

eCommerce Guide



eCommerce.apple.com

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Welcome to the Apple Online Education Store

The Apple Online Education Store is built to support your institution at every step of the purchasing journey. With intuitive workflows, 24/7 access, and pricing tailored for education, the store gives you a streamlined and reliable way to shop for Apple products.

By placing your orders through **eCommerce.apple.com**, you'll benefit from a secure, self-service experience designed to save time and simplify your routine. Once registered, your institution can:

- View the latest Apple products with Education Institution pricing
- Place orders using a credit card or your account's contract terms
- Create, save, and share proposals for frequently purchased items
- Review quotes from your Apple Sales Representative
- Track the full status of your orders, including shipment details
- Access your order history anytime
- Download invoice copies on demand
- Submit return requests for products purchased on your account
- Receive automated updates for key order events
- Validate order details before submitting
- Convert proposals and quotes into new orders with ease
- Use this guide for support resources and step-by-step walkthroughs

Requesting Access

To request access to your institution's Apple Online Education Store, or to request the creation of a new account, please email [**EducationSupport@apple.com**](mailto:EducationSupport@apple.com).

Your institution can register as many users as needed. Multiple role types are available, allowing you to assign the right level of access based on each user's responsibilities.

Business Roles

Below are the available business roles and the permissions associated with each. Roles can be assigned during registration based on the user's responsibilities.

Task	Purchaser	Registered Proposer	Proposer	Return Specialist	Accounts Payable
Proposals	Create, view, delete, and convert proposals into new orders	Create, view, delete, and convert proposals into new orders	Create and view proposals	No	No
Templates	Create, view, delete, and convert templates into new orders	Create, view, delete, and convert templates into new orders	No	No	No
Order Status & Tracking	View order status and tracking for all orders on the account	View order status and tracking for orders placed by the user	View order status for orders placed by the user	View order status by searching with order number	No
Invoices	Download invoices for all orders on the account	Download invoices for orders placed by the user	View invoices	No	Download invoices for all orders on the account
Qualified Payment Methods	Place orders using all qualified payment methods	Place orders using credit card, wire transfer, or money order	No	No	No
Returns	Create return requests	Create return requests	No	Create return requests	No

Creating a Proposal or Template

Proposals and Templates can be created from a cart. Both can be saved, accessed later, and used to streamline future orders. Proposals can be emailed as a PDF and converted into orders. Certain actions may be limited based on the user's store role. Previously created Proposals and Templates can be accessed from the main menu.

1. Build the Cart

- Add the desired products, including any personalization.
- Engraving and AppleCare options can be added on the cart page.

Your Cart Update Checkout

Proposal Reference Number: 2132547932 Cancel > Create Template > Create Proposal >

Part Number Add Remove All x

Item Picture	Description	Quantity	Total Quantity	Unit Price	Total Price
	12.9-inch iPad Pro Wi-Fi 256GB - Silver. ↗ MXAU2LL/A Engrave > Remove Item x Estimated Shipping: 2-3 weeks  2-Year AppleCare+ for Schools - iPad Pro ↗	1	1	999.00 USD Recycle Fee >	999.00 USD 4.00 USD

2. Choose an Option

After adding items to the cart, select one of the following:

- **Checkout:** Place an order immediately.
- **Create Proposal:** Save a one-time order for future use.
- **Create Template:** Save a Template for repeat use on frequently purchased products.

- **Templates:** Enter a Template name and click **Create Template**.

Create Template Back Create Template

Template Name*

Comments (Optional)

Item Picture	Description	Total Quantity	Unit Price	Total Price
	13-inch MacBook Air: Apple M4 chip with 10-core CPU and 8-core GPU, 16GB, 256GB SSD - Sky Blue. ↗ MC6T4LL/A Specifications > Estimated Shipping: 3-5 business days	1	899.00 USD	899.00 USD

Subtotal: 899.00 USD
Estimated Tax: 0.00 USD
Total: 899.00 USD

- **Proposals:** Enter the email address of the person who will place the order and any additional information, then click **Send Proposal**.

