

Apple Authorised Service Provider Program

Overview

Apple will use the following criteria to determine whether your organisation qualifies for authorisation as Apple Authorised Service Provider. Providing this information will allow Apple to give maximum consideration to your request.

Please read the descriptions below to determine if your organisation is eligible to become an Apple Authorised Service Provider.

Application requirements

- Company location not within close proximity of other Apple Authorised Service Providers
- Company has been in operation of two years or more
- Currently employ or shown intentions to employ at least one Apple Certified Technician (ACMT) and Service Manager
- Meet the required information list in the following table.
- Completed Credit application form

Apple Authorised Service Provider Requirements

Please read the following summary of requirements, it provides you with information about what is required to be accepted as an Apple Authorised Service Provider.

Apple reserves the right to make any determination on eligibility and whether an organisation is accepted as an Apple Authorised Service Provider.

If you feel your organisation will be able to meet these requirements and you would like to pursue an application. Please complete the following Application form and submit it to sps_apac@apple.com.

All new Application assessments can take up to 15 business days from the receipt of the completed Application and Credit forms. Upon receipt of your application your countries Field Service Management will contact you to discuss your Application. If you have any questions please Service Provider Support at sps_apac@apple.com.



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Premises and Accessibility	
Location	Preferably located in a commercially zoned location, e.g. urban centre, light industrial parks with good access for cars and public transport also considered. Residential addresses are not acceptable.
Visibility	Preferably located on ground floor with glass frontage.
Reception	Well lit and spacious area for customer reception counter. No shelves of repair products or parts in sight. Physically separated from the work area.
General appearance	Consistent with the Apple brand; interior decorated with light tones, abundant light, sleek and bright. Correct branding used on publicity.
Business Hours	Consistent with local business hours; preferably with Saturday availability.
Equipment handling and workspace	
Restricted area	<p>All workbenches must have protection measures against electrostatic discharge and the damage this can cause to sensitive electronic components.</p> <p>This includes bench coverings and ESD bracelets that technicians wear whenever they are handling electronic components. There shall be a testing apparatus to verify that the equipment is correctly grounded and functioning properly, and records shall be kept of this regular testing.</p>
ESD protection measures	Preferably located on ground floor with glass frontage.
Storage	Storage of parts and of units during repair shall be on strong shelves of adequate dimensions, with separate areas for each type of product. Units will be adequately protected to avoid possible scratches or



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	stains, easily identifiable and shall not be piled up or placed in such a way that some are leaning against others or on top of others.
Lighting and ventilation	Good level of lighting in the workshop area, preferably a mixture of natural and artificial light. The work area must also have adequate ventilation to provide fresh air and temperature control.
Space	Each technician should have a workspace of at least 6sq m.
Operational Efficiency	
Dedicated Personnel	The AASP shall have an experienced supervisor whose function will be to ensure compliance with Apple's quality standards and to ensure the best possible service for customers. This supervisor will be Apple's main contact with the Service Provider.
Internet Access	The location must have reliable internet access with sufficient bandwidth to enable all service personnel to quickly access Apple's online tools and services
Testing environment	The workshop shall have sufficient means to reproduce symptoms reported by customers; bluetooth devices, Wifi and Ethernet network connections, analog line for modem testing, Firewire and USB drives, and other devices.
Administration	The company shall have a control system or repair database in place for its service activities which makes it possible to retrieve information, keep track of all repairs in the workshop and prepare detailed reports at Apple's request.
Certified Personnel	The company shall employ sufficient certified technical personnel to be able to effectively service their volume of repairs, with a minimum of one certified technician for each point of service, and at least one certified technician per thirty repairs conducted per week.



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Performance Metrics	The company shall work to maintain optimal levels of service and performance based on Apple's service requirements, with special emphasis on repair turnaround time, parts usage and ensuring that units are fixed on the first visit to the workshop. Apple will regularly audit and review these goals (see below for details).
Language	<p>The documentation, tools and support resources provided by Apple are only guaranteed in the English language. To the greatest degree possible, translations will be completed and personnel will be on hand to provide assistance in other languages. However, there is no guarantee of availability.</p> <p>It is therefore essential that the person responsible for working with Apple can communicate in English in both the written and verbal form.</p>
Safety and Working Environment	
First Aid	The work area must have a fully equipped first aid kit, easily accessible by the technicians. It must also have visible posters describing essential first aid procedures, including those for electric shock.
Master Switch	The workshop must have an easily accessible master switch to cut off the electric current to the entire work area in case of an emergency.
Fire safety	Fire extinguishers for electrical fires (CO2) shall be located in the workshop and be easily accessible.
Insurance	AASP shall have insurance covering personal and material risk in regard to business premises, customer units and services provided, in sufficient amount to cover any liability up to at least 1,000,000€ or \$

Objective Performance Metrics

AppleCare's mission statement calls for increased Customer Delight and Operational Excellence. In support of these directives, Apple measures the performance of both the Service Provider and Apple against four objective criteria:

First-Time Fix (FTF)

The FTF metric indicates how many of your repairs are fixed the first time. The metric represents the average number of units successfully repaired on the first attempt.

