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========== *Please scroll down for English version* ==========

如何归还资产：

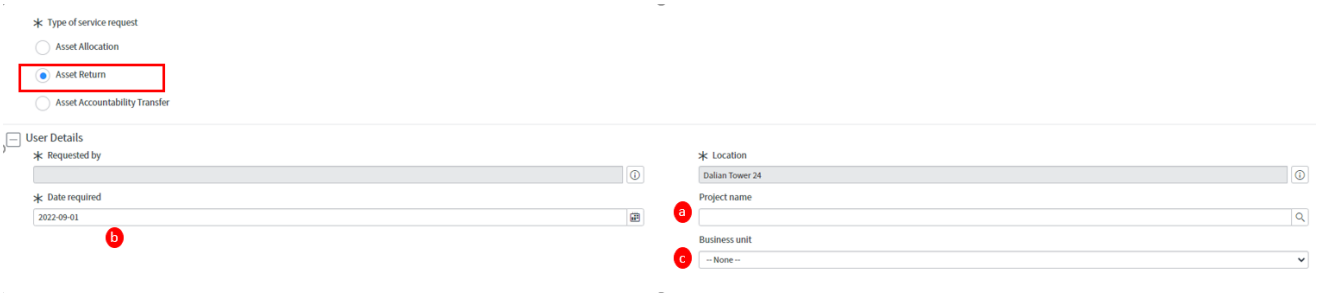
问题描述:

如何提交申请归还台式机或者笔记本等资产。

指导步骤：

1. 请打开Return an Asset申请表格界面，提交申请-**Asset Return**。

2. 根据网站申请表格界面需求，您需要填写必要信息来完成归还资产申请。



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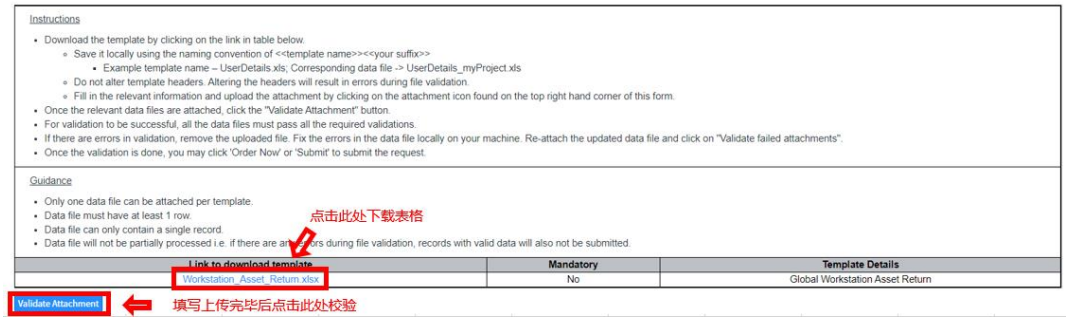
3. **必要信息填写重点如下：Project name/ Date required / Business unit**
   a) **Project name**: 需要参考 “例如” 里的规则选择项目名字。例如：ATCC/BPO Dalian XXX或Dalian ATCC/BPO XXX
   b) **Date required**: 需要归还资产的日期
   c) **Business Unit**: Operations (BPO)-Accenture Operations; Technology (ATC)-DCN tech

4. **附件填写与上传附件验证**
   a. 下载 **Workstation_Asset_Return.xlsx**, 然后填写必填信息，具体可以参照下面的图片填写。（**注意**： 填写的信息不能低于一行，并且下载的**这个excel文件不能改名**，填写完毕保存上传后，必须验证成功才能完成提交申请）。

