


Provisioning Technician Training Manual

Version 1.0

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Apple Deployment & Management

 In this training module you will gain the basic knowledge and understanding to be able to know how to configure, deploy, and manage Apple Devices. You will read multiple articles, answer multiple choice questions and acquire the terminology needed as a provisioning technician.

Apple Deployment & Management Training Link
<https://it-training.apple.com/tutorials/apt-deployment>

Training Guideline

Week 1:

Chapter 1: Getting Started
Chapter 2: Developing Your Deployment Strategy
Chapter 3: Choosing an MDM Solution
Chapter 4: Evaluating Your Infrastructure

Week 2:

Chapter 5: Starting with Apple Business Manager
Chapter 6: Starting with Apple School Manager
Chapter 7: Configuring Devices with Apple Configurator 2
Chapter 8: Configuring Automated Devices Enrollment and Setup Assistant
Chapter 9: Configuring Devices with an MDM Solution
Chapter 10: Configuring Wi-Fi Authentication

Week 3:


Chapter 11: Configuring VPN
Chapter 12: Optimizing Device Network Traffic
Chapter 13: Caching Content
Chapter 14: Distributing Apps and Books
Chapter 15: Managing Software Updates
Chapter 16: Personalizing Devices

Week 4:

Chapter 17: Configuring Digital Certificate Identities
Chapter 18: Configuring Passcodes and Restrictions
Chapter 19: Managing Lost Devices
Chapter 20: Querying Devices
Chapter 21: Starting with Shared iPad
Chapter 22: Reprovisioning and Recycling Devices

Jamf 100 Course

Certified Certificate Course

 The Jamf 100 Course will give you an introduction to MacOS and IOS device setup and configuration. You will gain knowledge about Jamf Pro and an overview of Apple services as it is integrated into Jamf Pro

Jamf 100 Training Course Link

https://docs.jamf.com/education-services/jamf-100-course/4.1/Lesson_1_Course_Introduction.html

Training Guideline

Week 1: Complete Lessons 1 through 16 with a basic understanding of Mac and IOS interface, setup, apps, and storage system.

Section 1: Overview

Section 2: IOS Core Competencies

Section 3: macOS Core Competencies

Week 2: Complete Lessons 17 through 25 with the understanding of MDM, Apple Services, Jamf Pro, and part of the Device Management.

Section 4: Jamf Pro Setup & Infrastructure

Section 5.1: Device Management Lesson 23 -> Lesson 25

Week 3: Complete Lessons 26 through 40 with the understanding of Device Management, and gaining the knowledge on Computer Inventory Searches, Scoping, Configuring profiles, and App Deployment on mutable computers.

Section 5.2: Device Management Lesson 26 -> Lesson 29

Section 6: Computer Management


Section 7: Conclusion

Practice Quiz Link

https://docs.jamf.com/education-services/jamf-100-course/4.1/Practice_Exam.html

MacOS Essentials

Certified Certificate Course

 In the MacOS Essential course you will cover new features of macOS Big Sur and how to update, upgrade, reinstall, configure, maintain, diagnose, and troubleshoot. Before this course you should be comfortable using a Mac before you begin this guide.

Once this course is completed you should be able to explain:

- How macOS Big Sur works
- The best practices for updating, upgrading, reinstalling, configuring and using macOS Big Sur
- macOS Big Sur troubleshooting and repair procedures.
- Use appropriate tools and techniques in macOS Big Sur to diagnose and resolve issues.

Access Training Material:

Email: tres@BlackGlove.com

In the Email type in the:

Subject: MacOS Essentials

Body Message: Certified Course Training

■ Once you receive the MacOS Essentials Training file each course is broken up into each lesson.

You will have reading as well as exercises per Lesson, and lastly a practice exam at the end. I advice that you take your time and do it all. Please follow the training guideline as much as possible. It was built to help you succeeded.

If you have any questions or any issues please email me with any questions with the email above.

