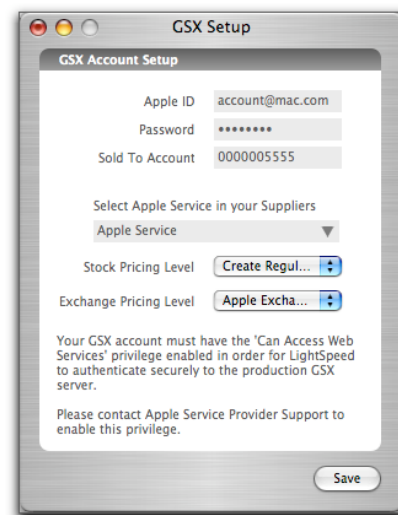


GSX

GSX, or Global Service Exchange, is Apple Computer Inc's single service, repair and order management tool available to Apple's partners to conduct service business with Apple worldwide. GSX Web Services is a data exchange mechanism that allows partners to integrate their applications with GSX. LightSpeed allows you to instantly access the GSX database for warranty and service parts lookups.

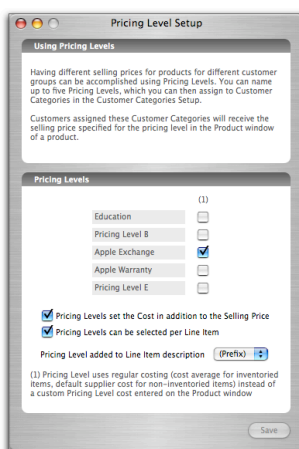
LightSpeed requires a properly setup GSX account to enable Warranty and Parts Lookups. Apple recommends that you set up a new GSX account for doing LightSpeed GSX lookups. You must then request that the 'Can Access Web Services' privilege be added to this GSX account by Apple.



To make this request, follow these steps:

1. Create <<https://gsx.apple.com>> a unique AppleID to be used when accessing GSX (usually a good idea, however you can use an existing Apple ID)
2. Apply for GSX access to your SoldTo account in GSX
3. Verify that the Apple ID has access to GSX under your SoldTo
4. Submit the request form <<http://aboutgsx.info.apple.com/integration/WSStart/GettingStarted/helpform.htm>> to have API access enabled (selecting the correct environment of Production from the drop down). Ensure that the User ID entered is the same user ID created in the previous steps. Fill in the GSX account info and specify the following in these fields:

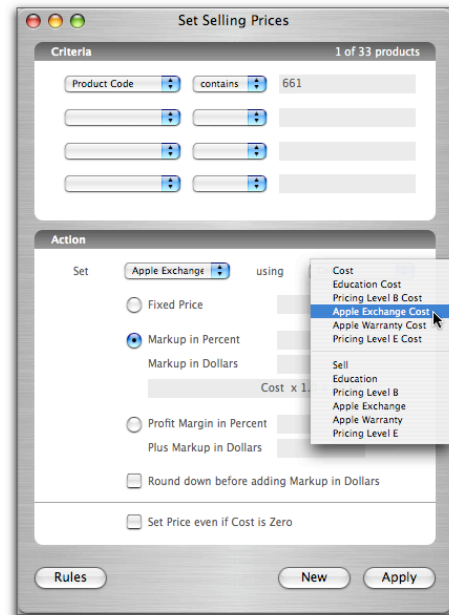
- Environment: GSX Production (Do NOT select GSXUT, which is the default option)
- APIs Required: PartsLookup, WarrantyStatus
- Notes: Please include the words 'LightSpeed GSX Setup' in the notes field to ensure correct setup of your GSX account.



GSX integration can then be set up by entering information for a GSX account in the GSX Setup panel. This single GSX account is shared by all users when doing Warranty Lookups, and you may choose to create a specific account for this purpose. The account must have the 'Can Access Web Services' privilege enabled by Apple Service Provider Support in order for LightSpeed to authenticate securely to the GSX server.

You can configure LightSpeed to handle alternate costs for Apple's service parts, particularly in the case of Exchange repairs. To do this, create a Pricing Level named "Apple Exchange" in the Pricing Level setup panel, and check its checkbox to enable an alternative Cost for that level.

After having set up “Apple Service” as a Supplier in your list of Suppliers, choose it in the “Select Apple Service in your Suppliers” drop-down menu. In the “Stock Pricing Level” drop-down menu, choose “Create Regular Cost” to set the Regular Cost when a new Product is created from Apple’s parts list. In the “Exchange Pricing Level” menu, choose the “Apple Exchange” level you have set in the Pricing Levels setup panel (as explained above) – this will now populate the Alternate Price and Alternate Cost you have set up for the Apple Exchange pricing level when you create a new Product from Apple’s parts list.



To mark up the Selling Prices for both the Stock Pricing and Apple Exchange Levels, use the Set Selling Prices panel in the Tools menu. Set the criteria for the Product Code to select which Products are affected, and set the drop-down menus in the Action section for the Pricing Level you wish to set. Once you’ve set your criteria and your action, you can either use the Apply button to apply the pricing change to the existing Products in the database, or use the Rules button to create a Rule which will be saved for later use. Click the checkbox beside the Rule to make it “live” and applicable on the fly as new Products are created.

