



### What is Apple's Device Enrollment Program (DEP)?

The Device Enrollment Program (DEP) is part of the Apple Deployment Programs (ADP), which help businesses and educational institutions easily deploy and configure iOS and OS X devices. DEP provides a fast, streamlined way to deploy institutionally owned iPad and iPhone devices and Mac computers that are purchased directly from Apple or participating Apple Authorized Resellers or carriers.

### Why DEP at Tech Data?

Apple and Tech Data have collaborated to provide an automated solution to enroll eligible devices in DEP for your customer. These transactions are facilitated through our DEP portal, which was built and customized by Tech Data's IT department. DEP enrollment will complete within 24 hours.

### DEP Automatic Enrollment – How it works

DEP enrollment is facilitated at the serial number level and is directly integrated into Tech Data systems to automatically enroll the customer's eligible Apple hardware once the product ships from our warehouse.

- Enrollment within 24 hours of product shipment
  - Please note SLA is contingent upon **complete** and **accurate** DEP information being provided and approved by Apple; and is based on product availability.
- **Tech Data can now provide auto-updates via e-mail for DEP enrollments. Reseller partners can provide an e-mail address at time of order placement to receive these notifications.**



- Confirmation e-mail sent to the end customer from Apple and to the reseller partner from Tech Data.

### Getting Started:

The first step is for resellers and end customers need to establish unique DEP ID's. Please follow the below instructions to establish these DEP ID's with Apple.

### End User DEP Customer ID Creation

[deploy.apple.com](https://deploy.apple.com)

### DEP Reseller ID Creation (ASW account required)

The Device Enrollment Program guide for resellers and carriers contains a link to the survey, which notifies Apple of a reseller or carriers interest to participate in DEP.

Resellers can access the survey here: <http://surveys.apple.com/f/180232/2455/>

**\*NOTE:** Please ensure you whitelist Tech Data with Apple as you create your DEP ID. If Tech Data is not whitelisted as a distributor at least 48 hours prior to attempting to initiate orders or serial numbers, we will receive an error. (Tech Data DEP ID: 19D9FE70)



## Requesting device enrollment in DEP

Simply place your hardware order with Tech Data the same way you do today and ensure you clearly label "DEP enrollment" somewhere on the purchase order. Additionally, ensure the below information is also provided with each request:

- Unique Reference Order Number (a.k.a. DEP Key such as end user PO)
- DEP Reseller ID
- DEP End Customer ID
- If requesting auto e-mail notification, provide one desired reseller e-mail address

## Frequently Asked Questions

### Can Tech Data provide Reseller DEP IDs?

No. The reseller and customer DEP IDs are only provided directly from Apple. Our team does not have access to these, or the authority to distribute. These must be obtained at least 48 hours prior to enrolling any serials into DEP.

### Which devices are eligible to be enrolled by Tech Data?

To be eligible for DEP enrollment the device must have the following operating system:

- iOS7 or later (iPod Touch, iPad, iPhone 4+)
- Mac OS X or later
- Apple TV 4<sup>th</sup> Gen. (running tvOS 10.2 or later)

To be eligible for DEP enrollment the device must have been sourced by the reseller:

- From Tech Data
- From Apple direct (not Apple retail, or end user sourced devices)

### Who gets the confirmation that a Serial Number has been enrolled in DEP?

Apple will contact the end user directly with a status whether a confirmation of completion or notification of error. Tech Data and the reseller are not notified of any confirmations/errors.

Tech Data now provides auto-generated e-mails to our DEP reseller partners on the status of enrollments. If an e-mail is included, alongside the DEP information, this will be entered in to the DEP portal at Tech Data and the assigned e-mail will receive notifications for **initiation**, **completion** or **rejection**.

#### Contacts

##### Enrollment status or request, please contact:

[AppleDEP@TechData.com](mailto:AppleDEP@TechData.com)

##### General DEP Questions, please contact:

Craig Armiger [Craig.Armiger@techdata.com](mailto:Craig.Armiger@techdata.com) 727-539-7429 ext. 75743  
(Please also copy [AppleDEP@TechData.com](mailto:AppleDEP@TechData.com))

##### For DEP ID assistance, please contact:

Post-Enrollment Support: Apple DEP Support 1-866-752-7753  
Pre-Enrollment Support: Establishing Customer DEP ID 1-800-919-2775 (code 83752)