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

MORE FOR YOUR STORE
WHAT'S NEW, WHAT'S COOL
WHAT'S THE SAME
HOW TO GET STARTED

xpedx
NATIONAL ACCOUNTS

Welcome

to your new Store Retail Supply program,
enhanced to bring you more of what you need everyday.

Apple and xpedx have teamed up to enhance your Store Supplies program for Apple Stores across the globe, combining the program features that work well for you 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 new Retail Supply e-Procurement features and reports that keep you informed, you will be able to reduce the time spent managing supplies. Many of the great tools and techniques you've used in recent years are still in place; look for more of what's new and what's cool with xpedx, on your new retail web site.

More time with your customers!

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

More commitment to your success!

Dedicated xpedx Service Coordinators will be 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!

What's New. 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 cool way to confirm you have the right item for the right application.

Budget Management

Planning and controlling costs is now 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 and the outcome to you.

Store Reports are now 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.

New Store Opening Processes

xpedx processes for New Store Openings will deliver savings. Deliveries from multiple sources will be consolidated for one shipment to the new Store.   Item check in will be easier, and cartons are labeled for Front of House and Back of House operations.

What's the Same.

Many program features developed and deployed by Apple will be integrated into the xpedx Store Supplies program.   Expect ease in transition as we align with your way of doing business.

International Service

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

Auto Distribution

Orders for weekly auto-distribution will continue to arrive at your Store for items designated by Apple's Retail Support Team (bags, thermal receipt tape, etc).   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 within three business days. Emergencies happen; xpedx is ready to support your rush order needs as well.

Item, GL and Other Category Codes

All item part numbers, accounting codes and categorization will remain the same, making change transparent as you place supplies orders.

Event and Promotional Goods Planning

For seasonal or promotional events, including employee shirt programs, expect similar processes and schedules. xpedx and Apple Retail Supply will coordinate these events for timely arrival at your Store.

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 (United States, 8 AM to 8 PM Eastern Standard time) or at appleservice@xpedx.com.

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 <u>within two business days</u> 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.