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.

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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.

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'):
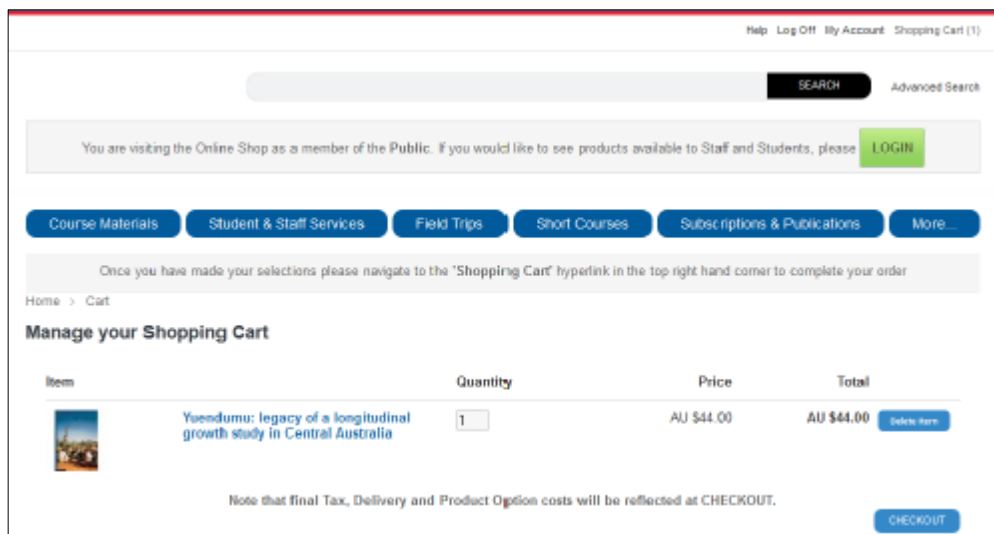

Please ensure that you have the correct item and item quantities.

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:
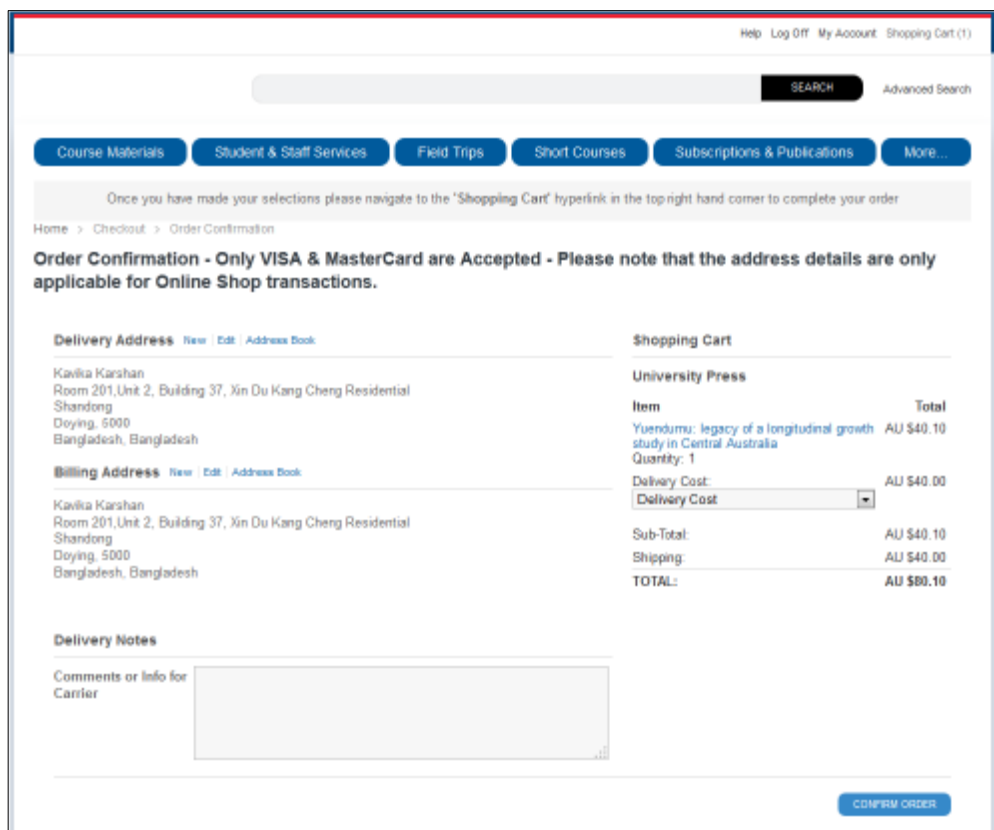
On clicking 'CONFIRM ORDER' you will be directed to a secure Commonwealth Bank online payment gateway page.
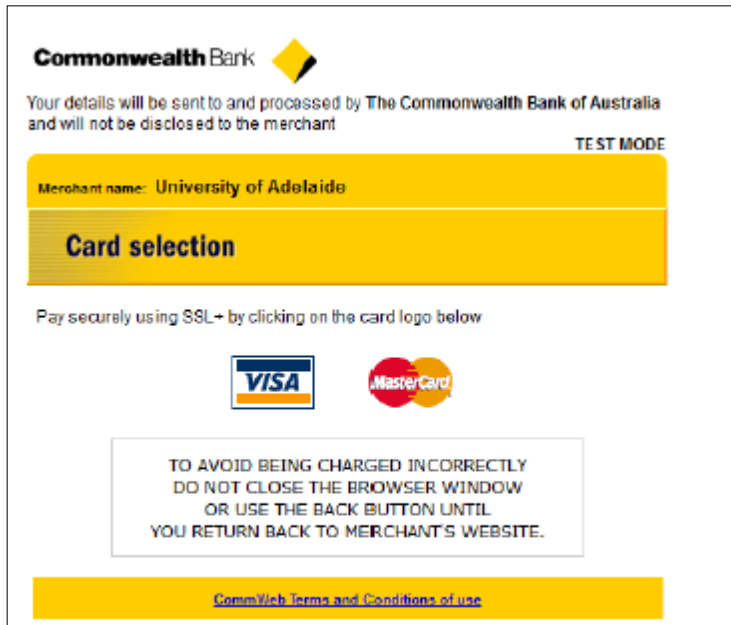
Step 5

