

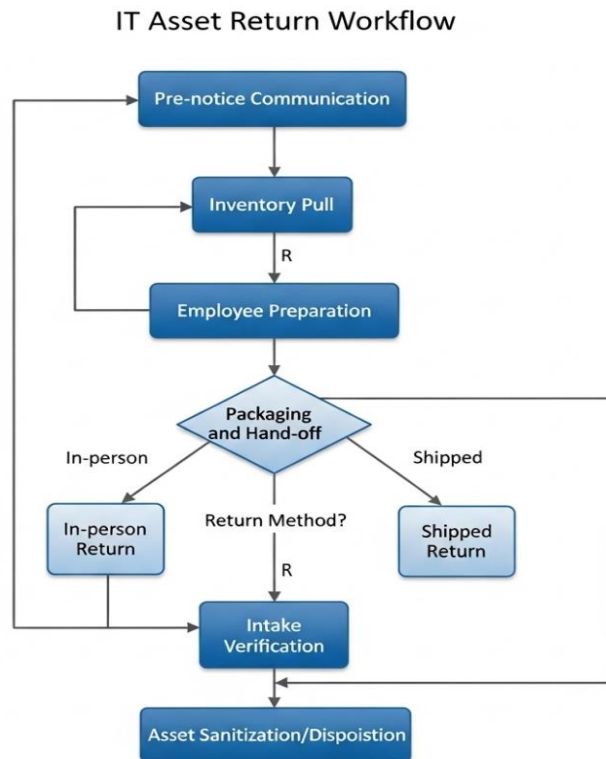
# Vmobile IT Asset Offboarding Checklist & Forms

## Purpose & Scope

This document provides a step-by-step guide for the offboarding asset return process for Vmobile employees. Its primary intent is to ensure all Vmobile owned IT and telecom assets are returned efficiently, securely, and in accordance with Vmobile's internal policies. The procedures outlined herein are designed for HR, IT, and Asset Management teams, focusing solely on the physical and digital return of devices and related equipment during employee offboarding.

## Asset Return Description:

A flowchart visually mapping the process from pre-notice communication, inventory pull, employee preparation, packaging and hand-off, intake verification, asset sanitization/disposition, to final confirmation and closure. Each step is clearly delineated, showing decision points for in-person vs. shipped returns, and highlighting documentation requirements at each stage.



## Inventory Pull & Shipping Label Creation

This section details the systematic process for identifying all assets assigned to an employee and generating shipping labels for remote asset returns. The inventory pull is a critical first step in ensuring accurate tracking and accountability of Vmobile's telecom and IT assets during the offboarding process. The IT Asset Manager, in collaboration with HR, is responsible for coordinating this process to ensure all items are accounted for and returned efficiently.

The process starts with querying the asset management system to retrieve a comprehensive list of devices and accessories assigned to the departing employee. This includes mobile devices, laptops, tablets, telecom peripherals, and any related accessories. Once the inventory is confirmed, shipping labels are generated for remote employees to facilitate secure and traceable returns.

## Inventory Pull Checklist

Ensure all required information is collected for the inventory pull. The following checklist must be completed:

- **Employee Full Name**
- **Employee ID Number**
- **Department/Business Unit**
- **Asset Type** (e.g., mobile phone, laptop, tablet, hotspot, headset)
- **Asset Serial Number**
- **Asset Tag/Barcode Number**
- **Device Model**
- **Device IMEI/MEID (for mobile devices)**
- **Assigned Accessories** (charger, case, cables, etc.)
- **Current Asset Location** (onsite, remote, branch office, home address)
- **Asset Assignment Date**
- **Last Known User Confirmation**
- **Return Method** (in-person, remote shipping)
- **Shipping Address for Remote Returns**
- **Special Handling Requirements** (fragile, hazardous, etc.)

## Roles and Responsibilities

### IT Asset Manager

- Initiates and completes the inventory pull using the asset management database.
- Verifies accuracy of asset records and updates any missing or incorrect information.
- Generates shipping labels for each device requiring remote return.

## Vmobile IT Asset Offboarding Checklist & Forms

- Communicates shipping instructions to the employee and tracks shipment status.
- Coordinates with facilities for packaging materials, if necessary.