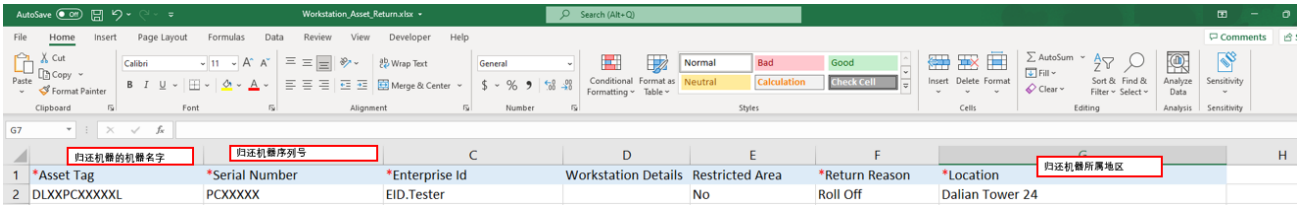


表格填写注意事项：

Asset Tag: 需要和Devices & Equipment网站对应归还机器的**Asset Tag**信息一致。

Serial Number: 需要和Devices & Equipment网站对应归还机器的**Serial#**信息一致。

Location: 需要和Devices & Equipment网站对应归还机器的**Location Last Level**信息一致。



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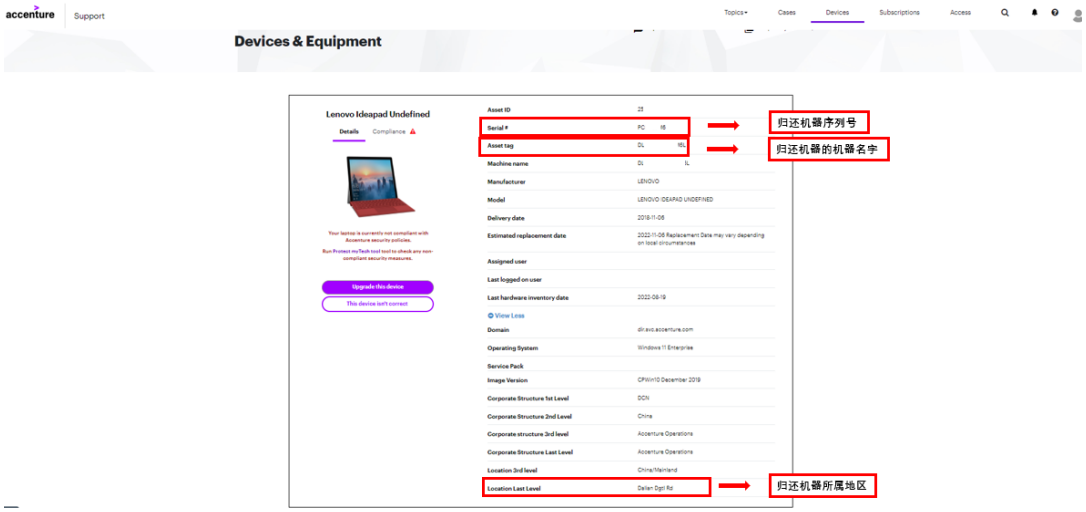
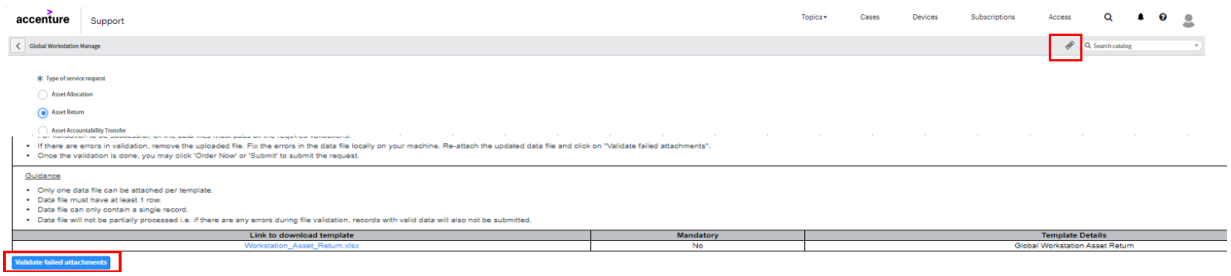


b. 下载的Excel填写完毕后，请点击页面右上方的 “**曲别针**” 按钮，将文件上传至网站上。一旦上传完毕，请点击页面左上方的**Validate Attachment**按钮。如果验证通过，会在**Validate Attachment**上方出现提示 “ **Data has been validated successfully for data file** ” 。若Excel信息填写有误导致验证失败，您也会看到的提示： “**Data has been validated failed**，并能在下载Excel文件下方的位置，看见系统给您的具体的错误提醒。可以根据这个错误提醒，重新修改excel的填写内容，再次上传并验证，直到完成验证。



