Apple Vision Pro Reseller Ordering Guide
Instructions for Customer Orders

Thank you for your interest in purchasing Apple Vision Pro though an Apple reseller. Apple Vision Pro integrates incredibly advanced technology into an elegant, compact form—delivering an amazing and personalized experience for your Employees. Because each Apple Vision Pro is customized for every End User, it's important that the ordering process is clear and easy to follow. The below instructions are provided to help you place orders with us. This information will ensure that every Apple Vision Pro is personalized for each of your intended End Users.

Ordering Process

We're available to help set up how to purchase Apple Vision Pro for your business. The steps below will guide you through the ordering process for buying directly from Zones.

Step 1: Get End Users Properly Fitted

Every Apple Vision Pro delivers a personalized fit. So, each End User will need to go through a customized fitting process to match the contours of their face and head for the best possible Apple Vision Pro experience.

1. Your End Users should download the Apple Vision Pro Fit app from the App Store, and then complete the fitting process in the app.
2. Once End Users complete the required steps using the Apple Vision Pro Fit app—including any specialized Zeiss Optical Insert needs—an email with their personalized fit and part number will be generated based on their specific measurements.

   a If the end user requires prescription lenses for Apple Vision Pro, they will be able to acquire Zeiss Lenses from the During the Fit App process or the Zeiss link above. Please note that a purchase by the end user will be necessary for the Zeiss Lenses as both Apple and Zones will not be collecting their HIPAA related information as it pertains to their prescription.

Step 2: Collect Part Numbers and Storage Sizes for End User Orders

After the End User completes the fitting process and receives their personalized emails from Apple, you should collect that information from them, including a list that states each individualized part number.

1. Apple Vision Pro is available in 256 GB, 512 GB, and 1 TB, so your End Users can select their preferred memory capacity in the Apple Vision Pro Fit app. Part numbers for alternative storage options are also included in the *Fit summary email* that's sent to each End User once they've completed the fitting process in the app.
2. If your End Users need specific accessories, they should be ordered separately. Accessory part numbers are noted in the last section of the personalized *Fit* email. Keep in mind that these accessory part numbers are specific to each End User.
3. You should track and maintain a list of individual End User part numbers and designated storage sizes to ensure that the correct Apple Vision Pro device is properly distributed to each of your End Users.

Step 3: Place the Order

After your End Users have completed their personalized fit information and each part number has been provided to the Zones seller. :

1. Zones will create a quote utilizing the specific part number provided by Fit App to the end user(s).
   a. Please provide the Part number specific to End User along with their name and delivery address
   b. Zones will need this information especially in cases where there are more than one Apple Vision Pro on an order.

Step 4: Monitor the Order Status

1. Customers can obtain order status and tracking from their personalized GoZones portal.
   a. If you are not familiar with GoZones, your Zones Account Manager can help get you set up
   b. In the absence of GoZones, please work with your Zones Account Manager as they will have access
2. ETA for Apple Vision Pro is currently 3-6 weeks at launch (6/28/2024)