2023-2024
MISD Employee Personal Buy Program
Questions and Answers

To assist you with your computer order, we have developed a list of the most commonly asked questions.

Q. **When is the Personal Buy Program offered?**

A. It is offered *once per year* during the fall.

Q. **Who is eligible to order a computer on the Personal Buy Program?**

A. Any full-time Mesquite ISD employee who has been employed with the district *at least one year* at the time the order is due is eligible to order a computer. For example, your hire date must be prior to October 11, 2022.

Q. **Will iPads or Chromebooks be offered?**

A. No. These will *not* be offered as it is not cost effective to payroll deduct the cost of an iPad or Chromebook for two years.

Q. **Is there a limit to the number of computers that can be ordered?**

A. Employees may order *one* computer.

Q. **When will the price list and order forms be available?**

A. Information regarding the personal buy will be available September 25, 2023 on the MISD website.

Q. **How do I order a computer?**

A. To order a computer, you must complete an order form and submit it to Teri Maxwell in Instructional Technology at the LSTC before 4:00 pm Wednesday, October 11, 2023. A copy of the order form and list of computers can be printed from the MISD website.

Q. **What is the deadline for ordering a computer?**

A. 4:00 pm Wednesday, October 11th, 2023

Q. **Will confirmations be sent out?**

A. Yes. Confirmations will be sent out as quickly as possible when orders are received.
Q. Which computers are eligible to be ordered?
A. Only the computers listed on the Mesquite ISD Apple and Dell order forms are being offered on the Personal Buy Program.

Q. Are there any laptop computers being offered?
A. Yes. There are laptops for both Apple and Dell on the order forms.

Q. What kind of warranty is offered on the computers offered?
A. Apple offers a one-year warranty, and you’ll have the option to purchase a three-year extended warranty.

The Dell 5440 Laptop will include a 1YR OEM warranty against hardware defects. The Dell 7410 All-In-One Desktop will include a 3YR OEM warranty against hardware defects that start from date of purchase.

Q. What software will be installed on my computer?
A. Only the system software will be installed on your computer. No other software (i.e. Microsoft Office) will be installed.

Q. Can I purchase Microsoft Office software for my personal buy computer from MISD?
A. No. Mesquite ISD does not have rights for Microsoft Office and it is not available on the personal computer buy program. Home/Student/Teacher versions may be found at local computer supply retailers.

Q. I am paying for a computer now. What if I want to purchase another computer?
A. If you are paying on a computer through payroll deduction now, you must pay off your initial contract before you can establish a new contract for a new computer.

If you are currently paying for a computer and your last payment will be December 2023, you are eligible to place an order.

Q. How long will it take to get my computer?
A. We cannot guarantee a date of delivery. Normal shipping time is about 6 weeks, however given supply constraints we may encounter delays. Equipment will be disbursed when the majority of the equipment has arrived for everyone.

Q. How will I be notified when my computer is ready to be picked up?
A. Each employee placing an order will be notified about the procedures for picking up their computer through the school e-mail. You will be receive a copy of your contract when you pick up your computer.
Q. **What happens if the computer needs repairing?**

A. Employees are responsible for all warranty issues, maintenance, and repairs. If your **Apple** computer breaks during the one-year warranty period, you will need to contact AppleCare at 800-800-2775 opt 3.

If your **Dell** breaks during the one-year (laptop) or three-year (all-in-one desktop) warranty period:
You will need to transfer ownership of the computer from MISD to you by using the link below:


Technical Support for Dell computers may be contacted via the below:

**Technical Support**
Help me solve my problem online: [http://support.dell.com/support/index.aspx](http://support.dell.com/support/index.aspx)
Download a driver or BIOS: [http://support.dell.com/support/downloads/index.aspx](http://support.dell.com/support/downloads/index.aspx)

**Express Service Code:** An Express Service Code is a numeric conversion of a Service Tag.

1-800-822-8965
1-866-362-5350 1-877-DELLTTY (3355889)

**Basic support contract holders**
**ProSupport contract holders (24/7)**
Mon-Fri 8am to 4:30pm CST
For deaf, hearing impaired or speech impaired support

Repairs needed outside the warranty period are the employee’s responsibility. The employee assumes all responsibility for the equipment against damage, theft, and all other insurable risk.

Q. **Where do I get technical support?**

Employees are responsible for contacting technical support directly from the manufacturer.

Q. **Is there tax and interest charged?**

A. Employees must pay sales tax on an order, however, there is no interest charged for the
24-month payroll deduction.

Q. How long do I have to pay out my equipment?
A. All equipment placed on payroll deduction will be for 24 months. You may put a down-payment on the equipment at the time you pick it up, or the balance can be paid off at any time. Whatever amount is placed on payroll deduction will be for 24 months.

Payments will begin on this order January 2024.

Q. How are deductions made for employees who get paid twice per month?
A. Employees who get paid twice monthly will have their monthly payments divided between the two paychecks per month.

Q. If I want to make a down-payment or pay cash, when must you receive the payment?
A. **No pre-payment is necessary.** If you plan to pay cash or a down payment toward a computer, indicate the amount on your contract and staple your check to the front of the contract at the time you pick up your equipment. You do not need to make a down-payment or cash payment until you actually pick up your equipment.

Q. When will the payroll deductions begin?
A. Payroll deductions for orders placed during this personal buy offering will begin in January 2024.

Q. Will the district let me return equipment I have ordered and received?
A. Since the computers offered are the district standard, you are allowed to return the undamaged equipment within the first 6 months paying 1/18 of the original cost times the number of months or any fraction of a month plus any cost of necessary repairs and/or replacement. After 6 months you have the responsibility to pay any balance through payroll deduction or a lump sum payment should you leave the district for any reason.

Employees returning equipment before the contract is completed will not be eligible to purchase additional equipment.

If you have any further questions about the Personal Buy Program, please feel free to email or call Teri Maxwell at 972-882-5496 tmaxwell@mesquiteisd.org.