MacOS Essentials Training Guideline

Certified Certificate Course

Training Guideline

Week 1:

Lesson 1: Introduction to MacOS

Lesson 2: Update, Upgrade, or Reinstall MacOS

Lesson 3: Set up and Configure MacOS

Lesson 4: Use the Command-Line

Lesson 5: Use MacOS Recovery

Lesson 6: Update MacOS

Lesson 7: Manage User Accounts

Lesson 8: Manage User Home Folders

Lesson 9: Manage Security & Privacy

Week 2:

Lesson 10: Manage Password Changes & File Systems

Lesson 11: Manage File Systems and Storage

Lesson 12: Manage FileVault

Lesson 13: Manage Permissions and Sharing

Lesson 14: Use Hidden Items, Shortcuts, and File Archives

Lesson 15: Manage Systems Resources

Lesson 16: Use MetaData, Siri & Spotlight

Week 3:

Lesson 17: Manage Time Machine (Apps & Processes)

Lesson 18: Install Apps

Lesson 19: Manage Files

Lesson 20: Manage & Troubleshoot Apps

Lesson 21: Manage Basic Network Settings

Lesson 22: Manage Advanced Network Settings

Lesson 23: Troubleshoot Network Issues & Network Services

Week 4:

Lesson 24: Manage Network Services

Lesson 25: Manage Host Sharing & Personal Firewall System Management

Lesson 26: Troubleshoot Peripherals

Lesson 27: Manage Printers & Scanners

Lesson 28: Troubleshoot Startup & System Issues

Practice Exam:

97 Questions

- Multiple Choice
- True & False
- Definition Terms

The exam is here to help you prepare yourself for the actual exam.

Deployment Services Practices

Please Read all the Information provided Below as it covers Apple Authorized Service Providing

Deployment Services Policy

This section details APS policies for handling, shipping, provisioning, and the completed provisioned state of Apple product during a DS engagement. These policies are designed to ensure Providers follow APS best practices for provisioning, thereby maintaining Apple's expected customer experience.


Providers must immediately escalate any impacts or changes to a production schedule previously communicated to APS.

Warning: *These policies apply regardless of whether Apple computers and devices will be warehoused prior to delivery.*

Engagements Including Asset Tagging, Etching, or Engraving

- Request a 10% surplus when a customer is Supplying non-serialized asset tags
- Request a full duplicate set of asset tags when a customer is supplying serialized asset tags
- Power-free nitrile black glove are worn at all times when handling Apple Computer or Devices
- When removed from factory packaging, Mac computers and iPadOS and IOS devices should not be stacked for any reason
- Standard asset tags are placed on computer and devices following the guidelines outlined
- Non-standard asset tags are applied as closely as possible to the outlined guidelines
- Asset tagging or etching doesn't obscure or cover the Apple logo or other Apple device information without written approval from APS
- Asset tags are visible through protective cases. If a customer request that the tags be affixed in a location that wouldn't be visible through the cases they purchased, submit a scoping escalation.
- If the engagement requires no other provisioning of computer or devices. First article approval of asset tag/etching/engraving placement can be done using high-quality photos sent to the customer via email.

- Asset tags, etchings, or engravings receive a 100% visual quality control (QC) check to ensure placement is accurate and straight, tags are fully adhered, tag ink doesn't smear, tag/etch/engraving includes accurate information for the associated device, tag numbering is correct per the PSOW or CO, asset tag, computer or device, and asset report data match, and any other necessary QC that will ensure customer satisfaction with the service.
- If the engagement requires no other provisions of computers and devices, each computer and device is powered on and confined to be capable of starting up to the setup assistant, then is gracefully shut down and repackaged in all factory packaging.

 Ensure Computers and devices don't have internet access during DOA testing to ensure activation does not occur.

- Customers must be able to determine which device serial numbers are not on which pallet per the box tag information and pallet information included in the asset report.
- Asset reports, at minimum must include the following data from each computer or device, and are emailed to the customer in a comma-separated (.csv) file. Additional data collection may be required per the PSOW.
 - Customer PO
 - Apple Sales order number
 - Part number
 - Hardware description
 - Ship Date
 - Serial Number
 - Asset Tag Number
 - Wireless ID
 - Ethernet ID (where applicable)
 - Bluetooth ID
 - UDID (iPadOS and IOS Devices)
 - Box Tag Information
 - Pallet Identification
 - Delivery Address
- Asset report data must match associated tag/etch/engraving and computer or device information. Provider must implement a QC process to ensure this data is 100% correct before devices leave their provisioning facility.
- Computers and devices aren't activated during asset data collection.
- Computers and devices are packed in all factory packaging.