- 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 onlineshop@adelaide.edu.au 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.
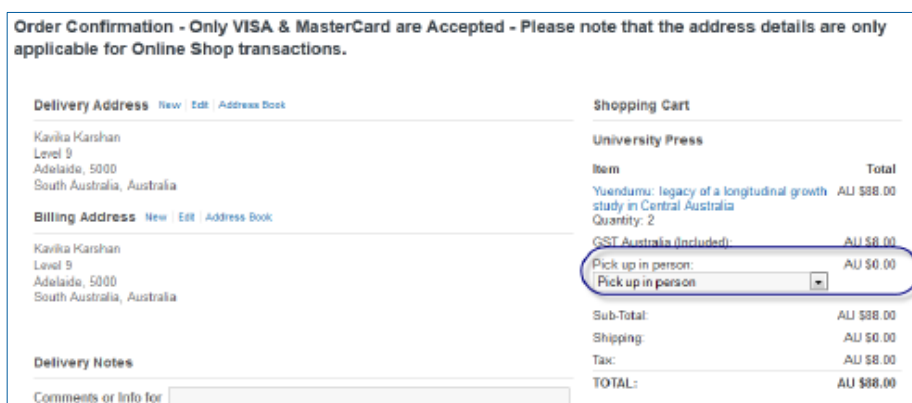
What does 'Delivery Cost' mean in the Order Confirmation page?

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.

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.

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:
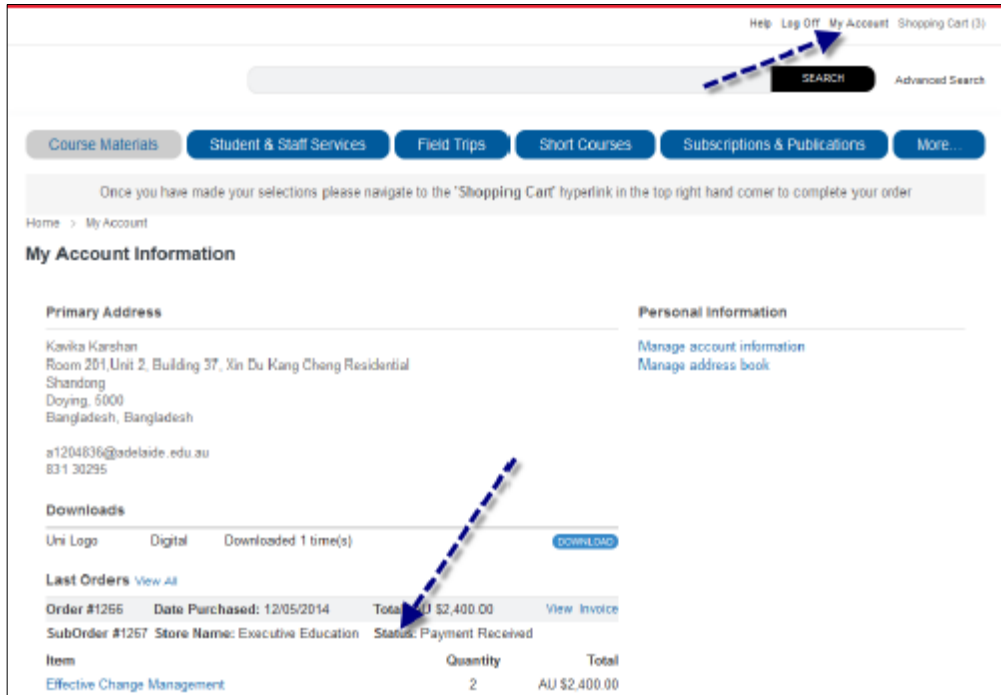
Can I change or cancel my order?

