

Infosys
IT SERVICE MANAGEMENT DOCUMENTATION

Organization Wide Manuals
PROCESS FOR RETURN OF ASSET

**INFOSYS LIMITED,
Bangalore.**

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8.1	11-Jun-2021	Rajeswari_m	Section 1.1: Updated the new CAG.Transit mail ID. Added Asset value column in the table. Section 1.4: Reviewed Empaneled vendors and updated the latest contact number for Chennai DTDC.
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Contents

1. Introduction	3
2. Scope	3
3. India Locations	3
3.1 Process to follow:	3
3.2 Quick Considerations:	4
3.3 CCD SPOCs India:	5
3.4 Empaneled Courier Contacts-India	5
4. Overseas Location	6
4.1 Process to follow:	6
4.2 Quick Considerations:	7
4.3 CCD SPOCs Overseas	7

1. Introduction

This document has detailed procedures and guidelines to return the Company issued assets (laptop, desktop issued at home and other IT assets which are being used at employee's home example monitor etc.) back to Infosys CCD/TIG/Other Subsidiary.

2. Scope

Scope of this document is to cover the process of returning Infosys assets issued to regular/ subcon employees.

3. India Locations

3.1 Process to follow:

- **Desktop:** Employees can personally visit or send using Infosys empaneled courier service or any other courier service to the location, from where they received the asset.,
- **Laptop:** Employees can personally visit or send using Infosys empaneled courier service or any other courier service to **any** location (nearest location)
- Empaneled courier contacts are mentioned below. In case there are no empaneled courier services in their location, they can choose a local courier service to ship the asset.
- Employees need to give the proper DC shipment address mentioning Emp Number, Contact No & Address on the box.
- Once Employees send the asset using the courier service, email the courier service name and tracking number to the DC CCD SPOCs mentioned below for tracking purpose.
- Employees need to drop an email with the below details to CAG.Transit@infosys.com to enable transit insurance. Please contact DC CCD SPOC for asset value.

Date of transit	Asset Description (Laptop/Desktop)	Asset ID	Shipping from (City)	Shipping to (City)	Courier Name	Courier Tracking Number	Asset Value	Remarks

3.2 Quick Considerations:

- Employees can claim courier expenses through the Infosys claim system, please keep the courier invoice/bill/receipt copy with you and attach the same in the claim system.
- For Subcons, to claim the courier expenses, please connect with the respective vendor agency who will in turn work with Infosys ECMS /Sub Con Management Team to claim the courier expenses
- Preserve the courier bill safe so that it can be used if the laptop is lost in transit. Please ensure you pack the asset safely to avoid damage during the transit.