- Computers and devices are physically wiped clean of finger prints and debris and, if applicable, the display is free of fingerprints and debris.
- Serial numbers on outside of factory packaging matches serial numbers of computers and devices inside factory packaging.
- Asset reports must identify any DOA units.
- Asset reports are mailed to the customer and APS within 24hours of the computers and devices leaving the Provider provisioning facility.

Mac Computer Provisioning

- Power-Free black nitrile gloves are worn at all times when handling Mac Computers
- When removed from factory packaging, Mac computers shouldn't be stacked for any reason.
- Latest macOS Version (major and minor) is installed.
- If a provider knows that major macOS updates will be released during an APS engagements, the provider should file a technical escalation for guidance on how to proceed. Providers should proactively escalate these guidance request as reactively after the macOS update is available.
- When provisioning macOS, a Recovery System (Recovery HD volume) that matches the installed macOS version is present after provisioning. See [macOS: About macOS Recovery](#) for more information.
- All firmware updates available at the time the computer was provisioned are applied. Note that some firmware updates require installing available macOS software updates first.
- The Mac portable battery charge level, after provisioning, is equal to or greater than the level of charge when the computer was unboxed from Apple, or at least 60%, whichever is greater. For extended storage (more than 45 days), the battery is charged to at least 80% after provisioning The computer is gracefully shut down before being repackaged.

- All peripherals, cables, chargers, and soon that shipped with the computer from the factory are to remain in their original packaging, unless otherwise dictated by the PSOW (for example, if a customer has requested that all peripherals be unpackaged and placed in backpacks, or that power adapters are asset tagged, and so on).
- Mac computers have been QC checked per the following requirements:
 - 100% of computers are QC checked by either an automated tool that can output test results or by a different technician than the one who completed the provisioning.
 - 10% of computers receive an additional visual QC check by the project's lead engineer.
 - If the project's lead engineer completes all QC, the additional 10% oversight QC is completed by another lead engineer.
 - If applicable, asset report data must match associated tag/etch/engraving and computer information. Provider must implement a QC process to ensure this data is 100% correct before devices leave their provisioning facility.
 - Computer powers on and starts up to the expected screen (Setup Assistant, login screen, desktop).
 - Computer wasn't activated during provisioning.
 - Recovery HD volume was deployed properly and verified via diskutil.
 - Computer has all firmware updates applied.
 - Computer can join the appropriate Wi-Fi SSID.
 - If applicable, computer has the correct apps installed.

- If applicable, computer has the correct user accounts created. Administrator account has administrative access.
- If applicable, computer was enrolled properly in customer's mobile device management (MDM).
- If applicable, computer has the correct configuration profiles installed.
- Mac portable charge level after provisioning is equal to or greater than the level of charge when the computer was unboxed from Apple, or at least 60%, whichever is greater. For extended storage (more than 45 days), battery is charged to 80% after provisioning.
- Computer is physically wiped clean of finger prints and debris and, if applicable, display is free of fingerprints and debris.
- Startup disk is set to the internal boot volume.
- Computer is gracefully shut down before packaging.
- Factory display protector sheet is placed back inside Mac portables.
- Computers are repacked in all factory packaging.
- Serial numbers on outside of factory packaging match serial numbers of computers inside factory packaging.
- DOA. computers are handled as specified in the [DOA](#) section of this guide and aren't shipped to the customer site.
- All networking and connectivity hardware required to complete the engagement is supplied by the Provider, such as Ethernet switches and cables, Ethernet adapters, USB hubs, and USB and Lightning cables.

iPadOS and iOS Device Provisioning

- Powder-free nitrile black gloves are worn at all times when handling iPadOS and iOS devices.
- When removed from factory packaging, iPadOS and iOS devices shouldn't be stacked for any reason.
- Latest iPadOS or iOS version (major and minor) is installed.
- If the Provider knows that a major iPadOS or iOS update (for example, iPadOS 13.x to iPadOS 14.x) will be released during an APS engagement, a Technical escalation should be filed for guidance on how to proceed. Providers should proactively escalate these guidance requests as soon as possible after the announcement of the release date of the iPadOS or iOS update, not reactively after the update is available.
- For LTE devices, all carrier updates are installed.
- Battery charge level after provisioning is equal to or greater than the level of charge when the device was unboxed from Apple, or at least 60%, whichever is greater. For extended storage (more than 45 days), battery is charged to 80% after provisioning. The device is gracefully shut down before being stored.
- Device case installation completed in the Provider provisioning facility is only approved for the third-party manufacturers and cases detailed in the Provider's PSOW. Provider assumes responsibility for custom packaging of cased devices to ensure devices arrive at customer site in acceptable (to Apple and customer) condition.
- All peripherals, cables, chargers, and soon that shipped with the device from the factory are to remain in their original packaging, unless otherwise dictated by the PSOW (for example, a customer has requested that all peripherals be unpackaged and placed in backpacks or that power adapters are asset tagged, and so on).
- Devices have been QC checked per the following requirements:

- 100% of devices are QC checked by an automated tool that can output test results, or by a different technician than the one who completed the provisioning.
- 10% of devices receive an additional visual QC check by the project's lead engineer.
- If the project's lead engineer completes all QC, the additional 10% oversight QC is completed by another lead engineer.
- If applicable, asset report data must match associated tag/etch/engraving and device information. Provider must implement a QC process to ensure this data is 100% correct before devices leave their provisioning facility.
- Device powers on and starts up to the expected screen (Setup Assistant, lock screen).
- Devices are checked for excess packaging (plastic coverings, overlays, shipping spacers, and so on) that could either impact device usage and performance or obscure asset tag data, logos, or other information.
- For deployments using DEP in a one-to-one deployment, verify the device wasn't activated.
- Device has joined the appropriate Wi-Fi SSID.
- Device was enrolled properly in customer's MDM.
- If applicable, device has the correct configuration profiles installed.
- If applicable, device has the correct apps installed and apps are located at the customer-approved location on the Home screen.
- Device charge level after provisioning is equal to or greater than the level of charge when the device was unboxed from Apple, or at least 60%, whichever is greater. For extended storage (more than 45 days), battery is charged to 80% after provisioning.

- Devices are physically wiped clean of finger prints and debris and display is free of finger prints and debris.
- Devices are gracefully shut down before repackaging.
- Devices are repacked in all factory packaging.
- Serial numbers on outside of factory packaging match serial numbers of devices inside factory packaging.
- DOA devices are handled as specified by the DOA section of this guide and aren't shipped to the customer site.
- All networking and connectivity hardware required to complete the engagement is supplied by the Provider, such as Ethernet switches and cables, Ethernet adapters, USB hubs, and USB and Lightning cables.

Provisioning Facility Execution and Device Shipping Preparation

- Provider provisioning facilities are equipped with the following to ensure minimum output of 800 Mac computers or iPad devices can be provisioned and QC'd in a single eight-hour shift:
 - Appropriate number of Provider engineers and bench technicians
 - Provisioning bench and provisioning station capacity
 - ISP bandwidth
 - Ethernet and Wi-Fi LAN bandwidth and capacity
 - Apple power adapters and cables for each provisioning station
 - APS-recommended Mac computers for content caching
 - APS-recommended USB hubs and cables
 - Lightning and USB-C cables
 - Any other appropriate hardware and tools required to complete provisioning and QC
- All items from Apple customer orders are stored and provisioned in a secure location with badged, restricted security access and monitored by security cameras.
- Apple customer orders are stored, staged, and provisioned in a climate-controlled environment, pursuant to Apple's operating guidelines, as documented in each product's manual, and are protected from exposure to heat, humidity, sun, dust, liquid, static electricity, and other damaging contaminants.
- Apple customer orders are kept separate from other orders in the Provider's provisioning facility and during provisioning.
- Devices cased at the Provider's provisioning facility are only approved to ship in the Provider's APS-reviewed custom multi-pack packaging. Provider assumes responsibility for custom packaging of cased devices to ensure devices arrive at customer site in acceptable (to Apple and customer) condition.
- Provider's custom multi-pack packaging should include device information labels on the outside of the package that include barcodes for the following information for each computer or device:
 - Serial number
 - Asset tag number, if applicable
 - Apple model number

