

Peripheral Ordering Guide

Document ID: IT-HW-015 **Last Updated:** February 2024 **Owner:** IT Operations **Applies To:** All Employees

Overview

This guide covers how to request peripherals and accessories for your work setup. Most peripherals can be ordered through self-service; some require manager approval.

Standard Peripherals

Self-Service (No Approval)

These items can be ordered directly through the IT portal:

Item	Standard Options	Notes
Mouse	Apple Magic Mouse, Logitech MX Master 3	One per employee
Keyboard	Apple Magic Keyboard, Logitech MX Keys	One per employee
USB Hub	Anker 7-Port USB-C Hub	One per employee
Webcam	Logitech C920, C930e	One per employee
Headset	Jabra Evolve2 40, Poly Voyager	One per employee
Laptop Stand	Rain Design mStand, Twelve South	One per employee
Cable/Adapter	Various USB-C adapters	As needed

How to Order

1. Go to it.novatech.com
2. Click **Equipment Request**
3. Select **Peripherals**
4. Choose item from catalog
5. Confirm shipping address
6. Submit request

Processing time: 2-3 business days **Shipping:** Standard ground (expedited available for urgent needs)

Monitors

Standard Monitor Options

Option	Specs	Use Case
Dell U2722D	27" 4K USB-C	Standard
Dell U3223QE	32" 4K USB-C	Larger workspace
LG 27UK850-W	27" 4K	Alternative

Monitor Policy

- **Standard allocation:** Up to 2 monitors per employee
- **Third monitor:** Requires manager approval and justification
- **Specialty monitors:** (ultrawide, 4K+) require manager approval

Ordering Monitors

1. Go to it.novatech.com
2. Click **Equipment Request**
3. Select **Monitors**
4. Choose from available options
5. For 2nd monitor, no approval needed
6. For 3rd+ monitor, route to manager

Processing time: 3-5 business days

Ergonomic Equipment

Available Items

Item	Options	Approval
Standing desk	Uplift V2, Jarvis	Self-service (home office stipend)
Ergonomic chair	Herman Miller, Steelcase	Self-service (home office stipend)
Keyboard tray	Various	Self-service
Monitor arm	Ergotron, AmazonBasics	Self-service
Footrest	Various	Self-service

Home Office Stipend

\$500 one-time stipend for home office setup: - Furniture (desk, chair) -
Ergonomic accessories - Lighting - Organization

How to Use Stipend

1. Purchase items yourself
2. Submit receipt via Ramp
3. Category: "Home Office"
4. Up to \$500 reimbursed

Beyond Stipend

If you need items exceeding \$500: - Request manager approval - Submit business justification - IT reviews and approves

Medical Accommodations

For ergonomic needs due to medical conditions: - Contact HR for accommodation request - Provide documentation if needed - No cost limit for medical accommodations - IT and HR coordinate fulfillment

Specialty Equipment

Developer Equipment

Item	Approval Required	Notes
External GPU	Manager	With justification
Extra RAM upgrade	Manager	For laptops supporting upgrade
External SSD	Self-service	Up to 2TB
Mechanical keyboard	Self-service	From approved list

Audio/Video Equipment

Item	Approval Required	Notes
Ring light	Self-service	Basic options
Green screen	Self-service	For remote meetings
Professional microphone	Manager	Blue Yeti, etc.
DSLR webcam setup	Manager + justification	Rare

Specialized Needs

For equipment not in catalog: 1. Submit request via IT portal 2. Describe need and use case 3. IT evaluates and responds 4. May require manager approval

Replacement and Repair

Damaged Equipment

1. Report damage via IT portal
2. Describe what happened
3. IT assesses repair vs replace
4. Replacement shipped if needed

Worn Equipment

Equipment showing wear (keys fading, etc.): 1. Request replacement via IT portal 2. No approval needed for standard lifecycle replacement 3. Return old equipment (prepaid label provided)

Lost Equipment

1. Report immediately to IT
 2. Replacement processed
 3. Repeated loss may require manager discussion
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Equipment Return

When Leaving Company

- Return all company-provided equipment

- Prepaid shipping label provided
- Return within 5 business days of last day

Upgrading Equipment

When receiving upgraded equipment:
- Return old equipment within 7 days -
Prepaid shipping label provided - Don't dispose of old equipment yourself

Return Process

1. Request return label via IT portal
 2. Package equipment securely
 3. Drop at shipping location
 4. Confirm delivery with IT
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International Employees

Ordering Process

- Same IT portal process
- Shipping times vary by location
- Some items may have regional alternatives
- Customs handled by NovaTech

Regional Differences

Region	Notes
US	Standard catalog available
UK/EU	EU versions of hardware, power adapters included
India	Local procurement for some items
Other	Case-by-case, contact IT

FAQ

Q: Can I expense my own peripherals? A: For items in our catalog, please use the IT portal. For items not in catalog, check with IT first.

Q: How long does shipping take? A: Standard shipping is 2-5 business days (US). International varies.

Q: Can I get equipment shipped to a different address? A: Yes, update shipping address in your request.

Q: What if I need something urgently? A: Note “urgent” in request with reason. We can expedite shipping for legitimate urgent needs.

Q: Can I keep peripherals if I leave? A: No, all equipment is company property and must be returned.

Q: What about personal peripherals? A: You may use personal peripherals with your work laptop. IT won’t support personal equipment.

Support

- **IT Portal:** it.novatech.com
 - **Slack:** #it-help
 - **Email:** it@novatech.com
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Related Documents: Laptop Policy (IT-HW-001), Home Office Equipment (IT-HW-020), Equipment Return Policy (IT-HW-010)