

Verizon Mobile Device Enrollment Instructions & Candidate Information Form

Android Zero-Touch (ZT) by Google

This document provides instructions and enrollment information about the Verizon Mobile Devices Enrollment (VMDE) program with Android Zero-Touch by Google. This VMDE program is for Google Pixel and other approved Android devices **PURCHASED FROM Verizon**. Provided that the enrollment form is complete and includes the required screenshot, the enrollment will be processed in 3-4 business days. Please read ALL information before completing and submitting.



<p>Scenario 1: Customer does not have a Zero-Touch Portal</p> <p>verizon-zerotouch@google.com</p>	<ul style="list-style-type: none"> Registers an email / username with Google (open in Chrome). <ul style="list-style-type: none"> Verizon requires that the email must be a corporate domain If a Google account exists, provide a screenshot of the registered email. Completes the Zero-Touch enrollment form below and sends the required screenshot (See Figure 1 below to VZWGoogleDeviceEnrollments@VerizonWireless.com to create a Zero-Touch portal. <p>After Verizon creates the Zero-touch portal and provides the Zero-Touch ID:</p> <ul style="list-style-type: none"> Go to https://partnerdash.google.com Select Verizon as a reseller: Verizon Reseller ID 8416895387036307046. This must be completed to view devices in the portal. 	<p>Adding Verizon as a reseller in the Zero-Touch portal doesn't connect Verizon with the Zero-Touch portal to automatically send device information to the ZT portal for supervision.</p> <p>Customer should be made aware of their responsibility regarding Google ZT T&Cs.</p>
<p>Scenario 2: Customer has a Zero-Touch Portal</p> <p>verizon-zerotouch@google.com</p>	<ul style="list-style-type: none"> Selects Verizon as a reseller; Verizon Reseller ID 8416895387036307046. Does not appear after being selected. Completes the Android Zero-Touch enrollment form Sends enrollment form and screenshot to VZWGoogleDeviceEnrollments@VerizonWireless.com. 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 obtain the devices with IMEIs 	<p>Adding Verizon as a reseller in the Zero-Touch portal doesn't connect Verizon with the Zero-Touch portal to automatically send device information to the ZT portal for supervision.</p> <p>Customer should be made aware of their responsibility regarding Google ZT T&Cs.</p>
<p>Verizon Sales Operations</p>	<ul style="list-style-type: none"> Creates new Zero-Touch portal, if necessary for Scenario 1 only. Connects Verizon accounts to customer's Zero-Touch portal. Sends new Zero-Touch portal ID to customer when Verizon creates a new portal (Scenario 1). Sends existing devices to the customer's Zero-Touch 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 Android Zero-Touch VMDE mailbox.</p>	<p>Enrollment starts sending all <i>eligible</i> Android devices purchased under the Verizon Profile ID(s) indicated to the customer's ZT portal.</p>
<p>Customer / Verizon Sales Representative</p>	<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. 	<p>Verizon does NOT enable the MDM profile on any device. This is completed in the customer's ZT portal.</p>



For compliance reasons, a screenshot confirming either the email/username registration or of the customer's Zero-Touch portal **MUST** accompany the Candidate Information Form to complete enrollment into the Verizon Mobile Device Program. A customer will not be enrolled into the VMDE program without the necessary screenshot.



NO EXCEPTIONS

Figure 1: Screenshot required when the customer does not have a Zero-Touch portal.

- If you have an established business GOOGLE ID, provide a screenshot of the Google ID.
- If you do not have a registered business GOOGLE ID, [register the email](#) (use Chrome to open). Provide this or a similar screenshot:

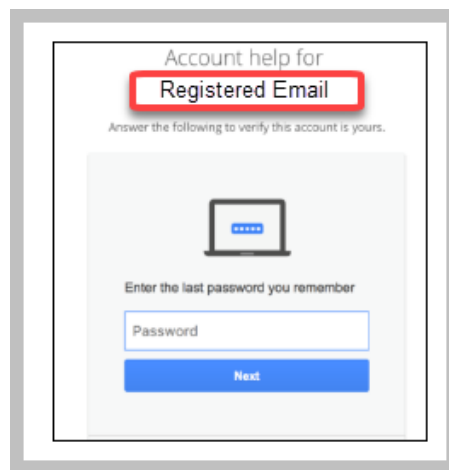
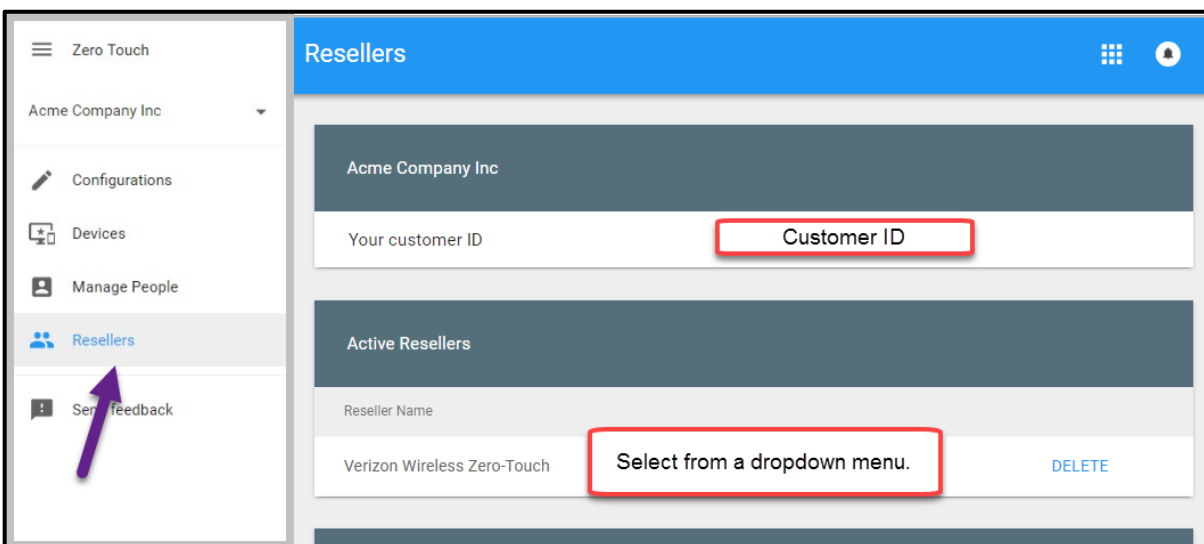


Figure 2: Screenshot required when a Zero-Touch portal was previously created. The Reseller ID does not appear after selection is made.



Verizon Mobile Device Enrollment Candidate Information Form

Zero-Touch (ZT) Program for Android

Return completed form **and** screenshot to VZWGoogleDeviceEnrollments@VerizonWireless.com

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

<p>1. A new Zero-Touch portal needs to be created: Provide the Google-registered email in the space below. Attach a screenshot of the confirmed Google-linked email as shown in Figure 1 on page 2.</p>	<p>2. Previously enrolled in a Zero-Touch portal: If a Zero-Touch portal has been previously created, enter the Zero-Touch Customer ID in the space below. Also attach a screenshot that shows the Customer ID# and that Verizon is selected as a reseller as shown in Figure 2 on page 2.</p>
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Providing the Android Zero-Touch Customer ID or email/username authorizes Verizon to use the customer's information contained herein and the required device information to be shared with Google for the purpose of enrolling devices into Zero-Touch.

Indicate other Customer IDs (i.e., Apple Business Manager/KNOX) or if this is a replacement portal.

Customer Contact Info – COMPLETE IN FULL:

Organization Name: MUST enter for verification.
Provide details if different from the information on the VZW profile.

Organization Contact Name: (SPOC or Portal Mgr.)

Organization Contact Email / Telephone:

Organization Address: City / State/ ZIP:
MUST enter for verification. Provide details if different from VZW profile.

Verizon Wireless Representative Info:

Verizon Contact Name:

Email / Phone:

Verizon GEA Contact Info, if applicable:

Verizon Wireless ECPD / Account Info: Must be an active ECPD or Account.

ECPD Profile ID #

- ✓ Indicate **ALL** ECPD Profile IDs to be Zero-Touch enabled or have certain historical Android devices to enroll.
- ✓ All accounts & subaccounts are automatically enrolled.
- ✓ Notify Verizon of additional profile IDs.

Customer ID Account number(s)

- ✓ 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.

**ALL accounts/subaccounts are enrolled.
Exceptions must be reviewed by the VMDE team and could incur a charge.**

Special Instructions:
All Google Pixel devices are eligible. Devices with the "O" OS must be approved by the OEM and Google before they become available for Zero touch. Samsung does not participate in Zero-Touch at this time.

