

# THANKS FOR CHOOSING US

We understand how important technology is to your students' success in school, and we're here to help. You're only a few simple steps away from setting up your technology buying account, and then you'll be able to order the tech your students need **without paying any money up-front**. Let's get started.

## STEP 1 REGISTER ONLINE

1. Go to: [www.BBFB.com/PSF/StepUp](http://www.BBFB.com/PSF/StepUp)
2. Click create account
3. Enter registration Code: **StepUp**
4. Click save and you are ready to shop!

## STEP 2 CHECK OUT

### 1. MAKE PAYMENT:

**Use Business Advantage Account (Select this option for direct billing.)**

- In MVN box, enter last 3 digits of FL Gardiner scholarship ID number (PLSA)
- In PO box, enter full FL Gardiner scholarship ID number (PLSA)
- *NOTE: Do not to use the credit card option through the site.*

*\*Please ensure you review your order before submitting.*

*For your security, once your order is submitted, no changes or modifications can be made.*

## STEP 3 APPROVAL

### 1. Note this message on top left of screen

#### Thank You

Note: Your Order is waiting for approval from your approver Leah1 Fuller. You will receive an order confirmation shortly. When inquiring about this order, please refer to order number: 232022002

### 2. Full approval may take 7-10 business days

*\*Please ensure you are entering your reimbursement request through Step Up within 48 hours of submitting your order.*

## STEP 4 ORDER STATUS

### 1. On top right, click My Account

- In dropdown menu, click Orders to see status update





# EDUCATION



## FAQ

You have questions about your Step Up order or account? We have answers.

### What am I eligible to purchase?

Any approved technology for your student, excluding gift cards, iTunes® cards, pre-paid cards, extended warranties and software. Please refer to the Step Up website for more details on student-approved items at [StepUpForStudents.org](http://StepUpForStudents.org).

### How long does it take to process and ship my order?

It may take up to 7-10 business days to process your order. Once approved, your order will ship within 24 hours and arrive within 5-7 business days via standard shipping.

### What is the return policy?

Returns or exchanges are allowed only if the item(s) are defective or damaged. You can return the damaged items to the nearest Best Buy store.

### How do I check the status of my order?

Log in to your account or wait for the tracking confirmation e-mail. Refer to the "Buying Account Setup Guide" for further instructions. As a parent/student you will not need to take any action after submitting your order. After placing your order, it will flow through a systematic approval process with SUFS:

- Pending Approval: Your order is currently under review by SUFS
- Rejected by Approver: Your order was not approved by SUFS (contact SUFS for details)
- On Credit Hold: This is a systematic hold and will clear
- Order Submitted/In Process: Your order has been approved by SUFS and is starting to ship
- Shipped: Your order has shipped (check your online account for tracking)

### How will my order ship?

Depending on size and where the product is shipping from will determine the carrier. Normally, small- to mid-sized items will come UPS, and larger items could come through a home delivery service or freight delivery.

### Who do I call for help with getting Step Up funding?

Contact Step Up at 1-877-735-7837.

### Who do I contact for help with a purchase?

Send an e-mail to [StepUpPLSA@BestBuy.com](mailto:StepUpPLSA@BestBuy.com) or call 1-888-218-9474.

1-888-218-9474 | [BestBuy.com/Education](http://BestBuy.com/Education)

## FAQ Continued

### **What do I do if I am being asked for my credit card in the payment options?**

First, e-mail [StepUpPLSA@BestBuy.com](mailto:StepUpPLSA@BestBuy.com) to ensure your account verification was complete. Once your account is verified, you should be able to select Business Advantage Account as a payment option. This will automatically load account information for you to process your order. Please follow the flier for additional checkout details.

### **What do I do after my order is placed?**

Submit your reimbursement request through Step Up within 48 hours. Your order will be reviewed by Step Up for approval.

### **Who handles the approval process?**

SUFS handles all approvals and rejections. For inquiries, please contact SUFS at 877-735-7837 or e-mail [GardinerPayments@SUFS.org](mailto:GardinerPayments@SUFS.org).

### **What do I do if my order has been rejected?**

Contact SUFS for more information at 877-735-7837 or email [GardinerPayments@SUFS.org](mailto:GardinerPayments@SUFS.org). Best Buy does not perform approvals or rejections, and does not have access to why an order might be rejected.

### **What do I do if a product says "Check for Availability"?**

E-mail the BB number/Model number to [StepUpPLSA@BestBuy.com](mailto:StepUpPLSA@BestBuy.com).

### **What do I do if I entered the wrong information in my order?**

Immediately e-mail [StepUpPLSA@BestBuy.com](mailto:StepUpPLSA@BestBuy.com) and we will cancel your order. You will have to replace your order with the correct information.

### **What do I do if my order shows tax?**

Proceed to checkout.

### **Can I use a credit card to place an order?**

Please go to the regular [www.BestBuy.com](http://www.BestBuy.com) website to place your order with a credit card. The Step Up site is intended for DIRECT BILL use only.

For additional information regarding Step Up for Students, please visit: [StepUpForStudents.org](http://StepUpForStudents.org).