Repair Turnaround Time (REPTAT)

The REPTAT metric indicates how quickly your repairs are returned to service. The metric represents the average number of days from the time a Customer requests service until the time the Service Provider marks the transaction complete.

Note: Not all Repair types are applicable in all regions.

Parts Per Repair (PPR)

This metric represents the average number of parts used per repair within a given fiscal month. It provides visibility into the effectiveness of the Service Provider's diagnostic and repair practices. Having adequately trained technicians and spare Service Parts to correctly diagnose repairs will decrease the ordering of unnecessary parts.

Known Bad Board Turnaround Time (KBBTAT)

KBBTAT measures the average number of days from the time a replacement part is shipped from Apple until the defective part is returned. Prompt return of Apple Service parts drives operational excellence by allowing Apple to quickly replenish service stock for future orders.

Company registration information

Relates to the legal status of the company wishing to become an Authorised Service Provider. The Company name and address will appear on your legal Agreement with Apple.

Company Name		
Trading Name (if different from above)		
Name of parent group (if applicable)		
Company registration number		
ABN		
ACN		
Registered address		
City		
Postal code		
Country		
Company Website address		
Contact for Application (name and email)		

Service Location Information

Relates to the location that will become listed as an Apple Authorised Service Provider, if different from above. If you wish to apply for more than one Service Location, please let us know in your covering email.

Trading Name						
Service Location address						
City						
Postal code						
Country						
Telephone number	Country code		Area code		Telephone number	
Operating Hours						

Please indicate your workshop and parts delivery address or list it here if it is different from the Service Location address you have entered.
If you intend to apply for more than one workshop or Service location, please let us know in your covering email.

Address name		
Address continued		
City		
Postal code		
Country		
Contact Name		



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Contact Email

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Telephone

Country code		Area code		Telephone number	
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Please indicate your invoice address or list it here if it is different from the address you have entered on page 6 of this application form.

Invoice address name

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Address continued

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Address continued

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Postal code

--	--

City

--

Country

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People

Please provide the names and Tech IDs (if applicable) of your Apple Certified Technicians. If you have yet to obtain certifications please give names of relevant staff and proposed dates for certification examinations to be completed.

Name	Tech ID/ Date of examinations



Apple Authorised Service Provider Program

Please provide us with the contact details of key personnel at your business:

Director/CEO – Legal signatory for Agreements and legal notices. Senior contact relating to Apple Business.

	Title	First name	Middle name	Last name		
Director/CEO						
Email address						
Telephone number	Country code		Area code		Telephone number	

Technical/Service Manager – Directly responsible for running of any Apple-related Service business at the Applicant.

Technical/Service Mgr						
Email address						
Telephone number	Country code		Area code		Telephone number	

Service Administrator – Responsible for the day-to-day management of the Service account and use of the online transaction management system.

Accounts Payable						
Email address						
Telephone number	Country code		Area code		Telephone number	

Accounts Payable – Responsible for processing of payments to and from Apple.

Accounts Payable						
Email address						
Telephone number	Country code		Area code		Telephone number	

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Existing Apple Relationships

If you already have a business relationship with Apple (e.g. Premium Reseller, Solutions Expert), please provide details here.

Relationship type	
Account number (if applicable)	
Apple Contact name	
Apple Contact email	

Tell us more about your Service Centre

We will like to know more about your organisation specific to the Apple Authorised Service Provider program requirements. Please explain in detail how your organization will meet the requirements. Please provide photographs and supporting documents where requested.

Premises and Accessibility

Location	
Visibility	
Reception	
General appearance	
Business Hours	

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Equipment handling and workspace

Restricted area	
ESD protection measures	
Storage	
Lighting and ventilation	
Space	
Workbenches	

Operational Efficiency

Dedicated Personnel	
Internet Access	
Testing environment	
Administration	
Certified Personnel	
Performance Metrics	
Language	

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Safety and Working Environment

First Aid	
Master Switch	
Fire safety	
Insurance	

Declaration

I confirm that I am authorised to pursue an application for Apple Authorised Service Provider status for and on behalf of the company detailed in this Application Form.

Contact Name	
Contact Email	
Contact Telephone	

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Final checklist before submission

Before you submit your application, please check that you have

- Completed all parts of the application (12 pages)
- Completed Credit Application form (3 pages)

The following photographs must be provided:

- Shop front / Street frontage
- Exterior of customer entrance
- Area of the shop that is visible to the customer
- Customer reception area
- Repair workspace
- Parts storage area
- Customer unit storage area

Apple Authorised Service Provider Credit Application

(Return to the Financial Services Manager marked "Strictly Private & Confidential") Apple Pty Ltd,
ACN 002 510 054/ABN 46 002 510 054 , Level 13, Capital Centre, 255-259 Pitt St, Sydney 2000
Ph: 02 9641 8000 Fax: 9261 0374

REQUIREMENTS FOR CREDIT APPLICATION

- 1.COMPLETED CREDIT INFORMATION SHEET
- 2.LAST THREE YEARS FINANCIAL STATEMENTS
- 3.BUSINESS PLAN
4. CASH DEPOSIT / BANK GUARANTEE

