Frequently Asked Questions – Quick Reference Steps

How Do I Set or Edit a Delivery Address?

The delivery address is comprised of three pieces of data – the physical address of the building, the room number/location within the building, and information on the person receiving the goods/services.

1. From the Buy@Duke tab, select the Personalization page, and Edit.

2. Once the page is open for editing, in Attributes, select Delivery Address. If deliver addresses have been sent, they will display. If no delivery addresses have been set-up, the table will be blank.
Frequently Asked Questions Continued…

3. If a delivery address needs to be removed, highlight the link and select Remove to delete the line.

![Image of Remove Option]

4. To add a new address, select Add Line.

![Image of Add Line Option]

5. If you know the Buy@Duke delivery address value for your location, type the number in the Value column. Select Check when complete. The Value Description field will populate with the number when you select enter. It will populate with text once you select Check or once you Save.

![Image of Value and Value Description Fields]

**Note:** If you select Save, remember to click Edit again to return to the Edit Document mode.
Frequently Asked Questions Continued…

6. If you do not know the Buy@Duke delivery address value, a search is available. In the new line, select the search box on the far right of the Value field.

7. In the resulting **Search: Value** screen, select **Show Search Criteria**.
Frequently Asked Questions Continued…

8. In the resulting search screen, enter criteria to search for your delivery address.
   A few points to remember:
   a. Always use all caps when searching.
   b. Do not use an acronym. For example: MSRB 1, ATC, LSRC – will not return results. You must use part of their actually name.
   c. Surrounding your search term by asterisks will allow for an open search and does not require an exact match. If you do not use asterisks, you will need to know the entire name of your building exactly how it was set up in Buy@Duke.
   d. Use the Address 1 field for your building name and/or the Street Name as the foundation for your search. Always start with the Address 1 field and add in the street if necessary to narrow down your results.

Example 1: Looking for ATC – American Tobacco address on Blackwell Street. Three locations return. I would select the line with the building that was applicable to my location.
Frequently Asked Questions Continued…

Example 2: Looking for MSRB1 – Medical Sciences Research Building on Research Drive. I would enter the street because the search term *MEDICAL* returns 60 plus results without a street. Again I would select the building applicable to my location.

9. The new locations are added to your list. Select the radio button in the Standard column to set an address as your default.

Note: Do not select Deactivate as this will cause technical issues. If you select an address in error, highlight the line and select Remove.

10. To set the goods recipient, select Goods Recipient from the Attributes dropdown menu.
Frequently Asked Questions Continued...

11. Select **Add Line** and type in the name of the goods recipient in the **Value** column. You are limited to 12 characters in the name so abbreviate as necessary.

12. Select **Room Number** from the **Attribute** dropdown. Select **Add Line**. Type in the room number/location in the building where items should be delivered. You are limited to 25 characters, so be thoughtful about how to describe your location.

13. Once all information is added, select **Save**.