3.3 CCD SPOCs India:

Bangalore	Address: Infosys Limited, Survey No. 26/1,26/2, Electronics City, Hosur Road, BANGALORE, INDIA-560 100 DC SPOC: SreenivasanR@infosys.com, +91 9686567034 , Email: BLRLAPTOP_Team@infosys.com
BBSR SEZ	Address: Infosys Limited, Plot PB-1, NE-1 & NP-1, Info Valley, IDCO IT/ITESSEZ, Gaudakashipur & Arisal, Tehsil Jatni, Khurda, Odisha, Bhubaneswar, INDIA-752054 DC SPOC: rakesh.dabas@infosys.com, 91 7978038542 , Email: CCD_BBSR_Resource@infosys.com
BBSR STP	Address: Infosys Limited, Plot No. E/4, Infocity BHUBANESWAR, INDIA-751024 DC SPOC: MotiSingh_Dahiya@infosys.com, +91 9937023202, Email: CCD_BBSR_Resource@infosys.com
Chandigarh SEZ	Address: Infosys Limited, Plot No. 1, Rajiv Gandhi Chandigarh Technology Park, CHANDIGARH, INDIA-160101 DC SPOC: Parveen01@infosys.com, +91 6283282399; Swati_Joshi01@infosys.com, +91 7087456724, Email: CHD_CCD_RE@infosys.com
Chennai Mcity	Address: Infosys Limited, Special economic zone, Mahindra industrial park, Mahindra world city, Paralur village PIN 603002. DC SPOC: b.vijay@infosys.com, +91 9514172077 Email: MCityLaptopTeam@infosys.com
Chennai Shols	Address: Infosys Limited, SEZ Unit -1, 138, Old Mahabalipuram Road, Sholinganallur, Chennai -600119. DC SPOC: Rathna_Barathidasan@infosys.com, +91 9952694776, Email: SHL_Resource@infosys.com Note: In this location, only Infosys laptops will be accepted & deallocated. EV laptops will not be accepted.
GGN STP	Address: Infosys Limited, Uniworld Towers, Tower B, Sector 48, Gurgaon, India-122018 DC SPOC: Pratika_Rastogi@infosys.com , +91 7217890067 Email: GGN_CCD_RE@infosys.com
HYD SEZ	Address: Infosys Limited, SEZ Unit-1, Survey#50 Part, Pocharam Village, Singapore Township PO, Ghatkesar Mandal, Rangareddy District, Hyderabad - 500088 DC SPOC: Lakshmi_Kapavarapu@infosys.com, +91 9154044323, Email: CCDHYDSEZRE@infosys.com
HYD STP	Address: Infosys Limited, Survey No. 210, Opp ISB Campus, Manikonda Village, Gachibowli, Rangareddy District, Hyderabad, INDIA-500032 DC SPOC: Suryakant_Pawar01@infosys.com, +91 9959255597, Email: CCDHydREs@infosys.com
IBPM BLR	Address: Infosys Limited, Survey No. 26/1,26/2, Electronics City, Hosur Road, BANGALORE, INDIA-560 100 DC SPOC: sachin.206447@infosys.com, +91 8660461902, vijay.205998@infosys.com, +91 7075762630 Srinath_Rajendran@infosys.com +91 9900024972, Email: BPMBLR.TIGLT.Team@infosys.com
Indore	Address: Infosys Limited, Scheme No. 151 and 169B, Village, Bada Bangarda, Tigriya Badshah, Tehsil Hatod, Indore, INDIA-453112 DC SPOC: Udit.narayan@infosys.com , +91 8299589875, Email: IDR_CCD_RE@infosys.com
Jaipur SEZ	Address: Infosys Limited, IT-A-001, SEZ, Mahindra World City (Jaipur) Ltd., Kalwara, Sanganer, Jaipur, INDIA-302037 DC SPOC: rajesh.254815@infosys.com, +91 8875005787 , Email: JAI_CCD_RE@infosys.com
Mangalore SEZ	Address: Infosys IT & ITES SEZ, Kamblapadav, Kurnad Post, Pajeer Village, Bantwal Taluk, MANGALORE, INDIA-574153 DC SPOC: Ishwara_Neerkaje@infosys.com, +91 9538871360, Email: CCDMNGRE@infosys.com
Mohali SEZ	Address: Infosys Limited, Level 9 & 10, Landmark Plaza, PLOT NO. A-40 A, INDUSTRIAL AREA, PHASE VIII-B, Mohali, India-160059 DC SPOC: Parveen01@infosys.com, +91 6283282399
Mysore SEZ	Address: Infosys Limited, Plot No: 350 to 354,368 to 372 & 376, Hebbal Electronics City, Hootagalli, Mysore, INDIA-570027 DC SPOC: john.chacko@infosys.com, +91 9987339962, Email: CCDMysREs@infosys.com
Nagpur	Address: Infosys Limited, Plot No 7, Sector-17, Special Economic Zone, MIHAN, Notified Area, Nagpur, INDIA-441108 DC SPOC: vivian.v@infosys.com, +91 8956433650
Pune	Address: Infosys Limited, Plot 24/2, Phase II, Rajiv Gandhi Infotech Park, Hinjewadi, Taluka Mulshi, PUNE, INDIA-411057 DC SPOC: ghanekar.tejalrohit@infosys.com, +91 8956140904, Nilesh.patil16@infosys.com, +91 9766540164, Email: Pune.LT.Asset.Team@infosys.com
Trivandrum	Address: Infosys Limited, Plot No 1, Technopark Campus II, Attipra Village, TRIVANDRUM, INDIA-695583 DC SPOC: arun.s03@infosys.com, +91 9895265819 , Email: TVMSEZ_Resource@infosys.com Note: In this location, only Infosys laptops will be accepted & deallocated. EV laptops will not be accepted.