Apple Store for [Location] | Welcome, [User Name]

Mac Watch iPad Apple TV Music Accessories Solutions & Offerings

Create Proposal [Back to Cart](#) [Send Proposal](#)

First Name*
Last Name*
Proposer Phone Number*

Purchaser(s) Email Address*
Send copy of proposal to [Email Address]@apple.com

Comments

Item Picture	Description	Total Quantity	Unit Price	Total Price
	12.9-inch iPad Pro Wi-Fi 256GB - Silver. ↗ MXAU2LL/A Estimated Shipping: 2-3 weeks	1	999.00 USD Recycle Fee	999.00 USD 4.00 USD

Sending a Proposal saves it and automatically emails any edits to the original recipients. A PDF attachment is included. Emails come from a system address and may appear in Spam folders.

3. Confirmation

After sending, a confirmation screen displays the **Proposal Number**. Proposals can be searched and accessed later from the main menu.

Placing an Order

Users with **Purchaser** or **Registered Proposer** access can place orders. Orders can be created in 4 ways:

- Converting a **Proposal**
- Converting a **Template**
- Converting an **Apple Quote**
- Adding parts to the cart manually

Estimated ship times are visible when adding items to the cart and should be reviewed before proceeding.

Converting a Proposal to an Order

1. Open the **main menu** and select **Proposals**.
2. Search by **Proposal Number**, or choose a Proposal from the list (visibility depends on role). Click **Search Again** to view additional search criteria.
3. Select the Proposal and click **Convert**.
4. Review the items, make changes if needed, and continue to **Checkout**.

Proposals

Showing: Creation Date: Last 8 Months Status: Any		Search Again ▾			
Proposal Number ▾	Proposer	Creation Date	Total Price	Status	Convert To Order
2112331386 		11/17/2025	31,740.00 USD	Pending	Convert
2112325473 		11/11/2025	1,018.00 USD	Converted to Order	

Converting a Template to an Order

1. Open the main menu and select Saved Order Templates.
2. Search by **Template Number**, or choose a Template from the list (visibility depends on role). Click **Search Again** to view additional search criteria.
3. Select the Template and click **Add Items to Cart**.
4. Review the items, make changes if needed, and continue to **Checkout**.

Templates

Showing: Creation Date: Last 30 Days

[Search Again](#) ▾

Template Number ▾	Template Name	Creation Date	Created By
2002440466	class room set	11/20/2025	
2002439574	High School MacBook Air	11/17/2025	
2002439131	test new today	11/10/2025	

Converting a Quote to an Order

1. From the main menu, select **Quotes From Apple**.
2. Search by **Quote Number**, or select the quote from the list (depending on role).
Click **Search Again** to view additional search criteria.
3. Click **Convert to Order** or click on the quote number to review and select **Create Order From Quote**.
4. If any updates are needed, contact your Apple sales representative before proceeding.
5. Continue to **Checkout** and finalize the order.

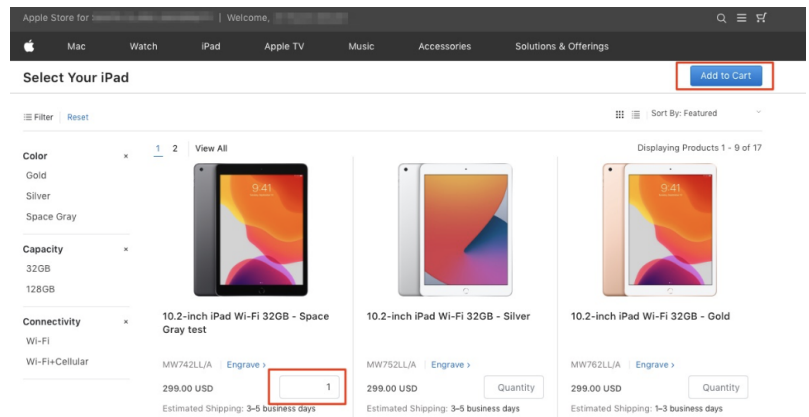
Quotes from Apple		Proposals Pending Approval	
Showing: Creation Date: Last 30 Days		See More Options	
Quote Number	Validity Period	Total Price	
11/08/2021-05/08/2022	11/08/2021-05/08/2022	549.00 USD	Convert to Order
11/16/2021-05/16/2022	11/16/2021-05/16/2022	119.00 USD	Convert to Order
11/10/2021-05/10/2022	11/10/2021-05/10/2022	1,035.00 USD	Convert to Order
11/18/2021-05/18/2022	11/18/2021-05/18/2022	1,085.00 USD	Convert to Order
11/04/2021-05/04/2022	11/04/2021-05/04/2022	145.00 USD	Convert to Order
11/04/2021-05/04/2022	11/04/2021-05/04/2022	299.00 USD	Convert to Order
11/05/2021-05/05/2022	11/05/2021-05/05/2022	348.95 USD	Convert to Order
12/02/2021-06/01/2022	12/02/2021-06/01/2022	345.00 USD	Convert to Order

