Device Returns SOP

Purpose

To define the standardized process for returning issued devices when an employee, intern, or contractor separates from the organization or transfers roles, ensuring asset accountability, data security, and operational continuity. This SOP applies to all personnel who are issued organizational IT equipment.

1. Once IT is notified of employee departure or role transition by HR or supervisor, IT logs a ticket in internal ticketing system.
2. Retrieve device issuance records to determine, type(s) of device(s) used, serial numbers (if applicable), and associated accessories, such as charges, cases, or keyboards.
3. IT or HR sends the employee a Device Return Acknowledgment Form detailing the list of items to return, deadline for return, return instructions and drop-off location or shipping address (if employee was remote), and penalties for lost/unreturned devices.
4. For in-person employees, device is collected by IT with a checklist. For remote employees, a pre-paid shipping label is provided and employee must send tracking information within 48 hours.
5. Conduct a physical inspection of items: check for visible damage, verify all accessories are returned, and record findings in the ticketing system.
6. Immediately take the following data and security measures:

* Disconnect device from Microsoft 365
* Remove user access and profiles
* Archive or transfer needed data per handover process
* Reset device and perform a secure data wipe

1. Mark device as returned in the asset inventory, mark ticket as complete, and notify HR/Supervisor of return completion and any issues.
2. If a device is not returned by the deadline, send a formal reminder email, escalate to HR for policy enforcement, and, if unresolved, mark asset as lost and initiate Device Loss or Theft SOP.

This SOP should be reviewed every six months or after any policy or platform change.