## Introduction

The University's Online Shop is an e-Commerce solution for the sale of University products or services via the internet using a credit or debit card. Areas wishing to add a product to the Online Shop must complete the Online Shop Product and Charge Code Request Form and submit to Revenue Accounting. This procedure sets out the information that you need to provide.

## Procedure

Open the Online Shop Product and Charge Code Request Form and complete all fields -

1. **Business Unit Information -** enter details of person / area requesting the product to be set up.

2. **Product name -** this will appear as the product title on the Online Shop.

3. **Short description of product -** e.g. *Study Tour, Field Trip, Conference*

4. **Store Name -** from the drop down list, select the relevant Online Store for your Business Unit, noting that some areas have more than one Store. If so, select the Store with the correct shipping option for the product you are selling e.g. pick up, post or pick up, or no shipping (e.g. field trips, where it cannot be picked up or posted). A list of stores (with details on the shipping option for each store) can be found in on the 3rd tab of the form called *Online Stores*).

5. **Category -** select a category e.g. Course Reader, then select the sub category (if applicable) from the drop down list. If a suitable category or sub category doesn't exist, you can request one to be created by contacting finprosupport@adelaide.edu.au

6. **Product Information -** provide details about the product (or service) that the customer would need to know. This will be included in the Product Description (*see example on page 2*)

| Type of product – provide a description and details of the nature of your product | <ul><li>size / colour / purpose / use</li><li>acceptance criteria – e.g. student must be studying a certain course / program</li><li>dates and times</li><li>location – venue / directions / transport arrangements</li></ul> |
|---|---|
| Delivery, postage or pick up instructions | <ul><li>postage and/or delivery timeframes</li><li>pick up instructions – location / timeframes</li></ul> |
| Cancellation and Refund T&C's | <ul><li>outline terms & conditions if the service or event gets cancelled</li><li>clearly state if there are no refunds e.g. requests for testamurs</li></ul> **for examples refer to 4th tab of the form *Refund T&C Examples*** |
| Contact details | <ul><li>provide contact details for order related queries</li></ul> |

**Note:** Please provide supporting documentation relating to the product. This could include course material, event itinerary, program, flyer, email correspondence etc. This will assist with the classification of the tax treatment of the product and provide Revenue Accouting with back ground information when creating the product.

### Example of a product description



### 7. Product Definition

| Internal or external shoppers | Select if the product will be available for internal (staff & students) and/or external (public) shoppers.<br><br>Note: you cannot set up a product that' only available to public shoppers. |
|---|---|
| Product price | The product price must be excluding GST. You also have the option to present different prices for internal (staff & students) and external (public) customers. |
| Invisible link | Target certain customers (e.g. a select group of student for a study tour) by selecting "Invisible link required", once the product has been created a special link (called a deep link) will forwarded to you for distribution. This product will not be visible or searchable on the Online Shop and can only be accessed using the deep link. |
| Negative Service Indicator (NSI) - students with outstanding debts owed to the University | Students with an NSI can be excluded from purchasing the product by selecting an option from the drop down list. A list of the different indicators can be found on the 4th tab of the form, called *NSI Options*. If you are uncertain, please contact finprosupport@adelaide.edu.au |

8. **Shipping -** select the type of shipping from the drop down list. Then enter a date that the product should be made available (start date) and when the product needs to be disabled (end date).

   **Note:** Once the product has been made available, you can still make changes i.e. quantity or end date, however you cannot make any changes to the price. For any changes, contact finprosupport@adelaide.edu.au

9. **Image -** each product on the Online Shop has an image showing / promoting the product or service you are selling. All images must be of good quality and submitted in a square (e.g. 360x360 pixels).

   Guidelines around using imagery:

   - The University's Photo Library should be the first place you go to find approved images to use on a University website.

   - Faculties and schools are encouraged to speak to their Faculty Marketing Teams about faculty specific images, as these may not appear in the Photo Library.

- Images can also be sourced from free image websites or you can purchase images. It's important to ensure you have authorisation to use an image and it's not subject to copyright. There's lots of helpful information, links to image websites and advice on resizing and cropping images in the University's web guide

10. **Project Code -** enter the project code, department code and select the relevant Campus form the drop down list to enable the creation of a new Online Shop charge code which will be used for your product. Please use the comments section to include additional information, such as if this a recurring product (e.g. sold every year) or an existing charge code exists for a previous year's product, if so please provide details.

    **Note:** if known, also include if the product has been classified as a Bundled (mixed GST) product.

11. **Max Quantity Available -** enter the maximum available quantity of the product. Also, if applicable, enter the maximum quantity that can be purchased per customer.

12. **Attributes -** if quantities are determined by an attribute (e.g. size) then use the attribute section to specify the total quantity for each attribute (e.g. quantity of small, medium and large available). Attributes are options / choices available within a product. This will appear as a drop down box on the Online Shop (see example below).



    **Note:** Other attributes can be applied to a product, this can include early bird prices, different price levels (e.g. bulk discounts), add on options (with varying prices), different colours and/or styles. A list of attributes that can be used can be found on the 2nd tab of the form called *Attribute Options.* If a suitable attribute does not exist you can request one to be created on the form or by contacting finprosupport@adelaide.edu.au.

13. **Authorisation -** the form must be signed by the relevant Faculty Finance & Planning Manager or Manager, Division Finance.

## Contact Us

For further support or questions, contact Finance & Procurement Services on +61 8 8313 3414 or finprosupport@adelaide.edu.au