Adding Parts Manually

1. Find and Select Items

- Search using a **part number**, **product description**, or by browsing categories.

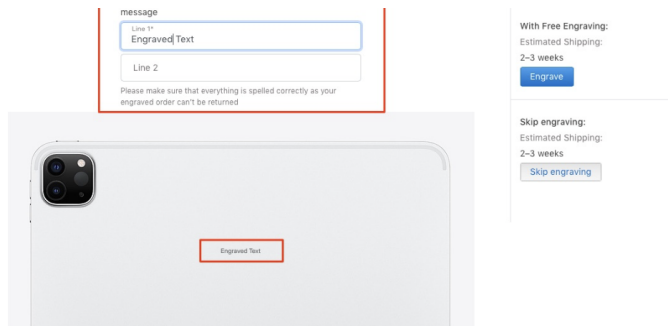
- When you open a product, you'll see its **estimated ship time**, which should be reviewed before adding it to the cart.



2. Personalization & Engraving

If the item supports personalization:

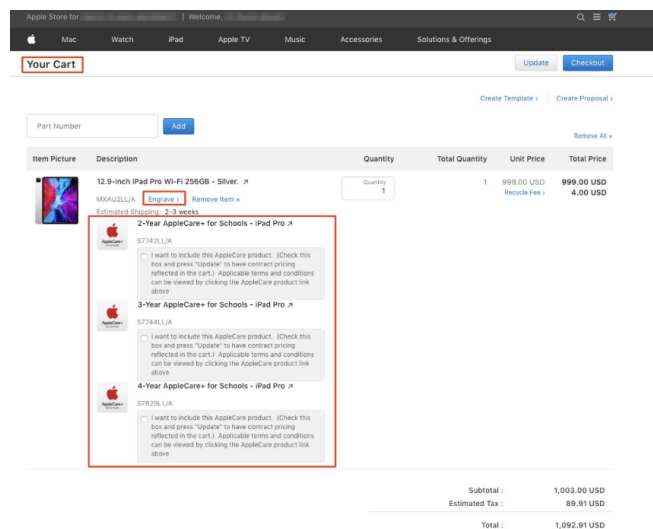
- An **Engraving** option will appear.
- Select *Engraving* to open the **Personalization** screen and enter the desired text.
- Engraving can also be added or removed later directly in the cart.



3. AppleCare Options

AppleCare availability varies by item:

- Some items (such as bundles or recommended systems) may already include **AppleCare**.
- If AppleCare is not included, an option to **add AppleCare** will appear as each item is added to the cart.
- AppleCare selections can be added or removed from the **cart** before checkout.



4. Review and Edit in the Cart

Once items are added:

- You can make updates such as changing quantities, removing items, adjusting engraving, or modifying AppleCare.
- When you're ready, proceed to the **Checkout** page to review shipping, payment, and order details.

Checkout Screen

During checkout, you'll review and confirm all details before submitting your order.

Shipping Address

Your order will default to the main shipping address registered to your institution's account.

