

# Apple Computer Equipment Purchase and Repair Process FAQs

*For departments and divisions where a Distributed IT Support Representative provides IT services, references to the IST Service Desk and IST Client Support can be assumed to be the Distributed IT Support Representative.*

## 1. Do I have to purchase Apple products through Simply Computing?

Yes. All Apple equipment must be purchased through Simply Computing in accordance with the [Exclusive Supplier & Administrative Systems Policy](#).

Exceptions to the policy are permitted under certain circumstances upon the approval of the ITPC.

Apple accessories may be purchased from any vendor including the U of M Bookstore.

Special consideration for CFI Grants and pricing may require purchasing your equipment through Apple Canada. Contact the IST Service Desk at 204-474-8600 or [servicedesk@umanitoba.ca](mailto:servicedesk@umanitoba.ca). The IST Service Desk will forward your request to the ITPC who will coordinate pricing and quotations.

## 2. I am interested in purchasing Apple equipment. Who should I contact?

Your first step in purchasing Apple equipment is to contact the IST Service Desk to request information about purchasing Apple equipment, accessories or services. You can contact the IST Service Desk at 204-474-8600 or [servicedesk@umanitoba.ca](mailto:servicedesk@umanitoba.ca).

## 3. How do I purchase Apple equipment?

Once you have contacted the IST Service Desk and received a Simply Computing quote for your Apple equipment, you must:

1. Create an EPIC Purchase Request (PR).
2. Attach Simply Computing's quote to the PR.
3. [Attach a PC Commissioning Form \(PCCF\) to the PR.](#)
4. Submit the PR for approval (note: the approval of your EPIC PR will proceed as per standard processes).

The ITPC will review and approve the purchase requisition.

Once you receive the approved purchase order from the EPIC system, send it via email to Simply Computing ([umanitoba@simply.ca](mailto:umanitoba@simply.ca)).



#### 4. How do I obtain support for Apple equipment that I purchased through Simply Computing?

Any support for general use, repairs or upgrades, should be initiated through the IST Service Desk. You can contact the IST Service Desk at 204-474-8600 or [servicedesk@umanitoba.ca](mailto:servicedesk@umanitoba.ca).

IST's Deskside Support will be dispatched to assess your Apple equipment and attempt to resolve the issue, or engage Simply Computing if a repair is required.

#### 5. Can I use a personal credit card to pay for the purchase?

Use of credit cards including personal credit cards, P-Cards, and Travel & Expense cards for computer purchases is not permitted. For exceptions or special circumstances, please contact the IST Service Desk in advance of your purchase at 204-474-8600 or [servicedesk@umanitoba.ca](mailto:servicedesk@umanitoba.ca). The IST Service Desk will then forward your request to the ITPC.

#### 6. I have purchased Apple equipment from Simply Computing that requires repairs. Should I take it to Simply Computing?

No. You should contact the IST Service Desk if your equipment requires repairs. The University of Manitoba has policies and procedures regarding the security of its equipment and the data stored on them.

#### 7. I want to upgrade my Apple equipment. What should I do?

The process for upgrading is similar to the process for purchasing new Apple equipment. Initiate the upgrade by contacting the IST Service Desk (204-474-8600 or [servicedesk@umanitoba.ca](mailto:servicedesk@umanitoba.ca)). Once you have received an approved purchase order from the EPIC system, you must forward it via email to Simply Computing ([umanitoba@simply.ca](mailto:umanitoba@simply.ca))

IST does not perform upgrade work on Apple equipment. You can choose on-site support (for a fee) or send your equipment to Simply Computing to perform the work. The fee to have a Simply Computing technician come on-site to upgrade (or repair) your Apple equipment is \$149.00 per hour.

#### 8. What is the return policy for Apple equipment purchased through Simply Computing?

All Apple equipment that is returned to Simply Computing will be subjected to evaluation to determine its condition and resale value. Any damaged or beyond repair equipment or accessories can be denied or subjected to a restocking fee dependent upon its returned condition.

All custom to order (CTO) Apple branded products that are returned or exchanged will be subjected to a 15% restocking fee. Standard built Apple equipment can be returned within 30 days at no additional cost.



## 9. Can I purchase Apple equipment using the Canadian Foundation for Innovation (CFI) funding?

Yes. Apple equipment can be purchased with CFI funding. Apple equipment purchased using CFI funding may be eligible for discounts below Apple Canada's standard educational pricing model.

To purchase Apple equipment using CFI funding, contact the IST Service Desk at 204-474-8600 or [servicedesk@umanitoba.ca](mailto:servicedesk@umanitoba.ca). The IST Service Desk will forward your request to the ITPC who will coordinate pricing and quotations.

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