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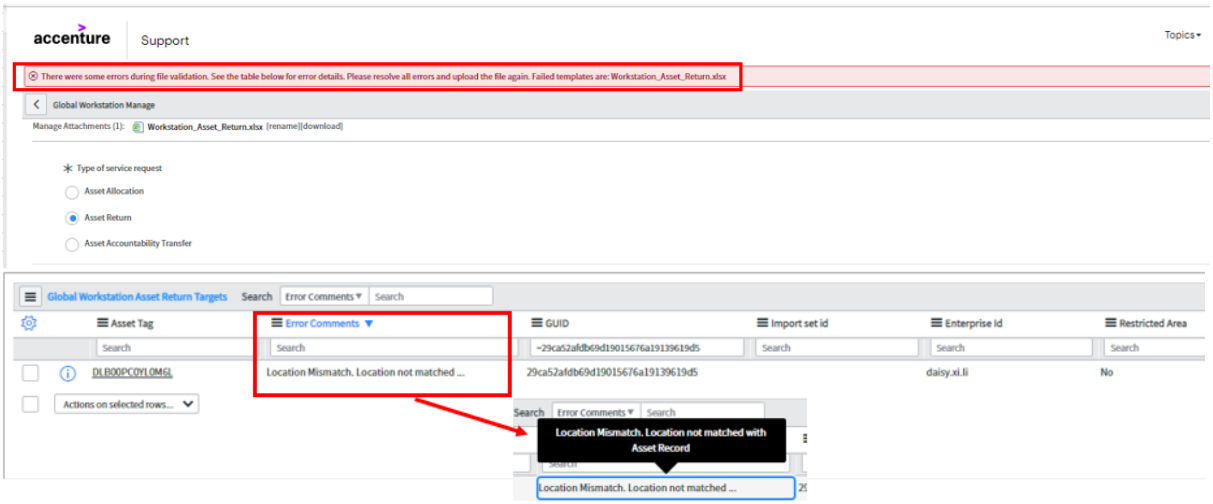
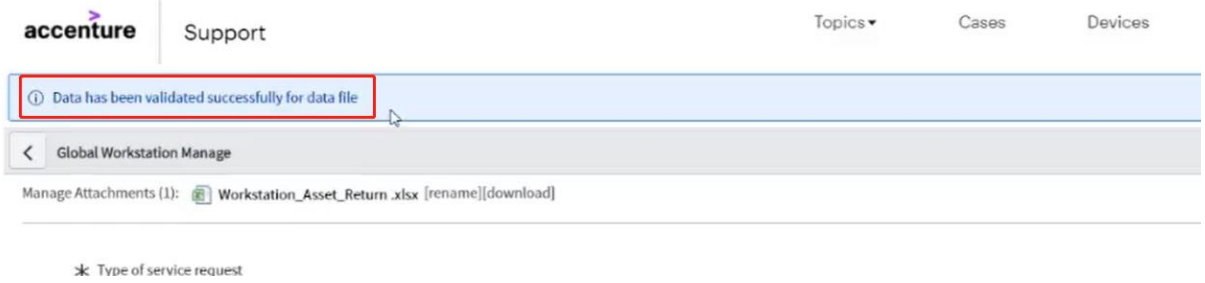
验证失败截图如下所示：



验证成功截图如下所示：



5. 确认信息无误后，点击**Submit** 即可。提交成功后，您携带RITM 单号到您办公所在的IT 服务中心签字归还资产即可。

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========== 中文版本，请参阅上文 ==========

