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General

Before you begin

PLEASE NOTE:

SRS accepts orders **ONLY** from within the University System of Georgia and Georgia Regional Public Library Systems. This service area is defined by University System of Georgia Board of Regents together with participating vendors, publishers and manufactures of SRS provided software products.

Questions? Contact SRS by phone: 706-583-2230 or e-mail: srs@usg.edu

PLACING AN ONLINE ORDER:

www.srs.usg.edu Visit the SRS Online Store at:

At this point you have the option to enter either the Institutional or Personal Store
From the Informational (main) SRS page, choose the store you want to shop:

Institutional store - This store is for software purchases using state funds and to be installed on state owned computers and servers to do state work only. This store is only available to institutions within the University System of Georgia.

Personal store - This store is open to the students, faculty and staff of the University System of Georgia to purchase software for personal use using personal funds. The software purchased at this store can only be installed on a personally owned computer.

How to place your order in the Institutional Store

On the same line as Welcome to the Institutional Store you will see the Login button. Clicking on it will give you two options. If you are a returning customer, **log in** or if you are a new customer, **create** an **account**. To create an account, you will need to enter the following information:

- Name
- Department
- E-mail address
- Password (*of your choosing*)
- Reenter your password
- Password "hint" (*in case you forget your password*)
- Institution - *choose your Institution or Library from the drop down list*

Note: You must use your Institution (.edu) address to be eligible to purchase from the institutional store.

If this is your first visit, you will be asked to enter a **new shipping address**. Unless your shipping information changes, you will only need to enter this information **ONCE**.

- Name
- Department
- Shipping address - **NOTE: UPS does NOT deliver to PO Box addresses!**

- Telephone number

You will need the following information to enter a new institution billing address.

- Name
- Institution or Library name
- Billing address
- Contact telephone number

From the Institutional store home page you can check out the **featured products** and **search** for the specific products (left navigation has a list of manufacturers). The merchandise page includes:

- **Price**
- **Platform**
- **Who is eligible to purchase(only personal)**
- **Descriptive overview, specifications and any additional information on the product**

On each page or section you will see an **add to cart** button. Choose the correct license & media platform and version for your needs, and click the **add to cart** button to place those items in your **shopping cart**.

Note: Once you begin adding products to your cart, *the quick link to the other store will disappear*. This is to ensure that there is no co-mingling of Institutional and Personal store items.

Note: *if your payment method in the Institutional Store is a Purchase Order, the billing address you must enter will be the "bill to" indicated on the PO.*

When you have entered the necessary billing address information, click use this address.

If prompted, the shipping method for all SRS software media orders is via UPS. Click continue.

To pay for your order, choose the payment terms:

- State Issued Purchasing Card (P-Card)
- Departmental Check
- Purchase Order (PO)

If your payment method is **Purchase Order** - fax the PO to SRS at 706.583.2299

- If you payment method is **Departmental Check** - mail the check to the following address:

Software Resource & Services (SRS)
Information Technology Services (ITS)
Board of Regents of the University System of Georgia 270 Washington Street, S.W. Atlanta, Georgia
30334



Please Note: Your order cannot be processed until your payment method has been received by SRS.

For Institutional **P-Card** purchases enter:

- **Complete P-card number**
- **Expiration date**
- **The cardholder name that appears on the front of the P-Card**
- **The 3 digit security code**

Check your information carefully, then click on **continue**.

If you are paying with a **Departmental Check/PO**, review your **shipping** and **billing** information, **shipping method** and **payment method** information.

Then enter:

- **the *entire* PO number or Check number**
- **Contact person for the order** (drop down box)

Review your order information, and *read the **Terms and Conditions***. Then, place a **v** in the “agreement” box, and click on **submit order**.

HINT - if you **do not** agree to the terms & conditions, you *will not* be allowed to purchase from the Institutional Store.

AFTER YOUR ONLINE ORDER HAS BEEN SUCCESSFULLY SUBMITTED:

You will receive an auto generated order confirmation e-mail that details your purchase.

