

Apple Inc.

Apple Inc. Apple Computers, Peripherals and Services – Direct Online Order 16O-APPLE-0304

MOHAVE EDUCATIONAL SERVICES COOPERATIVE INC. (928) 753-6945 KINGMAN

WWW.MESC.ORG

REV 03/19/15 MSC



General Information

• Member may obtain Mohave contract prices by reviewing Apple's website clicking the links below (or copy and paste link into browser):

Mohave Online Stores:

Online Store for Education

https://ecommerce.apple.com/asb2b/public.do?language=EN&country=US&segment=EDU-K12&subsegment=MOHAVE

Online Store for State & Local Government

https://ecommerce.apple.com/asb2b/public.do?language=EN&country=US&segment=GOV-STLOC&subsegment=MOHAVE

- Member's will be prompted for their username and passwords to complete online orders
- Include MESC Contract # 16O-APPLE-0304 on the purchase order.
- Ordering methods:
 - online (preferred method, seamless, faster order processing)
 - email
 - <u>institutionorders@apple.com</u> (Education)
 - <u>govorders@apple.com</u> (State and Local Government)
 - fax
 - 800-590-0325 (Education)
 - 855-438-0486 (State and Local Government)
- Orders will be shipped to the specified location as specified in member's Apple account.
- Member will address order concerns (missing items, damaged items, returns, substitutions, etc.) directly with Apple's Customer Service.
- Member may use Pcards. Mohave's 1% admin fee is included in contract prices.
- Apple Inc. will remit admin fees to Mohave.



Ordering Overview (On-Line Direct Order)

- Member sets up an account with Apple Inc. Member's with existing Apple Educational/Governmental accounts may use their log in under those accounts.
- Member determines the required products and services
- Member obtains contract prices for quote, or places items in cart.
- Member logs in to vendor website.
- Member uses a Pcard, or prepares a purchase order for Apple Inc.
- Apple Inc. processes the member order.
- Member receives and verifies the order.
- Apple Inc. invoices the member.
- Member pays Apple Inc.
- Apple Inc. will remit admin fees to Mohave.



Ordering Overview (Apple Store Ordering/Pick-up)

 Apple Store Ordering and Pick-up are not included and are not allowed under the awarded contract.



Blanket Purchase Orders

- Apple Inc. does not accept blanket purchase orders under the contract.
- Member purchase orders must be specific to the Apple products at the time of order.
- Apple will only ship products that are itemized on member's purchase order.



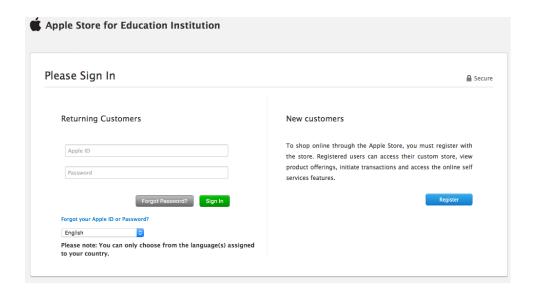
Questions

- For Mohave questions, contact (Contract Specialist) at michael@mesc.org or (928) 718-3222
- For Apple Inc. questions, contact Jimmy Morgan at jimmy_morgan@apple.com or (800) 800-2775 x 46496.
- Apple Inc.'s Online Store User Guide is available at:

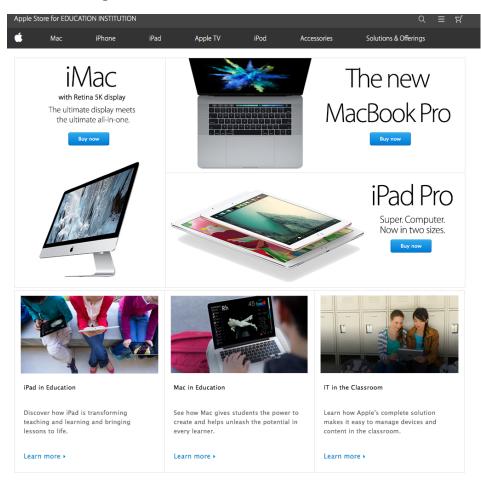
https://ecommerce.apple.com/cs/REST/Static?country=US&lang=en&pageType=howtoshop&segment=EDU-K12#search



