

All the pieces are in place
for your **Apple Retail Supply Program**

**MORE FOR YOUR STORE
WHAT'S COOL
HOW TO GET STARTED**

 **xpdx**
NATIONAL ACCOUNTS



Welcome

to your Store Retail Supply program,
ready to bring you **more of what you need** everyday.

Apple and xpedx have teamed up to manage your Store Supplies program for Apple Stores across the globe, combining program features that work well for Apple today with new, cool ways to plan for, shop for and manage supplies.

All the pieces are in place to deliver **more for your Store**

More time for you!

With Retail Supply e-Procurement features and reports that keep you informed, you will be able to reduce the time spent managing supplies. Great tools and techniques on your retail web site will make it easy for you to order and monitor your supplies needs.

More time with your customers!

In just a few clicks, you will get what you need, when you need. And reporting and budgeting features will help you anticipate more time with your guests.

More commitment to your success!

Dedicated xpedx Service Coordinators are accessible through an Apple-exclusive phone number and email address. We are here to help with order inquiries, shipment status and product searches. All this and more!

Introducing your xpedx Service Team

xpedx's Retail Supply Strategies team, headquartered in Tampa, Florida, USA, is prepared to support you in your day-to-day supplies needs.

Expect exceptional order fulfilment to match the constant change your market demands
Expect responsive service as you inquire on order status and expedite unplanned needs
Expect tools that will help you measure supplies spend and prepare for your next event

Deleted: fulfillment

Your Apple-dedicated team is experienced in Apple business processes and has a direct link to your Apple Retail Supply corporate team. Together, we look forward to making this part of your Store's success easy.

Deleted: well-verse

Mike Garno, xpedx Program Coordinator

Mike manages the overall customer experience by coordinating and satisfying Apple needs with a cross-functional service team. Mike serves as the direct liaison between Apple Retail Supply's corporate team and xpedx teams.

Denise Poole, xpedx Service Coordinator

Kimberly Couch, xpedx Service Coordinator

Denise and Kim are your first points of contact for order, inventory and web-site inquiries. They, with a larger team of service coordinators, are empowered to meet your needs and resolve any concerns. Denise and Kim work directly with our Distribution Centres to expedite your orders and plan large events, putting 'quality' in the customer experience.

Deleted: Centers

This team is complemented with resources from our logistics, e-business and distribution centre teams. And all may be quickly reached at

Deleted: center

appleservice@xpedx.com

1-800-545-1175

Comment [MA1]: Need the support number for Australia

appleservice@xpedx.com

1-800-545-1175

What's Cool.

One Click Shopping

With one click, an order guide will display the items and quantities you typically need. You may design other order guides as well, to match your way of managing supplies: by category, by season, by week.

Item Images

Thumbnails are posted next to each item number, giving you very quick access to photos and specifications. A great way to confirm you have the right item for the right application.

Deleted: cool way

Budget Management

Planning and controlling costs is easier! Your Store budget is posted to your Apple Store home page, indicating the remaining funds for your budget period. An approval process for over-budget orders is automated, providing details to your Regional Administrator (RA) and the outcome to you.

Store Reports are available on line. Gain access to historical consumption, seasonal activity, category spend and item usage – and plan effectively for your Store's needs.

Visibility

Using email confirmations and on-line inquiries, you may access information about the status of your order throughout the supply chain. xpedx will acknowledge receipt of your order and then share tracking details at time of shipment. Use these tracking details to make your shipment 'visible' until it reaches your Store.

International Service

xpedx teams are prepared to support you globally, bringing quality service to your 'neighbourhood'. Our Service Coordinators will be available for extended hours to respond professionally to all your needs.

Deleted: neighborhood

Order by 3PM Monday, Receive your Supplies within three business days

Comment [MA2]: James. Is this the same SLA we have for Australia, considering things are coming from Fuji?

Order Delivery Cycle: Auto Distribution

Several items, as designated by Apple's Retail Support Team, are flagged for auto-distribution. Items like bags, thermal receipt tape, etc., will arrive at your Store weekly. These are shown at the start of your order guide (web-order platform) and are designated with as **ia**. These and other critical items will be managed by xpedx for exceptional fill rates and timely delivery.

Discretionary Item Orders

For all other supplies needs, simply place your order via the ordering website before 3PM local time, and expect your supplies (discretionary plus auto-distribution) within three business days. Emergencies happen; xpedx is ready to support your rush order needs as well.

Comment [MA3]: James, same issue as above

Getting Started

How do I place orders?

Simply log on to apple.xpedx.com using the User ID and Password provided via email. You will find our e-procurement site easy to navigate and simple to place orders. Need help with a specific task? Contact your xpedx Service Coordinators at [1-800-545-1175](tel:1-800-545-1175) (United States, 8 AM to 8 PM Eastern Standard time) or at appleservice@xpedx.com.

Comment [MA4]: Do we have a number for Australia?

How do I see my current available budget dollars?

As you login, your available funds for the quarter are posted on your Store homepage. As the next budget period begins, your available funds are automatically updated and shown on your Store homepage.

What happens if my order exceeds my available budget?

If the order you place exceeds the funds in your available budget, you may first adjust the order to stay within budget. If you require approval to exceed your budget, the following steps will take place:

- As you place your order, the order remains pending for your Store
- Order details are forwarded to your Region Administrator for approval.
- The approver may:
 - Approve the order as is
 - Move the order to the next budget period
 - Change the quantities ordered
 - Delete the order
- You will receive details about these changes or approval via an email notice
- The approved or changed order is automatically submitted.

How will my order be shipped?

All items are shipped Ground. Tracking your order's progress is easy: Simply select the TRACK ORDER icon, select your order and view the progress of all lines in your order, from order transmission to order shipment. Tracking numbers are included.

How do I return items?

Whether ordered or delivered incorrectly, returning supplies is simple:

1. Place an email or phone request to your Apple Retail Supply Team to return products, stating your Order Number, Item Number, Quantity and the reason for the return request.

2. Upon approval, your email request will be forwarded to appleservice@xpedx.com.
3. xpedx Service Coordinators will provide a Return Authorization Number and address for shipment. Place this RA Number on all returned documents and on the outside of your shipping box.
4. Return product to the xpedx (or, if xpedx error, our team will arrange for pick up).
5. Credit will be provided within three days of receipt of returned goods.

Returned product must be in original packaging, in re-sellable condition and not be a discontinued item. No restocking fee will be charged. Items may be returned up to 30 days from order receipt.

How do I request an expedited shipment?

Stores who require expedited shipments must place a phone call to xpedx Service Coordinators. The Retail Support Team will receive monthly reports detailing Stores who request expedited shipments.

- xpedx Service Coordinators will confirm your next scheduled delivery to see if we might combine your rush order with that shipment and still meet your needs.
- Need it sooner? xpedx Coordinators will arrange for next day delivery to your Store.

How do I claim damaged items or incomplete or inaccurate orders?

If you receive product that is damaged, inaccurate or incomplete, promptly take these steps to ensure product is quickly replaced.

1. First, contact your xpedx Service Coordinators via phone or email within two business days of order receipt.
2. If the order is shipped incomplete, xpedx will credit your Store and manage the claim with the carrier.
3. If you received the wrong item, xpedx will immediately replace this with the correct item and ship with the next scheduled Store delivery.
4. If the item is damaged, xpedx will credit your Store and immediately replace the defective item with the next scheduled Store delivery.

How do I learn more?

Your Store homepage will host news you can use for everyday productivity. Learn about new items, answers to questions other Stores have asked, best practices and helpful hints.