

A large, solid red chevron shape, identical to the one in the logo, is positioned diagonally across the page. It starts from the bottom left and points towards the top right.

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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。

The screenshot shows a web-based form for returning an asset. At the top, there is a radio button group for 'Type of service request' with four options: 'Asset Allocation' (unchecked), 'Asset Return' (checked and highlighted with a red border), 'Asset Accountability Transfer' (unchecked), and another unchecked option. Below this is a 'User Details' section with fields for 'Requested by' (a dropdown menu) and 'Date required' (a date input field containing '2022-09-01'). To the right is a 'Location' section with a dropdown menu set to 'Dalian Tower 24'. Further down are fields for 'Project name' (empty) and 'Business unit' (a dropdown menu with an option '- None -'). Red circles labeled 'b' and 'c' are placed over the 'Date required' field and the 'Business unit' dropdown respectively.

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）。

Instructions

- Download the template by clicking on the link in table below
 - Save it locally using the naming convention of <template name><><your suffix>
 - Example template name – UserDetails.xls, Corresponding data file -> UserDetails_myProject.xls
 - Do not alter template headers. Altering the headers will result in errors during file validation.
 - Fill in the relevant information and upload the attachment by clicking on the attachment icon found on the top right hand corner of this form.
- Once the relevant data files are attached, click the "Validate Attachment" button
- For validation to be successful, all the data files must pass all the required validations.
- If there are errors in validation, remove the uploaded file. Fix the errors in the data file locally on your machine. Re-attach the updated data file and click on "Validate failed attachments".
- Once the validation is done, you may click "Order Now" or "Submit" to submit the request.

Guidance

- Only one data file can be attached per template.
- Data file must have at least 1 row.
- Data file can only contain a single record.
- Data file will not be partially processed i.e. if there are any errors during file validation, records with valid data will also not be submitted.

Link to download template 点击此处下载表格

Link to download template	Mandatory	Template Details
Workstation_Asset_Return.xlsx	No	Global Workstation Asset Return

Validate Attachment 写上传完毕后点击此处校验

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。

The screenshot shows the Microsoft Excel ribbon and various toolbars. The main worksheet is titled 'Workstation_Asset_Return.xlsx'. The data is entered into columns A through F:

	归还机器的机器名字	归还机器序列号		Workstation Details	Restricted Area	Return Reason	Location	归还机器所属地区
1	*Asset Tag	*Serial Number	*Enterprise Id		No	Roll Off	Dalian Tower 24	
2	DLXPCXXXXXL	PCXXXX	EID.Tester					

The screenshot shows a detailed view of a device profile. Key fields highlighted with red boxes include:

- Asset ID: PC-16 (归属机器序列号)
- Asset tag: DL-16 (归属机器的机器名字)
- Machine name: LENOVO
- Delivery date: 2018-11-06
- Estimated replacement date: 2023-11-06 (Data may vary depending on local circumstances)
- Location Last Level: Dalian Digit Ad (归属机器所属地区)

- 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。

The screenshot shows the 'Global Workstation Management' interface. The 'Validate Attachment' button is highlighted with a red box.

验证失败截图如下所示：

The screenshot shows a web-based application interface for managing workstation asset returns. At the top, there is a navigation bar with the Accenture logo, 'Support', and 'Topics'. Below the navigation, a message box indicates that there were errors during file validation. The main content area is titled 'Global Workstation Asset Return Targets' and contains a table with columns: Asset Tag, Error Comments, GUID, Import set id, Enterprise Id, and Restricted Area. A specific row in the table is highlighted with a red box, and an arrow points from this box to a tooltip that reads 'Location Mismatch. Location not matched with Asset Record'. This indicates that the location information in the asset tag does not match the location information in the asset record.

验证成功截图如下所示：

The screenshot shows a web-based application interface for managing workstation assets. At the top, there is a navigation bar with the Accenture logo, 'Support', and 'Topics'. Below the navigation, a message box indicates that data has been validated successfully for the data file. The main content area is titled 'Global Workstation Manage' and contains a table with a single row. The row shows a status message: 'Data has been validated successfully for data file'. This indicates that the validation process was successful.

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。

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.

The screenshot shows a web-based form for returning an asset. At the top, there's a section for selecting the type of service request, with 'Asset Return' being the chosen option. Below this, the 'User Details' section contains fields for 'Requested by' and 'Date required', with the date set to '2022-09-01'. To the right, the 'Location' section includes a field for 'Dalian Tower 24'. Further down, there are fields for 'Project name' and 'Business unit'. A red circle with the letter 'a' is placed over the 'Project name' field, and another red circle with the letter 'c' is placed over the 'Business unit' dropdown menu.

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

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).