Login Page



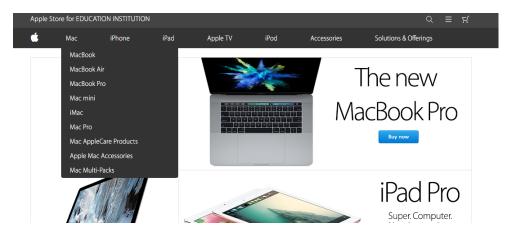
Main Store Page



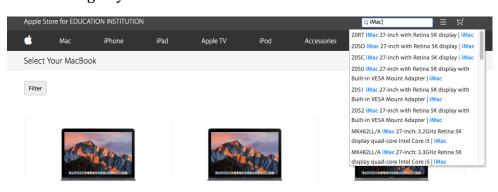
Browse Your Catalog

Mac	iPad	iPod
MacBook	iPad Pro	iPod shuffle
MacBook Air	iPad Air 2	iPod nano

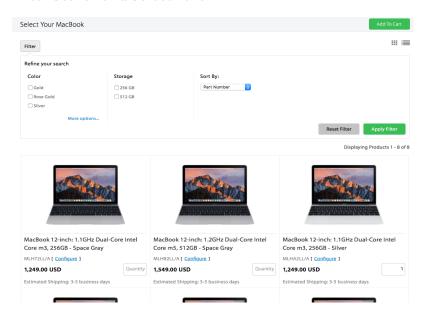
Search by Category



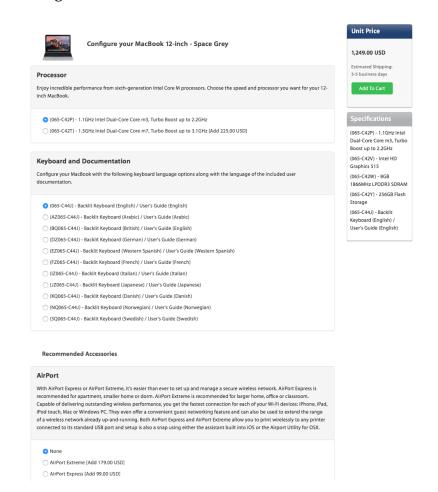
Search Using Keywords



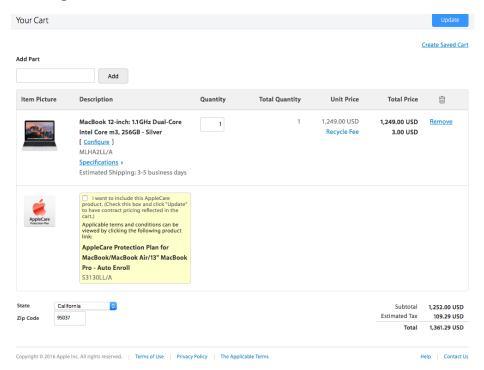
Filter Search and Select Part



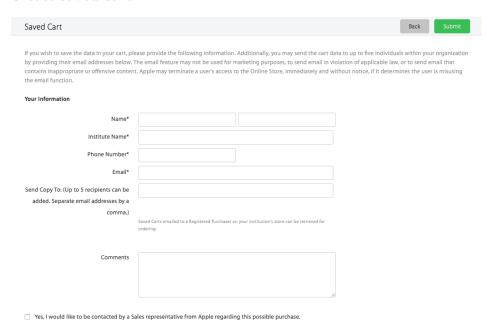
Configuration and Add to Cart



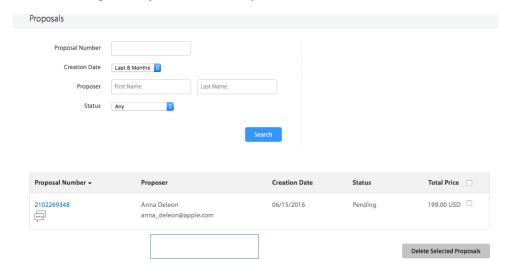
Cart Page



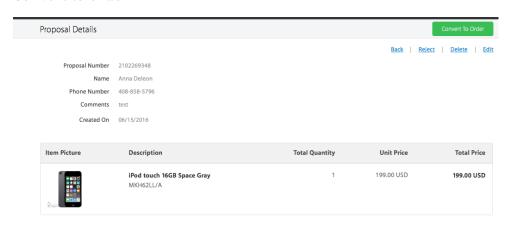
Create Saved Cart



Retrieve Proposals (for Purchasers)