### HR Representative

- Notifies IT Asset Manager of employee offboarding schedule.
- Confirms employee contact details and shipping address for remote returns.
- Ensures employee is informed of asset return requirements and deadlines.
- Provides support documentation as needed for compliance.

### Employee Preparation Checklist

Before packaging your device(s) for return, please complete the following actions:

#### 1. Backup All Data

- Transfer any personal files and work documents to approved cloud storage or external drives.
- Verify that no critical data will be lost during device wiping.

#### 2. Sign Out of All Accounts

- Log out of email, messaging, and collaboration platforms (e.g., Microsoft 365, Teams, Slack).
- Remove device from any Multi-Factor Authentication (MFA) apps.
- Deregister device from mobile device management (MDM) systems, if applicable.

#### 3. Perform Data Wipe

- Follow IT-provided instructions to factory reset the device.
- Ensure all user profiles and cached data are removed.
- Confirm that device is ready for IT intake (no PINs, passwords, or biometrics enabled).

#### 4. Remove Personal Accessories

- Detach any personal cases, stickers, or peripherals not issued by the company.

#### 5. Check Device Condition

- Inspect device for physical damage and document any issues.
- Gather all original accessories (charger, cables, stylus, etc.).

#### 6. Complete Employee Declaration (see Appendix)

- Fill out and sign the Asset Return Declaration Form.

## Common Issues & Troubleshooting Tips

Employees often encounter the following issues during device preparation:

- **Forgotten Passwords:** If unable to sign out or wipe due to lost credentials, contact IT Helpdesk for reset procedures.
- **Data Not Backed Up:** Double-check cloud sync status and ensure all files have transferred before wiping.
- **MDM Lock Remaining:** Some devices may remain locked to company MDM profiles. Submit a removal request to IT prior to reset.
- **Accessory Mismatch:** Verify that all issued accessories are included. Missing items should be reported immediately on the declaration form.
- **Physical Damage:** If device is damaged, document with photos and submit with the declaration form to avoid processing delays.

## Packaging & Hand-Off

Proper packaging and hand-off procedures are critical to ensure the secure and documented return of Vmobile IT assets during employee offboarding. Returns may occur either in-person or via shipment, depending on the employee's location and circumstances. For in-person returns, the employee must bring the asset(s) to the designated HR/IT representative at the scheduled time. For shipped returns, employees must use approved packaging materials and follow specific shipping instructions to maintain asset integrity and security. In both scenarios, a chain-of-custody form must be completed to track the transfer and condition of all returned assets.

Secure packaging is mandatory to prevent damage, loss, or unauthorized access during transit. All devices should be powered off and placed in anti-static bags where applicable; accessories and peripherals must be included in the package. Shipping labels provided by IT Asset Management must be affixed clearly, and tracking numbers recorded.



### Chain-of-Custody Form

The chain-of-custody form is an official document used to record the transfer of IT assets from the employee to Vmobile’s HR/IT department. It is essential for maintaining accountability, ensuring accurate inventory, and documenting the condition of assets upon return. Both the employee and receiving representative must sign and date the form, noting all relevant details about the assets and their condition. This form is required for both in-person and shipped returns, with shipped returns requiring the employee’s electronic signature and confirmation upon dispatch.

### Chain-of-Custody Form Fields

Field Name	Description	Required for In-Person	Required for Shipped
Asset Type	(e.g., Laptop, Phone, Tablet)	Yes	Yes
Asset Serial Number	Unique identifier for the device	Yes	Yes
Asset Make/Model	Manufacturer and model of device	Yes	Yes
Accessories Included	List of returned accessories (charger, case, etc.)	Yes	Yes
Asset Condition (Return)	Notation of physical/electronic	Yes	Yes

## Vmobile IT Asset Offboarding Checklist & Forms

	condition		
Employee Name	Name of returning employee	Yes	Yes
Employee Signature	Signature confirming hand-off	Yes	Yes (electronic)
Date of Transfer	Date asset was handed over or shipped	Yes	Yes
Receiving Rep Name	Name of HR/IT staff receiving asset	Yes	Yes
Receiving Rep Signature	Signature confirming receipt	Yes	Yes (upon receipt)
Notes/Comments	Additional observations or discrepancies	Yes	Yes

### Packaging Guidelines by Asset Type

- Laptops:
  - Power off and place in anti-static bag.
  - Use foam padding inside a sturdy box.
  - Include charger, docking station, and any issued accessories.
- Smartphones/Tablets:
  - Power off and place in padded envelope or anti-static sleeve.
  - Use bubble wrap and rigid box for shipment.
  - Include charging cable, case, and SIM removal tool if issued.
- Desk Phones/Peripherals:
  - Wrap securely with bubble wrap.
  - Box with sufficient padding to avoid movement.
  - Include power adapters and connection cables.
- Network Devices:
  - Disconnect all cables, pack separately.
  - Use anti-static bags and original packaging if available.
  - Label all components clearly.

