



LAUSD Partnering with Apple Education

Exceeding the needs of Los Angeles Unified School District is our priority.
We've put together these resources
to help make doing business with us as easy as possible.



Apple Solutions for LAUSD

Apple offers customized solutions for LAUSD that meet your unique education technology needs, at a special price that will work within your budget. For recommended Apple configurations, or for help crafting your custom solution, reach out to your local Apple team at lausd@group.apple.com.

LAUSD, we're here to help.

You can reach your dedicated team of Apple representatives, engineers, and sales support with just one step by sending us a message at lausd@group.apple.com.

Product and pricing inquiries

Diana Navarro Bushnell
bushnell@apple.com
737-219-6431

Alan Cohen
alan.cohen@apple.com
213-563-8600

Technical inquiries

Ken Johnson
kenjohnson@apple.com
808-346-5703

Patrick Hernandez
patrickhernandez@apple.com
512-739-6009

Teaching and learning inquiries

Marco Torres
torres21@apple.com
818-438-5597

Warranty and repair inquiries

To open an AppleCare incident, access the dedicated LAUSD line by calling the Help Desk at 213-241-5200, and selecting option 1, then option 1 again. Your call will be routed directly to an AppleCare representative.

All LAUSD Macs have a custom 3- or 4-year AppleCare coverage plan.

AppleCare is optional for iPad purchases, and most iPads in LAUSD carry only the standard 1-year limited warranty.

To determine whether your device is still covered by warranty, check the device record in Remedy for the warranty expiration date, or enter the serial number at checkcoverage.apple.com

PO submission and order support

Submit Purchase Order(s)
LAUSDorders@apple.com

Apple order status

Arey Jones (Delivery inquiries)
scheduling@areyjones.com

Sales Support Operations (Pre and post shipment inquiries)
SSOLAkey@apple.com

Accounts receivable requests
ARkeyaccts@apple.com

Invoices

Apple provides invoice copies to the LAUSD accounts payable office.

If additional copies are needed, please contact your AP team at accounts-payable@lausd.net

Apple Education resources:

Apple Education  Apple Teacher  Apple Education IT and Deployment