

Frequently Asked Questions

What are the key selling points?

Financing solutions from IMFS make it easier than ever to bring Apple products into your customer's organisation in a simple, cost-effective way. Ingram Micro Financial Solutions (IMFS) provide options for your customer to utilise Apple devices that could cost less than an outright upfront purchase, with regular payments spread over 2 or 3 years so that payment for the devices matches the period of their usage. This is combined with a scheduled refresh path at the end of the 2 or 3 year term, ensuring your customer is up to date with current technology. Therefore, continued access to the best technology has now become even more affordable.

Is this 'Device as a Service'?

Possibly. Although 'Device as a Service' has many definitions in the marketplace. This offering may fit the definition – we can include current Apple devices, AppleCare, and other services for a low monthly cost per device or per user. Your customers get the Apple technology they need, at a monthly payment that's right for their organisation.

What is the impact on my sales if I promote financing?

We expect that you will bring forward more sales by offering financing or leasing. We expect that you may enjoy greater margins by offering monthly pricing rather than competing on total selling price (i.e. discounts). And we expect that you will enjoy great customer retention by having a clear upgrade path at end of term, therefore accelerating the second sales opportunity.

What devices are included?

MacBook, iMac, iPad, iPhone, Apple TV, Apple Watch and related accessories.

Can I include AppleCare?

Yes! The inclusion of AppleCare is encouraged.

Can I include non-Apple products?

Whilst this compelling offer is designed to encourage the usage of Apple products, we understand that many solutions will require a wider composition of products, including those not supplied by Apple. Therefore, we can consider their inclusion within financing proposals.

Do you have rules around inclusion of soft costs?

IMFS will be pleased to assist for customers that require solutions involving higher soft costs, subject to final credit approval.

What is the minimum transaction size?

We can consider applications exceeding SGD20,000 (excluding GST).

How does IMFS compare to other offers in the market?

At Ingram Micro, we serve as a one stop shop to enhance your Apple buying experience offering flexible and affordable repayments of up to 5 years.

How do I obtain a financing quote?

Please send details of your equipment specifications, pricing, and contact details to us. A quote will be provided between 1-2 business days.

Sg.financing@ingrammicro.com

What are the documents required for your credit reviews?

Financial statements are generally required for credit evaluation. Many applicants including listed companies, educational institutions and registered clubs provide public domain access to financial reports. We can assist discussions with your other prospects as required.

How is credit approval notification provided?

We will provide an email confirmation within 3-5 business days.

How does a customer sign documentation?

Finance Application Form will be emailed to customer for completion. Remaining are electronic documents with e-signature solution (via DocuSign). Your IM representative will be able to clarify and assist.

At what point am I safe to deliver devices and solutions?

You can safely deploy your devices and solutions once credit approval is in place, and notification from us that the customer has correctly signed the IMFS documentation.

When do I get paid?

We will request a Tax Invoice and signed Delivery Order from you for the full value of the customer order. Payment will be remitted to you within 5 business days provided complete documentations.

✓ signed Customer Information Form

✓ signed Lease Agreement, Lease Schedule & Certificate of Goods Acceptance

✓ signed Giro form

How does my customer pay?

We will collect the agreed repayments from your customer electronically via Giro.

What are the Customer options at end of term?

There are three common options for your customer:

- 1) Return devices so that refresh to new solutions can take place
- 2) If customer is not ready to refresh, continue paying monthly until requirements are confirmed
- 3) Make an offer to purchase devices at fair market value

IMFS' key objective at the expiry of the term is to propose new devices and solutions. Our most favourable options will therefore be geared towards helping you to achieve that outcome.

How does Apple keep me informed of future opportunities?

On at least a quarterly basis, regarding your customers that are reaching their expiry date in 6 months time, we will be proactively discussing with you new refresh opportunities within your current customer portfolio.