3.4 Empaneled Courier Contacts-India

Courier Agency	Address	Location	Contact No	Contact Person
DTDC	NO 618 1FLOOR RAJESHWARI MARKET AVENUE ROAD BANGALORE - 560002	Bangalore	8217300705 / 975500534	Vani / Vandana
Blue Dart	Connection Point, Old Airport Exit Road, Bengaluru 560017,	Bangalore	1860 233 1234	Customer Services
Balaji Cargo	Opp Kanteerava Studio, Yeshvanthapura	Bangalore	97413402211	Loknath
Lead Packers	Krishna Murthy	Bangalore	9480188994	Krishnamurthy
Leaders Packers	Krishna	Bangalore	9886064396	Krishna
Speed Post			18002666868	
Bluedart	Plot no -A/69 Murli commercial complex, Ground Floor, Kharavela Ngar-751001	Bhubaneswar	9681889939 / 9938675300	Sudip /Pradeep

DTDC	Plot No-65/Sector A, Zone D, Mancheswar751010	Bhubaneswar	7894427485	Ashok Biswal
Blue Dart	SCO-270, Sector-14 Panchkula-134109, Haryana	Panchkula-HR	8591396593	Vasudevan
G S Enterprise	Shop#115/10, Sector 42-B Chandigarh	Chandigarh	9814566587	Deepak
India Post	GPO Building, Sector -17 Chandigarh	Chandigarh	8054617266	Ranbeer
Blue Dart	PL No:10, HIG-570 NH-1, Anna salai, Maraimalai nagar-603209	Chennai	9176888897	Vengadesh
DTDC franchise Sky Bridge	R M Veerapan street, G 3 4/134 Perumbakkam, Medavakam, Chennai - 600100	Chennai	9600329008	Krishna Bharath
Blue Dart	04th Floor, Elegance Tower, Plot no 8, Non Hierarchical Commercial Centre, Jasola, New Delhi-110025	Gurgaon	9717895075	Neeraj Jha
Blue Dart	Plot # 71, Saradha Chambers, Nagarjuna Hills, Hyderabad-500 082, India	Hyderabad	91 40 66151234 Ext: 4038511	Sai kumar & Suman
Blue Dart	Plot # 71, Saradha Chambers, Nagarjuna Hills, Hyderabad-500 082, India	Hyderabad	91 40 66151234 91 8143431133	Suresh (Finance/Billing)
Yashwitha Enterprises (DTDC)	Begumpet HYD	Hyderabad	8688931333	Srinivas Jagana & Suneel
Blue Dart Express	Gram Bad Pipali, Adjacent to Bhagwati Indian Oil Petrol Pump, Sikar Road, Jaipur 302032, Rajasthan (India)	Jaipur	9929597551	Jhabar mal Simar
DTDC Express Ltd	Near Akshayapatra Urwa Market Mangalore 575006	Mangalore	8217300705 / 9535769967	Vani /Beena
BLUE DART COURIER	BESIDE KALAYANI HOTEL, HEBBAL INDUSTRIAL AREA MYSORE	Mysore	9739004951	KIRAN
DTDC COURIER	SRINIVAS PLAZA, OPP AGARWAL EYE HOSPITAL, KUVEMPUNAGAR, MYSORE	Mysore	9513684843	ARUN
Shambhu Enterprises	Sr No 12/c Dongre corner, opp Suryamukhi Ganesh Mandir, Pawar Nagar, Thergaon, Pune-411043	Pune	9763171718/ 9049737200	Mayur Walke
Dreamz Facility	Shop no-7, sairaj complex, plot-103, sector-1, Sanpada, Navi Mumbai-400705.	Mumbai	9833556797	Ulhas Dange
Blue Dart	Blue dart center, sahar airport, Andheri east, Mumbai-400099	All India	022-28396444/ 1860 2331234	Customer care
DTDC	DTDC Courier & Cargo Ltd, Shop No. 2, MIDC Shopping Centre, Infotech Park, Opp. Infosys Ph.I, Hinjewadi, Pune 411057	All India	9371001202/ 9371717442	Rajesh Vora
DTDC	TC 3/83, Uthradam Building, Near Federal Bank, Kazhakuttom, Trivandrum -695 582	Kazhakuttam, TVM	8921498229	Mr. Rajesh
Blue Dart	Local office: Leela Plaza, Kochulloor, Medical College PO, Trivandrum	Ullloor, TVM	7025800052	Mr. Sreejith

