

Online Shop – Frequently asked questions (FAQ)

Introduction

The purpose of this guide is to assist you as a consumer, with general and technical queries relating to the use of the Online Shop.

Table of Contents

- 1. Managing your accounts
- 2. Shopping
- 3. Delivery or collection of products
- 4. Troubleshooting when shopping
- 5. Payments
- 6. Refunds
- 7. Contacts
- 8. Troubleshooting access via Link (Clearing your Cache)

1. Managing your account

How do I login to Online Shop?

- University of Adelaide staff and students can access the Online Shop by logging into 'Unified' then clicking on the 'Online Shop' icon or navigating to Current Students > Online Shop from the Services Menu.
- External Customers that do not have a current staff or student login (i.e. 'Public' customers) are required to create an online account.

How do I update my contact details?

 If your personal details have changed, you can update your details anytime by logging into your account and changing the details under 'My Accounts'. Please make sure that a complete and correct address is entered, noting that PO Box addresses are not accepted.

2. Shopping

Step 1

Browse via the product categories that you can find at the top of the page or in Categories and refine your search with the options you can find on the left hand menu. For more information on any product, simply click on the image to take a closer look. On each product page you will find Product Description, Product Price, Delivery / Pickup details etc.

Step 2

If you decide to purchase a Product, add the item to your shopping cart by clicking the 'ADD TO CART' button. Once you have made your selections, navigate to the 'Shopping Cart' link in the top right hand corner and either click on that link or the 'EDIT CART' button to be directed to the 'Manage your Shopping Cart' page.

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Step 3

'Manage your Shopping Cart' page will display a list of all the items currently in your Shopping Cart from where you can amend your order and/or you proceed to the next step ('CHECKOUT'):

			Help Lo	g Off I IIy Accou	nt Shopping Carl (1	
				SEARCH	Advanced Search	
You are vis	iting the Online Shop as a member of the Public.	If you would like to se	e products available to Staff and Stude	ents, please	OGIN	
Course Materia	als 🚶 Student & Staff Services 🚶 Fie	eld Trips 🚶 Shor	Courses Subscriptions & F	Publications	More_	
Once you have made your selections please navigate to the 'Shopping Cart' hyperlink in the top right hand corner to complete your order						
iome > Cart						
Aanage your	Shopping Cart					
ltem		Quantity	Price	Total		
100	Yuendumu: legacy of a longitudinal growth study in Central Australia	1	AU \$44.00	AU \$44.00	Delete Harm	
	Note that final Tax, Delivery and	Product Option cost	s will be reflected at CHECKOUT.		снесколт	

Please ensure that you have the correct item and item quantities.

Step 4

Once at the Order Confirmation page, enter your Delivery Address and Billing Address (optional if you are picking up in person), Delivery Notes (optional) and then click on 'CONFIRM ORDER' to make your payment:

	Help Log Off My Account	Shopping Cart (1
	SEARCH	Advanced Search
Course Materials Student & Staff Services Field Trips Sho	rt Courses Subscriptions & Publications	More
Once you have made your selections please navigate to the 'Shopping Cart' h	yperlink in the top right hand corner to complete your or	rder
ome > Checkout > OrderConfirmation		
Delivery Address New Edt Address Book	Shopping Cart	ie only
Kavika Karshan	University Press	
Room 201,Unit 2, Building 37, Xin Du Kang Cheng Residential Shandong	Item	Total
Doying, 5000 Bangladeah, Bangladeah	Yuendumu: legacy of a longitudinal growth study in Central Australia Quantity: 1	AU \$40.10
Billing Address New Edt Address Dook	Delivery Cost:	AU \$40.00
Kavika Karshan	Delivery Cost	
Room 201,Unit 2, Building 37, Xin Du Kang Cheng Residential Shandong	Sub-Total:	AU \$40.10
Doying, 5000	Shipping:	AU \$40.00
Dangiatesh, Dangiatesh	TOTAL:	AU \$80.10
Delivery Notes		
Comments or Info for Carrier	4	
	CON	IRM ORDER

On clicking 'CONFIRM ORDER' you will be directed to a secure Commonwealth Bank online payment gateway page.

our detai	Is will be sent to and processed by The Commonwealth Bank of Australia of be disclosed to the merchant
Merchant	name: University of Adelaide
Ca	d selection
ay secu	rely using SSL+ by clicking on the card logo below
	VISA MasterCard
	TO AVOID BEING CHARGED INCORRECTLY DO NOT CLOSE THE BROWSER WINDOW OR USE THE BACK BUTTON UNTIL YOU RETURN BACK TO MERCHANT'S WEBSITE.

