

Verizon Mobile Device Enrollment Instructions & Candidate Information Form

Apple Business Manager / Apple School Manager Program



This document provides instructions and enrollment information about the Verizon Mobile Devices Enrollment (MDE) program with Apple. This VMDE program is for eligible Apple devices

PURCHASED FROM Verizon, including eligible previously purchased Apple devices. Provided the form is complete and includes the required Apple portal screenshot, the enrollment will be processed in **3-4 business days**. Please read ALL information before completing and submitting.

<p>Customer</p> <p>For Apple Enrollment help: See portal website for assistance and contact information.</p>	<p>Enrolls in an Apple Program at: https://business.apple.com/ or https://school.apple.com</p> <p>This process could take up to 5 business days to complete with APPLE.</p> <ul style="list-style-type: none"> ● DO NOT ignore the call from Apple to confirm your portal. You will not be approved for the program until this call is completed. See Appendix I for a snapshot of Apple instructions. ● Must add Verizon's reseller ID - 19DA1870 - into the Apple portal to identify Verizon as a reseller. Use Safari or Microsoft Edge for best results. <ul style="list-style-type: none"> ○ If the Verizon Wireless reseller ID is not added, the customer will not be able to view the devices that Verizon sends to the portal. <p>Important:</p> <ul style="list-style-type: none"> ● Apple regularly sends a notification to the portal's admin email. Check your email often for these notifications to ensure the portal runs smoothly. ● Up to 5 people can be identified as Agents in the Apple Business Manager / Apple School Manager. 	<p>Customer must be approved by Apple before submitting this form, which includes a confirmation call with Apple. Verizon requires a screenshot from the portal showing Verizon is an accepted reseller.</p> <p>Adding Verizon as a reseller in the Apple portal doesn't connect the Apple portal to automatically send Verizon device information for supervision.</p>
<p>Customer / Verizon B2B Representative</p>	<ul style="list-style-type: none"> ● Completes the form below. ● Sends enrollment to VZWAppleDeviceEnrollments@VerizonWireless.com. <ul style="list-style-type: none"> ○ Must include a screenshot of the customer's Enrollment Information screen showing the Organization ID and a screenshot that shows Verizon as a reseller. ○ Turnaround time of 3-4 <u>business</u> days. ○ Must complete all sections in red. ○ Indicate if this is a replacement portal. ○ Specify any special instructions or SKUs. ● Attaches a spreadsheet of existing eligible devices with IMEIs listed that need to be transmitted. <ul style="list-style-type: none"> ○ The Device Report in MyBiz is the recommended report to use. <p>Note: Enrollment occurs at the profile level. ALL accounts and subaccounts are enrolled. Exceptions must be approved by the VMDE mailbox.</p>	<p>Providing the Apple Organization ID authorizes Verizon the use of the customer's information contained herein and device information to be shared with Apple for the purpose of enrolling Verizon devices into the Apple Business Manager / Apple School Manager program.</p>
<p>Verizon Sales Operations</p>	<ul style="list-style-type: none"> ● Connects Verizon profile ID(s) to customer's Apple portal ● Sends existing devices to the customer's Apple portal ● Pulls historical device reporting upon request <ul style="list-style-type: none"> ○ This list might not be complete and will require review by the customer. Once reviewed, customer will need to send the spreadsheet back with devices identified that need to be transmitted to the customer's Apple portal. <p>Note: Enrollment occurs at the profile level. ALL accounts and subaccounts are enrolled. Exceptions must be approved by the VMDE mailbox.</p>	<p>Enrollment starts sending all eligible Apple devices purchased under the Verizon Profile ID(s) indicated to the customer's portal.</p>

Customer / Verizon B2B Representative	<ul style="list-style-type: none">● Orders devices BAU through direct fulfillment channels● Submits a spreadsheet with device IMEIs that need to be transmitted<ul style="list-style-type: none">○ Use the device report in MyBiz to identify which devices need to be transmitted○ Request a historical device report to review if needed○ A test of a few devices is permitted once the completed enrollment form is submitted.○ 3-5 business days to send to the portal once received by Verizon.	Verizon does NOT enable the MDM profile on any device. This is complete in the customer's Apple portal.
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For compliance reasons, a screenshot of the customer’s Apple device enrollment portal **MUST** accompany the Candidate Information Form to complete enrollment into the Verizon MDE program. A customer **will not be enrolled** into the VMDE program without a screenshot showing “**Verizon Wireless**” as a listed reseller and the Apple **Organization ID**.