Convert to Order



Checkout

Checkout				
Circioat				
Proposal Reference Number: 2102269348				
Ship To		Sold To		
Please click here to select a different Shipping Address	\$	RDNS 5600 US EDU HIED		
		12545 RIATA VISTA CIR AUSTIN TX 78727-6524		
RDNS 5600 US EDU HIED		US		
12545 RIATA VISTA CIR Enter Attention Line Here				
AUSTIN TX 78727-6524				
US				
Select Your Shipping Method	Email Notification			
 Standard Business 	Email Address :			
4-7 Business Days - From Ship Date				
 Expedited 2-3 Days 2-3 Business Days - From Ship Date 	Send Copies to:	Enter multiple email addresses separated by comma		
Expedited Overnite				
1 Business Day - From Ship Date				
Payment				
Certified Cheque or Money Order				
Purchase Order				
Wire Transfer				
○ Credit Card				
Procurement Card				
Optional Items •				
Request for Order Review				
Describe what you would like to be reviewed. Requesting a review may cause a delay in the shipment	of your order			
SEA Number				
Funding Deadline Date				
MM/DD/YYYY 🛗				
Promo Code				
Add				



Apple Account Team - Education

Field Account Executives		
Lee Williams 480-239-1398 lee_williams@apple.com	Your Field Account Executive is your local point of contact with Apple, and is responsible for keeping you informed of the latest Apple products and services and helping you plan and procure education technology solutions for your unique learning environment. The Field Account Executive will collaborate with you on strategic initiatives and large projects.	
Karla Benge 480-532-4122 kbenge@apple.com		
Inside Account Executives		
Jimmy Morgan 512-674-6496 jimmy_morgan@apple.com	Your Inside Account Executives is based in Austin, Texas and coordinates day-to-day sales activities related to your account. The Inside Account Executive works in tandem with your Field Account Executive and Systems Engineers to support you, and can provide product information, price quotes, and assistance with the online Apple Store for Education.	
Wes Culp 512-674-6093 wculp@apple.com		
Jason McCasland 512-674-6838 jmccasland@apple.com		
Regional Sales Manager		
Matt Cooper 512-750-9939 mcooper@apple.com	Your Regional Sales Manager supervises the activities of the local Apple personnel assigned to your account. High-level issues or concerns can be escalated to the Regional Sales Manager if the Field Account Executive is unable to provide a timely resolution.	
Inside Sales Manager		
Elaine Candelas 512-674-2857 candelas@apple.com	Your Inside Sales Manager supervises the activities of the Austin-based Apple personnel assigned to your account. High-level issues or concerns can be escalated to the Inside Sales Manager if the Inside Account Executive is unable to provide a timely resolution.	
Field Systems Engineers		
Javier Rodriguez 602-332-7774 javier.r@apple.com	The Field Systems Engineer is the local technical expert dedicated to your account, and can provide pre-sales consultation to help design and deploy Apple solutions for your unique learning environment and technical infrastructure.	
Joshua Rude 858-837-2414 rude@apple.com		
Inside Systems Engineer		
Jeremy Maudlin 512-674-6017 jer@apple.com	Based in Austin, Texas, your Inside Systems Engineer works in tandem with your local Account Executive and Systems Engineer to support your account, and can provide day-to-day technical information and guidance to assist with your Apple purchasing decisions.	



Apple Account Team – AZ State & Local Government

Field Account Executive		
Tim White 562-201-3218 timwhite@apple.com	Your Field Account Executive is your local point of contact with Apple, and is responsible for keeping you informed of the latest Apple products and services and helping you plan and procure education technology solutions for your unique learning environment. The Field Account Executive will collaborate with you on strategic initiatives and large projects.	
Inside Account Executive		
Sarah Morris 703-264-5152 sarahmorris@apple.com	Your Inside Account Executive is based in Austin, Texas and coordinates day-to-day sales activities related to your account. The Inside Account Executive works in tandem with your Field Account Executive and Systems Engineers to support you, and can provide product information, price quotes, and assistance with the online Apple Store for Education.	
Regional Sales Manager		
Dave Levy 703-264-3240 dlevy@apple.com	Your Regional Sales Manager supervises the activities of the local Apple personnel assigned to your account. High-level issues or concerns can be escalated to the Regional Sales Manager if the Field Account Executive is unable to provide a timely resolution.	
Inside Sales Manager		
Krista Salmon 703-264-3208 salmon@apple.com	Your Inside Sales Manager supervises the activities of the Austin-based Apple personnel assigned to your account. High-level issues or concerns can be escalated to the Inside Sales Manager if the Inside Account Executive is unable to provide a timely resolution.	
Government Quote Requests		
sales_administration@apple.com		
Government Purchase Orders		
govorders@apple.com		
Government Sales Support		
governmentsso@apple.com		