Step 5

- Select the applicable card type by clicking on the card logo and then enter your credit card details. Once these details are entered, click 'pay' to begin processing your payment request. It is important that you wait until the payment attempt has completed processing and you have been redirected back to the Online Shop page. Failure to do this (by closing the browser window, clicking the 'Back' button, or similar) will mean that your order status is not updated which will cause delays in the pickup and/or delivery of your successful purchases.
- When your payment was successful, an Order Payment Confirmation Email will be forwarded to your email address with a copy of the Tax Invoice included as an attachment.
- If you don't receive any Order Payment Confirmation Email at all, check your Spam Folder to make sure they are not accidently delivered there. To ensure that you receive our mailings, please add <u>onlineshop@adelaide.edu.au</u> to your address book.

Step 6

Registered Public and University Staff / Student customers are able to view their orders anytime by visiting the 'My Account' link in top right hand corner of the page.

3. Delivery or collection of products

What does 'Pick up in person' mean in the Order Confirmation page?

If the delivery method selected in drop down list is 'Pick up in person', collection must be made in person at the specified pick up location, within business hours, with a copy of the Tax Invoice and photo identification.

Order Confirmation - Only VISA & MasterCard are Accept applicable for Online Shop transactions.	ed - Please note that the address details are only	
Delivery Address New Edt Address Book	Shopping Cart	
Kavika Karshan Level 9	University Press	
Adelaide, 5000	Item Total	
South Australia, Australia	Yuendumu: legacy of a longitudinal growth ALI \$88.00 study in Central Australia	
Billing Address New Ell Address Book	Quantity: 2	
Kavika Karshan	GST Australia (Included): AU \$8.00	
Level 9	Pick up in person: AU \$0.00	١
Adelaide, 5000	Pick up in person 🔹	J
South Australia, Australia		ľ
	Sub-Total: ALI \$88.00	
	Shipping: AU \$0.00	
Delivery Notes	Tax: AU \$8.00	
Comments or Info for	TOTAL: AU \$88.00	

What does 'Delivery Cost' mean in the Order Confirmation page?

If the delivery method selected in drop down list is 'Delivery Cost', your order will be shipped to the nominated Delivery Address. Please ensure the address details are correct.

rder Confirmation - Only VISA & MasterCard are Accepted - Please note that the address details are only oplicable for Online Shop transactions.			
Delivery Address New Edt Address Dook	Shopping Cart		
Kavika Karshan Lavel 9	University Press		
Adelaide, 5000	ltem Total		
South Australia, Australia	Yuendumu: legacy of a longitudinal growth AU \$88.00		
Billing Address New Edk Address Book	study in Central Australia Quantity: 2		
Kavika Karchan	GST Australia (Included): AU \$9.36		
Level 9	Delivery Cost: AU \$15.00		
Adelaida, 5000	Delivery Cost -		
South Australia, Australia			
	Sub-Total: AU \$88.00		
	Shipping: AU \$15.00		
Delivery Notes	Includes GST of: AU \$9.36		
Comments or Info for Carrier	TOTAL: AU \$103.00		

4. Troubleshooting when shopping

Why can't I add items to my Shopping Cart?

If you are having trouble adding items to your shopping cart, your web browser may have "Cookies" disabled. Modify your cookie settings in your web browser to enable online orders or click

'CONTINUE' to enable.

	Help: Hy A	ozount: Shopping Dart
Contrast help us deliver the best experience on our website. By using our website, you agree to our use of contres		CONTINUE
	SEARCH	Advanced Search
You are visiting the Online Shop as a Guesst If you would live to see products available to Staff and St	udents, please LOGIN	1

How will I know whether my order has gone through?

• The result of your payment attempt will be displayed on-screen. An email will also be sent to your nominated email address, detailing the status of your payment and order details.

