

Doing Business with Apple Education

Everything you need to get started, place orders, and manage payments — in one place.



Getting Started with an Apple Education Account

To purchase from Apple at Education pricing, your institution needs an Apple Education account and an active purchase agreement.

1. **Review your purchase agreement options** at apple.com/education/purchase/contracts.
2. **Choose your path:**
 - **Apple Direct Customer Agreement (ADCA)** — apply directly at adca.apple.com.
 - **All other agreements** — email EducationSupport@apple.com with your selected contract.

Apple Online Education Store (eCommerce.apple.com)

Once your account is set up and you're registered as a user, eCommerce.apple.com is the fastest way to:

- Browse products at Education Institution pricing
- Place orders and convert quotes or proposals
- Check order status and shipment details
- Download invoice copies
- Submit return requests

Need help with the store? Video tutorials: apple.co/edustorehelp · Registration or access: EducationSupport@apple.com

Payment Methods

How you can pay depends on how your account is set up and your assigned user role in eCommerce.

Accepted payment methods

- **Credit card or P-Card** — used at checkout in eCommerce. Available on both Prepay and Terms accounts. *Cannot be used to pay a Terms invoice.*
- **Check** — Apple Inc., P.O. Box 846095, Dallas, TX 75284-6095. Include Apple invoice # and customer #. *Orders paid by check may be held until funds clear.*
- **ACH** — Bank of America · Routing (ABA) **111000012** · Account **3751294243**
- **Wire** — Bank of America · Routing (ABA) **026009593** · Account **3751294243**
- **Remittance detail** to cash_apps@apple.com

Note: Prepay accounts require payment before an order ships. Terms accounts ship as soon as possible and are invoiced per your account's payment terms.

Need Help with a Placed Order?

Order status
apple.com/orderstatus or eCommerce.apple.com

Invoice copies
amr_arrequest@apple.com or
eCommerce.apple.com

Tax questions or credits
salestax@apple.com

Change, cancel, or ask about an order
EducationSupport@apple.com

W-9 requests
w9request@apple.com

New quote or proposal
Your Apple Sales Rep — or
EducationSupport@apple.com can help you connect