

# SAUDI ARABIAN OIL COMPANY (Saudi Aramco)

## GENERAL INSTRUCTION MANUAL

ISSUING ORG. COMMUNITY SERVICES

SUBJECT OFFICE EQUIPMENT AND AUDIO-VISUAL DEVICES PROCUREMENT,  
ISSUANCE, INVENTORY MANAGEMENT, AND SERVICE  
MAINTENANCE.

GI NUMBER **298.003** Approved

ISSUE DAT  
May 20, 2011

REPLACES  
1/23/2001

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### CONTENT

This General Instruction (GI) provides the guidelines for procurement, issuance, inventory management and service maintenance support for standard office equipment and audio-visual devices assigned to Saudi Aramco organizations Kingdom-wide by Community Services (CS). This GI includes:

- 1.0 Definition of Terms
- 2.0 Scope
- 3.0 General Information
- 4.0 Devices Inventory
- 5.0 Reporting and Writing-Off Lost/Missing Office Equipment.
- 6.0 Corrective Actions on Misuse of Office Equipment and Devices
- 7.0 Approval

### **1.0 DEFINITION OF TERMS**

**CS/OS** organizations refers to Community Services Admin Area Office Services organizations in Eastern, Central and Western Regions that administers procurement, issuance, inventory management and service maintenance support for standard Office Equipment and Audio-Visual devices issued to Saudi Aramco organizations Kingdom-wide.

**OSD** refers to Office Services Department which is responsible for procurement, issuance, inventory management and service maintenance support for standard office equipment and audio-visual devices issued to Saudi Aramco organizations in the Eastern Region. (Off-shore facilities in the Eastern Region)

**NA/WR CSD** refers to Northern Area/Western Region Community Services Department which is responsible for procurement, issuance, inventory management and service maintenance support for standard office equipment and audio-visual devices issued to Saudi Aramco organizations in the Western Region, (Jeddah, Yanbu & outlying) and Shaybah, as well as off-shore facilities in the Western Region.

**SA/CR CSD** refers to Southern Area/Central Region Community Services Department which is responsible for procurement, issuance, inventory management and service maintenance support for standard office equipment and audio-visual devices issued to Saudi Aramco organizations in the Central Region (Riyadh & outlying) and remote areas (Khurais, Howtah & Haradh).

**CSL** refers to department's Computer Security Liaison who is authorized to initiate and approve as applicable transactions on the SAP Asset Management System.

### **2.0 SCOPE**

The guidelines cover the following:

- Copier Machines
- Document Shredders
- Typewriters
- Data/Video Projectors (fixed & portable)
- Large Plasma/LCD Screens (fixed & mobile)
- White Matte Screens (fixed & portable)
- Presenter Podiums (fixed & portable)
- Accessories for office equipment and audio-visual devices
- Audio devices (i.e. amplifiers, speakers)
- Microphone devices (i.e. wired/wireless microphones with transmitter/receiver)
- Audio-visual devices controls and switchers

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### 3.0 CS RESPONSIBILITIES

- 3.1.1 OSD plans, leases, procures, issues, maintains and tracks inventory of standard office equipment and audio visual devices to support company operation in the Eastern Region which includes Dhahran, Ras Tanura, Tanajib, Abqaiq, Udhailiyah and outlying areas, as well as off-shore facilities.
- 3.1.2 NA/WR CSD and SA/CR CSD provide the services mentioned above to support company operation in the Western and Central Regions respectively.
- 3.1.3 CS/OS organizations shall be responsible for ensuring that standard office equipment and audio-visual devices (purchased or leased) are maintained, upgraded and replaced according to business and technology requirements.
- 3.1.4 CS/OS organizations shall be responsible for acquiring standard office equipment and audio-visual devices as requested by user organizations. This is subject to CS/OS organizations approval and availability of funds.

### 4.0 USERS RESPONSIBILITIES

- 4.1.1 Initiate a request through department CSL for new, additional or replacement office equipment.
- 4.1.2 Utilize, protect and control assigned office equipment properly.
- 4.1.3 Arrange with CS/OS to assign physical ID for office equipment and audio-visual devices (Refer to paragraph 5.2)
- 4.1.4 Maintain, at division level, an inventory of assigned office equipment and audio-visual devices.
- 4.1.5 Ensure equipment assigned to individual employees is accounted for at the time of an employee's transfer to another organization or incase of termination.