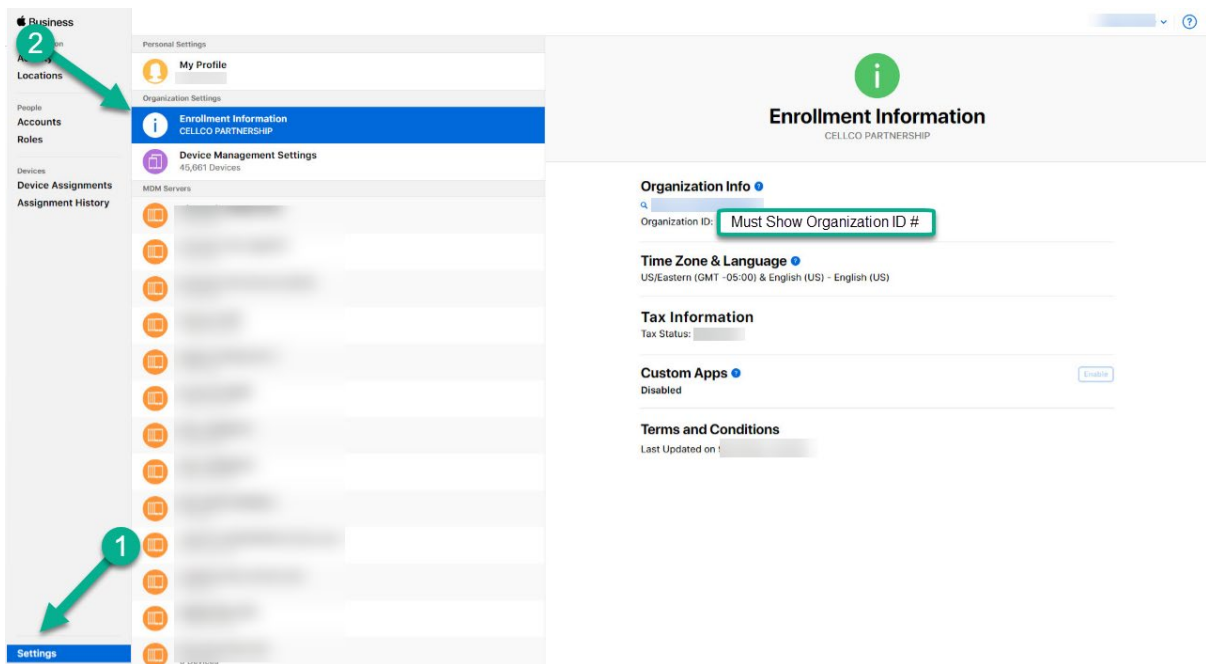


NO Exceptions

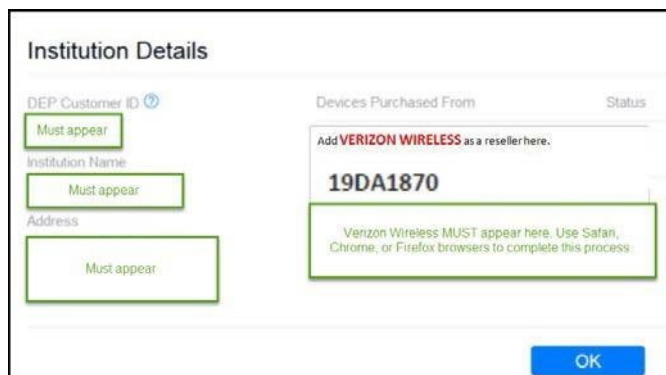
Either of these screenshots is acceptable. Neither is available until the portal is approved by Apple, which occurs after a call to confirm the Apple portal’s details.