### Intake Verification Checklist

Upon receipt of returned IT assets from an offboarding employee, a thorough intake verification process must be performed to ensure all equipment is accounted for, in expected condition, and complete with necessary accessories. This process is critical for maintaining accurate asset records and preparing devices for future redeployment or disposition.

## Intake Verification Steps

The following checklist must be completed for each returned asset:

### 1. Asset Identification

- Retrieve asset record from inventory management system.
- Confirm employee name, asset type, and assigned serial number.

### 2. Serial Number Verification

- Locate and inspect serial number physically on the device.
- Cross-check serial number with asset record.
- Note any discrepancies.

### 3. Physical Condition Assessment

- Inspect device exterior for damage (cracks, dents, scratches).
- Check screen for cracks, dead pixels, or discoloration.
- Test all buttons, ports, and connectors.
- Record overall condition (Excellent / Good / Fair / Poor).

### 4. Accessory Check

- Verify presence of all assigned accessories (chargers, cables, cases, adapters, etc.).
- Inspect accessories for functionality and damage.
- Compare returned items against asset record.

### 5. Functionality Test

- Power on device to confirm operational status.
- Confirm device boots to login screen (do not log in).
- Check basic hardware functions (keyboard, touchpad, camera, microphone, speakers).

### 6. Documentation

- Complete Intake Verification Form (see Appendices).
- Photograph device and accessories for record.
- Note any missing items or damages.

## Handling Discrepancies or Missing Items

If any discrepancies are found during intake (e.g., serial number mismatch, missing accessories, unexpected device damage):

- Document the issue immediately on the Intake Verification Form.

- Notify HR/IT Asset Manager within one business day.
- Initiate follow-up with employee or manager if required.
- For unrecoverable items, update asset record with status and proceed to disposition as per company policy.
- For damaged items, assess repair or replacement needs and update asset record accordingly.

All discrepancies must be resolved prior to final asset sanitization and disposition. Failure to resolve may result in escalation per company asset management policy.

### Sanitization & Disposition Codes; E-waste Handling

Returned IT assets must undergo thorough sanitization to ensure all company data is securely removed before further use, storage, or disposal. Sanitization procedures are performed by authorized IT staff, following Vmobile's data protection standards and applicable regulatory requirements. Each asset is evaluated and assigned a disposition code to determine its next steps, such as redeployment, recycling, or destruction. Accurate documentation of sanitization activities and disposition decisions is mandatory for audit and compliance purposes.

