

# **AppleCare - SSA - Self Service Account**

## **Overview**

Apple will use the following criteria to determine whether your organisation qualifies for authorisation as a SSA participant. Providing this information will allow Apple to give maximum consideration to your request. Read the descriptions below to determine if your organisation is eligible for these services.

**Apple's Self Service Account (SSA) program** is designed for institutions and businesses that want some flexibility to be able to manage their in-house repairs, this would include:-

- Obtain genuine Apple, Do-It-Yourself (DIY) parts, which are customer installable and typically include replacement keyboards, mice, power cables, memory, and cables
- Directly initiate On-site facilitation service for select and eligible products through to Apple's approved National Service Provider (NSP) for onsite service.
- Access to a Mail-in Repair facilitation service for iOS Products (iPad, iPod Touch, iPhone), For iOS Direct service program please apply from this link:- <https://support.apple.com/en-au/ios-direct-service-program>
- Order DIY parts for Non-covered Repairs, stock on hand, or fulfilment
- Or, just to be able to access Apple's service systems for purposes of accessing warranty records (for linking such systems for example as CASPER or LIGHTSPEED POS to Apple's warranty system records via API's for purposes of maintaining IT fleet records of Apple products installed or for POS validating of customers Apple warranty)

Program participants ("Self-Servicers") must have an installed base of a minimum of **500 Apple devices ALL with AppleCare Protection Plan (APP) or AppleCare + for Mac and iOS attached.**

**Business/Enterprise:** Eligible organisations include small to large companies and their wholly owned subsidiaries, corporations, partnerships, and sole proprietorships.

**Education Institution:** Eligible organisations are not-for-profit, degree-granting institutions organised for educational purposes. Eligible organisations include any school districts within the organisation's school system, Boards of Education, universities and colleges, and community, vocational, and technical colleges.

**Government Agency:** Eligible organisations include any Government Agency.

Acceptance of and retention as a SSA Account is at Apple's sole discretion. Apple reserves the right to make any determination on eligibility and whether an organisation is accepted as a SSA program participant.

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## **Application Requirements**

The Authorised Representative submitting an Application for a SSA account must be able to affirm, have, or provide the applicant:

1. Name and email address of the organisation's Apple Account Executive.
2. Headquarters location information, including legal name, address, entity type (public or private), ABN number etc if applicable.
3. Billing location information, including address, Accounts Payable contact name and contact information (phone and email)
4. Shipping location information, including address, service Administrator's or Service Manager's contact name and contact information (phone and email)
5. Approximate number of Apple Mac or iOS devices purchased by the organisation within the past twelve (12) months, including planned purchases within the next 12 month period, also if units have also been purchased with APP, AC+ or not (AppleCare Protection Plan)
6. Description of the resources and infrastructure that the organisation has in place to deploy these service programs
7. Additionally, a credit application may be required by Apple Finance if the organisation is a private institution, or does not already have established terms with Apple. As the person submitting this application, you represent and warrant that you have the authority to provide the information required and to submit this application.

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## Application Form

Please complete the below information and email to:  
[anz\\_service\\_mgmt@group.apple.com](mailto:anz_service_mgmt@group.apple.com).

Your local country AppleCare team will contact you to discuss your Application. If you have any questions please email - [anz\\_service\\_mgmt@group.apple.com](mailto:anz_service_mgmt@group.apple.com)

**Type of Service  
Being Applied**

for: ✓

SSA Application

## Contact Information

Who is making the application?

First Name

Surname

Telephone

Email

Who is your Apple contact or account executive?

Name

Telephone

Email

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## Business Information

This relates to the legal status of the entity wishing to become a Self Service Provider. The Company name and address will appear on your legal Agreement with Apple.

**Company,  
Entity Name**

**Trading Name**  
(if different from above)

**Name of parent  
group** (if applicable)

**Company  
registration  
number**

**ABN #**

**ACN #**

**Registered  
address**

**City**

**Telephone**

**Fax**

**Postal code**

**Country**

**Company  
website address**

**Entity Type** ✓

Business/Enterprise

Education Institution

Government Agency

**Exempt from  
GST Tax?** ✓

YES

NO

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Approximately how many Apple Devices does your organisation currently have and how many of these devices have also been purchased with AppleCare Protection Plan (APP) coverage:

	Current number of Mac Portable products _____ Qty with AppleCare with Onsite, AppleCare +, or ACE ?
	Current number of Mac Desktop products _____ Qty with AppleCare with Onsite, AppleCare +, or ACE ?
	Current number of iOS Devices _____ Qty with AppleCare + or ACE coverage attached?