To change the shipping address:

1. Select the **arrow** on the far right of the shipping line.
2. Choose another registered shipping location associated with your account from the drop-down, **or**
3. Select **Alternate Shipping Address** to enter a new address manually.
4. Avoid using **special characters** in shipping fields (such as è, ñ, ø, |) as they may cause delays in order processing.

If you need a new shipping location added to your account for visibility in this drop-down, you can request this by emailing [**EducationSupport@apple.com**](mailto:EducationSupport@apple.com).

Apple Store for [redacted] | Welcome, [redacted]

Apple Mac Watch iPad Apple TV Music Accessories Solutions & Offerings

Checkout

Sold To: Apple Inc
5501 Parmer Ln
Austin, TX 78727

Ship To:

Address
Please click here to select a different Shipping Address

Search All Addresses ↗

Apple Inc
5501 Parmer Ln
Austin, TX 78727

Shipping Method:

☒ Standard Business | 4-7 Business Days - From Ship Date

☐ Expedited 2-3 Days | 2-3 Business Days - From Ship Date

☐ Expedited Overnight | 1 Business Day - From Ship Date

Shipping Methods

Available shipping options will appear during checkout.

- **Expedited shipping** may be available based on the products in your cart.
- Expedited shipping shortens **delivery time once shipped**, but does **not** speed up warehouse processing.
- For personalized or configured-to-order items, consider whether expedited delivery aligns with your timing needs, as these items may require additional processing.

Payment Options

Available payment methods depend on your assigned role within the store.

Registered Proposers

- Procurement Card
- Credit Card

The screenshot shows the payment interface for Registered Proposers. On the left, under the 'Payment' heading, there is a 'Procurement Card' option. On the right, under the 'Credit Card' heading, there are four fields: 'Card Type*' with radio buttons for American Express, Discover, MasterCard, and VISA; 'Card Number*' with a text input field; 'Expiration Date*' with two dropdown menus for month (January(01)) and year (2013); and 'PO Number' with a text input field.

Purchasers

- Purchase Order (PO)
- Check
- Wire Transfer
- Credit Card
- Procurement Card

Payment:
Certified Cheque or Money Order

The screenshot shows the payment interface for Purchasers. Under the 'Payment Details' heading, there is a 'PO Number' field. Below this, there is a note: 'For Cashier's Check Payments, after placing your order, use "Download PDF copy of this order" link on the Order Summary page, to download and print a copy of your order.' Below the note, it says 'Please include a printed copy of your order with your payment.' and 'Payments should be sent to:' followed by the address: 'Apple Inc., PO Box 846095, Dallas, TX 75284-6095'.

If eligible and within thresholds, Purchasers may see **Payment Plan** as a payment option. Click the option to review the payment plan details. If interested in financing using this payment plan:

- Choose a payment frequency.
- Click **Finalize Payment Plan** at the bottom of the Checkout page.
- Complete the finance application when prompted.

Note: For Apple Quotes, financing options appear only after selecting **Create Order from Quote** and proceeding to the Checkout screen.

If you choose to apply for financing during checkout, you can review the status of your application after submission.

Authorized users can navigate to the **Application Status** page to view all finance applications submitted within the last 8 months.

On this page:

- You'll see a default filtered view.
- Select **Search Again** to adjust filters and view additional applications.

Finance Application Status Types:

- **Completed** – The order has been processed and you can check its status.
- **Approved** – The order can be submitted using the approved financing terms.
- **Declined** – Financing was not approved; the order can still be submitted using another payment method.
- **Expired** – The application is no longer valid. Create a new cart and submit a new finance application.

Order Notifications

During checkout, you can enter additional information that helps manage shipping, deadlines, and internal workflows.

- Order confirmations and updates will be sent to the Apple ID used to place the order.
- You may also enter **additional email addresses** to receive copies of order notifications.

Notification:

Email Address:
DemoEmail @apple.com

Send Notification to additional email addresses (comma separated)

Optional Items:

Request for Delivery (MM/DD/YYYY)



SEA Number

Funding Deadline (MM/DD/YYYY)



Request for Order Review



Optional Items Fields

These fields can help manage special handling, timing, and funding needs:

- **Request for Delivery Date**

Allows you to specify a **preferred delivery date**. Delivery date is **not guaranteed**, but the system will attempt to schedule based on availability as close to this date as possible. **Add 10 additional days** to your preferred date if delivery should arrive **after** your preferred date.