4.Overseas Location

4.1 Process to follow:

US & Canada

- Employees in US can write to OverseasCCDRE@infosys.com requesting for UPS return shipment label to Infosys Quincy, MA.
- Employees in Canada Toronto area can drop their assets in person at Infosys Mississauga and get acknowledgement from CCD Staff
- Alternatively they can write to CCDCANADA@infosys.com requesting for UPS return shipment label to Infosys Mississauga, ON
- Post shipment employees can track UPS website for delivery and notify if OverseasCCDRE@infosys.com in case of non-delivery
- Under no circumstances should assets be left at any other Infosys/Client Offices or handed to any other employee/manager without notifying CCD

- Separation Cases – Employees will be contacted by returnassets team

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- Employees in Rest of the World, can send an Email to the respective CCD SPOC-Overseas mentioned below to arrange shipment logistics.
- Once the asset is couriered, please email the courier service name and tracking number to Location CCD SPOC-Overseas for tracking purpose

4.2 Quick Considerations:

- Employees can claim courier charges through Infosys claims system. Please keep the courier invoice/bill/receipt copy with you and attach the same in the claim system
- For Subcons, to claim the courier expenses, please connect with the respective vendor agency who will in turn work with Infosys ECMS /Sub Con Management Team to claim the courier expenses
- Preserve the courier bill safe so that it can be used if the laptop is lost in transit.
- No need to cover transit insurance along with courier. Please ensure you pack the asset safely to avoid damage during the transit.

4.3 CCD SPOCs Overseas

USA	Shipping Address: USA office address: CCD, Infosys Ltd, 2 Adams Place, Suite 125, Quincy MA, 02169. CCD SPOC: Prasanth_panicker@infosys.com, +1 781 3563109
Canada	Shipping Address: Infosys Limited, We-Work C/O Chander Mohan ,6060 Silver Drive,Burnaby, BC V5H 2Y3 CCD SPOC: Chander_Mohan@infosys.com, +1 2363349664
UK	Shipping Address: Infosys Limited, 14th Floor, 10 Upper Bank Street, Clifford,Chance Building, Canary Wharf, London, E14 5NP CCD SPOC: Sangeetha_KJ@infosys.com, +44 7841066901
Germany&Czech Republic	Shipping Address: Infosys Limited, Zweigniederlassung Deutschland OpernTurm, Bockenheimer Landstr. 2-4 60306 Frankfurt am Main, Germany. CCD SPOC: Karthick_M07@infosys.com, +49 1712755100
Switzerland	Shipping Address: Obstgartenstratsse, Kloten, 8302, CH, InfosysIT, Infosys Consulting CCD SPOC: KarunaSagar_H@infosys.com, 41 0 444341288, 41 799483345
Dusseldorf- Germany	Shipping Address: Infosys Limited,3rd Floor, Fürstenwall 172, 40217, Düsseldorf Germany CCD SPOC: Shanmuga_Manoharan01@infosys.com , +49 1712750313
Marseille-France	Shipping Address: Marseille Le Calypso, 2nd Floor, 48 Quai du Lazaret, 13002,Marseille, Phone +33 4 91 00 13 00 CCD SPOC: Hitesh_Sharma03@infosys.com , +33 609613886
Paris -France	Shipping Address: Tour Opus 12, 4th Floor, 77 Esplanade du Général, de Gaulle,92 914 Paris La Defense 9, Phone +33 1 56 39 12 00 Fax +33 1 56 39 12 01 CCD SPOC: Hitesh_Sharma03@infosys.com, +33 609613886
Toulouse-France	Shipping Address: 7, Avenue Didier Daurat, Ground Floor, Blagnac, 31700 Toulouse Phone +33 5 61 11 31 30Fax +33 5 61 11 31 31 CCD SPOC: Hitesh_Sharma03@infosys.com, +33 609613886
Belgium	Shipping Address: Regus Brussels Central Station, Rue des Colonies 11, 1000 Bruxelles Phone +32 (0)2 517 6000, Fax +32 (0)2 517 65 00 CCD SPOC: Hitesh_Sharma03@infosys.com, +33 609613886
Netherlands	Shipping Address: World Trade Center, I Tower, 7th floor, Strawinskylaan 19771077 XX Amsterdam, Phone +3120 796 5500+31 20 796 5515 CCD SPOC: Hitesh_Sharma03@infosys.com, +33 609613886
Sweden, Finland &Denmark, (For Russia and Croatia, All users are based in Infosys office and they can submit there)	Shipping Address: Infosys Limited, Karlavagen 108, 9th Floor, Karlaplan, Stockholm,Sweden- 115 26, Sweden_reception@infosys.com CCD SPOC: Gangadhar_Golakoti@infosys.com , +46 721462366
Ireland	Shipping Address: Infosys Ltd., Block 1, Booterstown Hall, Booterstown Avenue, Booterstown, Co. Dublin, Ireland. Eircode: - A94 N2R6 CCD SPOC: Kiran_Gonti@infosys.com , +353 877596119