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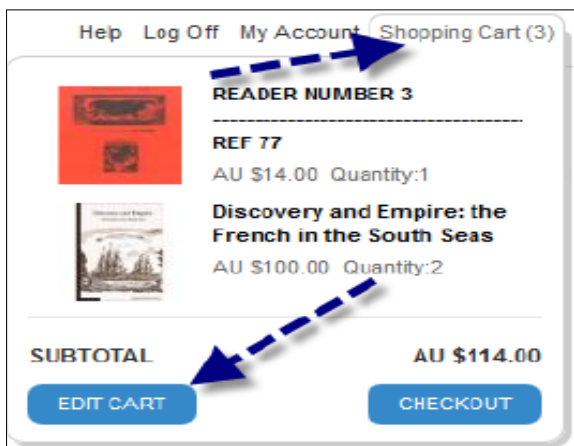
- To remove or delete an item from your Shopping Cart, navigate to the 'Shopping Cart' link in the top right hand corner
- Click on either this link or the 'EDIT CART' button

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:
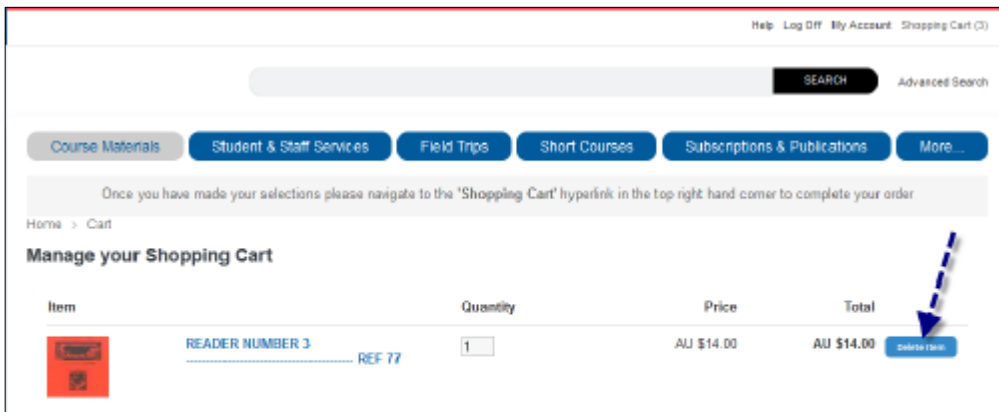
How do I manage Quantity in my Shopping Cart?

- 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':
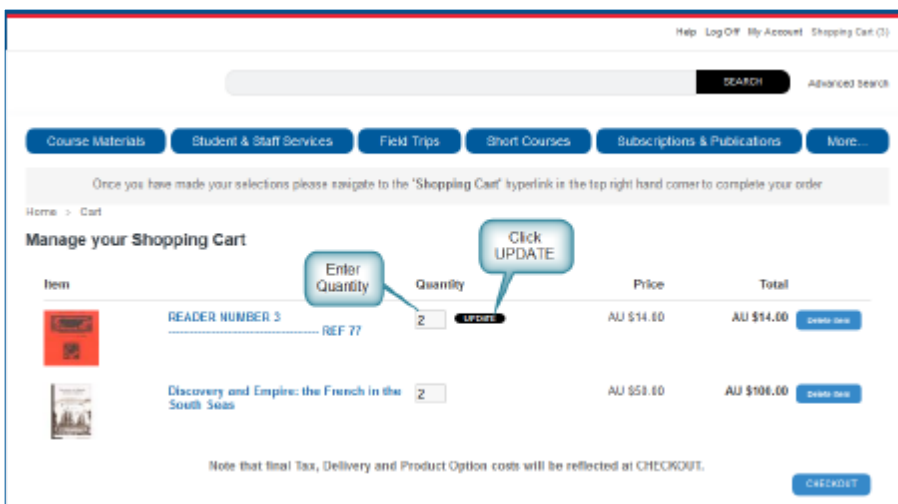
- Your order quantity will be updated accordingly.

