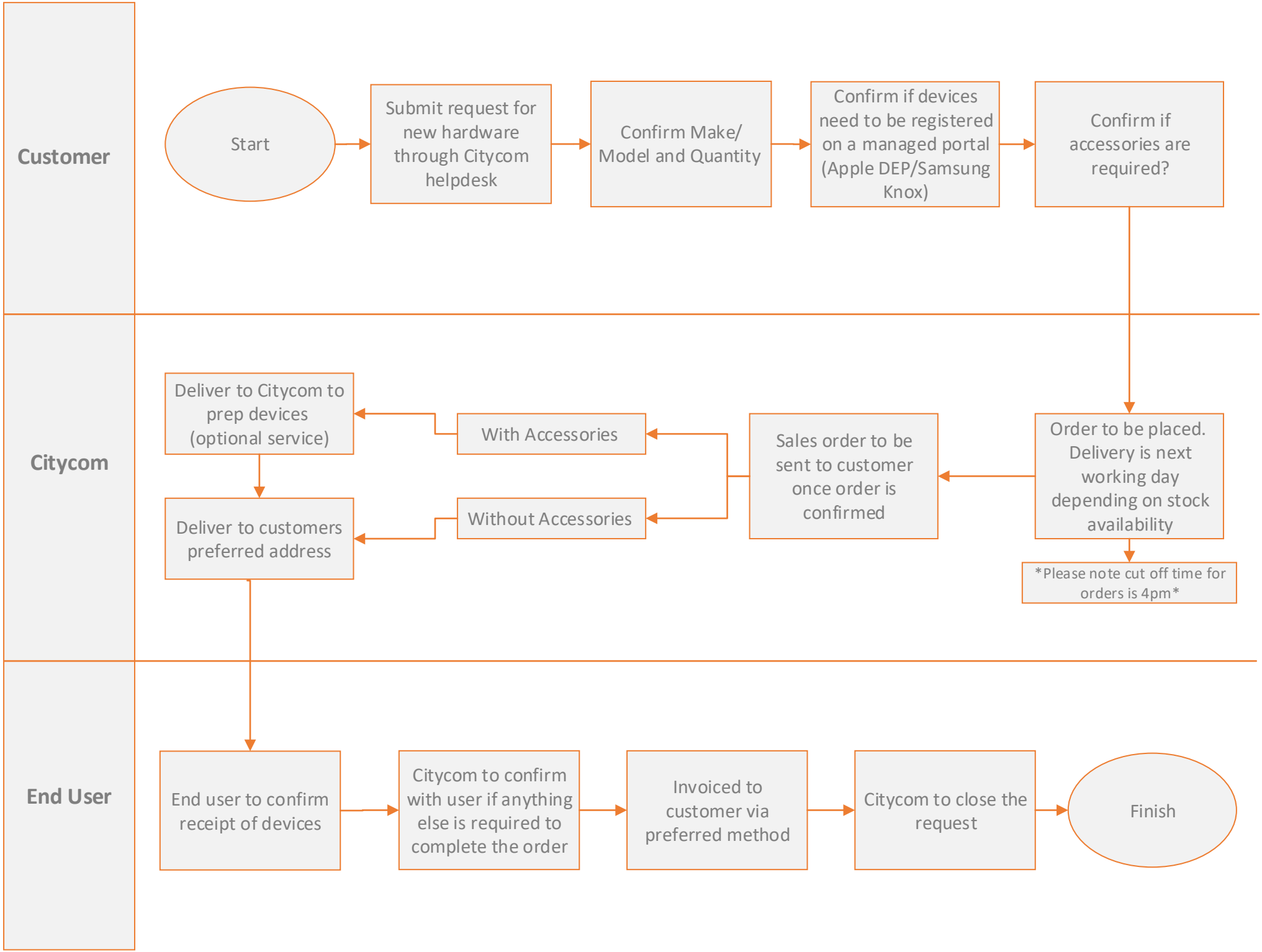
Customer
Start
Submit request for new hardware through Citycom helpdesk
Confirm Make/ Model and Quantity
Confirm if devices need to be registered on a managed portal (Apple DEP/Samsung Knox)
Confirm if accessories are required?
Citycom
Order to be placed. Delivery is next working day depending on stock availability
Please note cut off time for orders is 4pm
Sales order to be sent to customer once order is confirmed
With Accessories
Without Accessories
Deliver to Citycom to prep devices (optional service)
Deliver to customers preferred address
End User
End user to confirm receipt of devices
Citycom to confirm with user if anything else is required to complete the order
Invoiced to customer via preferred method
Citycom to close the request
Finish