IT Equipment Returns

Article ID: KB0024543
Created: 2025-04-22 10:12:13
Updated: 2025-04-22 11:59:09
Author: {'link': 'https://fmcnadev.service-now.com/api/now/table/sys_user/fc3e5dd71b226810d19f74c51a4bcb2b', 'value': 'fc3e5dd71b226810d19f74c51a4bcb2b'}
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The IT Asset Return Process is to ensure that assets are physically removed from Fresenius property in a compliant manner, no longer recorded as part of FMCNA asset ownership, and all asset maintenance is terminated.

Follow the process below to return or dispose of IT Equipment such as desktops, laptops, printers, accessories, cables, racks, servers, etc. This process does NOT pertain to Medical Equipment, Chairside Units, or HT patient Tablets.

For All Laptops or Desktops, a Legal Hold Check must be completed before the device can be returned. Submit a ServiceNow Ticket to have this completed before proceeding.

Start by going to the IT Asset Management Category in the ServiceNow Portal to select the appropriate Return Form. Or click the link here: IT Asset Management - Fresenius Medical Care (service-now.com)

There are 3 options available when removing equipment from your location:a. IT Equipment Shipment Request – for individual or small amount of IT equipment that can be shipped through standard carriers (boxes and labels will be provided).

b. IT Equipment Pickup Request – for a large amount of equipment (15+ items) or individual large bulky items, to be packed and picked up by a third-party vendor. NOTE: This includes the removal of large floor standing Lexmark printers that were not part of a R2P Replacement order.

c. IT Equipment Mobile Return Request – for the return of any mobile phone device.

Select the appropriate form and complete the required information to submit.

If packing materials were selected to ship equipment these, along with shipping labels, will be sent to the address provided. If only labels were needed to ship equipment, these will be emailed to the requestor. If a pickup was requested, you will be contacted to have this confirmed and scheduled.

For more detailed instructions on each of the forms please view the Job aid available on FMC4ME: IT Asset Disposal Process Instructions

PC, Computer, Mobile, Phone, Tablet, iPad, iPhone, Cell, Return, Dispose, Disposal