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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。

\* Type of service request

☐ Asset Allocation

☒ Asset Return

☐ Asset Accountability Transfer

User Details

\* Requested by

\* Date required

2022-09-01

\* Location

Italian Tower 24

Project name

Business unit

-- None --

### 3. 必要信息填写重点如下：Project name/ Date required / Business unit

- 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
- Date required:** 需要归还资产的日期
- Business Unit:** Operations (BPO)-Accenture Operations; Technology (ATC)-DCN tech

### 4. 附件填写与上传附件验证

- 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	Mandatory	Template Details
Workstation_Asset_Return.xlsx	No	Global Workstation Asset Return

**Validate Attachment** (Red box) ← 填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。

归还机器的名称	归还机器序列号	Enterprise Id	Workstation Details	Restricted Area	Return Reason	Location
*Asset Tag DLXXPCXXXXXL	*Serial Number PCXXXXX	*Enterprise Id EID.Tester	No	Roll Off	Dalian Tower 24	

Lenovo DeepGuard Undefield

Details

Compliance



Your laptop is currently not compliant with ActiveArmor security policies.

**Read the full report** to learn about any non-compliance security incidents.

Upgrade Protection

This device isn't covered

Asset ID	01	归还机序号
Serial #	PC-18	归还机序列号
Asset tag	01	归还机器的机器名字
Machine name	01	
Manufacturer	LENOVO	
Model	LENOVO GEARPD UNDEFIELD	
Delivery date	2023-03-08	
Estimated replacement date	2023-03-08 (Replacement Date may vary depending on local circumstances)	
Assigned user		
Last logged on user		
Last hardware inventory date	2023-03-08	
	<a href="#">View Logs</a>	
Domain	df-sec.accenture.com	
Operating System	Windows 11 Enterprise	
Service Pack		
Image Version	OptiP10 December 2019	
Corporate Structure 1st Level	DCN	
Corporate Structure 2nd Level	China	
Corporate Structure 3rd Level	Adventure Operations	
Corporate Structure 4th Level	Adventure Operations	
Location 3rd level	China/Henan	
Location Last Level	Taiyuan City for	归还机器所属地区

- 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。

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Support

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🔍 Search catalog

Global Workstation Manage

✎

✱ Type of service request

☐ Asset Allocation

☒ Asset Return

☐ Asset Accountability Transfer

✱ 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.

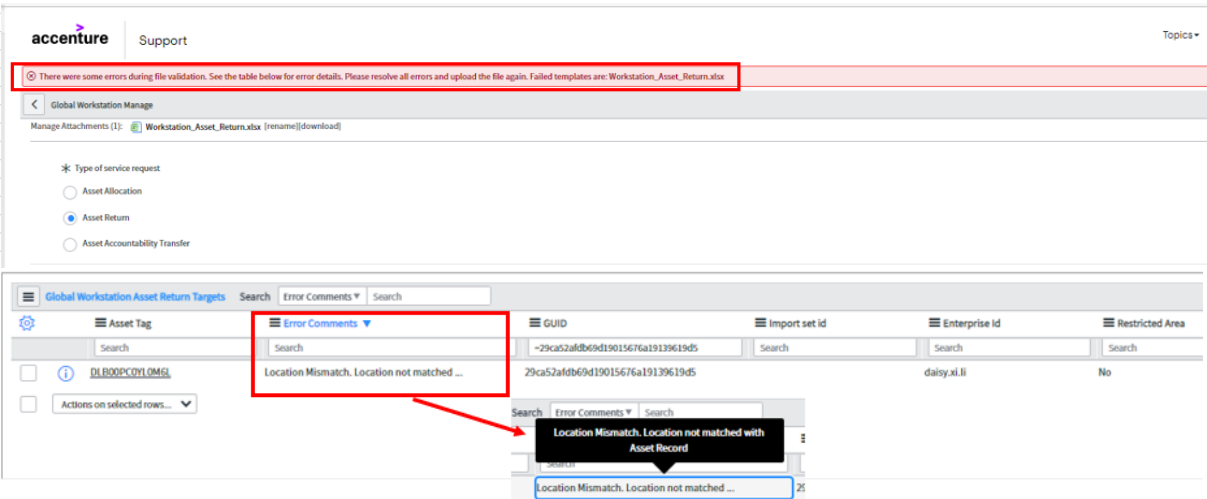
Data file can only contain a single record.

