

Online Store User Guide

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1. Introduction

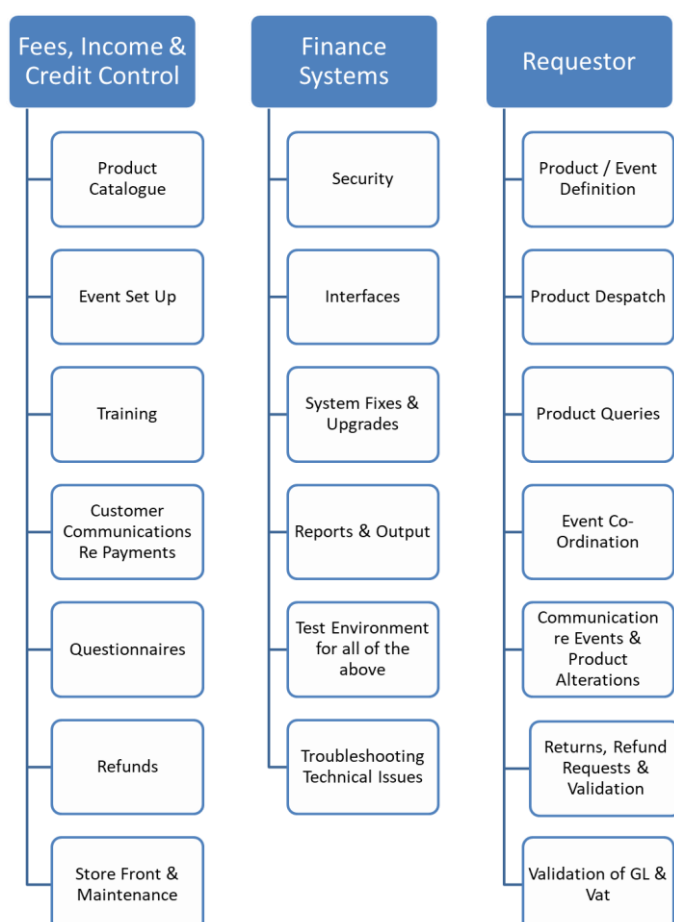
The term “Online Store or Store” is an online solution offered by the School to allow customers and students to purchase products, book attendance at conferences, events or seminars, and requires full payment to be made in advance for the service or product at the time of booking.

2. Getting Access

Before you can request items to be placed on the store, you need to complete a [new user request form](#) and get this authorised by your budget holder. Once completed this should be submitted via [Finance Division enquiry form](#). This will grant you access to run reports and view information relating to products and services for your budget area.