This screenshot is available in both the Apple Business Manager and Apple School Manager.

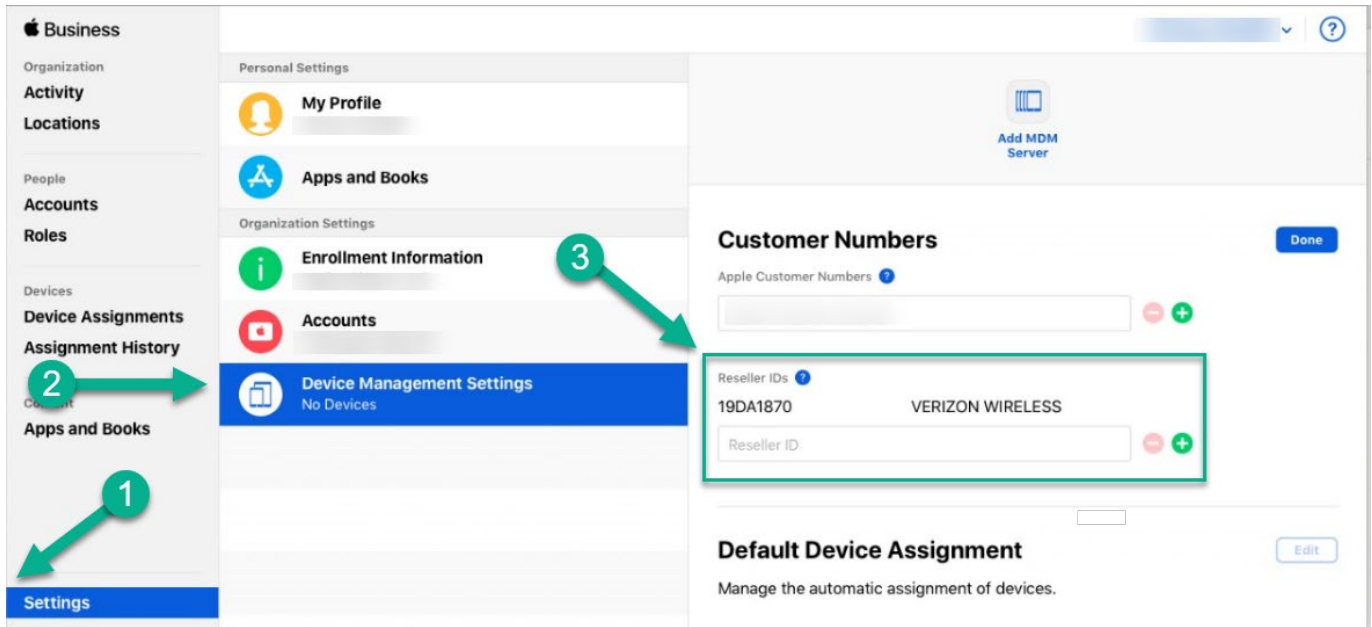
Click “Settings” on the bottom of the left hand column of the portal and then select “Enrollment Information”.



We will continue to accept this screenshot from the Apple DEP portal:



This is the screenshot that verifies Verizon Wireless as a Reseller:



**Verizon Mobile Device Enrollment Candidate Information Form
Apple Business Manager / Apple School Manager**

Return completed form and [screenshots](mailto:VZWAppleDeviceEnrollments@VerizonWireless.com) to VZWAppleDeviceEnrollments@VerizonWireless.com

For clarity, please **only** type information into the sections and return as an attachment. All red fields must be completed.