If you have any questions at that time about your order **DO NOT** reply to the confirmation e-mail. Contact SRS by phone 706.583.2230 or e-mail at srs@usg.edu

Note - **Institutional Store ONLY:** Sometime additional discounts are available on large quantities. If you are ordering a larger quantity of a product than shown in the catalog please submit a request for estimate before placing your order.



Please remember.....

- *you must have a valid license for each copy of the institutional software*
- *the only exceptions are products covered under the Microsoft Campus Agreement (MCA)*
- *license purchases do not come with CD/DVD media or user's manual!*
- *you must agree to the terms & agreements to be allowed to purchase*
- **TIP** - You can check your order status for the **Institutional** store order online anytime! Simply log in to your account and click on **See Orders**.
- Once your **Institutional** store order has been shipped by SRS you will receive an e-mail with your UPS tracking number. Keep this e-mail in case you need to contact *UPS* about your package or shipment.

Important Notice: Any **Institutional** software licenses purchased will no longer printed and shipped separately; your packing list is the legal license to install and use the indicated software.

How to place your order in the Personal Store

You will be asked to provide the following information to place an order in our **PERSONAL STORE**

- **Name**
- **E-mail address**
 - Note:** You must use your school (.edu) address to be eligible to purchase from the personal store.
- **Password** (*of your choosing*)
- **Reenter your password**
- **A password "hint" in case you forget your password**
- **Customer category** **Note:** Choose your category carefully (note that you can multi select)! **CANNOT** be changed after you register!
- **Select Your Institution** - choose your institution from the drop down list

You must create a different password for the Institutional and Personal store.

Note: Once you have created an account, the only information you will be able to change is:

- E-mail address

- Shipping address
- Billing address

To change any other account information, contact SRS.

From the store home page you can check out the **featured products** and **search** for the specific products (left navigation has a list of manufacturers). The merchandise page includes:

- **Price**
- **Platform**
- **Who is eligible to purchase(only personal)**
- **Descriptive overview, specifications and any additional information on the product**

On each page or section you will see an **add to cart** button. Choose the correct license & media platform and version for your needs, and click the **add to cart** button to place those items in your **shopping cart**.

Note: Once you begin adding products to your cart, *the quick link to the other store will disappear*. This is to ensure that there is no commingling of Institutional and Personal store items.

Some points to remember when placing your order:

- *all software products have a maximum purchase limit per version*
- *you must agree to the terms & agreements to be allowed to purchase*
- *check & verify your order carefully. **ALL SALES ARE FINAL!***

Need to order other product items? Click on **continue shopping** to return to the last page you visited.

Done shopping? Review your cart, making sure you have entered the desired quantities of licenses & media, then click **proceed to check out**.

- **Customer name**
- **Department – Leave this field blank**
- **Shipping address - *NOTE: UPS does NOT deliver to PO Box addresses!***
- **Telephone number**

If your shipping address is **EXACTLY** the same as your billing address, place a in the box & click **continue**. If shipping address and billing address are not the same, uncheck the box and click **continue**.

You will be prompted to either:

- Use your shipping address as your billing address (*click use this address*)
- Enter a new billing address
- You will also have the option to enter a new shipping address.

You will be asked to provide the following information concerning your payment

- **Card Holder name**
- **Billing address - MUST** match the billing address of the personal credit card used
- **Contact telephone number**

Personal store purchases are charged applicable UPS shipping fees. Your rate is based upon **your** shipping address information.

The following Credit/Debit cards are accepted

- **VISA**
- **MasterCard**

Important Notice - State funds CANNOT be used to purchase in the Personal Store, and personal funds CANNOT be used to purchase in the Institutional Store.

For **Personal Credit Card** purchases; choose the credit card you want to use, and then enter:

- **Complete Credit Card number**
- **Expiration date**
- **The cardholder name that appears on the front of the card**
- **The 3 digit security code**

Check your information carefully, then click on **continue**. Review your order information, and *read the Terms and Conditions*. Then place a v in the “agreement” box, and then click on **submit order**.

Please Note: if you do not agree to the terms & conditions, you *will not* be allowed to purchase from the Personal Store.

