


Verizon Mobile Device Enrollment Instructions & Candidate Information Form

Samsung KNOX Mobile Enrollment (KME)

This document provides instructions and enrollment information about the Verizon Mobile Devices Enrollment (VMDE) program with Samsung. This VMDE program is for eligible Samsung devices **PURCHASED FROM Verizon**, including eligible previously purchased Samsung devices. Provided the enrollment form is complete and includes the complete KNOX portal screenshot, the enrollment will be processed in **3-4 business days**. Please read ALL information before completing and submitting.

		
Who	Does What	Result
<p>Customer</p> <p>See Appendix 1 for support information.</p>	<p>Enrolls in Samsung KNOX Program at: https://www2.samsungknox.com/en/user/register/kme</p> <ul style="list-style-type: none"> ○ This process can take 24-48 hours to complete. ○ See page 2 for additional enrollment instructions. ○ Adds Verizon’s Samsung KME reseller ID 9211457132 into the Samsung KME portal to identify Verizon as a reseller. <ul style="list-style-type: none"> ▪ The Verizon reseller ID is not your KME Customer ID. <p>This enrollment process is required for the KNOX Configure program.</p>	<p>Customer must be approved by Samsung before submitting this form.</p> <p>Verizon requires a screenshot from the portal showing Verizon is an accepted reseller.</p> <p>Adding Verizon as a reseller in the KME portal does not connect Verizon with the KME portal to automatically transmit device information to the KME portal for supervision.</p>
<p>Customer / Verizon Sales Representative</p>	<ul style="list-style-type: none"> ● Completes the form below to enroll in Verizon MDE program ● Sends the completed form and screenshot to VZWSamsungDeviceEnrollments@VerizonWireless.com. <ul style="list-style-type: none"> ○ Must include a screenshot of the customer’s Samsung KNOX Resellers screen showing Verizon Wireless as a reseller and the Customer ID. ○ 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 obtain the devices with IMEIs. <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 Samsung KNOX Customer ID authorizes Verizon the use of the customer’s information contained herein and device information to be shared with Samsung for the purpose of enrolling Verizon devices into the Samsung KME program.</p>
<p>Verizon Sales Operations</p>	<ul style="list-style-type: none"> ● Connects Verizon profile ID(s) to customer’s KME portal ● Sends existing devices to the customer’s KME 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 KME 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 Android devices purchased under the Verizon Profile ID(s) indicated to the customer’s Samsung KME 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 KME portal.</p>
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For compliance reasons, a screenshot of the customer's KME 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/Verizon Wireless** as a reseller and the **KNOX Customer ID**. See Appendix I for enrollment instructions.



NO EXCEPTIONS.

Required Screenshot

****MUST show Verizon/ Verizon Wireless as a reseller & the Knox Customer ID. ****

This is available once the customer has been approved by Samsung, and click's "Launch" from the main Samsung Knox dashboard. See Appendix I for additional information.

Register resellers

Register your **Samsung-approved reseller(s)** so we can verify device ownership and prevent improper use of K

1. Register your reseller
Contact the reseller to obtain their Knox Reseller ID

Register reseller

Reseller	ID	Default profile	Upload approval preference
Verizon	9211457132		

Verizon must be added so devices appear in your KNOX portal

2. Provide your Knox Customer ID to the reseller

Your Knox Customer ID:

**Verizon Mobile Device Enrollment Candidate Information Form
Samsung KNOX Mobile Enrollment (KME) or KNOX Configure
Program**

Complete *all* sections in **red** and return form & screenshot to VZWSamsungDeviceEnrollments@VerizonWireless.com.

KNOX Customer ID This can be found on the Resellers screen in the KME portal. This is only available after the customer has been approved for the portal.	<p style="color: red; margin: 0;">STOP: ENTER the KME Portal Customer ID#: The complete Resellers screenshot shown on page 2 must be provided. This is not the Verizon Reseller ID or administrator's email.</p>
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Indicate other Customer IDs (i.e., Apple Business Manager/Zero-Touch) or if this is a replacement portal.	
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Providing the Samsung KNOX Customer ID authorizes Verizon the use of the customer's information contained herein and the required device information to be shared with Samsung for the purpose of enrolling devices into the Samsung KME program.

Customer Contact Info:

Customer Name: MUST be here. Provide details different from VZW statement.	
Customer Contact Name: (SPOC or Portal Mgr.)	
Customer Contact Email / Telephone:	
Customer Address: City / State/ ZIP: MUST be here. Provide details if different from VZW statement.	

