

Online Shop

Frequently Asked Questions



CONTACT

For Purchase enquiries related to your Order / Tax Invoice:

Refer to the Contact and Email details included against each Product on your Tax Invoice (a copy of which is attached to your Order Payment Confirmation Email).

For Technical enquiries such as the website is unavailable or there are issues when making payment, contact:

Financial Systems Helpdesk

Phone: +61 8 8313 6466

Email: finsysad@adelaide.edu.au

Operating Hours: Monday to Friday, 8 am to 6 pm

MANAGING YOUR ACCOUNT

How do I login to Online Shop?

University staff/students can access the Online Shop by logging into 'Unified' then clicking on the 'Online Shop' icon.

Customers that do not have a current staff/student login (i.e. 'Public' customers) can register their details 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 and note that we do not accept PO Box addresses.

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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.

Order Confirmation - Only VISA & MasterCard are Accepted - Please note that the address details are only applicable for Online Shop transactions.

Delivery Address [New](#) | [Edit](#) | [Address Book](#)

Kavika Karshan
Level 9
Adelaide, 5000
South Australia, Australia

Billing Address [New](#) | [Edit](#) | [Address Book](#)

Kavika Karshan
Level 9
Adelaide, 5000
South Australia, Australia

Delivery Notes

Comments or Info for Carrier

Shopping Cart

University Press

Item	Total
Yuendumu: legacy of a longitudinal growth study in Central Australia Quantity: 2	AU \$88.00
GST Australia (Included):	AU \$8.00
Pick up in person:	AU \$0.00
Pick up in person	
Sub-Total:	AU \$88.00
Shipping:	AU \$0.00
Tax:	AU \$8.00
TOTAL:	AU \$88.00

[CONFIRM ORDER](#)

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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.

Order Confirmation - Only VISA & MasterCard are Accepted - Please note that the address details are only applicable for Online Shop transactions.

Delivery Address [New](#) | [Edit](#) | [Address Book](#)

Kavika Karshan
Level 9
Adelaide, 5000
South Australia, Australia

Billing Address [New](#) | [Edit](#) | [Address Book](#)

Kavika Karshan
Level 9
Adelaide, 5000
South Australia, Australia

Delivery Notes

Comments or Info for Carrier

Shopping Cart

University Press

Item	Total
Yuendumu: legacy of a longitudinal growth study in Central Australia Quantity: 2	AU \$88.00
GST Australia (Included):	AU \$9.36
Delivery Cost:	AU \$15.00
Sub-Total:	AU \$88.00
Shipping:	AU \$15.00
Includes GST of:	AU \$9.36
TOTAL:	AU \$103.00

[CONFIRM ORDER](#)

SHOPPING ONLINE

Shopping online is easy! Just follow these simple steps.

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.

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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'**):

The screenshot shows the 'Manage your Shopping Cart' page. At the top right, there are links for 'Help', 'Log Off', 'My Account', and 'Shopping Cart (1)'. Below this is a search bar with a 'SEARCH' button and a link to 'Advanced Search'. A message states: 'You are visiting the Online Shop as a member of the Public. If you would like to see products available to Staff and Students, please LOGIN'. Below this are navigation buttons for 'Course Materials', 'Student & Staff Services', 'Field Trips', 'Short Courses', 'Subscriptions & Publications', and 'More...'. A message says: 'Once you have made your selections please navigate to the 'Shopping Cart' hyperlink in the top right hand corner to complete your order'. The breadcrumb 'Home > Cart' is shown. The main heading is 'Manage your Shopping Cart'. Below this is a table with columns: Item, Quantity, Price, and Total. The table contains one item: 'Yuendumu: legacy of a longitudinal growth study in Central Australia' with a quantity of 1, a price of AU \$44.00, and a total of AU \$44.00. There is a 'Delete Item' button next to the total. Below the table, a note states: 'Note that final Tax, Delivery and Product Option costs will be reflected at CHECKOUT.' and there is a 'CHECKOUT' button.

Item	Quantity	Price	Total
 Yuendumu: legacy of a longitudinal growth study in Central Australia	1	AU \$44.00	AU \$44.00

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

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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:

The screenshot shows the 'Order Confirmation' page of the University of Adelaide Online Shop. At the top right, there are links for 'Help', 'Log Off', 'My Account', and 'Shopping Cart (1)'. Below this is a search bar with a 'SEARCH' button and a link to 'Advanced Search'. A navigation menu contains buttons for 'Course Materials', 'Student & Staff Services', 'Field Trips', 'Short Courses', 'Subscriptions & Publications', and 'More...'. A message states: 'Once you have made your selections please navigate to the 'Shopping Cart' hyperlink in the top right hand corner to complete your order'. The breadcrumb trail is 'Home > Checkout > Order Confirmation'. A warning message reads: 'Order Confirmation - Only VISA & MasterCard are Accepted - Please note that the address details are only applicable for Online Shop transactions.' The page is divided into two main columns. The left column contains 'Delivery Address' and 'Billing Address' sections, both with 'New', 'Edit', and 'Address Book' links. The 'Delivery Address' and 'Billing Address' are identical: Kavika Karshan, Room 201, Unit 2, Building 37, Xin Du Kang Cheng Residential, Shandong, Doying, 5000, Bangladesh, Bangladesh. The right column is titled 'Shopping Cart' and lists 'University Press' as the vendor. It shows one item: 'Yuendumu: legacy of a longitudinal growth study in Central Australia' with a quantity of 1 and a total price of AU \$40.10. Below the item, there is a 'Delivery Cost' section with a dropdown menu set to 'Delivery Cost' and a total of AU \$40.00. The summary at the bottom shows: Sub-Total: AU \$40.10, Shipping: AU \$40.00, and a grand TOTAL: AU \$80.10. At the bottom right of the page, there is a blue 'CONFIRM ORDER' button.

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

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Commonwealth Bank 

Your details will be sent to and processed by **The Commonwealth Bank of Australia** and will not be disclosed to the merchant

TEST MODE

Merchant name: **University of Adelaide**

Card selection

Pay securely using SSL+ by clicking on the card logo below



TO AVOID BEING CHARGED INCORRECTLY
DO NOT CLOSE THE BROWSER WINDOW
OR USE THE BACK BUTTON UNTIL
YOU RETURN BACK TO MERCHANT'S WEBSITE.

[CommWeb Terms and Conditions of use](#)

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.**

On successful payment, an Order Payment Confirmation Email will be forwarded to your email address with a copy of the Tax Invoice included as an attachment.

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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.

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.

The screenshot displays the top navigation area of the Online Shop. In the top right corner, there are links for 'Help', 'My Account', and 'Shopping Cart'. A blue dashed arrow points to a 'CONTINUE' button in a cookie consent banner that reads: 'Cookies help us deliver the best experience on our website. By using our website, you agree to our use of cookies.' Below this is a search bar with a 'SEARCH' button and a link to 'Advanced Search'. A message indicates the user is a 'Guest' and offers a 'LOGIN' button. A navigation menu includes 'Course Materials', 'Student & Staff Services', 'Field Trips', 'Short Courses', 'Subscriptions & Publications', and 'More...'. A note instructs users to navigate to the 'Shopping Cart' hyperlink to complete their order. The breadcrumb trail shows 'Home > Subscriptions & Publications'. The 'Categories' section lists 'Subscriptions & Publications (5)', 'University Press Publications (4)', and 'Radio Adelaide Subscriptions (1)'. The 'Refine Search' section includes 'Providers' (University Press (4), Radio Adelaide (1)) and a 'Price' range slider from AU \$22 to AU \$77. The 'NEW ARRIVALS IN SUBSCRIPTIONS & PUBLICATIONS' section features four items:

Book Title	Price (AU)
Discovery and Empire: the French in the South Seas	AU \$55.00
Yuendumu: legacy of a longitudinal growth study in Central Australia	AU \$44.00
Australian Wage Policy: Treasury and Institutions in the 1930s	AU \$77.00
New Directions in Dental Anthropology: paradigms, methodologies and outcomes	AU \$55.00

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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.

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:

Help Log Off My Account Shopping Cart (3)

SEARCH Advanced Search

Course Materials Student & Staff Services Field Trips Short Courses Subscriptions & Publications More...

Once you have made your selections please navigate to the **'Shopping Cart'** hyperlink in the top right hand corner to complete your order

Home > My Account

My Account Information

Primary Address	Personal Information
Kavika Karshan Room 201, Unit 2, Building 37, Xin Du Kang Cheng Residential Shandong Doying, 5000 Bangladesh, Bangladesh	Manage account information Manage address book
a1204836@adelaide.edu.au 831 30295	

Downloads

Uni Logo	Digital	Downloaded 1 time(s)	DOWNLOAD
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Last Orders [View All](#)

Order #1266	Date Purchased: 12/05/2014	Total	AU \$2,400.00	View Invoice
SubOrder #1267	Store Name: Executive Education	Status:	Payment Received	

Item	Quantity	Total
Effective Change Management	2	AU \$2,400.00

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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.