### 5.0 PROCUREMENT, ISSUANCE & CONTROL OF OFFICE EQUIPMENT

- 5.1 Office Equipment and Audio-Visual Devices Procured by User Organizations
  - 5.1.1 CS/OS organizations shall provide functional review and endorsement on the procurement of non-standard office devices through SAP system ("AF" Release Code) for SAP Asset Codes 430 to 439. Procurement and funding of all such devices shall be through user organizations by placing SAP Direct Charge Purchase Requisition or B2B Transaction.
  - 5.1.2 Saudi Aramco Project Management organizations shall coordinate with CS/OS respective organization for the procurement of standard office devices by contractors on behalf of Saudi Aramco.
- 5.2 Issuance of Physical ID of Standard and Non-Standard Office Equipment and Audio-Visual Devices
  - 5.2.1 CS/OS issues Physical IDs to standard office equipment and audio-visual devices for identification, inventory management, and service maintenance tracking.
  - 5.2.2 Office equipment and audio-visual devices procured by user organizations shall be issued with Physical ID by CS/OS for identification, control and inventory tracking purposes. User organizations shall be responsible for the maintenance and support of any non-standard office equipment and audio-visual devices after the warranty period.
  - 5.2.3 To request a Physical ID, user organizations shall access the Corporate Portal under "Services" tab and click on "assign Physical ID". A Division Head level or above is required to approve a request to assign Physical ID.

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### 5.3 Request for New Standard Office Equipment and Audio-Visual Devices

5.3.1 The User organization's CSL or authorized SAP user shall initiate "Request for New Asset" for new office equipment and audio-visual devices requirements through SAP Transaction ZMTC25 under "PRC – Finance & Logistics" in the Corporate Portal.

5.3.2 The following are the standard office equipment and audio-visual devices provided by CS/OS to user organizations through SAP Transaction ZMTC25:

<u>Asset Description</u>	<u>Asset Code</u>
• Data/Video Projector	430
• Presenter Podium	431
• White Matte Screen	432
• Large Size Screens (Plasma/LCD)	433
• Audio-Visual Devices	434
• Copier Machines	435
• Document Shredders	436
• Typewriters	437
• Accessories for Office Equipment & A/V Devices	438
• Other Office Equipment	439

5.3.3 The standard audio-visual devices provided to user organizations for installation in presentation facilities and conference rooms shall include the following:

- Data/Video Projector or Large Plasma/LCD Screens
- Motorized White Matte Screen
- Presenter Lectern with Display Screen
- DVD & Video Player
- Sound Devices
- Light Dimming Devices
- Control Devices

5.3.4 CS/OS shall approve or reject the request from user organizations for standard office equipment and audio-visual devices based on the following:

- Need for the office equipment and audio-visual devices
- Availability of the office equipment and audio-visual devices
- To request a new copier machine, the request shall be evaluated by concerned CS/OS organization based on average utilization volume and the number of office users.
- Condition of existing assigned office equipment and audio-visual devices (in case of replacement request)

5.3.5 CS/OS shall coordinate the delivery, pick-up and installation of office equipment and audio-visual devices for approved requests and shall inform requesting organization if the equipment request is rejected.

5.3.6 User organizations shall sign the Transfer Order or Delivery Ticket Document upon receipt of requested office equipment and/or audio-visual devices, as an acknowledgment of delivery and/or installation.

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### 5.4 Request for Loan

5.4.1 CS shall provide user organizations with standard office equipment and audio-visual devices on “as available” loan basis for a maximum period of 3 weeks (21) consecutive days. These devices include the following:

- Portable Data/Video Projector
- Plasma/LCD Screen on Mobile Stand
- Portable Projection Screen
- Portable Lectern (Podium)
- Amplifier & Mixer
- Sound System
- VGA interface
- DVD Video Player
- Wireless Microphone
- Copier Machines
- Document Shredder
- Typewriter

5.4.2 To obtain standard office equipment and audio-visual devices for loan, user organizations shall access the Corporate Portal “Services” tab and click on “Request Device Loan.” Approval authority for loan devices is Department Head. However, further extension of loan period by additional three (3) weeks beyond initial three (3) weeks, shall require an Admin Area Head approval.

5.4.3 User organizations shall submit the loan request at least three (3) weeks prior to the required loan date in order to ensure that CS Office Equipment Warehouse has the requested items available for loan issuance, since the quantity of loan devices available are limited.

5.4.4 User organizations shall be responsible for returning the loan equipment/device promptly after the loan period to CS Office Equipment Warehouse by initiating the “Device Removal” request through the Corporate Portal “Services” tab.

5.4.5 CS Office Equipment Warehouse shall be responsible for the delivery, pick-up, and return of loan equipment/devices from user site(s) to the Warehouse.

5.4.6 CS Office Equipment Maintenance Group shall be responsible for installation and dismantling of loan office equipment and audio-visual devices.