CREDIT INFORMATION SHEET

Your Company Name:

Trade Name (Registered):

Public Company:
Private Company:
Sole Trader:
Trust:
Partnership:

Date Business
Commenced:

/ /

ACN:

ABN:

Phone:

Fax:

Email:

Date of
Registration:

/ /

Billing/Shipping Information

(Note: ONLY Service Provider will be invoiced)

Bill to address:

Ship to address:

Address of other place of business:

Bank Details

Beneficiary Name:

Bank Name:

Bank Account No.:

BSB Code:

Insurance Information

Company &/or Agent:

Address:

Credit Reference/Information Financial Statements

Bank 1:

Ph()

Bank 2:

Ph()

Finance Coy 1:

Ph()

Finance Coy 2:

Ph()

Principal Trade Creditor 1:

Ph()

Address of other place of business:

(If more than 2, list on separate page and attach)

Line of Credit Required (Limit):
\$

Attach the last three full years financial statements

prepared by your accountant or auditor including:-

1. Audit opinion or disclaimer
2. Balance Sheet
3. Income Statement
4. Notes to Accounts (if any)

TO COMPLY WITH THE PRIVACY AMENDMENT ACT 1990

I/We the undersigned, acknowledge that the Company has informed me/us, in accordance with s.18E(8)(C) of the Privacy Act 1988, that certain items of personal information about me/us contained in this application and permitted to be kept on a credit information file might be disclosed to a credit reporting agency, ie., Identity particulars, details of credit amount and overdue payments of 60 days. Furthermore, I/we agree, in accordance with the following sections: s.18K(1)(b), s.18K(1)(C) s.18K(1)(h), s.18N(1)(b), s.18L(4) that used by the Company of the relevant information referred to those sections may occur for the purpose of assessing this application.

18K(1)(b)

If Apple Pty Ltd ("Apple") considers it relevant, I/we agree to Apple obtaining a credit report, from a credit reporting agency, containing personal information about me/us in relation to Commercial Credit.

18K(1)(C)

I/We agree that Apple may seek from a credit reporting agency, a credit report containing personal information about me/us to assess whether to accept me/us as a guarantor for credit applied for, or provided to the borrower.

18K(1)(h)

If Apple considers it relevant to collect overdue payments in respect of commercial credit provided to me, I/we agree that Apple receive, from a credit reporting agency, a credit report containing personal information about me/us.

18N(1)(b)

I/We agree that Apple may give to, and seek from, any credit provider named in this application and any credit provider that may be named in a credit report issued by a credit reporting

Principal Trade Creditor 2:

Ph()

Principal Trade Creditor 3:

Ph()

agency information about my/our arrangements. I/We understand that this information can include any information about my/our credit worthiness, credit standing, credit history or credit capacity that is allowed to be given under the Privacy Act.

18L(4)

If Apple considers relevant to assess my/our application for personal credit, I/we agree to Apple obtaining a report about my/our commercial activities or commercial credit worthiness from a business which provides information about commercial credit worthiness of persons.

Signed and dated/...../..... By the Directors for and on behalf of the applicant;-

Signed:

Full Name:

Date of Birth:/...../.....

Address:

Signed:

Full Name:

Date of Birth:/...../.....

Address:

Signed:

Full Name:

Date of Birth:/...../.....

Address:

Signed:

Full Name:

Date of Birth:/...../.....

Address:

BUSINESS PLAN

A Business Plan is required to be completed to show the overall strategy that your business will pursue. It is important for the plan to be completed as thoroughly as possible for each of your locations(if applicable) as it will be an integral part of your Authorised Reseller Sales Agreement with Apple. It will also assist Apple in understanding and supporting your business.

GENERAL GUIDELINES

Executive Summary

- Company structure
- Current markets/target markets
- Marketing plans
- Conclusions

Corporate Objectives

- Major objectives, Mission Statement

Financial Objectives

- 12 Months Future Cash Flow

Service and Support Plan

- Service and support objectives, revenue and profit. Is service and support to be provided directly or by another authorised provider?If by another provider, which company and where are they located

Quality Management Systems

- A Quality Management System certified to ISO9000 is becoming increasingly a requirement of doing business with Government bodies, educational institutions and many customers. In some instances it is mandatory. Apple actively encourages it's channel members to become certified to maximise our combined sales potential.

- In considering your decision regarding implementation of a system, bear in mind that a decision not to adopt such a system may preclude you from being listed in tender responses prepared by Apple and may also jeopardise sales between you and your various customers.

Training

- An outline of the specific areas of training planned for staff to ensure that the skills and expertise are available to meet business plans and achieve customer satisfaction. Also show if training is required from Apple or is available from another source.

Human Resources

- A detailed organisation chart by location including names and position titles.

Market Specific Objectives

- Sales Objectives(Revenue and Growth)
- Market Share Objectives(Percentage of Business and Growth)
- Market Strategies(To achieve the revenue)
- Human Resources (Detail of staff and their key responsibilities)
- Customer Base (List 10 largest customers)