- First article test units are provisioned per the PSOW and sent to the customer for physical inspection, testing, and approval. Provider will email the customer the tracking number or numbers for first article shipment or shipments, and the appropriate APS Configuration Approval form or forms in Numbers file format, with instructions on how to complete and sign the forms. The APS Configuration Approval forms can be found on Box.
- Provider's inventory management system is capable of tracking and reporting on the current status of customer computers and devices at any point in the provisioning process, including but not limited to:
 - Receiving to central location
 - Staging for provisioning
 - Provisioning
 - DOA devices
 - Staging for (re)deployment
 - Staging for delivery and installation
 - Delivery and installation status
- Computers and devices outside of retail or multi-pack shipping boxes are handled, transported, and staged so as to prevent damage to products, including:
 - Use of powder-free nitrile gloves
 - No stacking of computers and devices
 - Transport computers and devices on secure, scratch-resistant carts that prevent products from falling
 - Limit computer and device transporting by hand to a minimum
- Providers must follow industry best practices using their production control software or other tools and processes to generate a documented set of work instructions based on this guide and Apple workflows as described in APS Delivery Guides. The Provider lead engineer will review the work instructions with provisioning technicians and QC leads prior to project initiation. Work instructions and QC checklists "travel" with each computer or device batch to ensure 100% QC accuracy. APS may ask to review work instructions, QC checklists, and QC data for accuracy and efficiency.
- Computers and devices are checked for visible damage including dents, scratches, abrasions, and broken glass. Computers and devices with visible damage are handled per the Damaged, Lost, or Stolen Equipment section of this guide.

- Any computers or devices, Apple or third-party, that fall outside of the PSOW are the customer's responsibility. The Provider won't engage in provisioning or configuration of any computers or devices outside of those specifically detailed in the PSOW. Submit a Scoping escalation if a customer requests any services outside of the PSOW.
- Serial numbers on the outside of the factory packaging match serial numbers of computers and devices inside factory packaging when shipped to a customer.
- Cardboard is placed at the top of palletized computers and devices prior to wrapping.
- For computers and devices that contain Lithium batteries, hazardous material stickers are placed on the outside of the pallet wrap per the U.S. Department of Transportation standards.
- Palletized computers and devices are wrapped in black pallet stretch wrap prior to shipping.
- Full Truck Load(FTL) shipments must be sealed or wire-tagged to ensure security of the shipment.

Onsite Deployment Services

- Any Provider employees or subcontractors deployed to a customer site must follow the background check requirements detailed in the PSPA and the dress code and professionalism requirements in the Working with APS section of this guide.
- Provider onsite delivery teams should assemble away from the customer site and arrive at the customer site together. This process will help speed the customer check-in procedure and reduce the risk of provider representatives being identified as unauthorized to be at the customer site.
- Provider must bring onsite with them the following to ensure the minimum number of computers and devices provisioned and QC'd in an eight-hour shift will meet the project deadlines:
 - Appropriate number of Provider engineers and technicians
 - Apple power adapters and cables for each provisioning station • APS-recommended Mac computers for content caching
 - APS-recommended USB hubs and cables
 - Lightning and USB-C cables

- Apple customer computers and devices are stored, staged, and provisioned in a secure, climate- controlled environment, pursuant to Apple’s operating guidelines as documented in each product’s manual, and are protected from exposure to heat, humidity, sun, dust, liquid, and other damaging contaminants. If the customer’s site doesn’t meet these requirements, submit a Scheduling escalation.
- Powder-free black nitrile gloves are worn at all times when handling Apple computers and devices.
- When removed from factory packaging, Mac computers, iPadOS devices, and iOS devices shouldn’t be stacked for any reason.
- Adhere to all requirements stated in the Mac Computer Provisioning, iPadOS and iOS Device Provisioning, and Apple TV Provisioning sections of this document.
- Asset tags are visible through protective cases, if possible. If a customer requests that a tag be affixed in a location that wouldn’t be visible through the cases they purchased, the Provider should submit a Scoping escalation.
- Asset tags, etchings, or engravings receive a 100% visual quality control(QC) check to ensure placement is accurate and straight; tags are fully adhered; tag ink doesn’t smear; tag/etch/ engraving includes accurate information for the associated device; tag numbering is correct per

the PSOW or CO; asset tag, device, and asset report data match; and any other necessary QC that will ensure customer satisfaction with the service.

- Mac computers have been checked for quality control(QC) per the following requirements:
 - 100% of computers are QC checked by an automated tool that can output test results or by a different technician than the one who completed the provisioning.
 - 10% of computers receive an additional QC check by the project’s lead engineer.
 - If the project’s technical lead completes all QC, the additional 10% oversight QC is completed by another lead engineer.
 - If applicable, asset report data must match associated tag/etch/engraving and computer information. Provider must implement a QC process to ensure this data

is 100% correct before devices leave the provisioning area.

