers and submit their orders in eVA. To do this, follow the eVA ordering instructions for these vendors, which can be found on the Computer and Peripherals purchasing Desktop.

Additionally, end-users may purchase from the bookstore using their SPCC only if the item is in stock. However, it's important to note that you must obtain permission from Procurement before making an Apple purchase from the JMU Bookstore.

ETF purchases should be made directly through Apple or one of the Authorized Resellers. Because ETF orders may not select their SPCC as a payment option, ordering directly through Apple is still an option.

Apple maintains two websites, one with retail pricing and one with discounted educational pricing. It is recommended that you bookmark the link on the Procurement page: <https://www.jmu.edu/procurement/departmental-guide/07.shtml#Set-1-A-computers>.

AppleCare+:

Every Mac comes with a one-year limited warranty and up to 90 days of complimentary telephone technical support. AppleCare+ extends your coverage to three or four years from the original purchase date of your Mac and adds up to two incidents of accidental damage coverage, each subject to a service fee for screen damage or external enclosure damage or \$299 for any other damage, plus applicable tax. In addition, you'll get 24/7 priority access to Apple experts via chat or phone.

IT strongly encourages end users to get AppleCare+, however, it is not required. Also, if ETF funds are being used to purchase the computer, they will not cover the AppleCare+ portion of the purchase. That portion of the purchase must be split funded and paid for with university funds.

Adding AppleCare+ after the fact:

If AppleCare+ was not on the original order for a computer or device, it can be added up to 60 days after the ship date. To do this, the end user needs to get the serial number(s) for the device(s) they want to add AppleCare+ to. Then, they must email the Apple rep with the serial number and request a web proposal for AppleCare+ to be added to the device(s). Once the web proposal is received, they process it just like any other order to Apple.

2.) Creating an account for the Apple store

To access the new Apple store, you must have an Apple ID. It is strongly recommended that you do not use your personal Apple ID if you have one. If you do have a personal Apple ID, you should create a separate Apple ID and associate it with your JMU email address.

If you already have an Apple ID but it is not associated with the Apple Education site

If you already have a work-related Apple ID, go to <https://ecommerce.apple.com> to associate your ID with the new Apple store. Click the Sign In button to associate your ID with the Apple Store.

If you do not have an Apple ID

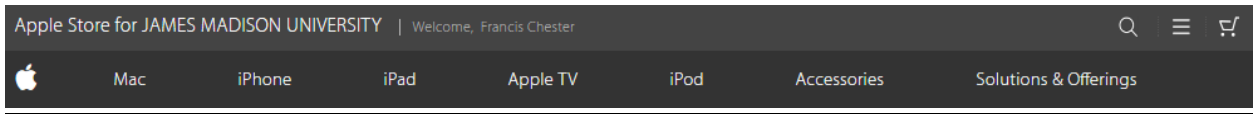
If you do not have a work-related Apple ID, go to <https://ecommerce.apple.com> to create your Apple ID for the new Apple store. Click on the **Create Yours Now** link to begin building an Apple ID.

(See the video tutorial (Appendix A) for steps to complete the sign-up/in process.)

3.) Creating a Web Proposal

After you have associated or created an Apple ID to use on the Apple Store, you must go to <http://ecommerce.apple.com> to access the Apple for Education store. You will be prompted to enter your Apple ID and password when you go to the link.

Once logged in to the Apple Education website, you should see “Apple Store for JAMES MADISON UNIVERSITY” in the upper left corner of the web page.

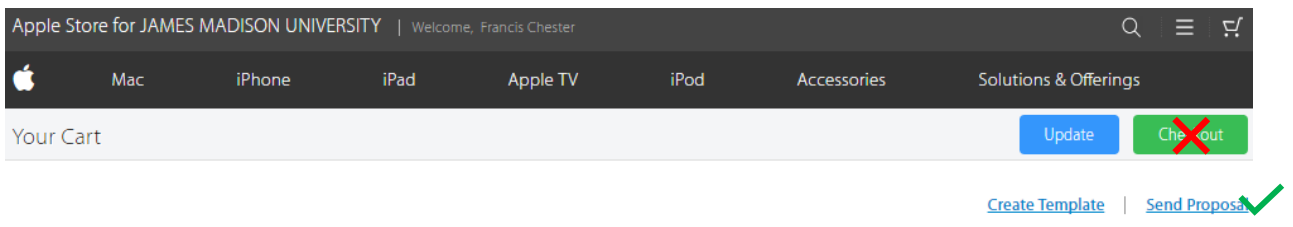


Below the Apple Store for James Madison University text, you can select from different categories of Apple equipment. Hovering over each category will display subcategories of Apple products. The shopping experience is similar to that of other online retailers.

When you find an item to add to your cart, choose the appropriate quantity and click the green Add To Cart button. Every time you add an item to the cart, the site displays a summary page of the items in your cart. To add additional items, repeat the process of using the drop-down menus to find the items you want and continue adding them to your cart until all of your selections have been made.

****If you need to connect a purchased laptop to the Internet via an ethernet cable, add the necessary Ethernet adapter to the quote/proposal.****

Once you have selected all the items you want, click the “Send Proposal” link below the green Checkout button. **DO NOT click on the Checkout button.** James Madison University only uses the Apple Store for Education to create proposals and does not purchase items directly through the site.