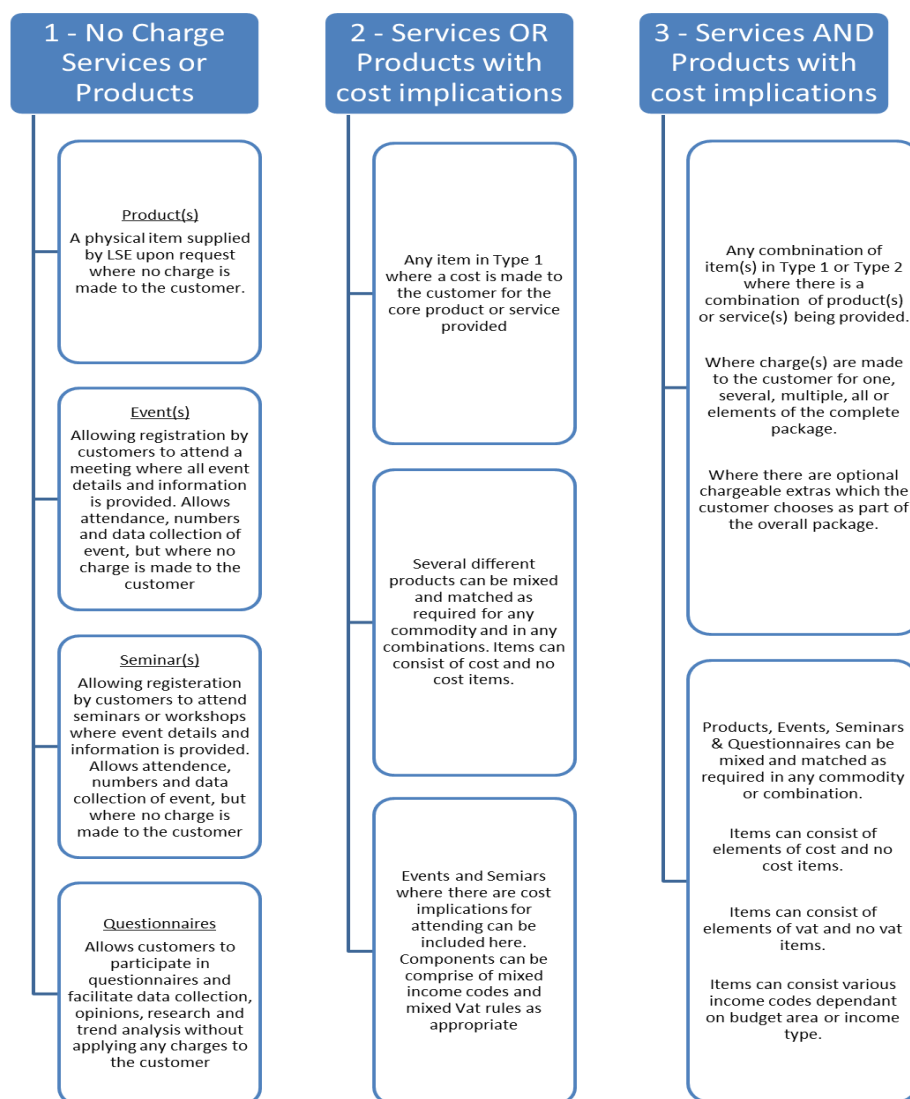
3. Online Store: Ownership

The Store is controlled and maintained by Finance Division with responsibilities allocated for various aspects of the store. As a user of the Store you too have a responsibility to ensure you are clear of what is required of you. Please refer to the chart below for details of who does what.



4. What can I use the Store for?

You can use the store for a range of services, including selling goods, tickets, collecting data etc. There are multiple options and all can be loaded with or without a selling price



5. Using the Store

Getting products and events set up couldn't be easier. Once access has been approved, colleagues are able to work through a purpose-built Toolkit which guides you through the request process step by step.

[Store Toolkit](#)

The Toolkit has been designed to ensure all the data needed to create an item will be collected and recorded so that all of School's reporting and management information needs are met, but primarily that customers are supplied with all the information needed when considering the purchase.

6. Sign off

Before we can activate your product / service / event you will be required to submit a [SIGN OFF form](#)

This is to ensure that you are happy with product set up, have tested the product link and you are satisfied with the layout and quality of information displayed. Once we have received your sign-off, we will aim activate your item on the store within 24-48 hours.

You should submit the completed form via the [Finance Division Helpdesk](#) please ensure you continue using the trail created when you submitted your product, referencing the case number allocated to your original request. This will ensure the thread is not lost and avoid duplicating cases

If we do not receive a complete form the product/event will not be made live.

7. Change Requests

A request can be made to change a product set up, please ensure this is communicated as quickly as possible to avoid errors when a product is live on the Store. You should be aware that any complaints, costs or claims that arise as a result of inaccurate requests are the responsibility of the budget area and will not be dealt with by Finance.

Change requests should be submitted via a [Change Request Form](#) (Form D)

8. Returns & Cancellations

Where a customer wishes to cancel an order, or return a product, the customer is required to complete a [cancellation request](#) and submit to the email address you provided to the customer when you requested the product set up. FICC are not responsible for returns and these fall within the remit of the area that asked for the product set up.

Colleagues are required to be conversant with customers' entitlement in this area and be able to advise and respond to customers queries.

9. Refunds

In cases where the School is unable to supply or comply with the product request, the School agrees to refund payment(s) received subject to the terms and conditions set out in the Online Store Policy. Colleagues are required to ensure a refund request authorising the refund is sent to Fees, Income & Credit Control by completing the online request in [OneFinance](#). For further help with OneFinance [click here](#)

Colleagues should be aware that customers should not be advised to contact Finance directly for a refund as these will not be considered unless they have been authorised by the budget area that requested the product placement.

10. Advance & Repeat Booking

Don't wait until a product or event is due to go live before requesting Finance to launch; the sooner the request is made the better. All requests can be loaded onto the Store, but not made live until the required time, so complete control is maintained. Additionally, where there are regular or repeat occurrences it's possible to make these available as and when required; it's not necessary to issue a new request for these items.

11. Consultation & Advice

If you are new to using the Store, in addition to the online help and documentation available, it is possible to book a consultation with a member of the Customer Support Team for a face to face discussion if you are experiencing any difficulties with any aspect of the store. Please submit your request

[Finance Division enquiry form](#)

12. Online Store Policy

A detailed and comprehensive Store policy is available Online Store Policy, this forms part of the terms and conditions that customers will adhere to and will be required to accept prior to making a purchase. It provides clear guidance for customers and staff on all aspects of activity and associated areas relating to the Store. Colleagues should always refer to this for guidance or where clarification is needed.