- Your order will be reviewed and your eligibility verified before processing
- If there is a problem with a portion of your order, you will be given the option of going back and then changing your order to correct the issue. You may not be authorized to purchase a particular item or you have ordered above the limit.
- If you are **not** eligible or there is evidence of *misrepresentation* or *misappropriation*, your account will be suspended and you will not be allowed to purchase from this site.

TIP - You can check your order status or your **Personal** store order online anytime! Simply log in to your account and click on **See Orders**.

Once your **Personal** store order has been shipped by SRS you will receive an e-mail with your UPS tracking number. Keep this e-mail in case you need to contact *UPS* about your package or shipment

AFTER YOUR ONLINE ORDER HAS BEEN SUCCESSFULLY SUBMITTED:

You will receive an auto generated order confirmation e-mail that details your purchase.

If you have any questions at that time about your order **DO NOT** reply to the confirmation e-mail. Contact SRS by phone 706.583.2230 or e-mail at srs@usg.edu

How to view order status

Go to www.srs.usg.edu.

Once there click the “Institutional Store” blue button to enter the SRS Institutional Store.

From the Institutional Store’s homepage click “Login” to enter your SRS account information.

Enter your email address and password.

After login verification you are returned to the Institutional Store’s homepage.

Click on “My Account” to view your SRS account information.

The “My Account” section has three columns Billing, Orders and Support.

Under the Orders Column click “See Orders” to view your Order Status.

Click on the date of the order to view the details.

How enter an estimate

To request an estimate, log into your Institutional account on the My Account Page, and under Orders, select Enter an Estimate. Then, complete the following fields:

- Enter or verify the Contact name
- Enter/verify the contact email address
- Select the software item(s) and quantity you would like to purchase
- Click Add
- Remember to click on add after each item is added to the estimate!
- Enter or edit your Bill To address
- If you would like a copy of your estimate request, put a in box by the desired delivery (print, email or fax) format. Depending on the delivery option you choose, click on the button for:
 - Submit
 - Submit & Print
 - Submit & Email
 - Copy Previous

- Or if you need to make changes or just change your mind, Press Reset.
- SRS will usually process your request and respond to you within 2 business days. Estimates on items not carried on our catalog can take longer. You can check the status of your estimate by logging in to your Institutional account and choosing See Estimates.

How to convert an SRS estimate into an order

Go to www.srs.usg.edu.

Once there click the “Institutional Store” blue button to enter the SRS Institutional Store.

From the Institutional Store’s homepage click “Login” to enter your SRS account information.

Enter your email address and password.

After login verification you are returned to the Institutional Store’s homepage.

Click on “My Account” to view your SRS account information.

The “My Account” section has three columns Billing, Orders and Support.

Under the Orders Column click “See Estimates” to view the estimate.

Click on the date of the estimate to view the details.

After verifying the estimate details click on the “Create Order” button to convert the estimate into an SRS Sales Order.

Before submitting the Sales Order:

Select the contact associated with this order from the drop down

Enter a memo about the order(optional)

Verify the details of the order(items and billing/shipping addresses)

Enter P-Card information Click the “Submit” button to complete the order

Then you should see “Confirmation: Transaction successfully Saved”.

This has created a SRS Sales Order and the contact associated with the order will receive email confirmation that includes the order details.

Additional: You may choose to print or email this order by clicking the appropriate buttons located under the “Confirmation”.



How enter an support case

Go to www.srs.usg.edu.

Once there click the “Institutional Store” blue button to enter the SRS Institutional Store.

From the Institutional Store’s homepage click “Login” to enter your SRS account information.

Enter your email address and password.

After login verification you are returned to the Institutional Store’s homepage.

Click on “My Account” to view your SRS account information.

The “My Account” section has three columns Billing, Orders and Support.

Under the Support Column click “Contact Support” to enter a case.

Enter a subject

Select “Contact” from the drop down list

If referencing a specific product you may choose to select the “Item” from the item drop down list

Select the “Case Issue”

Select the “Type” of case

Enter the information for the case in the “Message” comment box

Choose “Submit” to enter the case

