

Subject: [Do Not Delete] Your New SAP Issued Mobile Device Has Shipped
Date: Wednesday, December 29, 2021 at 8:33:19 AM Pacific Standard Time
From: SAP US Mobile Carrier
To: Estala Velasco, Carlos
Attachments: Electronic-onepager_mobilePhone_Feb2021.pdf, image001.png, image002.png, image003.png, image004.png, image008.jpg



Internal Services

Your New SAP Issued Mobile Device Has Shipped

INTERNAL

Dear Colleagues,

Your SAP IT mobile device was shipped via ground delivery today to 3410 HILLVIEW AVE / PALO ALTO , CA 94304-1395. **You will receive a separate shipping notification within 48 hours** from our vendor (Insight) that will contain tracking information. In case you do not receive the tracking information within this timeframe, click [Procurement Direct Ticket](#)

to log a ticket with the **SAP Procurement Helpdesk**.

If your mobile device ships to your home address, an adult signature is required upon delivery, and someone must be present at your "ship to" location to accept the delivery from FedEx/UPS.



Important Information:

- Follow the instructions in the attached one-page document to set up your device and access SAP resources.
- If needed, call the SAP IT Service Desk at 1-877-661-1616, option 5, for assistance. **Have the following information ready: IMEI 357590496151944, ICCID 89012804320298361204.**



Need Assistance?

0. Please do not reply to this e-mail; the mailbox is not monitored.

For any issues with this process, please create a Service Now IT ticket [Unified Ticketing \(sap.com\)](#) or contact the SAP IT Service Desk at 1-877-661-1616, option 5.

Best regards,

Intelligent Enterprise Solutions

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