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
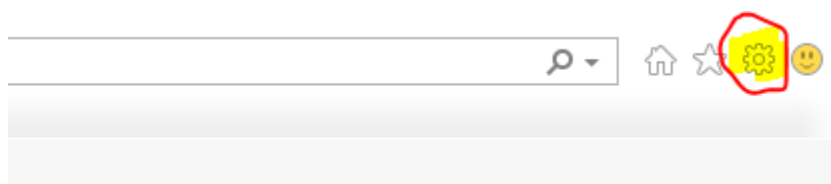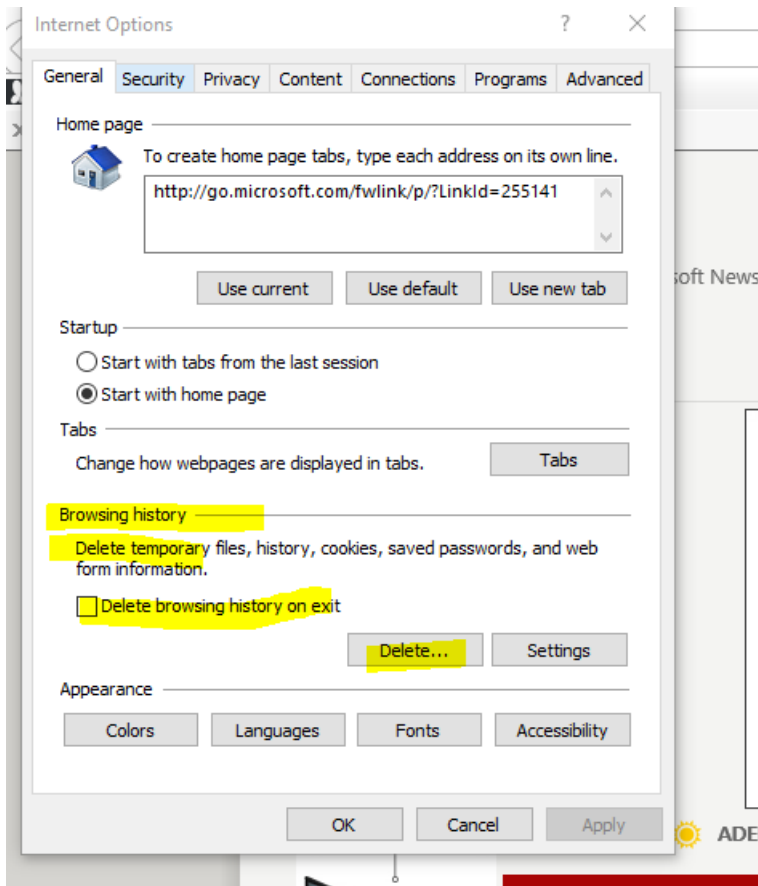
Chrome

1. Select 3 dots (as shown below)
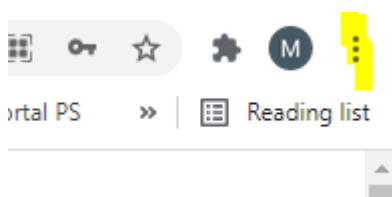
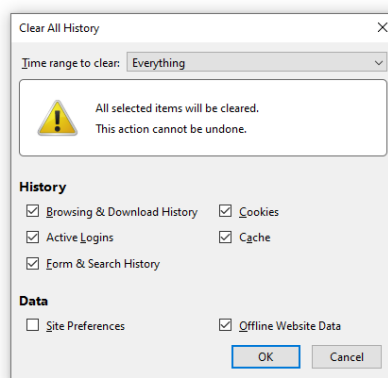2. Then Navigate to **More tools >Clear browsing data and Clear data**
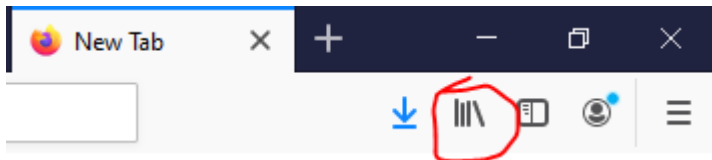
Internet Explorer

Select Settings>Internet Options>Delete Browsing History

Mozilla Firefox

History > Clear Recent History