Instructions

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- Do not alter template headers. Altering the headers will result in errors during file validation.
- Fill in the relevant information and upload the attachment by clicking on the attachment icon found on the top right hand corner of this form.
- For validation to be successful, all the data files must pass all the required validations.
- If there are errors in validation, remove the uploaded file. Fix the errors in the data file locally on your machine. Re-attach the updated data file and click on “Validate failed attachments”.
- Once the validation is done, you may click ‘Order Now’ or ‘Submit’ to submit the request.

Guidance

- Only one data file can be attached per template.
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Link to download template	Mandatory	Template Details
Workstation_Asset_Return.xls	No	Global Workstation Asset Return

Validate Attachment

After file maintained, click here to upload for further validation

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](#).

The screenshot shows the 'Workstation_Asset_Return.xls' Excel template with two rows of data:

	Asset Tag of Return Asset	Serial Number of Return Asset	*Enterprise Id	Workstation Details	Restricted Area	*Return Reason	*Location	Location for Return Asset
1	*Asset Tag DLXXPCXXXXXL	*Serial Number PCXXXXX	*Enterprise Id EID.Tester		No	Roll Off	Dalian Tower 24	
2								

Below the Excel screenshot is a screenshot of the 'Devices & Equipment' page showing a device details card and its corresponding database row.

The screenshot shows a device details card for a 'Lenovo Ideapad Undefined' laptop. The card displays the following fields:

- Asset ID: 29
- Serial #: PC 16
- Asset tag: DL XXPC
- Machine name: LENOVO
- Model: LENOVO IDEAPAD UNDEFINED
- Delivery date: 2018-11-06
- Estimated replacement date: 2022-11-06 (Replacement Date may vary depending on local circumstances)
- Assigned user: davis.accenture.com
- Last logged on user: davis.accenture.com
- Last hardware inventory date: 2022-08-19
- Domain: davis.accenture.com
- Operating System: Windows 10 Enterprise
- Service Pack: SP1
- Image Version: CPW110 December 2018
- Corporate Structure 1st Level: DCN
- Corporate Structure 2nd Level: China
- Corporate Structure 3rd Level: Accenture Operations
- Corporate Structure Last Level: Accenture Operations
- Location 3rd Level: China/Mianyang
- Location Last Level: Dalian Digt Rm

Red boxes highlight the following fields:

- Serial #: PC 16 → **Serial Number of Return Asset**
- Asset tag: DL XXPC → **Asset Tag of Return Asset**
- Location Last Level: Dalian Digt Rm → **Location for Return Asset**

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

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.

The screenshot shows the 'Global Workstation Manage' interface. At the top, there's a navigation bar with a back arrow, the title 'Global Workstation Manage', and a search icon. Below the title, there's a section for 'Type of service request' with radio buttons for 'Asset Allocation' and 'Asset Return'. A note says: 'If there are errors in validation, remove the uploaded file. Fix the errors in the data file locally on your machine. Re-attach the updated data file and click on "Validate failed attachments". Once the validation is done, you may click "Order Now" or "Submit" to submit the request.' Under 'Guidance', it says: 'Only one data file can be attached per template. Data file must have at least 1 row. Data file can only contain a single record. Data file will not be partially processed i.e. if there are any errors during file validation, records with valid data will also not be submitted.' There are two buttons at the bottom: 'Link to download template' (Workstation_Asset_Return.xlsx) and 'Validation Attachment'. The 'Validation Attachment' button is highlighted with a red box. To the right, there's a 'Template Details' section for 'Global Workstation Asset Return'.

Validation Failure Screenshot Sample as below:

The screenshot shows the 'Global Workstation Manage' interface after validation failure. A red box highlights the message 'There were some errors during file validation. See the table below for error details. Please resolve all errors and upload the file again. Failed templates are: Workstation_Asset_Return.xlsx'. Below this, there's a table titled 'Global Workstation Asset Return Targets' with columns for Asset Tag, GUID, Import set id, Enterprise Id, and Restricted Area. One row shows 'DLB00PCOYLOMGL' with GUID '29ca52afdb69d19015676a19139619d5', Enterprise Id 'daisy.li', and Restricted Area 'No'. A red box highlights the 'Error Comments' column for this row, showing 'Location Mismatch. Location not matched ...'. A callout arrow points from this text to a larger callout box containing the full error message: 'Location Mismatch. Location not matched with Asset Record'.

Validation Success Screenshot Sample as below:

The screenshot shows the 'Global Workstation Manage' interface after validation success. A red box highlights the message 'Data has been validated successfully for data file'. Below this, there's a table titled 'Global Workstation Asset Return Targets' with columns for Asset Tag, GUID, Import set id, Enterprise Id, and Restricted Area. One row shows 'DLB00PCOYLOMGL' with GUID '29ca52afdb69d19015676a19139619d5', Enterprise Id 'daisy.li', and Restricted Area 'No'. The 'Error Comments' column for this row is empty.

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

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