Appendix I: Verizon Mobile Device Enrollment Program

After enrollment, eligible GOOGLE PIXEL and other approved Android devices purchased from the Verizon warehouse are sent to a customer's Zero-Touch portal. Only devices purchased from a Verizon enterprise account via Direct Fulfillment can be sent to the portal by Verizon.

- Verizon does not take responsibility for omitted information, missing accounts, or login information to the Apple portal and can only provide general situational practices.
- All customers on an active Master Account Agreement, including Federal governmental agencies, may enroll in Verizon Mobile Device Enrollment programs.
- Verizon Sales Operations does not have access to and cannot manage the customer's Zero-Touch portal or provide consultation about best practices for a specific customer, only general situational practices.
- Send ALL requests and questions to VZWGoogleDeviceEnrollments@VerizonWireless.com and reference the Zero-Touch Customer ID and Customer name. The Customer ID can be found in the Zero-Touch portal under the Resellers tab. This is not the Verizon Reseller ID.
- Customers are enrolled at the profile level and all accounts and subaccounts are enrolled. Exceptions must be approved by the Verizon MDE team.
- Google does not send a notification when devices are available in the Zero-Touch portal at this time. However, Google has a 24-hour service level agreement.
- Download a report from the Zero-Touch portal to determine if a device is in the portal prior to submitting a request to send it to the portal. This can be found in Device Search in the Zero-Touch portal. Sending a device more than one time will create errors.
- Devices that aren't 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 Zero-Touch program.
 - Devices that have service under an MDN that has undergone an Assumption of Liability (personal to corporate).
 - 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.
 - Devices that were once personal devices (BYOD).
 - Purchased from a reseller other than Verizon (e.g., Best Buy, CDW, Google, etc.).
 - Non-Verizon-replaced warranty replacements, such as those from Asurion.
 - Certified Pre-Owned (CPO) devices.
 - Demo devices from Vienna Channels or other channels, including promotional devices.
 - At the discretion of Google and/or Verizon.
- Device removal:
 - Devices must be removed if they are no longer in the customer's possession. This includes, recycling the device or giving it to the user.
 - 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 devices returned to Verizon are not removed from the portal automatically and must be removed from the portal manually.
 - There could be other returns that aren't automatically removed. When this occurs, the customer should either manually remove those devices or notify Verizon with that information so we can remove them. It is the customer's responsibility to remove devices not in their possession from the portal.
- If a device that is purchased after enrollment is missed, contact Verizon with this information after searching the Zero-Touch portal.
 - Customer Portal ID# – from Zero-Touch portal / 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

VMDE Appendix II: VMDE Previously Purchased Devices

Eligible devices purchased from Verizon prior to VMDE enrollment can be sent to a customer's Zero-Touch portal. Only devices purchased from a Verizon enterprise account can be sent to the portal by Verizon.

- 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 VZWGoogleDeviceEnrollments@VerizonWireless.com with ZT portal ID included.
- Verizon will send a list of previously purchased devices for review when requested.

- This list might not be complete.
- Do not change columns B-E.
- It can take 3-5 business days to send devices to the portal once Verizon receives the list in good order.
- Shows ONLY devices purchased under the customer's Verizon ECPD profile. Provide all related profiles on enrollment that might have historical devices on them.
- Could 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. Google 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 or has the original user of the device.
- Some devices that are not eligible to be enrolled are, but not limited to (this also applies to all new purchases):
 - Suspended MDNs that are not activated in the same profile, as identified as participating in the Zero-Touch program.
 - Devices that have service under an MDN that has undergone an Assumption of Liability (personal to corporate).
 - 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.
 - Devices that were once personal devices (BYOD).
 - Purchased from a reseller other than Verizon (Best Buy, CDW, Google, etc.).
 - Non-Verizon-replaced warranty replacements, such as those from Asurion.
 - Certified Pre-Owned (CPO) devices.
 - Demo devices from Vienna Channels or other channels, including promotional devices.
 - At the discretion of Google and/or Verizon.
- If an eligible device from Verizon is not listed on the report, provide:
 - Customer Portal ID# – from Zero-Touch portal / 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
- Devices previously purchased and activated that are added to the portal are not impacted by the MDM assignment until the device undergoes a hard factory restore. Turning the device off and on or pushing out a software update will not redirect the device to the MDM servers to engage the MDM/EMM profile. This is a manual process.
- 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 whether sent for recycling or given to a user.