Japan	Shipping Address: Izumi Garden Wing, 1-6-3, Roppongi, Minato Ku, Tokyo-Japan 106-0032 CCD SPOC: Scott_VanDusen@infosys.com, +81 (80) 1011-6996
Singapore CBP	Shipping Address: Infosys Limited, 1 Changi Business Park, Crescent 1, Plaza 8, Unit #05-01/03, Singapore 486025 CCD SPOC: Chithra_V01@infosys.com, +65 83668590
Singapore SUNTEC	Shipping Address: Infosys Limited, 9 Temasek Boulevard #43-02 Suntec City Tower Two, Singapore -038989 CCD SPOC: Chithra_V01@infosys.com, +65 83668590
Malaysia	Shipping Address: Infosys Limited, Level 13A-1 Mercu UEM, Jalan Stesen Sentral 5, Kuala Lumpur Sentral, 50470 Kuala Lumpur. CCD SPOC: Chithra_V01@infosys.com, +65 83668590
Hongkong	Shipping Address: Infosys Limited, Suite 6601, 66/F, The Centre 99 Queen's Road Central, HK SAR CCD SPOC: Chithra_V01@infosys.com, +65 83668590
Philippines	Shipping Address: INFOSYS BPO LIMITED, 20th Floor BGC Corporate Center, #3030 11th Avenue corner 30th Street, BGC, Taguig City, Philippines 1634 CCD SPOC: Chithra_V01@infosys.com, +65 83668590
Middle East	Shipping Address: Infosys Middle East, 22nd Floor, Aurora Tower, Dubai Internet City, UAE. PO BOX: 502292 CCD SPOC: Robert.Joseph@infosys.com, 97144330202
Australia	Shipping Address: Two Melbourne Quarter Level 4, 697 Collins Street Docklands VIC 3008, Australia CCD SPOC: Essentia_Medica@infosys.com, +61 3 98602740
New Zealand	Shipping Address: Infosys House, Level 7, 79 Queen Street, Auckland 1010, NEW ZEALAND CCD SPOC: Essentia_Medica@infosys.com, +61 3 98602740
Hangzhou-China	Shipping Address: FangTianXia, No. 82, Yueda Lane, Changhe Street, Binjiang District, Hangzhou, Zhejiang, China, Zip code 310052 CCD SPOC: toby.lu@infosys.com , 18506822003
Shanghai- China	Shipping Address: No. 506 Ziyue Road, Minhang District, Shanghai, China Zip code 200241 CCD SPOC: wendy.wu06@infosys.com , 15721555336
Dalian- China	Shipping Address: 10 Floor, Ascendas Software, Park Phase 2, No. 7, Hui Xian, Yuan, Dalian Hi-tech Industrial Zone, Dalian 116025, P. R. China CCD SPOC: Wayde_Wu@infosys.com , 18641136719
Beijing- China	Shipping Address: Room 1238, F 12, China Resources Building 8 Jianguomenbei Avenue, Dongcheng District Beijing, China CCD SPOC: Anne_Gao@infosys.com, 13716397428
Jimmy- China	Shipping Address: 1301-1309, building 11 phase II, Tianan Cloud Industrial Park, No.2018, Xuegang Road, Bantian Street, Longgang District Shenzhen, China CCD SPOC: Jimmy.She@infosys.com, 15919950253