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	Mandatory	Template Details
<a href="#">Workstation Asset Return.xlsx</a>	No	Global Workstation Asset Return

Submit failed attachments

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。

## 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

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.
- 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.

Click here to download template file

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](#).

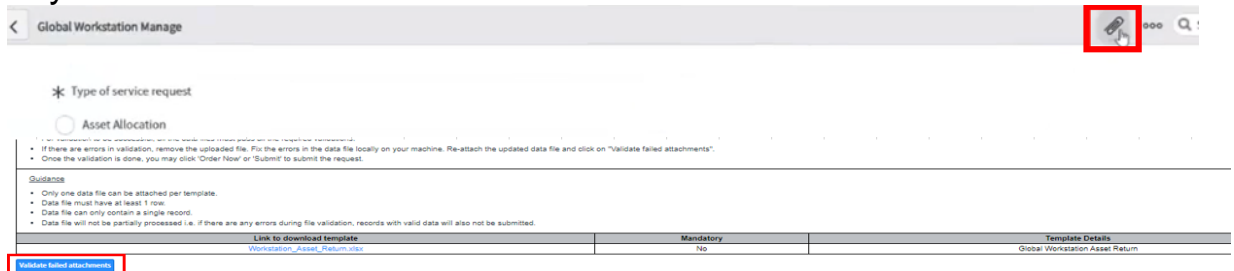
**Serial Number:** Need to match with **Serial#** information for your return asset in website [Devices & Equipment](#).

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

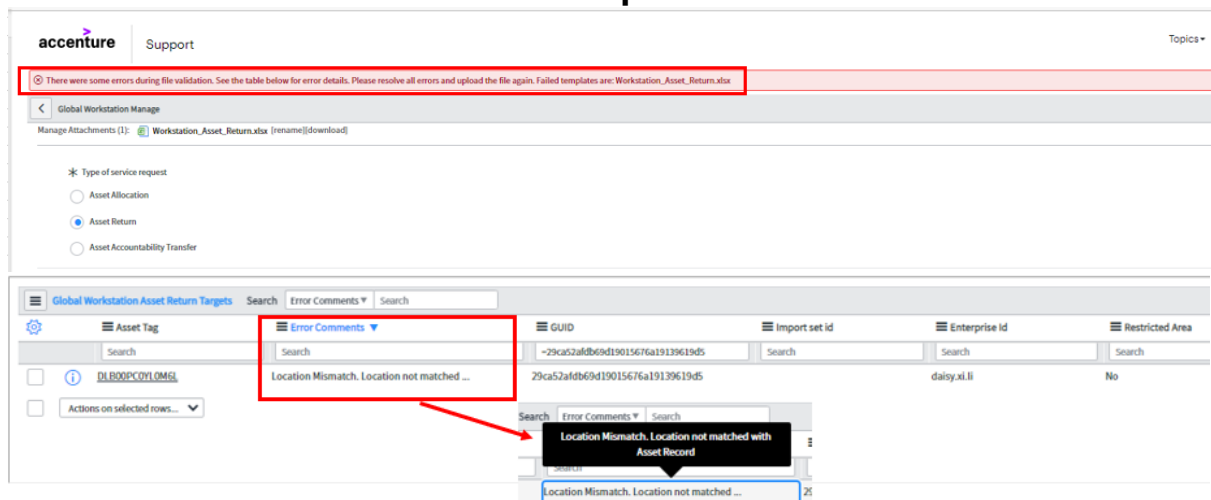
b. When attachment you have maintained all required fields, please click Button Icon **“Pin”** to upload attachment into this website. Once file



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.



## 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

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