

# Info for New iPhone Apps & Upgrade to Existing Apps

## 1. Branding

- a. **NEW apps:** Please fill out this form: <https://www.photofinale.com/form-app> This form collects the graphics and info we need to build and package the app. The form has a template to use for the two graphics you will need and details about each field.
- b. **Updates to apps:** Nothing branding-wise do for an update. If you require icon or text changes, let us know.

## 2. Enroll in the Apple Developer Program

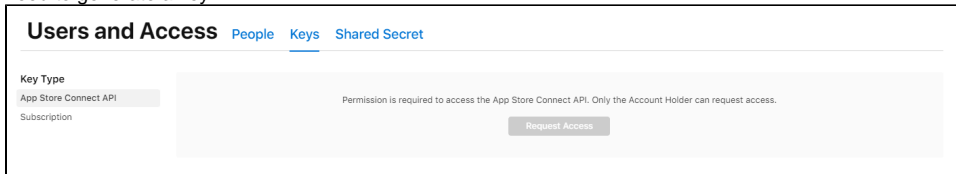
- a. Fill out this form: <https://developer.apple.com/programs/enroll/>
- b. TIPS
  - i. You will need a DUNS number (free). If you don't have one a link is included in the enrollment form.
  - ii. Enroll as an organization, not as an individual.
  - iii. Please use proper-case when you put in your organization name. Do not use all capitals.
  - iv. The program is US\$99 a year, which you will need to keep up-to-date in order to keep the app listing active.
  - v. If your business and app name are different, please send us documentation to prove they belong to the same entity that we can include with the appeal to Apple after the rejection.

## 3. Add a Photo Finale user to your account

- a. Go to [appstoreconnect.apple.com](https://appstoreconnect.apple.com) > Users & Access > Add a new user with this info:
  - i. First Name: Photo
  - ii. Last Name: Finale
  - iii. Email: [pfdev@photofinale.com](mailto:pfdev@photofinale.com)
  - iv. Roles: "admin"
  - v. Developer Resources: *check the box*

## 4. Request API Access

- a. Go to [appstoreconnect.apple.com](https://appstoreconnect.apple.com) > Users and Access > Keys. Click Request Access. This will allow us to generate a key. You do not need to generate a key.



The screenshot shows the 'Users and Access' section of the App Store Connect interface. The 'Keys' tab is selected. On the left, under 'Key Type', 'App Store Connect API' is listed with a 'Subscription' status. The main area displays a message: 'Permission is required to access the App Store Connect API. Only the Account Holder can request access.' A 'Request Access' button is located at the bottom right of this message area.

b.

## 5. Contact Photo Finale with Details

- a. Send the following info to [rachel@photofinale.com](mailto:rachel@photofinale.com):
  - i. Team Agent (Apple ID). The email address you registered as the admin of your new account.
  - ii. Team ID. To find, go to [developer.apple.com](https://developer.apple.com), click Account and sign in. Then, click Membership.
  - iii. Team Name. These aren't always recognizable if they don't match the company name we know you by, so helps to have it.
  - iv. Developer name. This is the name that should show up along with the app listing (I just want to verify in case you have registered with one business name, but it would make more sense to list the app with a different name—often dealers use their official corporate entity name for the account, but have their photo business go by another name, or may prefer the store or simpler name that customers know them by for the app store listing)
  - v. Proof: IF your Apple developer account company name does not match or is similar to your app's name, you will need to provide us with some official documentation that shows ownership of the brand or dba that we can submit along with the transfer request. Please send a jpg or pdf that we can include to send to Apple. Other dealers in the same situation have send a tax registration document that showed the app business name and the account business name were registered by the same parent.

## 6. Approve Transfer

- a. This applies to updates only. Once your account is squared away, we will put in a request to Apple to transfer the app from our account to your new account. You will have 60 days to approve this. You should get an email from Apple asking you to do so.

## 7. NEW APP!

- a. We build the new app, or the upgraded version, and submit that to Apple. They generally approve in about a week and your app will be ready to take orders.

## A note about emails you will get from Apple

You will get emails from Apple from time to time, some of which you can ignore and some of which you need to act on. As you are the agent, there is no way to prevent you from getting the should-be-ignored emails.

### Need to act on:

- Initial transfer (if you already have an app you will have to approve its transfer from the PF developer account to your account)
- Membership expiring / renewal (annually)
- New agreement needs signing (whenever Apple updates terms of service)

### Can ignore:

- App Store Connect: Your App (XX) has one or more issues
- iOS Distribution Certificate Expires in X Days
- iOS Distribution Certificate is Revoked
- iOS Provisioning Profile Expires in X Days

## FAQs

1. The Apple program is \$99/year, which you pay to Apple and need to keep updated.
2. The app uses your Photo Finale site settings—so all products, pricing, shipping, promos that you have online, will be offered in the site. The exception currently is Rush service, which is not in the app yet.
3. We do not have "app only" promos or pricing.
4. Make sure your Welcome email (set in Lab 50), makes sense for your website as well as your app.



#### **How to get FREE UPGRADES**

There is a fee for major app upgrades. Upgrades are not required but may be necessary to keep your app working properly. A major upgrade is when we jump a whole version number, like v4.5.1 to v5.0, and generally occur every 1-1.5 years. But, if you are a User Enhancements bundle subscriber, all app upgrades are included with that program. There are a lot of other great reasons to subscribe to our Bundle programs. Read through options here: <https://www.photofinale.com/retail-platform/photo-websites/premium-bundles-for-photo-websites/>

## **Need Help?**

Contact Rachel at [rachel@photofinale.com](mailto:rachel@photofinale.com).