- **Funding Deadline Date**

Automatically holds the order if it has not shipped by the date entered. Useful if funding expires on a specific date.

- **Request for Order Review**

Add comments or special instructions if the order requires review before processing.

Orders with comments will be routed to a representative for review before being released. This is helpful if a TPI (Third Party Integrator) needs to be applied to the order or if a payer change/payer facilitator request is required.

Order Summary

Before submitting your order, you'll see a complete overview of all items, services, and shipping details. If correct, click **Verify Order**.

On the verification screen confirm all information is correct and click **Place Order**.

The **Sales Order Number** will be listed at the top of the summary page once the order is submitted. Download a **PDF copy** of the order summary using the PDF icon for your records.

Checking Order Status

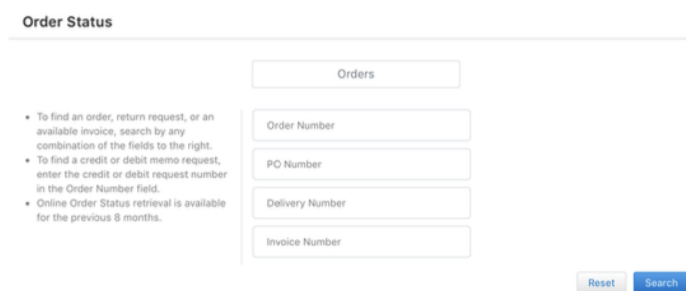
You can view the status of your orders and returns directly in the Apple Online Education Store.

Available search options and visibility depend on your user role.

1. Open the main menu and select **Order Status**.

The page may:

- Open directly to **Recent Orders**, or
- Display the **Search Options** page.
-



The screenshot shows the 'Order Status' page. At the top, there is a header 'Order Status'. Below it, on the left, is a list of instructions: '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.', and 'Online Order Status retrieval is available for the previous 8 months.' To the right of the instructions is a search form with a tab labeled 'Orders'. Below the tab are four input fields: 'Order Number', 'PO Number', 'Delivery Number', and 'Invoice Number'. At the bottom right of the form are two buttons: 'Reset' and 'Search'.

If you don't see search fields right away, select **Search Again** to start a new lookup.

2. You can search using just one piece of information. Depending on your role, the following search criteria may be available:
 - RMA Number
 - Sales Order (SO) Number
 - Purchase Order (PO) Number
 - Part Number
 - Serial Number
 - Delivery Number (DN)

- Credit/Invoice Number
 - Creation Date
 - Status
- After running a search, results for up to the last 8 months appear at the bottom of the screen.
 - Select any **Order Number** to open the **Order Status Detail** page. This page will provide visibility to:
 - **Order Information**
SO#, PO#, Sold-To, shipping address, pricing, and ship quote
 - **Overall Order Status**
In Process, Shipped (for physical items), or Completed (for digital items)
 - **Line-Level Details**
Processing or shipping status for each item
 - Shipment Details (once shipped)
 - Invoice Number
 - Tracking Number
 - Serial Number (if applicable)
 - Delivery Number (DN)
 - Carrier
 - Ship Date
 - Referenced Invoice Number (if applicable for replacement orders)

Order Status Detail

Order Number: [REDACTED]

Order Type: Order

Originating Proposal: [REDACTED]

Sold To Number: [REDACTED]

Delivery Address: [REDACTED]

Overall Status: Shipped

Terms of Payment: Net 30 Days

PO Number: [REDACTED]

Back

Returns

☐	Item	Part Number	Description	Total Quantity	Unit Price	Item Total
☐	10	PK2K3LL/A	IPAD WI-FI 64GB SPACE GRAY-USA Engrave Text: [REDACTED] Estimated Shipping: 7-9 weeks PO Item : 000010 Serial Number/Asset Tag Details > Shipped > Invoice Number: [REDACTED] 1 Shipped on : 11/19/2021 Via UPS Tracking Number [REDACTED] Delivery Number : [REDACTED]	1	299.00 USD	299.00 USD

If an order requires action, a message such as **"Action Required"** will appear on the detail page.

