

# GSD. Hardware – Smartphones Tablets and Mobile Accessories and Sim cards - Requests

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General Information:

Possible symptoms/errors:

How to order mobile phone, tablet devices and mobile accessories and Sim cards.

Alternative names of the system:

N/A

**IMPORTANT NOTICE:**

Supply shortages across the market and in various product categories will most likely last until mid-2022. Below you will find the latest availability warnings:

Please be aware that iPhone 12/13 und 12/13 mini orders may have a waiting period of 4-8 weeks. Please be aware that iPad orders may have a waiting period of 4 weeks.

**Solution:**

For ordering mobile phone, tablet devices and mobile accessories users should use SRM Instore <https://portal-fme.intra.fresenius.de/irj/portal/kabi?cts=1659345165741> and attach the Approval email that they received (email subject: Please purchase device).

The approval can be obtained through this ServiceNow request form.

If user doesn't have access to the Instore, they need to get in contact with the IT-Purchasing Department and provide them the Approval email as well.

Sim card orders are handled by the IT-Purchasing

In case of replacement for loss / theft for the companies of Fresenius Medical Care, user should send an information / email to Mr. Frank Piontek , IT Coordination.

**SRM Instore:**

Fresenius Medical Care: <https://portal-fme.intra.fresenius.de/irj/portal/kabi?cts=1659345165741>

Please note that the minimum usage time of a mobile device is two years. Each business segment must decide for itself what to do with the old equipment. If there is no use for the old equipment, it can be sent to Workplace Delivery:

IT Workplace Delivery

Fresenius Digital Technology GmbH

Else-Kröner-Straße 1

61352 Bad Homburg v.d.H.

Users needs to state their name, company code and cost center information.

Assignment Group:

FDT IT Workplace Delivery (HG)

Ticket Creation:

Template: N/A Categorization:

Configuration Item: N/A Category: N/A Subcategory: N/A

Important Links:

N/A