### 5.5 Request for Device Removal

5.5.1 User organizations shall return all excess and low utilized office equipment and audio-visual devices to the Office Equipment Warehouse, by accessing the Corporate Portal “Services” tab and clicking on the “Device Removal” request.

5.5.2 Approval authority for Device Removal request shall be Division Head.

5.5.3 For removal of any other office equipment and A/V devices that has no physical ID or has no record in the SAP assets system (by serial number) , user organizations should fill SA-112 Reclamation Form for low value equipments & SA-630 Form for capital assets and send to Area Reclamation Unit after obtaining the appropriate approvals.

### 5.6 Request for Device Relocation

\* CHANGE

\*\* ADDITION

NEW INSTRUCTION ☐

COMPLETE REVISION ☐

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User organizations shall submit request for device relocation through the Corporate Portal “Services” tab by accessing “Device Relocation”. Approval authority for Device Relocation request shall be Division Head.

### 5.7 Request for Ownership Transfer

5.7.1 User organizations shall submit request for equipment/device ownership transfer such as custodianship transfer, organization code and contact information as a result of reorganization or employee transfer to other organization. To reflect this change, submit a request through the Corporate Portal “Services” tab and click on “Device Ownership Transfer.”

5.7.2 Hard disk sanitization process shall to be performed in copier machines by an authorized Saudi Aramco technician for all copy machines removed/disposed/relocated to remote areas/custodian organization ownership transfer requests.

### 5.8 Request for Service Support

User organizations may contact 904 IT Help Desk for service support request of standard office equipment.

## 6.0 DEVICES INVENTORY MANAGEMENT

### 6.1 Ownership and Custodianship

6.1.1 User organizations are considered “custodians” of standard office equipment and audio-visual devices and shall be responsible for such equipment/devices (or last reported as being the custodian in the SAP Asset Management system).

6.1.2 User organizations may authorize or request CS representative to assist them in updating SAP Asset Management system based on input provided and approved by respective BL organization management.

6.1.3 User organizations shall transfer standard office equipment and/or audio-visual devices when business functions are transferred from old to new organization along with custodian employees.

6.1.4 Department CSLs or authorized SAP Asset Management system users in their role as custodians of standard office equipment and audio-visual devices shall be responsible for maintaining an accurate inventory of all assigned equipment/devices under their custody, which includes up-to-date location and end-user’s information.

6.1.5 Department CSLs or authorized SAP Asset Management system users shall be responsible for conducting periodic physical verification every six (6) months of all assigned standard office equipment and audio-visual devices under their custody. Reports for physical inventory could be generated through the “Inventory Dashboard” in the Corporate Portal. The Physical Inventory Report shall be reviewed and approved by a division/department head. All inventory discrepancies shall be investigated, and any lost or stolen device(s) shall be reported to area Industrial Security Operations for appropriate action.

6.1.6 User organizations shall ensure that employee custodianship of any standard office equipment and audio-visual devices shall be cleared prior to leaving Saudi Aramco for retirement, resignation or permanent transfer to out-of-Kingdom subsidiary or affiliated company. It shall be the responsibility of the employee to initiate the Removal Request of all CS issued standard office equipment and audio-visual devices under his/her custodianship and ensure the return of such equipment to CS Office Equipment Warehouse prior to leaving Saudi Aramco.

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6.1.7 Custodianship of CS standard office equipment and audio-visual devices used in facilities such as training rooms, research and testing laboratories, auditoriums, conference rooms, help desks, library, information kiosks, and for special projects shall be assigned to the department CSL or the organization head.

6.1.8 User organizations shall be responsible for safeguarding loan device(s) until CS Warehouse receives back such device(s) based on the approved Removal Request.

6.1.9 In the event of re-organization within the same business line, authorized SAP Asset Management system user shall be responsible for mass updates of standard office equipment and audio-visual devices to the new cost center. If the re-organization is between two different business lines, a letter request shall be sent by the previous business line device custodian to CS/OS respective organization to do the mass updates to the new business line Cost Center(s).

### 6.2 Inventory Management

6.2.1 The SAP Asset Management System is the sole authorized corporate Inventory Management for all office equipment and audio-visual devices supported by CS and assigned to user organizations, Kingdom-wide. The custodian organizations shall ensure that the inventory of office equipment and audio-visual devices in the SAP Asset Management system is current and accurate.

6.2.2 User organizations, at division level and above, shall provide and maintain authorized users to perform inventory updates in the SAP Asset Management system by submitting an online SAP Role Form through SAP Services, Corporate Portal by clicking on "PRC – Finance & Logistics".

