



## DIVISION of INFORMATION TECHNOLOGY

### Procedures for Service of University-owned Apple Products

#### **Purpose**

Valdosta State University uses a variety of vendors to supply its on-campus technology needs. Many of these vendors have special requirements regarding how and when products are serviced. Apple has very specific guidelines for who can service Apple products and the parts that can be used for needed services. As such, these procedures outline how service will be rendered for all University-owned Apple products and what departments will be responsible for in terms of repair costs.

#### **Warranty Repairs Covered Under the AppleCare Protection Plan and AppleCare+ Protection Plan**

1. End user (client) generates work request via Service Desk.
2. IT Apple Certified Macintosh Technician (ACMT) or designate:
  - a. Troubleshoot to determine if hardware service required.
  - b. Identify type and currency of warranty.
  - c. Products that have suffered physical damage, beyond normal wear and tear, will be serviced as out of warranty products.
  - d. Identify specific hardware component failure according to Apple diagnostic protocols.
  - e. For accidental damage under warranty, fee will be assessed to the department to which the product is assigned upon initiation of the service order.
  - f. Generate parts document for requisition and forward to IT Requestor.
3. IT Requestor enters requisition for parts descriptions/numbers at \$0 with appropriate category and submits for PO.
4. Purchasing Buyer dispatches PO# sends copy of PO to IT to use to order.
5. IT ACMT or designate orders replacement parts using PO# assigned by Purchasing.
6. IT Receiving receives parts, marks receiving, and notifies Purchasing of receipt.
7. IT ACMT or designate performs repair.
8. Communicate and return the product to the owning department.

## Out of Warranty Repairs

Procedure described above for Warranty Repairs will be the similar for Out of Warranty Repairs with the exception that the Owing Department will enter the requisition. Out of Warranty, or OOW, repairs can be performed if the department to which the product is assigned chooses to fund the product to be serviced.

1. End user (client) generates work request via Service Desk.
2. IT ACMT or designate:
  - a. Troubleshoot to determine if hardware service required.
  - b. Identify type and currency of warranty.
  - c. Products that have suffered physical damage, beyond normal wear and tear, will be serviced as out of warranty products.
  - d. Identify specific hardware component failure according to Apple diagnostic protocols.
  - e. For accidental damage under warranty, fee will be assessed to the department to which the product is assigned upon initiation of the service order.
  - f. Generate parts document for requisition and send to Owing Department.
3. Owing Department Requester enters requisition for parts descriptions/numbers **with cost** with appropriate category and submits for PO.
4. Purchasing Buyer dispatches PO# sends copy of PO to IT to use to order necessary parts. The PO is sent to Accounts Payable, IT Purchasing, Requesting Department with text “this is in process with apple”.
5. IT ACMT or designate orders replacement parts using PO# assigned by Purchasing.
6. IT Receiving receives parts, marks receiving, and notifies Purchasing of receipt.
7. IT ACMT or designate performs repair.
8. Communicate and return the product to the Owing Department.

### Additional notes on AppleCare and AppleCare+ Protection Plans

All VSU-owned Apple products are purchased with either an AppleCare or AppleCare+ Protection Plan. The attached plan is based on product type. iPad, iPad Pro, and iPad mini are eligible for the AppleCare+ Protection Plan. All other Apple devices will have the AppleCare Protection Plan attached at purchase.

AppleCare Protection Plans do not cover accidental damage. Products that have suffered physical damage, beyond normal wear and tear, will be serviced as out of warranty products.

The main stipulation the AppleCare+ Protection Plan carries is a fee for products that are accidentally damaged, i.e. a broken iPad screen. This fee will be assessed to the department to which the product is assigned upon initiation of the service order.

In both cases, the IT ACMT will be the final determinant of accidental damage following the procedures set forth in Apple's service documentation.