Approximately how many Mac and iOS Devices has the organisation purchased in the past 12 months and how many of these devices have also been purchased with AppleCare Protection Plan (APP) coverage:

	QTY of Mac CPU products purchased in past 12 months
	QTY of Mac CPU products with APP (AppleCare with Onsite, AppleCare + or ACE)
	QTY of iOS products purchased in past 12 months
	QTY of iOS Devices with AC + (AppleCare + or ACE coverage)

Approximately how many products does the organisation plan to deploy in the next 12 months and how many of these devices will be purchased with AppleCare Protection Plans:

	QTY of Mac products to be deployed in next 12 months.		Y/N With AC+ or ACE?
	QTY of iOS products to be deployed in next 12 months.		Y/N With AC+ or ACE?

For consideration as a Self Service Account that has the ability to manage your own Mac Onsite repairs and create repair orders for DIY parts (power adapters, cables, keyboards, mice etc) (in warranty and out of warranty repairs) the organisation must have an IT help desk infrastructure that could manage such services.

Please describe the resources and infrastructure that your organisation has in place to handle troubleshooting of Mac software issues and the screening of Apple iOS Devices. (technicians, service administrators, skills levels etc).

Please detail here the primary purpose for applying for a AppleCare SSA service account. If applying for an SSA account for purposes of accessing Apple's service systems via third party systems such as CASPER , LIGHTSPEED POS etc, please describe the system being used and purpose.


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If applying for access to be able to create your own Mac onsite repairs via Apple's National Onsite Service provider, please detail your in-house IT tech skills (Mac tech certifications, GSX system experience?) that would enable software troubleshooting prior to creation of an Onsite service request.


## PRINCIPAL (Business Owner/Legal Authorised Signatory)

First Name

Surname

Title

Telephone

Email


## Billing Location Information (skip if identical to the above)

Invoices and Purchase order information will be sent to and handled by this location.

**Company Name**

**Trading Name**

(if different from above)

**Registered address**

**City**

**Telephone**

**Fax**

**Postal code**


## Accounts Payable contact information

First Name

Surname

Telephone

Email


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**Operations contact information** (\*\*Note – ALL email addresses provided must reflect the domain of the applying organisation. Email domains such as Google, Gmail, Hotmail etc will not be accepted)

Group email to receive repair-related information

Group email to receive shipment alerts


## Shipping Location information (skip if identical to HQ information)

The location to which Apple will ship orders and from which returns must be sent.

**Trading Name**

**Registered address**

**City**

**Telephone**

**Fax**

**Country**

**Postal code**


## Service Manager / administrator contact information

First Name

Surname

Telephone

Email


The Service Manager / Administrator will be the key contact point for subsequent account set up procedure. The email address must be under the valid company email domain. In the event that the email address had been previously used to set up a consumer type Apple ID, it may be incompatible for registering access for GSX (Global Service Exchange), and Apple support team will provide the necessary steps to resolve this.

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## Declaration

I confirm that I am authorised to pursue an application for SSA or Self Service Account status for and on behalf of the organisation detailed in this Application Form.

Contact Name	
Contact Email	
Contact Telephone	

**\*\*Apple Internal Use Only\*\***  
Account setup

CG (X = assign)		S-District (X = assign)		PG (X=Assign)		GSX SVC Type (X=Assign)	
SS		SS02		AO		Direct Onsite Service	
		SS03		OE		DIY+iOS Direct EXPRESS Service	
		SS04		OC		DIY+iOS Direct NORMAL	
		SS05		SC		DIY+Web Services	
		SS06		SF		IOS Direct EXPRESS Service	
		SS07				IOS Direct NORMAL Service	
		SS08				IOS Direct NORMAL+EXPRESS Service	
		SS09				Web Services Only	
						iOS Direct Normal Service + No Log	