How to Return an Asset:

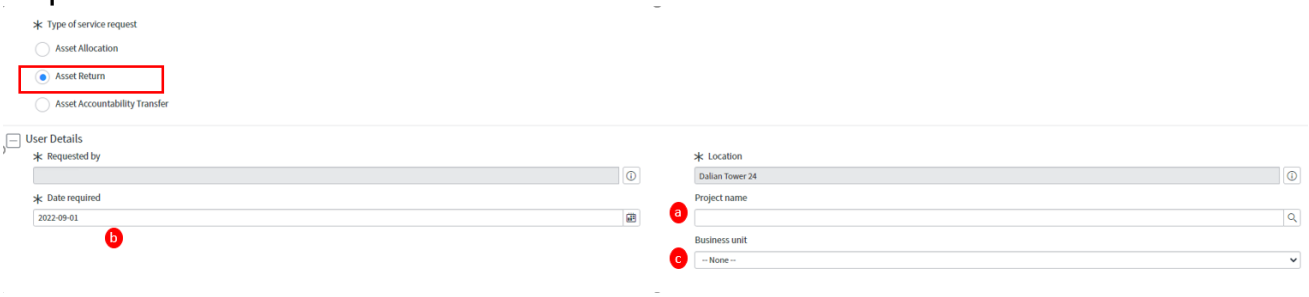
Issue of Description:

How to log request to return Desktop, Laptop etc.

Solution:

1. Click link Return an Asset to access submit **Asset Return** request webpage for maintaining application form.

2. Regarding to the required input user & request details on the webpage, you need to input your detail information as step 3 mentioned to complete Return Asset request submission.



3. **The instruction of required input fields**：Project name/ Date required / Business unit
   a) **Project name**: refer to the search rule in the example of project name. For example: ATCC/BPO Dalian XXX Or Dalian ATCC/BPO XXX
   b) **Date required**: Which Date you would like to return asset to IT
   c) **Business Unit**: Operations (BPO)-Accenture Operations; Technology (ATC)-DCN tech

4. **Attachment maintenance and Attachment Upload validation.**
   a. Double click the text **"Workstation_Asset_Return.xlsx" to download attached file**. Then, input the required fields as the following screen shot sample. (**Note: the records of detail you input at least 1 line and the file name of attachment you downloaded can not be renamed.** After

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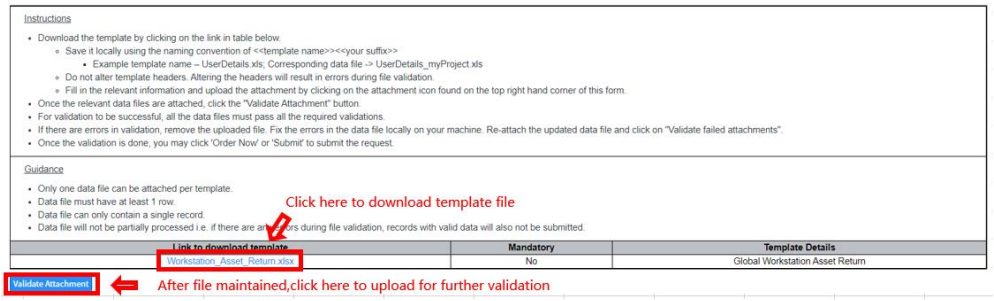
maintained, click button “**Validation Attachment**” for uploading and further validation. Only when validation result is without any error, return asset request can be submitted successfully).