Invoice Reprint

Users with the following access levels can search, view, and download invoices:

Accounts Payable, Return Specialist, Registered Proposer, Purchaser

Invoices can be searched, previewed, and downloaded directly in the Apple Online Education Store. By default, search results display invoices from the **last 30 days**, but they can be exported or downloaded in bulk for convenience.

1. Open the main menu and select **Invoices**.
2. The search results will automatically display all invoices from the last 30 days.
3. To search for invoices outside this default range, enter the relevant search criteria and select **Search**.
4. Each invoice in the search results displays:
 - Invoice Number
 - Download Status
 - **Invoice Type** (Return or Standard)
 - Purchase Order (PO) Number
 - Sales Order (SO) Number
 - Web Reference
 - Invoice Date
5. Click an **Invoice Number** to open a preview of the invoice before downloading.

Invoices							
Showing: Invoice Date : Last 30 Days		Search Again ▾					
☐	Download Status	Invoice Number	Invoice Type	PO Number	Order Number	Reference	Invoice Date ▾
☐		11/27/2021	Invoice				11/27/2021
☐		11/24/2021	Invoice				11/24/2021
☐		11/23/2021	return Invoice				11/23/2021
☐		11/20/2021	Invoice				11/20/2021
☐		11/19/2021	Invoice				11/19/2021
☐		11/19/2021	Invoice				11/19/2021
☐		11/19/2021	Invoice				11/19/2021
				Save Search Results Download Selected Invoices			

6. Select one or more invoices to download simultaneously.
7. Use the **Export** option to generate an Excel file containing the search results.
8. Preview the invoice to confirm details before downloading.

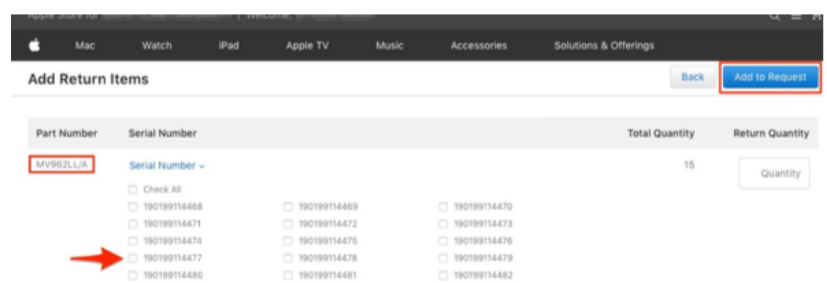
Creating a Return Request

Returns can be requested through **Order Status** or **Return Requests** in the main menu. All returns must be submitted through the Apple Online Education Store, regardless of where the order was placed.

Note: For **Dead on Arrival** returns, an AppleCare Case ID is required. Contact **Education Technical Support** at **800-800-2775, option 3** to obtain the Case ID.

Return Through Order Status

1. Open **Order Status** from the main menu.
2. Search for the order using any of the available options: Order Number, Part Number, Purchase Order, Serial Number, Delivery Number, or Invoice Number. Adjust the date range if needed.
3. Select the order from the search results to open the **Order Status Detail** page.
4. Check the items you want to return and click the **Returns** button.
5. On the return screen:
 - Adjust quantities as needed.
 - Any associated AppleCare, taxes, or fees will be included



Part Number	Serial Number	Total Quantity	Return Quantity
MV962LL/A	Serial Number	15	Quantity
☐ Check All			
☐ 190199114468	☐ 190199114469		☐ 190199114470
☐ 190199114471	☐ 190199114472		☐ 190199114473
☐ 190199114474	☐ 190199114475		☐ 190199114476
☐ 190199114477	☐ 190199114478		☐ 190199114479
☐ 190199114480	☐ 190199114481		☐ 190199114482

automatically.