<p>Enter the Apple Organization ID# This is only available after the customer has been approved for an Apple portal.</p>	<p>STOP: MUST ENTER the Apple Organization ID#: The complete Resellers screenshot shown on page 2 must be provided. This is not the Verizon Reseller ID or administrator's email.</p>
<p>Indicate other customer IDs (i.e., KME/Zero-Touch) or if this is a replacement portal.</p>	
<p>Providing the Organization ID # authorizes Verizon the use of the customer's information herein and the required device information to be shared with Apple for the purpose of enrolling Verizon devices into the Apple Business Manager/Apple School Manager program.</p>	
<p>Customer Contact Info – COMPLETE IN FULL:</p>	
<p>Customer Name: MUST be here. Provide details if different from the information on the VZW statement.</p>	
<p>Customer Contact Name: (SPOC or Portal Mgr.)</p>	
<p>Customer Contact Email / Phone #:</p>	
<p>Customer Contact Address: Street / City / State/ ZIP: MUST be here. Provide details if different from the information on the VZW statement.</p>	
<p>Verizon Wireless Representative Info:</p>	
<p>Verizon Contact Name:</p>	
<p>Email / Phone:</p>	
<p>Verizon GEA Contact Info, if applicable:</p>	
<p>Verizon Wireless ECPD / Account Info: Must be an active ECPD.</p>	
<p>ECPD Profile ID #:</p> <ul style="list-style-type: none"> ✓ Indicate ALL ECPD Profile IDs to be Apple-enabled or have historical Apple devices to enroll. ✓ All accounts & subaccounts are automatically enrolled. ✓ Notify Verizon of any new profile IDs to enroll. 	
<p>Customer ID Account Number:</p> <ul style="list-style-type: none"> ✓ All account numbers & subaccounts are enrolled. ✓ This can be found on the Verizon monthly invoice. ✓ No account is necessary if enrolled at the ECPD profile level. 	<p>ALL accounts/subaccounts are enrolled. Exceptions must be reviewed by the VMDE team. Exceptions could incur a charge to the customer.</p>
<p>Special Instructions: Special SKUs or instructions.</p>	

Appendix I: Apple Business Manager / Apple School Manager Enrollment Instructions & Information

Enrollment and portal assistance: <https://help.apple.com/business-manager/> or <https://help.apple.com/schoolmanager/>.

- Verizon Sales Operations does not have access to and cannot manage the customer's Apple portal and can only provide general situational practices.
- **Verification.** The customer must verify authorization to enroll on behalf of the business or institution. The customer is responsible for agreeing to the Ts&Cs for each program accessed and for setting up additional administrators for your organization. Verizon does not take responsibility for omitted information, missing accounts, or login information to the Apple portal.
- **Business or institution phone number and email address.** The email address you provide should be associated with your business or institution and cannot be used or associated with another Apple ID. This email address will also be used to create your Apple deployment program Apple ID that is required before signing into the respective portal.
- **Verification contact.** Enter contact information for an individual who can confirm you have the legal authority to sign for and bind your organization to the Ts & Cs. After enrollment you can add up to 5 administrators who can also accept Ts & Cs. The verification contact is a principal or Master Administrator/Agent who has the authority within your organization to verify that you are authorized to enroll and participate in the program. The entity that owns the authorized devices must enroll in the program directly.
 - **This contact will receive a call from Apple to verify that they are the contact.** Do not ignore this call or ignore returning the call if they leave a message. Your portal will not be approved if this call isn't completed.
- **Business or institution information.** Enter address information, including a ZIP or postal code, for your organization.
 - Educational institutions, choose your institution from the list provided. If not listed, enter the legal name of your institution.
 - Enterprises & organizations, enter a valid D-U-N-S number for your company. D-U-N-S numbers are assigned by Dun & Bradstreet (D&B), and are maintained in the D&B database.
 - Apple will cross-check program enrollees with the D&B database. To look up an existing D-U-N-S number or obtain a new one, visit developer.apple.com/ios/enroll/dunsLookupForm.action.
 - Your institution or business name will appear on supervised devices, so the organization's complete legal name is required.
- **Apple customer number.** This is the account number assigned to your business or institution when you purchase hardware or software directly from Apple. It is required to verify the eligibility of your business or institution for enrollment. If you don't know this number, contact your purchasing agent or finance department.
- **Additional information:**
 - After submitting the Apple portal information, Apple reviews the information provided. You will be notified when verification is complete or if additional information is needed to complete the enrollment. You will need to work with Apple on any updates.
 - The Public Key must be updated annually from your MDM provider each year. You will receive a notification from Apple when this update is necessary. Devices are sent to the portal, but can't be viewed and won't be assigned with the MDM.
 - Apple portal Ts&Cs must be accepted when requested by Apple. This could occur more often than once a year. The email admin mailbox will receive a notification from Apple when this is needed. Devices are sent to the portal, but can't be viewed and won't be assigned with the MDM.
 - Upgrading from Apple DEP to Apple Business Manager:
 - Log into deploy.apple.com using your Apple Deployment Programs Agent account and follow the onscreen instructions. You will need to approve the new Ts & Cs and follow the instructions. After upgrading, your accounts, MDM servers, devices, server tokens, device orders, and other items associated with your account will be accessible. Mac: Use Safari version 11 or later. PC: Use Microsoft Edge version 25.10 or later.