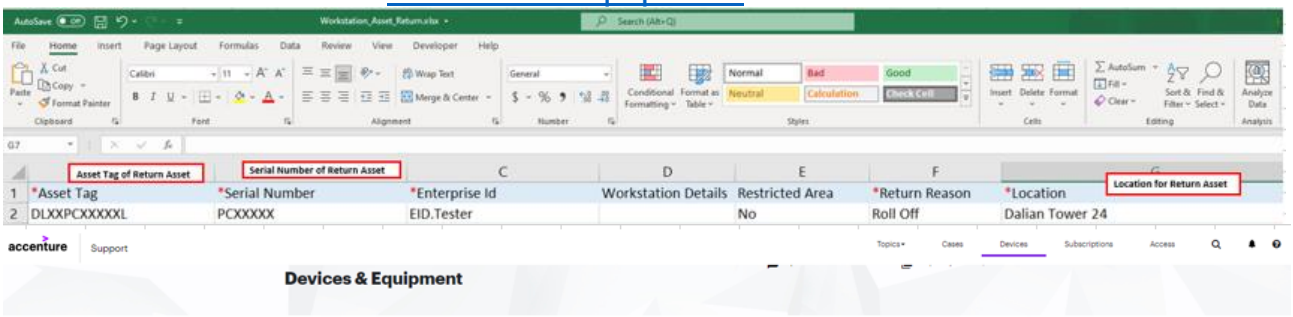


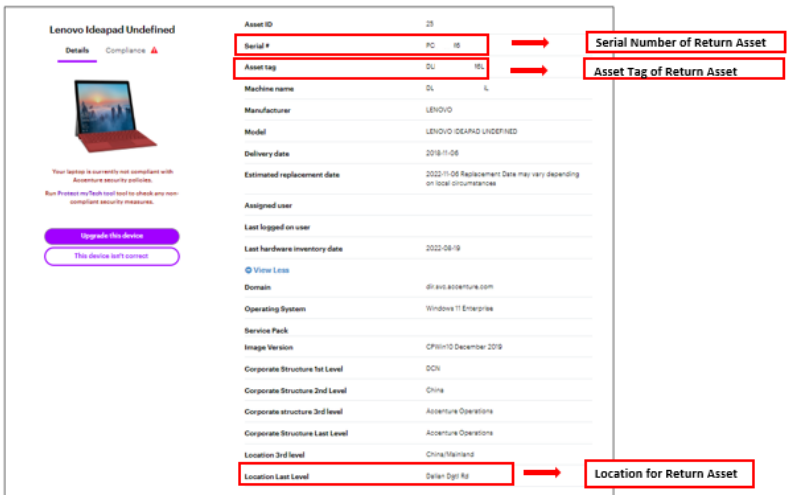
Filling Attachment Form Highlighted Points:

Asset Tag: Need to match with **Asset Tag** information for your return asset in website Devices & Equipment.

Serial Number: Need to match with **Serial#** information for your return asset in website Devices & Equipment.

Location: Need to match with **Location Last Level** information for your return asset in website Devices & Equipment.





b. When attachment you have maintained all required fields, please click Button Icon “**Pin**” to upload attachment into this website. Once file