In approximately 5 -10 minutes, you will receive an email with a copy of your web proposal.

4.) eVA Order Entry Process

Once you have your web proposal:

1. Log into eVA. Go to Procurement > Create requisition and complete the Header section of the requisition
2. Under Item & Services, click "+Add Line"
3. Under Item Description, fill out the following fields:

Detailed Description: Enter the web proposal number, descriptive information, and contract number in this box.

Example: Web proposal 2111692008, MacBooks and iMacs, UVA-AGR-4051

Order Qty: Enter the quantity as one and the price. NOTE: the quantity will always be ONE, for one quote. Only one line is needed, even if multiple items are included in your proposal.

Commodity:

Common commodity codes include:

20400 - Computer Hardware and Peripherals for Microcomputers

20453 - Microcomputers, Desktop or Tower based

20454 - Microcomputers, Handheld, Laptop, and Notebook

20460 - Monitors, Color and Monochrome

4. Under Suggested Supplier, fill out the following field:

Supplier: Apple (E20862 – Active Supplier)

5. Under Internal Additional Details > Supplier Visible Additional Information, fill out the following field:

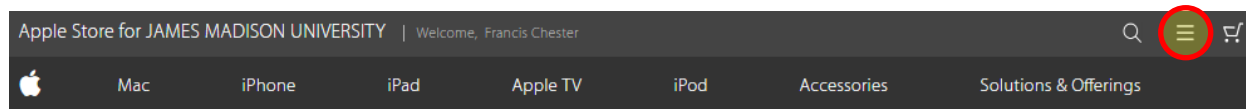
External Contract Number: UVA-AGR-4051

6. Once you have entered all the information above, click the "Save & Close" button at the top of the window.
7. enter the necessary accounting details in the Allocations section on the main screen.
8. Go to the **Attachments** section and click **+ New Document** to upload a copy of the web proposal.

5.) Order status checking

To check the status of an Apple order, follow the following steps.

Log into the Apple e-commerce website, <http://ecommerce.apple.com>. You should see “Apple Store for JAMES MADISON UNIVERSITY” in the upper left corner of the web page. Click on the three-bar menu noted below and select Order Status.



By default, it will display recent orders. If the order you are checking on is not there, click [Search Again](#)

The following form will be displayed:

Apple Store for JAMES MADISON UNIVERSITY | Welcome, Francis Chester

Mac iPhone Watch iPad Apple TV Music Accessories Solutions & Offerings

Order Status

All Orders/Returns **Orders** Returns Credit Memo Request Debit Memo Request

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

Order Number Invoice Number

Part Number Creation Date Last 7 Days

PO Number Date Type Ship Date

Serial Number From (MM/DD/YYYY)

Delivery Number To (MM/DD/YYYY)

Status Any

Reset Search

In the PO number field, enter the purchase order number that you want to check the status of. Please note that if you are searching for a PCO order, Apple treats the letter O in PCO as a zero. Therefore, if you were searching for “PCO2451902,” you would need to enter it as PC02451902.

You may need to adjust the Creation Date if your search does not display any results. By default, it is set to search within the past seven days.

6.) Important Notes

Change Orders / Canceling an Apple Order

Because Apple is structured to receive online orders and send them immediately to the production line, orders cannot be changed but have to be canceled and replaced.

If an order needs to be canceled, there are two steps. First, notify Apple by contacting their sales support staff at ssosouthhied@apple.com. Because of Apple's structure, the Apple rep does not have access to cancel the order. Once the cancellation is confirmed, you may cancel the order in eVA.

After placing an Apple order, you will receive an order confirmation.

Apple computers must be tagged with an Equipment Service Number (ESN) sticker. You will need to request an ESN. To request an (ESN) for a new computer or printer, go to the IT Service Portal: <https://itsmprd.jmu.edu/CherwellPortal/JMU/>

- Login with your eID and password
- Select Request Help
- Select Software, Computers and Devices
- Select Hardware
- Select Request an Asset Tag (ESN#)

Fill out all required fields and submit one request per piece of equipment needing the tag. If you do not know the user's EID and location, please use your EID and location.

To complete the eVA order, you will need to fill in the Account Code. These Expenditure Codes can be found at <http://www.jmu.edu/financemanual/procedures/2015.shtml>. The most frequently used technology codes are listed below.

221100 – Desktop Computer	221600 – Network Components
221200 – Notebook Computer, Handheld Computer	221700 – Peripherals, Other Computer Equip.
221400 – Mainframe Computer	221800 – Software
221500 – Network Server	221900 – Software Development Tools

If you need assistance selecting a computer, please consult with the Computing Coordinator for your area or call Procurement Services. The list of Computing Coordinators is available at <http://www.jmu.edu/computing/help-and-support/campus-technology-coordinators.shtml?filter=Administrative%20Technology%20Coordinators>

7.) Apple ID Creation

Click on the link below to watch a short video that explains how to create an Apple ID.

<https://video.ibm.com/ecommerce-help>

Information that will help during the registration process:

When searching for James Madison University as the school/location, use our customer number, 34680.

When selecting the business role, choose Registered Proposer.

For the Manager Name, Email, and Phone fields, enter the following information:

Adriana Mariscal
maris2ax@jmu.edu
540-568-7523