Important Information

It is important that you wait until the payment attempt has completed processing and you have been redirected back to the Online Shop page. Failure to do this (by closing the browser window, clicking the 'Back' button, or similar) will mean that your order status is not updated which will cause delays in the pickup and/or delivery of your successful purchases.

Navigate to 'My Account' if you wish to view order status as shown below:

			Help Log Off My Account Shopping Carl (
			SEARCH Advanced Search
Course Materials Student & Staff Services	Field Trips	Short Courses	Subscriptions & Publications X More
Once you have made your selections please r	navigate to the 'Shopping (art' hyperlink in	the top right hand comer to complete your order
me > My Account			
v Account Information			
,			
Primary Address	Personal Information		
Kawika Karshan Room 251,Unit 2, Building 37, Xin Du Kang Cheng Residential Shandong Dorying, 6000 Bangladeah, Bangladeah		Manage account information Manage address book	
Bangladesh, Bangladesh			
Bangladesh, Bangladesh a1204836@adelaide.edu.au 831 30295	1		
Bangladesh, Bangladesh a1204836@adelaide.edu.au 83130295 Downloadis	1		
Bangladesh, Bangladesh a1204836@adelaide.edu.au 83130295 Downloadfs Uni Logo Digital Downloaded 1 time(s)	1	DOWNLOAD	
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Bangladeah, Bangladeah a1204836@adelaide.edu.au 831 30295 Downloads Uni Logo Digital Downloaded 1 time(s) Last Orders View Al Order #1255 Date Purchased: 12/05/2014	Total 0 52,400.00	CONNLOAD	
Bangladeah, Bangladeah a1204836@adelaide.edu.au 831.30295 Downloads Uni Logo Digital Downloaded 1 time(s) Last Orders View AI Order #1255 Date Purchased: 12/05/2014 SubOrder #1257 Store Name: Executive Education	Total O 52,400.00 Status: Payment Receiver	rowncoto View Invoice	
Bangladesh, Bangladesh a1204836@adelaide.edu.au 831 30295 Downloads Uni Logo Digital Downloaded 1 time(s) Last Orders View AI Order #1265 Date Purchased: 12/05/2014 SubOrder #1267 Store Name: Executive Education Item	Total 0 52,400.00 Status: Payment Receiver Quantity	(TownLow) View Invoice Total	

Can I change or cancel my order?

Changes or cancellations to your order can be made by contacting the Store Owner of the Product(s) in question. For these details, refer to the Contact o Email information that is included against each Product on your Tax Invoice (a copy of which is attached to your Order Payment Confirmation Email). If the order has already been prepared, we will not be able to make any changes.

How do I remove item(s) from my Shopping Cart?



- To remove or delete an item from your Shopping Cart, navigate to the 'Shopping Cart' link in the top right hand corner
- Click on either this link or the 'EDIT CART' button

The 'Manage your Shopping Cart' page is displayed.

To remove an Item click on the 'Delete Item' button for that order line and it will be removed from your Shopping Cart:

			Help I	Log Off Bly Account	Shopping Cart (3)
				SEARCH	Advanced Search
Course Materials	Student & Staff Services	Field Trips Short	Courses Subscriptions &	Publications	More
Once you h	iave made your selections please naviga	te to the 'Shopping Cart' hy	perlink in the top right hand corner t	o complete your o	rder
ioma > Cart Manage your Sh	opping Cart				1
item	READER NUMBER 3	Quantity	Price AU \$14.00	Total AU \$14.00	Delete the st

How do I manage Quantity in my Shopping Cart?

- Order quantities can be managed on the 'Manage your Shopping Cart' page.
- Navigate to this page by selecting either the 'Shopping Cart' hyperlink or 'EDIT CART' button. To amend the quantity ordered, update the value in the quantity field for that order line then click 'UPDATE':



• Your order quantity will be updated accordingly.

5. Payments

How do I pay for my order?

- All prices are in Australian Dollars (AUD). A charge of 10% Australian Goods and Service Tax (GST) will be included if GST applies to a particular product.
- We currently accept credit or debit card VISA and MasterCard. No Cash on Delivery or alternate payment methods such as PayPal are available.
- Please ensure that your card is registered to allow online purchasing. If the transaction is being declined, contact your card issuer / financial institution to determine whether your account has been configured accordingly.
- If you don't have a credit card, remember that any Debit Card or ATM Card with the VISA or MasterCard logo is also valid. Alternatively you can purchase prepaid Online Shopping / Gift Cards (with VISA and MasterCard logo) from retail outlets e.g. Australia Post Shop.