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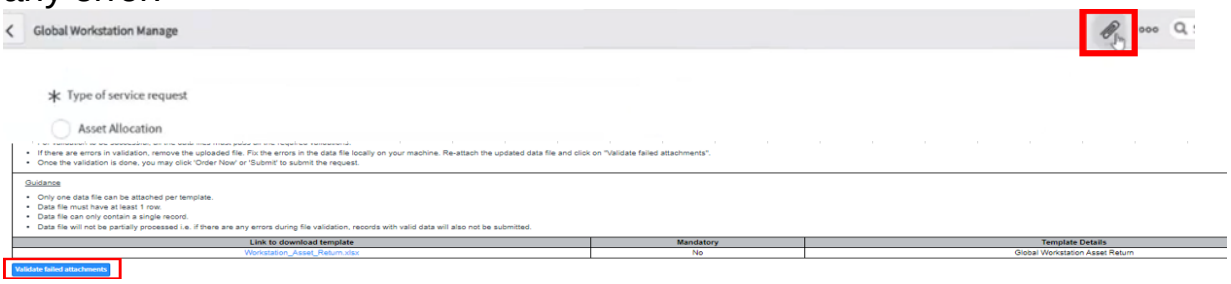
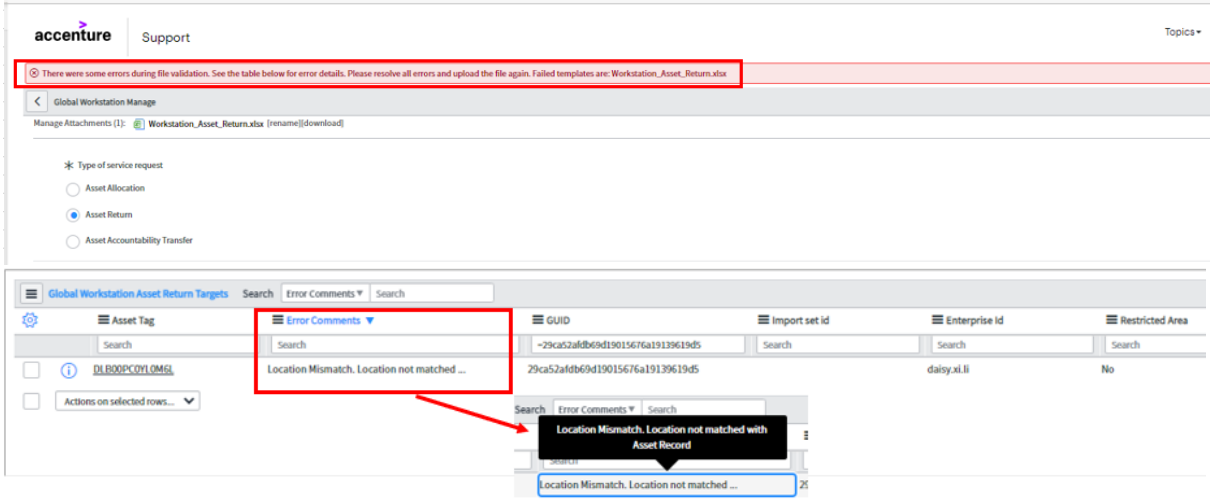
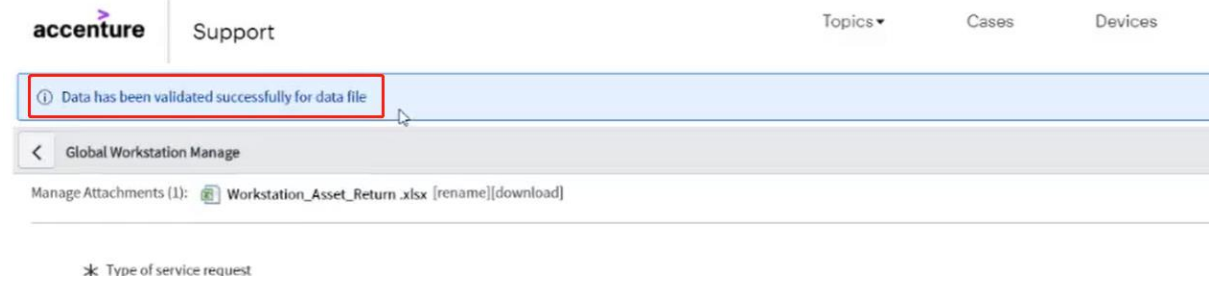
uploaded, please kindly click button “**Validation Attachment**” in the middle on the left of webpage. If validation result is passed, there will be successful message generated like “**Data has been validated successfully for data file**”. If validation result is failed, there will be also error message generated like “**Data has been validated failed**”. You can find the error comments under attachment template download area. Refer to error comments to correct your file input issue. Then, click button “Validation Attachment” to reupload the file and pass the verification without any error.



Validation Failure Screenshot Sample as below:



Validation Success Screenshot Sample as below:



5. After attachment passed the validation, click button “**Submit**” to create your return asset request. Once request generated successfully, please kindly take

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your RITM request no and come to the corresponding IT service center of your location to complete further sign and return asset process.

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