

PC Rollback Checklist

When planning for a large rollback, these are items that we believe will help make this process successful. These items should be updated to include specific environmental considerations for your organisation.

Rollback Topic	Sign-off
Prior to Lease End	
<input type="checkbox"/> Assign End of Lease Coordinator.	
<input type="checkbox"/> Contact IBM Global Financing to discuss end of lease transition and billing stop dates	
<input type="checkbox"/> Review End of Lease Supplement information to determine return status for each item of equipment. Indicate actual return date for each item.	
<input type="checkbox"/> Ensure IBM Global Financing has valid serial numbers prior to return of assets.	

Equipment Preparation

To ensure that the units are functioning properly prior to return, we strongly suggest that the onboard diagnostics are used to check each unit (e.g., Easy Setup Diagnostics for IBM ThinkPads). We recommend you use an industry-standard diagnostic package or built-in diagnostics for non-IBM equipment. This process will ensure the most complete and easiest check of the unit for functional problems or hardware failures. Such diagnostic tools should identify any impending hardware failures.

<input type="checkbox"/> Complete Inspection Criteria for each item?	
<input type="checkbox"/> Is any of the defect covered by warranty/maintenance agreements? If so, fix prior to shipment.	
<input type="checkbox"/> Have power-on and administrative passwords been removed?	
<input type="checkbox"/> Is the Certification of Authenticity in legible condition on the unit (not damaged or missing)?	
<input type="checkbox"/> Remove confidential data from hard drive.	
<input type="checkbox"/> Remove all stickers that reference your company or related IT organisation.	

Packing

Each machine is examined for configuration content, to ensure that all of the components of the machine, including any features financed, are present. Absence of features/components expected will result in a fee commensurate with our costs of restoring or replacing the defective or missing components.

<input type="checkbox"/> Pack PC in accordance with packing recommendation to avoid damage (based on shipping method).																													
<input type="checkbox"/> Items to be included with the PC should be included in the same box (all original parts shipped should be packed in the same box):																													
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<input type="checkbox"/> For all items, include contents and inspection criteria checklist.																													

Shipping

Assign Shipping Coordinator to coordinate and consolidate shipping.

Determine most effective way to ship PCs:

• Single Unit to 20 Units	Method:
• Up to 100 Units	Method:
• Over 100 Units: Contact shipping company and send via pallet	Method:

Contact your designated returns location to make an appointment for delivery of your equipment. The delivery address, contact details and hours of operation are detailed in your Returns Confirmation Letter.