Can I make payment, if my card limit has exceeded?

As payment must be in full at time of order, you will be unable to make a successful payment if the value of the order exceeds the daily or total drawdown limit(s) that have been applied by your card issuer.

Can I go back to previous page, if I have accidently chosen an incorrect Card?

- When you click on 'CONFIRM ORDER', you will be directed to Commonwealth Bank Payment website to select a card type (currently accepted cards are VISA or MasterCard credit or debit card). If you have accidently chosen the incorrect card type, DO NOT USE THE BROWSER BACK BUTTON.
- CLOSE THE BROWSER WINDOW then re-launch Online Shop again.

When payment is declined, what should I do?

Please contact your card issuer.

Do I receive a Tax Invoice?

- Yes, a copy of the Tax Invoice will be attached to the Order Confirmation Email.
- If the delivery method for the item is 'Pick up in person' then you will need to bring this Tax Invoice and photo identification to the designated pick up location.

Are my details secure in The University of Adelaide Online Shop?

- Yes. At the University of Adelaide Online Shop we take your privacy seriously (for more information please refer to our Privacy Policy). We store any information you provide securely and use high level SSL encryption technology which is the most advanced security software currently available for online transactions. It works by encrypting your details on our website, preventing the information being intercepted by an unauthorised party.
- The University of Adelaide Online Shop does not store or capture your personal credit card information.

6. Refunds & replacements of faulty products

Some services sold via the Online Shop e.g. study tours or field trips, can only be attended by certain students within that course or program, so it's important to read the Product Description and note any criteria of attendance prior to making any payment. Restrictions may also apply to short courses, conference / events and examinations.

Any questions relating to eligibility should be directed to the contact person within the Product Description prior to making any payment.

My product is faulty, can I get a replacement?

If you have received a faulty product, you are entitled to a replacement and should contact the Store Owner for further information. This information can be found on the Tax Invoice which is attached to the order confirmation email.

Can I request for a refund?

Each product or service has its own terms and conditions around refund eligibility, however as a Consumer, you have certain rights under Consumer Law if there is a problem with the goods or service provided to you. Requests for refunds should be directed to the Store Owner (included on the Tax invoice).

I paid for a study tour through the Online Shop but can no longer attend?

The costs associated with study tours, field trips or conferences etc. must be detailed in the Product Description and/or supporting documentation, including information on refunds/cancellations. Any questions must be directed to the Store Owner (i.e. the Study Tour organiser) included on the Tax invoice.

7. Contacts

Purchase enquiries related to your Order / Tax Invoice:

Any questions, must be referred to the contact person included against each product on your Tax Invoice (a copy of which is attached to your Order Payment Confirmation Email).

Technical enquiries (e.g. the website is unavailable) or there's issues when making payment, contact:

Finance & Procurement Services

Email: finprosupport@adelaide.edu.au

Phone: +61 8 8313 3414

Office Hours: 8am - 5pm

Preferred Browser: Google Chrome or Firefox

8. Clearing your Cache (When you can't access the product through the link or having trouble with login)

In some instances, clearing your cache will remove pop up blockers or cookies which may prevent you from accessing the Online Shop via the link that was sent to you. Follow the below instructions on how to do this;

- Review the URL address bar to ensure there are no pop-up blockers preventing you from entering the Online Shop page.
- If required, clear your cache or cookies for your browser. Chrome (preferred browser), Mozilla Firefox or Internet Explorer

Chrome

1. Select 3 dots (as shown below)



2. Then Navigate to More tools >Clear browsing data and Clear data

Internet Explorer

Select Settings>Internet Options>Delete Browsing History



Interne	t Options					?	×	_
Gener	al Security	Privacy C	ontent Co	nnections	Programs	Advan	ced	
Hom	e page						- 1	
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Mozilla Firefox



Clear All History X					
Time range to clear: Everything ~					
All selected items will be cleared. This action cannot be undone.					
History					
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Data					
Site Preferences	Offline Website Data				
OK Cancel					

History > Clear Recent History