Appendix II: VMDE Management

Only eligible Apple devices purchased from a Verizon enterprise account through Direct Fulfillment channels can be transmitted to the customer's portal by Verizon. The customer must submit the enrollment form above and screenshot before Verizon can transmit device information to the Apple Business Manager / Apple School Manager portal.

- All customers on an active Master Account Agreement, including Federal governmental agencies, may enroll in Verizon Mobile Device Enrollment programs.
- Send ALL requests and questions to VZWAppleDeviceEnrollments@VerizonWireless.com and reference the **Apple Organization ID & customer name. The Organization ID can be found in the Apple portal on the Enrollment Information screen.**
- Verizon does not take responsibility for omitted information, missing accounts, or login information to the Apple portal and can only provide general situational practices.
- Customers are enrolled at the profile level and all accounts and subaccounts are enrolled. Enrolling at the account level is an exception, which must be approved by the VMDE team.
- Verizon does not add the MDM profile when sending devices to the portal. This is added in the customer's Apple portal, based on the settings in the customer's Apple portal.
- Customers may test the program prior to committing future purchases to the portal; however, a completed enrollment document must be submitted

- before Verizon will send any devices to the portal. This program does not allow demo or promotional devices.
- When devices are sent to the customer's portal, the customer email registered in the customer's Apple Business Manager/ Apple School Manager portal will receive notifications from Apple when they are available in the Apple portal. Apple has a 24-hour service level agreement to send them to the portal. Error notifications are not sent.
 - Issues that could impact new devices going into the portal. In this case send information needed to send to the portal manually.
 - ECPD/Account purchased from isn't enrolled. Send new account/profile information to mailbox.
 - Cold stock / purchased without service.
 - Device sourcing issues.
 - Fraud alert or credit hold placed on order.
 - Purchased at a Verizon retail store.
 - Other
 - Send requests to VZWAppleDeviceEnrollments@VerizonWireless.com with this information from the store receipt: (Enterprise warranty replacement devices cannot be obtained at a Verizon store.)
 - Organization ID – obtained from the Device Purchases screen / Customer Name
 - Store / Location Code – ends in "01"
 - Receipt Order Number – not the order confirmation number from My Biz (MB) or VEC (VB)
 - IMEI – not the SIM, Serial Number, MDN, MEID
 - Order Date – not the device activation date
 - Please download a report from the Apple portal to check if a device is in the portal prior to submitting a request to send it to the portal. This can be found under "Devices Assignments". Select "Order Number" and start typing "All Orders". Then select "Download CSV" from the dropdown.
 - Devices that are not eligible to be enrolled are, but not limited to:
 - Suspended MDNs that are not activated in the same profile, as identified as participating in the Apple program.
 - Devices that have service under an MDN that has undergone an Assumption of Liability (personal to corporate). Devices that were once personal devices (BYOD).
 - Devices purchased by the consumer not under the corporate account. e.g., purchased directly from a retail store inventory and not credited to a CLEU account.
 - Purchased from a reseller other than Verizon (Best Buy, CDW, Apple, devices purchased from the inventory of Verizon authorized resellers, etc.).
 - Non-Verizon warranty replacements, such as replaced by Asurion. Devices replaced by Apple are put into the portal by Apple.
 - Certified Pre-Owned (CPO) devices.
 - Devices purchased from Apple under a business account are placed in the portal by Apple.
 - At the discretion of Apple and/or Verizon.
 - Device removal:
 - Devices returned/exchanged through Verizon's Customer Guarantee program will be removed from the portal automatically. If exchanged, the new device will be sent to the portal automatically.
 - Defective warranty devices returned to Verizon are not removed from the portal automatically and must be removed from the portal manually.
 - There could be occasions when devices are removed from a portal to update the device.
 - Contact Apple support for specific portal information. Verizon can provide basic support for devices sent to the portal, but not portal assistance.

