

Infosys
IT SERVICE MANAGEMENT DOCUMENTATION

Organization Wide Manuals
PROCESS FOR RETURN OF ASSET

**INFOSYS LIMITED,
Bangalore.**

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DOCUMENT CONTROL

Document No. :	CCD/PRO/046	Version. Rev :	8.6
Authorized by:	Radhakrishna	Signature/:	
		Date	20 Jun 2022

REVISION LIST

Ver.Rev	Date	Author	Description
8.0	15-May-2021	Rajeswari_m	Original Version
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.
8.2	30-Sep-2021	Rajeswari_m	Section 1.3: Updated CCD contacts for Chennai MCT and Pacifica. Chennai AKDR address removed. Added new SPOC for Pune location.
8.3	18 Nov 2021	Rajeswari_m	Section 2.3 Updated with the latest CCD SPOCS for UK & France
8.4	30 Dec 2021	Rajeswari_m	Section 1.3 Removed Chennai Pacifica and added Chennai Shols Section 1.3 Added the respective location RE DL under location contact.
8.5	15 Feb 2022	Nizam_S	Section 3.3 Updated the CCD SPOC details for Gurgaon and HYD STP DCs
8.6	20 Jun 2022	Nizam_S	Section 3.3 Added Lex link to access CCD SPOCs – India Section 4.3 Added Lex link to access CCD SPOCs – Overseas

Contents

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

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:

Infosys India DC address and SPOC details are provided in the below link

https://lex.infosysapps.com/web/en/app/toc/lex_auth_013543837023649792451/overview

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	Kazhakkuttam, TVM	8921498229	Mr. Rajesh
Blue Dart	Local office: Leela Plaza, Kochulloor, Medical College PO, Trivandrum	Ulloor, 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

ROW

- 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

Infosys India DC address and SPOC details are provided in the below link

https://lex.infosysapps.com/web/en/app/toc/lex_auth_013543840082264064454/overview