- Computer powers on and starts up to the expected screen (Setup Assistant, login screen, desktop).
- Computer has the correct user accounts created. Administrator account has administrative access.
- Recovery HD volume was deployed properly and verified via diskutil.
- Computer has all firmware updates applied.
- Computer has joined the appropriate Wi-Fi SSID.
- If applicable, computer isn't activated during provisioning.
- If applicable, computer has the correct apps installed.
- If applicable, computer was enrolled properly in customer's mobile device management (MDM).
- If applicable, computer has the correct configuration profiles installed.
- If applicable, cases are installed per manufacturer specs and QC'd.
- Mac portable charge level after provisioning is equal to or greater than the level of charge when the computer was unboxed from Apple, or at least 60%, whichever is greater.
- iPadOS and iOS devices have been checked for quality control (QC) per the following requirements:
 - 100% of devices are QC checked by an automated tool that can output test results or by a different technician than the one who completed the provisioning.
 - 10% of devices receive an additional QC check by the project's lead engineer.
 - If the project's technical lead completes all QC, the additional 10% oversight QC is completed by another lead engineer.
 - If applicable, asset report data must match associated tag/etch/engraving and device information. Provider must implement a QC process to ensure this data is 100% correct before devices leave the provisioning area.

- Devices checked for excess packaging (plastic coverings, overlays, shipping spacers, etc.) that could either impact device usage and performance or obscure asset tag data, logos, or other information.
- Device powers on and starts up to the expected screen (Setup Assistant, lock screen).
- For deployments using DEP in a one-to-one deployment, verify the device wasn't activated.
- Device has joined the appropriate Wi-Fi SSID.
- Device was enrolled properly in customer's MDM.
- If applicable, device has the correct apps installed and apps are located at the customer-approved location on the Home screen.
- If applicable, device has the correct configuration profiles installed.
- Device charge level after provisioning is equal to or greater than the level of charge when the device was unboxed from Apple, or at least 60%, whichever is greater.
- AppleTV devices have been checked for quality control (QC) per the following requirements:
 - 100% of devices are QC checked by an automated tool that can output test results or by a different technician than the one who completed the provisioning.
 - 10% of devices receive an additional QC check by the project's lead engineer.
 - If the project's technical lead completes all QC, the additional 10% oversight QC is completed by another lead engineer.
 - If applicable, asset report data must match associated tag/etch/engraving and device information. Provider must implement a QC process to ensure this data is 100% correct before devices leave the provisioning area.
 - Device powers on and starts up to the expected screen (Setup Assistant, Home screen).
 - Device has joined the appropriate Wi-Fi SSID.

- Device was enrolled properly in customer's MDM.
 - If applicable, device has the correct apps installed and apps are located at the customer- approved location on the Home screen.
 - If applicable, device has the correct configuration profiles installed.
 - Included Apple TV remote is charged to 100%.
- Carts and charging stations are set up, wired, configured, and populated per the manufacturer's specifications. Every effort should be made to ensure wiring is done to allow proper operation of doors and moveable sections of the cart and to avoid pinching or damage to the cables or devices.
 - Provider should complete a single cart and/or charging station and receive written customer approval on the setup before beginning work on additional carts and/or charging stations.
- Inventory management system capable of tracking and reporting on the current status of customer computers and devices at any point in the provisioning process, including but not limited to:
 - Receiving to central location • Staging for provisioning
 - Provisioning
 - DOA devices
 - Staging for (re)deployment
 - Staging for delivery and installation • Delivery and installation status
- Providers must follow industry best practices using their production control software or other tools and processes to generate a documented set of work instructions based on this guide and Apple workflows as described in APS Delivery Guides. The Provider lead engineer reviews the work instructions with provisioning technicians and QC leads prior to project initiation. Work instructions and QC checklists "travel" with each computer or device batch to ensure 100% QC accuracy. APS may ask to review work instructions, QC checklists, and QC data for accuracy and efficiency.
- DOA computers and devices are separated from provisioned products, and DOA product information, including serial number and asset tag number, is recorded in a spreadsheet and communicated to the customer electronically. DOA products should follow the guidance in the DOA section of this guide.