VMDE Appendix III: VMDE Previously Purchased Devices

Only eligible Apple devices purchased from a Verizon enterprise account through Direct Fulfillment channels can be transmitted to the customer's portal by Verizon. The customer must submit the enrollment form above and screenshot before Verizon can transmit device information to the Apple Business Manager / Apple School Manager portal.

- The Device Report in MyBiz is the recommended report to identify previously purchased devices that need to be transmitted to the customer's portal. Please send spreadsheet with enrollment or directly to VZWAppleDeviceEnrollments@VerizonWireless.com with ABM / ASM ID included.
- Verizon will send a list of previously purchased Apple devices for review when requested.
 - This list might not be complete.
 - The customer selects devices to enroll from the file provided and must return the same file to VZWAppleDeviceEnrollments@VerizonWireless.com. It can take 3-5 business days to send devices to the portal once received in the mailbox.
 - Shows devices that were purchased under the customer's Verizon ECPD profile. Please provide all related profiles that might have historical devices on them or accounts that should be enrolled.
 - Might contain devices that might not currently be in the customer's possession. It is the customer's responsibility to remove devices from the

- portal that are no longer in their possession.
- Might contain duplicate mobile numbers due to upgraded/replaced equipment. Apple requires the IMEI/Device ID to be sent to the portal. This is unique to each device.
- Has information that might not match the customer's list due to IMEI/MEID translation. Search on the first 13-14 digits.
- If an [eligible device](#) ordered from Verizon is not listed on the report, provide:
 - Organization ID – from the Device Purchases screen / Customer Name
 - Store / Location Code – ends in "01"
 - Receipt Order Number – not the order confirmation number from My Biz (MB) or VEC (VB)
 - IMEI – not the SIM, Serial Number, MDN, MEID
 - Order Date – not the device activation date, from 9/20/2013 and later.
- See Appendix II for a list of devices that are not eligible to be enrolled. This list might not be complete.
 - At the discretion of Apple and/or Verizon.
- Devices previously purchased and activated that are added to the Apple portal are not impacted by the MDM assignment until the device undergoes a hard factory reset. Turning the device off and on or pushing out a software update will not redirect the device to the MDM servers to invoke the profile. This is a manual process.
 - If a device is locked with a user's Apple ID and it is in the Apple portal, contact Apple to have the device unlocked.
 - Verizon does not add the MDM profile when sending devices to the portal. This is added in the customer's Apple portal, based on the settings in the customer's Apple portal.
- Devices must be in the customer/user's possession on the date the request is made. The customer is responsible for removing devices from the portal that are not in their possession.