### 6.3 Device Disposition

6.3.1 Custodianship of office equipment and audio-visual devices can be changed using SAP Asset Management system (Transaction ZMTC52).

6.3.2 Office equipment and audio-visual devices may be removed and returned to CS warehouse inventory by submitting an approved Removal Requests through the Corporate Portal under the "Services" tab. Devices returned shall be redistributed within Saudi Aramco to satisfy any existing requirement or sent to reclamation, as deemed appropriate. *See section 5.5/ page 4 in this GI for more clarification.*

## 7.0 REPORTING & WRITING-OFF LOST OR STOLEN DEVICES

This section provides the procedures for reporting and/or writing-off any of the devices stated in this GI, confirmed as lost or stolen.

### 7.1 Reporting

User organization upon confirming that an office equipment and audio-visual devices under its custody had been lost or stolen, shall immediately contact the area Industrial Security Operations to report the incident for investigation and to secure a Security Case Number for use in tracking the case in the future.

### 7.2 Writing-Off

User organization, after reporting the equipment/device(s) as lost or stolen and all subsequent actions, such as area Industrial Security Operations investigation and efforts to locate and recover the items, have failed, the user organization shall take the following actions to write-off the lost or stolen end-user equipment/device(s):



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### 7.2.1 Capital Asset Device

To write-off "Capital Asset" related to office equipment and audio-visual devices, the custodian organization shall complete Form SA-630, obtain appropriate approvals and submit to Fixed Assets Accounting Division for review and asset write off. Retain and forward a copy of the approved Form SA-630 to CS Office Equipment and Audio-Visual Devices Warehouse Unit, for information and record. The custodian organization's department CSL or authorized SAP Asset Management system user shall create a "Request for Write-off" in the Corporate Portal by clicking "PRC – Finance & Logistics," Transaction ZMTC25, indicating the Form SA-630 Control Number (attach a scanned copy, if possible), Physical ID of the lost or stolen office equipment and/or audio-visual devices (s), comments/explanation that the capital asset has been lost or stolen or has been disposed-off without proper documentation. The online request shall be approved by the User Admin Area Head.

### 7.2.2 Non-Capital (Expense Asset Device)

To write-off "Expense Asset" category office equipment and audio-visual devices, the custodian organization's department CSL or SAP Asset Management system user shall create a "Request for Write-off" in the SAP Asset Management system, Transaction ZMTC25, indicating the Industrial Security Operations case number and physical ID of the lost or stolen device, and submit the request for approval.

## 7.3 CS Office Equipment and Audio-Visual Devices Warehouse Responsibilities: Writing-Off

### 7.3.1 Capital & Non-Capital Assets

Custodian organization shall be responsible for generating Form SA-630 for fixed-asset device. Upon receipt of the approved request with the Form SA-630 (for fixed-asset devices) .CS Office Equipment and Audio-Visual Devices Warehouse Unit shall write-off the asset(s) from the SAP Asset Management system inventory database by:

- Setting the device's asset status code to "Write-off."
- Setting the User Cost Center to respective CS Office Equipment and Audio-Visual Devices Warehouse Unit Cost Center (for non-capital assets).
- Retaining a copy of the Form SA-630 for reference (for capital assets).

## 8.0 CORRECTIVE ACTIONS ON MISUSE OF EQUIPMENT/DEVICES

### 8.1 Negligent Use or Misuse of Office Equipment and Audio-Visual Devices

If a custodian employee is found negligent or had misused any of CS issued office equipment and audio-visual devices, such as those mentioned in Section 2.0 of this GI, the following corrective actions shall be taken in sequence:

<u>Offense Occurrence</u>	<u>Corrective Action</u>
• First Offense	Warning (verbal and completion of Form SA-3247 – Warning Notice*)
• Second Offense	Warning (verbal and completion of Form SA-3247 – Warning Notice*)
• Third Offense	Dismissal warning (completion of Form SA-3247 – Warning Notice*), if third offense occurs within 6 months of second offense.

The third offense requires Personnel Department involvement and review by Labor Relations.

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**9.0 APPROVAL TO OBTAIN NEW OFFICE EQUIPMENT/DEVICES**

9.1 The User organizations shall obtain approval as indicated below while requesting new office equipment and audio-visual devices:

Requested Device

- Audio/Visual Devices & Plasma Screens
- Copier Machine
- Document Shredders
- Typewriters

Approval Authority

Administrative Area Head  
Department Head  
Division Head  
Division Head

\_\_\_\_\_  
Date

Approved by: \_\_\_\_\_  
**NABEEL A. AL-JAMA'**, Executive Director  
Community Services