

FAQs for International Purchases and Shipments of IT Hardware

In addition to the [Policy Guidance for Pandemic Related Expenses](#), the following provides more detail for IT hardware purchases destined for an international location.

What do I do if I need a computer?

Work with your SCAD. They'll help identify the right device for your needs and will ensure the transaction is processed through the appropriate process. This will also require the need to create a ship-to address for the off-campus location, which is available [here](#).

How do I order a computer/laptop and have it shipped internationally?

Orders placed per normal procedures may experience delays or cancellations if shipped to international destinations. Neither Apple nor CDWG will ship to international destinations, and Dell shipments will depend on product availability and destination.

To avoid unnecessary delays associated with these orders, Procurement Services recommends using SHI, a diverse, preferred University supplier. SHI is a strategic distributor of many major manufacturers such as Apple, Dell, and Lenovo. SHI will ship to most international destinations. Before placing orders for international destinations, please reach out to SHI directly. SHI will evaluate the situation and provide the best option. Our contact is Lou Malvasi available via email at Lou_Malvasi@shi.com or Princeton@shi.com. Please note that this initial evaluation may be impacted by time zone differences and other supply chain needs. This process is intended to prevent issues with the orders before they are place.

Does SHI ship from the US or source locally in the country to be shipped?

SHI will first source in the destination country. They'll evaluate inventory at their warehouses as well as the inventory of the major manufacturers if needed. If the item is not in stock or is not available from the manufacturer it will need to be ordered from the manufacturer before it can ship to the user.

Where does SHI have locations?

In addition to their US offices, including here in Central New Jersey, SHI has locations with full services and product availability in Canada, United Kingdom, Ireland, Hong Kong, and Singapore. Please be sure to use the appropriate foreign profile as advised by SHI when entering a requisition. These local offices can also provide repair services should that be needed.

SHI Location	Supplier Number
Canada	0000040859
United Kingdom	0000041507
Ireland	0000041504
Hong Kong	0000041505
Singapore	0000041506

In addition, SHI has locations with most hardware and software available. These locations are shown in the table below.

Austria	Greece	Norway
Belgium	Hungary	Poland
Bulgaria	Italy	Portugal
Croatia	Latvia	Romania
Republic of Cyprus	Liechtenstein	Slovakia
Czech Republic	Lithuania	Slovenia
Denmark	Luxembourg	Spain
Estonia	Malta	Sweden
Finland	Netherlands	