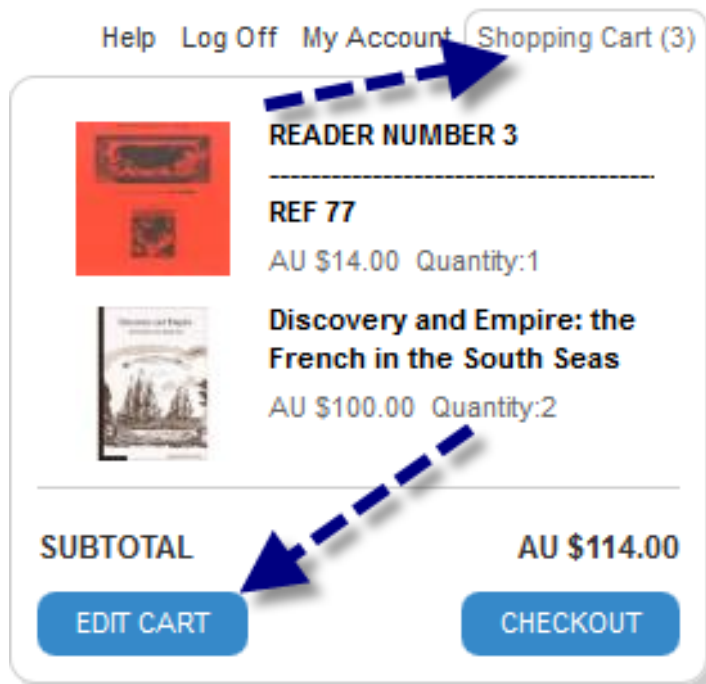
Can I change or cancel my order?

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 and 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 and then click on either this link or the **'EDIT CART'** button:





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'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:

The screenshot shows the 'Manage your Shopping Cart' page. At the top right, there are links for 'Help', 'Log Off', 'My Account', and 'Shopping Cart (3)'. Below this is a search bar with a 'SEARCH' button and a link to 'Advanced Search'. A navigation bar contains buttons for 'Course Materials', 'Student & Staff Services', 'Field Trips', 'Short Courses', 'Subscriptions & Publications', and 'More...'. A message states: 'Once you have made your selections please navigate to the 'Shopping Cart' hyperlink in the top right hand corner to complete your order'. Below this is a breadcrumb 'Home > Cart' and the title 'Manage your Shopping Cart'. The main content is a table with columns: 'Item', 'Quantity', 'Price', and 'Total'. The first row shows 'READER NUMBER 3' with a quantity of 1, price of AU \$14.00, and total of AU \$14.00. The second row shows 'Discovery and Empire: the French in the South Seas' with a quantity of 2, price of AU \$50.00, and total of AU \$100.00. Each row has a 'Delete Item' button. A blue dashed arrow points to the 'Delete Item' button for the first item. At the bottom, there is a note: 'Note that final Tax, Delivery and Product Option costs will be reflected at CHECKOUT.' and a 'CHECKOUT' button.

Item	Quantity	Price	Total
 READER NUMBER 3 REF 77	<input type="text" value="1"/>	AU \$14.00	AU \$14.00
 Discovery and Empire: the French in the South Seas	<input type="text" value="2"/>	AU \$50.00	AU \$100.00

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':

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A screenshot of the online shop's shopping cart page. At the top right, there are links for 'Help', 'Log Off', 'My Account', and 'Shopping Cart (3)'. Below this is a search bar with a 'SEARCH' button and a link to 'Advanced Search'. A navigation bar contains buttons for 'Course Materials', 'Student & Staff Services', 'Field Trips', 'Short Courses', 'Subscriptions & Publications', and 'More...'. A message states: 'Once you have made your selections please navigate to the 'Shopping Cart' hyperlink in the top right hand corner to complete your order'. Below this is a breadcrumb 'Home > Cart' and the heading 'Manage your Shopping Cart'. The cart table has columns for 'Item', 'Quantity', 'Price', and 'Total'. The first item is 'READER NUMBER 3 REF 77' with a quantity of 2, priced at AU \$14.00, totaling AU \$14.00. The second item is 'Discovery and Empire: the French in the South Seas' with a quantity of 2, priced at AU \$50.00, totaling AU \$100.00. Callouts point to the 'Quantity' input field with the text 'Enter Quantity' and the 'UPDATE' button with the text 'Click UPDATE'. At the bottom, a note says 'Note that final Tax, Delivery and Product Option costs will be reflected at CHECKOUT.' and there is a 'CHECKOUT' button.

Your order quantity will be updated accordingly.

Note that some Items have limitations on the total quantity available for sale and/or the quantity that can be purchased in an order. On clicking '**UPDATE**', if your order exceeds these quantities you will receive a message advising you that this is the case (and the order quantity will not be updated).

PAYMENT

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.

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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 eg. 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 accidentally 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 accidentally 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.

[Can I request for a refund?](#)

Refund requests must be made by contacting the Store Owner of the Product(s) in question. This information (Store Phone / Store Owner Email) can be found in the Tax Invoice that is included as an attachment in the order confirmation email.

Refund requests are assessed on a case by case basis and, if approved, are always refunded back to the card from which the original payment was made.

[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.

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The University of Adelaide Online Shop does not store or capture your personal credit card information.

MISCELLANEOUS

Is your email box being filtered for spam?

If you don't receive any Order Payment Confirmation Email at all, check your Spam Folder to make sure they are not accidentally delivered there. To ensure that you receive our mailings, please add onlineshop@adelaide.edu.au to your address book.