- For serialized products, a prompt will appear to select specific units. Check each serial number or choose **Select All** if returning all units. Unchecked serials will need to be entered manually in the next step.
 - Click **Add to Request** to move forward.
6. On the next screen, enter the following:
 - **Requestor Information** (will automatically populate but can be changed)
 - Return Reason (see below)
 - Open/Closed Box
 - **Comments** (Provide additional details on why the item is being returned)
 - Attach any relevant photos or documentation.
 7. Click **Verify Request** and review all return details on the summary screen.
 8. If any changes are needed, select **Back** to update the request.
 9. Click **Save** to submit the return.

Return Request

Cancel Update Verify Request

Upload template of items to be returned OR add individual return items by part number ⓘ

Download template here ⓘ

Choose File No File Selected OR Add 5 more rows +

Part Number * XXXXLL/A Serial Number 12345 Invoice Number

Add

Requestor Information

Requestor Name* Requestor Phone Number* Requestor Email Address*

Additional Email Address

Attach supporting documents/images of damaged items as applicable: ⓘ

Choose File No File Selected

Part Number	Return Reason*	Quantity*	Serial/Closed Box*	Remove +
XXXXLL/A	Select	1	Select	
Serial Number	Return Reason Comments*	Customer Reference Number	AppleCare Case ID	
190199114477				
Invoice Number		Replacement Needed*		
		Select		

Return Through Return Requests

1. Open **Return Requests** from the menu to view recent returns and their status.
2. To create a new return, click **Create Return Request**.

Apple Store for [device] | Welcome, [name]

Mac Watch iPad Apple TV Music Accessories Solutions & Offerings

Return Request

Cancel Update Verify Request

Upload template of items to be returned OR add individual return items by part number ⓘ

Download template here ⓘ

Choose File No File Selected OR Add 5 more rows +

Part Number * XXXXLL/A Serial Number 12345 Invoice Number

Add

3. Enter product details:

- **Part Number** or **Serial Number** (for serialized products).
- For non-serialized or non-Apple-branded items, enter the **Invoice Number**.
- To return multiple items, select **Add 5 more rows** and enter the details.
- AppleCare, taxes, and fees are automatically included.

4. Click **Add** to proceed to the next screen.

5. On the next screen, enter the following:

- **Requestor Information** (will automatically populate but can be changed)
- Return Reason (see below)
- Open/Closed Box
- **Comments** (Provide additional details on why the item is being returned)
- Attach any relevant photos or documentation.

6. Click **Verify Request** and review all return details on the summary screen.

7. If any changes are needed, select **Back** to update the request.

8. Click **Save** to submit the return.

Return Request

Cancel Update Verify Request

Upload template of items to be returned OR add individual return items by part number

Download template here

Choose File No File Selected

Part Number * Serial Number Invoice Number

Add 5 more rows

Add

Requestor Information

Requestor Name* Requestor Phone Number* Requestor Email Address*

Additional Email Address

Attach supporting documents/images of damaged items as applicable:

Choose File No File Selected

Part Number MV96ZLL/A	Return Reason* Select	Quantity* 1	Open/Closed Box* Select	Remove
Serial Number 190199114477	Return Reason Comments*	Customer Reference Number	AppleCare Case ID	
Invoice Number		Equipment Needed* Select		

Return Reason Options

- **Customer Error**– Return for internal reasons, not related to Apple or external errors.
- **Apple Error** – Return due to an error by Apple, including damaged units with no shipping box damage.
- **Damaged in Transit** – Damage to the item that appears to have occurred during transit with damage to the box.

- Attach photos if selecting this reason.
- **Dead on Arrival** – Device does not turn on or has a software issue.
- An AppleCare Case ID is required.
- **Replacement Option:** Can be selected only for **Dead on Arrival** or **Damaged in Transit** returns.

Return Acknowledgement

After submission, an acknowledgement email will be sent to the Apple ID. Returns are typically processed within **1–2 business days**.

If approved, an email with the **RMA number** and **Return Warehouse Address** will be sent. If the return qualifies for Apple-paid shipping, instructions for accessing **prepaid return labels** will be included.