Verizon Wireless Representative Info:

Verizon Contact Name:	
Email / Phone:	
GEA, if applicable:	

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

ECPD Profile ID # ✓ Indicate ALL ECPD Profile IDs to be Samsung KME-enabled or have ✓ All accounts & subaccounts are automatically enrolled. ✓ Notify Verizon of any new profile IDs to enroll.	
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Customer ID Account number(s) ✓ All subaccounts are enrolled. ✓ This can be found on the Verizon monthly statement.	<p style="text-align: center; background-color: yellow; margin: 0;">ALL accounts/subaccounts are enrolled.</p> <p style="text-align: center; border-top: 1px dashed black; margin: 0;">Exceptions must be reviewed by the VMDE team and could incur a charge.</p>
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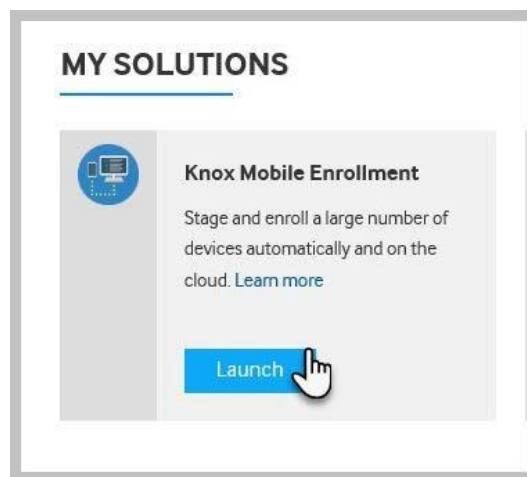
Special Instructions: Only eligible Samsung devices sold by Verizon can be enrolled. Special SKUs.	
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Appendix I:

When the customer [registers for the KME portal](#), they will see a dashboard with tiles. Under **Knox Mobile Enrollment** select “Try for Free” on the tile to continue enrollment. Samsung takes 24-48 hours to confirm the portal.



Once the portal is approved, the customer receives a notification from Samsung confirming that the portal is available. At this point, click “Launch” to continue the enrollment process. Enter the Verizon Wireless reseller ID (**9211457132**). This screen will be available to the customer to select and send to Verizon with the enrollment form (see above for example). Please contact Samsung for specific KME portal support.



Appendix II: Verizon Mobile Device Enrollment Program

Only eligible Samsung 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 and screenshot before Verizon can transmit device information to the Samsung KME portal.

- Verizon does not take responsibility for omitted information, missing accounts, or login information to the Samsung KNOX 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.
- Send ALL requests and questions to VZWSamsungDeviceEnrollments@VerizonWireless.com and reference the **KME Customer ID & Name**. The Customer ID can be found in the Samsung KME portal under the “Resellers” tab.

- Customers are enrolled in VMDE 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 Samsung portal, based on the settings in the customer's Samsung 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.
- 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 KME portal will receive notifications from Samsung when they are available in the KME portal. Samsung 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.
 - Other
- Please download a report from the KME 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 on the device dashboard in KME.
- Device status information:

Device State	Details
Enrolled	Activated by user, device is fully enrolled
Profile assigned	MDM profile assigned, device is ready to enroll
Unassigned	Purchased awaiting MDM assignment
Pending	Pending verification for approval
Cancelled by user	Rejected by user when enrollment kicked off
Failed to enroll	Failed to enroll

- Devices that are not eligible to be enrolled are, but not limited to: (This applies to new and previously purchased devices.)
 - Suspended MDNs that are not activated in the same profile, as identified as participating in the KME 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, etc.).
 - Non-Verizon-replaced warranty replacements, such as Asurion.
 - Certified Pre-Owned (CPO) devices.
 - Demo devices from Vienna Channels or other channels, such as promotional devices from Samsung.
 - At the discretion of Samsung and/or Verizon.
- Device removal:
 - The customer must remove / unassign devices in the portal. Customers must remove devices when they are sent for recycling.
 - If removed accidentally, we can return devices to the portal 1 time.
 - It can take 24 hours to remove the MDM profile once the devices is unassigned or released.
 - Customer Guarantee returned/exchanged devices are automatically removed from the portal when a return order is generated. The customer will receive a notification when this occurs.
 - There could be returns that aren't automatically removed (usually large orders). You must either remove those devices or let Verizon know about them in order to remove them.
- Contact Samsung support from the KNOX Mobile Enrollment portal dashboard. Verizon can provide basic support for devices sent to the portal, but not portal assistance.

VMDE Appendix III: VMDE Previously Purchased Devices

Only eligible Samsung 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 Samsung KME 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 of IMEIs with enrollment or directly to VZWSamsungDeviceEnrollments@VerizonWireless.com with KME ID included at any time.
- Verizon will send a list of previously purchased Samsung 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 VZWSamsungDeviceEnrollments@VerizonWireless.com.
 - This list MUST be returned to the mailbox to have devices uploaded. It can take 3-5 business days to send devices to the portal.
 - Shows ONLY devices purchased under the customer's Verizon ECPD profile that is provided. Provide all related profiles on enrollment that might have previously purchased 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. Samsung 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 changes in inventory. Match on the first 13/14 digits.
- See Appendix II for a list of previously purchased devices that are not eligible to be enrolled.
- If an eligible device is not listed on the report from Verizon, provide this information:
 - Customer Portal ID# – from KME 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
 - Order Date
- Devices previously purchased and activated that are added to the portal are not impacted by the MDM assignment until devices undergo 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 engage the 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 not in their possession from the portal.