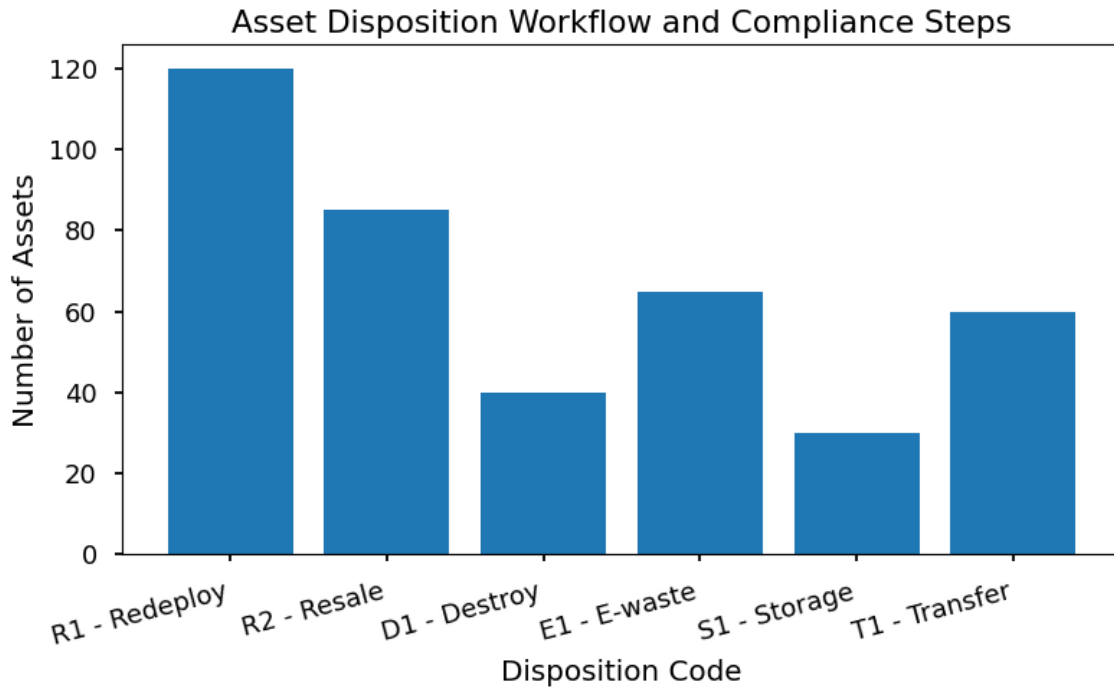
#### Disposition Codes

- **R1 - Redeploy:** Asset is sanitized and approved for reuse within Vmobile.
- **R2 - Resale:** Asset is sanitized and prepared for authorized resale.
- **D1 - Destroy:** Asset is irreparably damaged; scheduled for physical destruction.
- **E1 - E-waste:** Asset is classified as electronic waste; routed for compliant recycling.
- **S1 - Storage:** Asset is sanitized and stored for future use or evaluation.
- **T1 - Transfer:** Asset is sanitized and transferred to another Vmobile department.

#### E-waste Handling Protocols and Compliance

All assets designated as electronic waste (E1) are processed according to local, state, and federal e-waste regulations. Vmobile partners only with certified e-waste vendors who provide traceable documentation of asset destruction or recycling. IT Asset Managers must verify vendor certifications annually and maintain records of e-waste shipments, including serial numbers and disposition codes. E-waste handling procedures prioritize environmental stewardship and compliance with standards such as R2, e-Stewards, and GDPR where applicable. Employees involved in the e-waste process must complete annual training on safe handling, hazardous materials identification, and documentation requirements.





### Final Confirmation & Closure Notes

The final confirmation and closure phase ensures that all steps in the asset return process have been completed accurately and thoroughly. This stage is critical for documenting the return, verifying all assets have been received and appropriately processed, and maintaining compliance with internal controls and audit requirements. Proper closure helps mitigate risks, ensures accountability, and supports future audits or inquiries related to IT asset management.

### Closure Notes & Confirmation Checklist

- Review all intake forms and checklists for completeness and signatures.
- Verify all returned assets are logged in the asset management system.
- Confirm disposition codes and sanitization status are documented.
- Ensure chain-of-custody form is filed and accessible.
- Update employee records to reflect asset return and closure.
- Notify relevant stakeholders (HR, IT, manager) of asset return completion.
- Archive all forms and supporting documentation per retention policy.

### Record Retention & Audit Trail Guidance

Maintain all asset return documentation, including forms, checklists, and chain-of-custody records, in a secure and organized manner. Retain records according to Vmobile's IT asset retention policy, typically for a minimum of three years, or as required by regulatory compliance standards. Ensure documents are accessible for internal and external audits. Proper

recordkeeping supports transparency, facilitates incident investigations, and demonstrates compliance with asset management protocols.

### Forms and Checklists Overview

Form/Checklist Name	Purpose
Chain-of-Custody Form	Documents physical hand-off and transfer of IT assets
Intake Verification Checklist	Confirms asset details, condition, and accessory return
Employee Prep Checklist	Guides employee through backup, wipe, and sign-out steps
Final Closure Notes Form	Records confirmation of process completion and closure

### Quick-Reference Resources for HR/IT Staff

- Chain-of-Custody Form: Ensure every asset hand-off (in-person or shipped) is documented and signed.
- Intake Verification Checklist: Use during asset intake to confirm serial numbers, condition, and all accessories.
- Employee Prep Checklist: Provide to employees prior to asset return to prompt backup, wiping, and sign-out.
- Final Closure Notes Form: Complete after all steps to formally close the offboarding process.