The **Return Status** page in eCommerce includes a **Print Label** button to generate the required number of labels for the units being returned.

For returns over **150 lbs**, Apple may contact you to arrange freight pickup.

If denied, an email will provide the reason.

Return Request Acknowledgement

COMPANY
Apple Customer Number:

Return Request Number: 2010407808
Requested on: 03.12.2020

Collection Address:

COMPANY
ROAD
DISTRICT
AL KHOBAR
31952
SA

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

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

Item	Part Number	Serial Number	Quantity	Customer Reference
10	MWC22AH/A	F17D9WTAN6Y2	1	

Description : iPhone 11 Pro 64GB Space Grey
Reason for Return: OTHER
Reason for Return Comments: Comments

Regards,
Apple Distribution International Ltd.

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

Viewing Return Status

You can also track returns using the same search options as orders.

Return Status Details Include:

- **Return Information**
 - RMA#, PO#, Sold-To, pricing, and part details
- **Return Status**
 - In Process or Completed
- **Print Label** option for accessing return shipping labels.
- Additional Return Details
 - Referenced Invoice Number (if created with a reference)
 - Credit Memo Number

Downloading Return Labels

Return labels for RMAs can be downloaded directly from the Apple Online Education Store. Each label includes a **unique tracking number**.

Note: Once an RMA is completed (either received or canceled due to age), the **Print Label** button will no longer be available.

Order Status Detail

[Back](#) [Print Label](#)

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

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

Item	Part Number	Description	Total Quantity	Unit Price	Item Total
10	MMGR3LLJA	IPAD AIR WF CL 64GB SPG-USA PO Item: In Process > Reference Invoice Number:	1	749.00 USD	749.00 USD

Shipping :
Subtotal :
Total :

0.00 USD
749.00 USD
71.16 USD
820.16 USD

100 PUNCH-SERIES
1334
220.130 PUNCHES BY A
METEOROLOGICAL CEN LONDON

1 LBS
SHIPW: 3361.853V GAL
SHIP WT: 1 LBS

SHIP TO:

UPS MAXICODE PRINTS HERE

UPS ROUTING CODE PRINTS HERE

UPS POSTAL BARCODE PRINTS HERE

UPS STANDARD
TRACKING & UPS TRACKING NUMBER PRINTS HERE

UPS TRACKING NUMBER BARCODE PRINTS HERE

CALLING FOR
SPEC. RETURN BONDS
RETURN SERVICE

1 OF 1
SAMPLE
SAMPLE
SAMPLE

1. Log in to the Apple Online Education Store.
2. From the upper-right menu (≡), select **Order Status**.

3. Search for the RMA you want to return.
4. On the **RMA Status** screen, locate the **Print Label** button.
5. Click the button to generate and download the label as a **PDF**.
6. A **new tracking number** is generated each time the button is clicked.
7. If a tracking number does not appear, refresh the page and try again.
8. Print the PDF or save it for shipment.

Additional Resources

Contact Name	Description	Contact Details
Accounts Receivable	Questions regarding invoices and account balances.	AMR_ARRequest@apple.com
Apple ID Support	Change or update Apple ID information.	AppleID.apple.com
Doing Business w/ Apple	Payment options and purchasing details.	https://images.apple.com/education/purchase/contracts/states/pdf/doing_business_with_apple_education.pdf
eCommerce Help (HIED)	Additional details on eCommerce site for HIED institutions.	https://ecommerce.apple.com/content/b2b/static/en/us/edu-hied/help.html
eCommerce Help (K12)	Additional details on eCommerce site for K12 institutions.	https://ecommerce.apple.com/content/b2b/static/en/us/edu-k12/help.html
Password Reset	Reset an existing Apple ID password.	iForgot.apple.com
Video eCommerce Tutorials	Videos demonstrating how to register for access, create a proposal, place an order, download and invoice, check order status, and request a return.	apple.co/edustorehelp
Education Support	Order Support/Cancelation/Change, Account Creation/Change, eCommerce Access registration	EducationSupport@apple.com
Get Support	Apple ID technical support	https://getsupport.apple.com/topics