- Computers and devices are checked for visible damage including dents, scratches, abrasions, and broken glass. Computers and devices with visible damage are handled per the Damaged, Lost, or Stolen Equipment section of this guide.
- Computers and devices out of retail or shipping boxes are handled, transported, and staged so as to prevent damage to products, including:
 - Use of powder-free black nitrile gloves
 - No stacking of computers and devices
 - Transport computers and devices on secure, scratch-resistant carts that prevent products from falling
 - Limit computer and device transporting by hand to a minimum
- If the customer has requested computers and devices be transported in cases or bags, the Provider is responsible for packaging computers and devices in the most secure way possible to prevent damage. Provider assumes responsibility for transport of computers and devices to ensure products arrive at customer sites in acceptable (to Apple and customer) condition.
 - Trash is disposed of per the PSOW, either at the customer site or taken off site to a disposal facility.
- Any computers and devices, Apple or third-party, that fall outside of the PSOW are the customer's responsibility. The Provider won't engage in provisioning or configuration of any computers and devices outside of those specifically detailed in the PSOW. The Provider should submit a Scoping escalation if a customer requests any services outside of the PSOW.

Offsite Provisioning with Onsite Setup

- Engagements that consist of both provisioning off site at the Provider's production facility and onsite installation at the customer's site of the provisioned computers and/or devices must include a 5% QC check to verify:
 - Computers and/or devices power on and boot to the expected screen.
 - Wi-Fi connects to the customer's identified SSID.
 - Computers and/or devices have received the correct configuration profiles and apps from customer MDM.
 - If applicable, computers and/or devices charged per APS guidelines.
- In addition to the above, 100% of computers and devices must be visually inspected for damage that may have occurred during transit from the Provider's provisioning facility to the customer site.

Logistics and Shipping for Deployment Services Engagements

Providers are required to use the APS-prescribed logistics solution and partner for all DS engagement deliveries unless otherwise instructed by the APS Scoping team or APS leadership. The APS Scoping team is responsible for securing a shipping bid from the approved partner and will make the Provider aware during the RFQ process. Providers aren't typically required to provide quotes for shipping costs for DS engagements, though special requests may occur. See the Using Apple Logistics and Shipping section in this guide for additional information.

Providers are expected to follow packaging, palleting, and handling best practices until the APS logistics partner collects the shipment from the Provider facility. Damage or loss due to negligence or lack of safe handling processes is the responsibility of the Provider.

a. **Reason Code:** This is a pop-up menu. Please only use the reason codes entered in the menu. *Do not* enter additional codes because it clears the contents of this field. If unsure as to which code to choose, choose "Other – please provide details."

b. **Anticipated Customer Delivery Date:** This is the date the Provider will deliver the hardware to the customer. If this date changes, enter the reason in the "status" section in the following week's report.

c. **Date Escalated:** Any order that is, or will be, in the Provider's facility more than 45 days must be escalated. If there's an order that's been in the Provider's facility for 20 days or more, it should also be escalated to APS, as an "FYI."

d. **StatusDetail:** Information entered in this field should be as specific as possible. If the status is “waiting on image,” state the individual responsible as well as the estimated time of arrival.

If the status is set to “Other – please provide details,” be as specific as possible as to the reason the order hasn’t been scheduled, who is responsible for resolution, and an ETA. This should only be left blank if the order is scheduled or the SDC has been received.

APPLE SEED

Step 1: Click on the link

<https://seedsales.apple.com/home/discover>

Step 2: Login with your BlackGlove account

Step 3: Follow the registration account

Complete the Apple Consultant Series

- Welcome to the Apple Consultant Series
- Program
- Apple
- Community
- Expanding Success
- Delivering A Great Experience
- Enablement

iPhone & iPad in business - Expertise

- Welcome to iPhone and iPad in Business - Expertise
- Quick Challenge
- iPhone & iPad Apps for Business
- iPhone & iPad Deployment & Management for Business
- iPhone & iPad Security for Business
- Putting it all together

Mac in Business - Expertise

- Welcome to Mac in Business - Expertise
- Mac Apps for Business
- Mac Management & Deployment for Business
- Mac Security for Business
- Putting it all together

Apple Business Essentials - Expertise

- iPhone and iPad in business- Expertise
- Mac in Business - Expertise

