



Effectively managing your PCs, Intel Servers and Mobile Devices through lease end

End of Lease Guide Highlights



How you can more effectively manage your end of lease transactions

Handled correctly, managing the end of your PC, Intel Servers (Equipment) and mobile device leases can be fast, easy, and inexpensive.

Over the years, IBM Global Financing has worked with numerous lessees returning hundreds of thousands of items of Equipment, and we've used our experience to develop this Guide to better able you to manage your end of lease transactions. Following these steps will help you make the end of lease process as simple as possible, and will help you minimize associated costs.

Step 1: Inform us of your end of lease intentions

At end of lease you must notify us in writing of your decision to either return, renew, or purchase, the leased Equipment. Therefore, a key element in the end of lease process is timely communication to IBM Global Financing of your end of lease decision which you can do by either: sending an email to [askeol](mailto:askeol@us.ibm.com) or using our online tools, Customer Centre or EOL Centre.

For information regarding the Customer Centre and how to register, please visit

<http://www.ibm.com/financing/us-en/solutions/customer-centre/index.html>

For information regarding the benefits of using our EOL Centre please visit

<http://www-03.ibm.com/financing/us-en/end-of-lease/communication/index.html>

Your end of lease analyst can assist you with any doubts you may have regarding our online tools. Contact us at askeol@us.ibm.com

Step 2: Establish a deinstallation process for leased equipment.

Four key elements of a successful deinstallation plan include:

- *Removing all passwords*
- *Removing all data and information*
- *Removing all programs not licensed to a specific item of Equipment*
- *Creating an inspection process*

Each of these items is discussed in more detail in the following pages.

Step 3: Properly identify the Equipment

To ensure we are able to accurately identify the Equipment you are returning to us, please refer to the section entitled "Packing the Equipment" for guidelines and suggestions.

In the event of a mid-lease maintenance swap, please contact your end of lease analyst directly or by calling 1-800-IBM-3552 or by email at ASKEOL@us.ibm.com, notifying us of the original machine type/serial number on lease and the machine type/serial number that replaced it.

Step 4: Establish shipping protocols

Establishing standards to aggregate and properly pack the PCs , Intel Servers and mobile devices can lower your shipping costs and minimize the risk of damage to the Equipment.

Many of the PCs we receive are in single boxes; this may not be the most efficient and cost-effective way for your organization to ship large numbers of PCs. Palletizing shipments of 120 or more items of Equipment can significantly reduce your costs and, if you do this properly, will not increase the risk of damage to the Equipment.

The complete PC, Intel Server and Mobile Devices End of Lease Guide includes the following information:

- End of Lease Notice Options
- Packing the Equipment
- Returning the Equipment
- Shipping and Receiving
- A recommended inspection criteria checklist
- A form for calculating the estimated cost of missing or damaged Equipment
- Your PC , Intel Server and Mobile Devices returns checklist

IBM Global Financing contacts

End of Lease Support Hotline: 1-800-426-3552

End of Lease Notice Options



Notification requirements

Our standard contract requires that you notify us of your end of lease (EOL) decision at least 30 days prior to the lease expiration date. If your lease contract is already past expiration date, your EOL decision will be effective 30 days after notification date. Your decision can be communicated in one of the following ways:

- Send an email to askeol@us.ibm.com
- Use IBM Global Financing Customer Centre Tool
- Use EOL Centre online tool

If we do not receive timely written notice, as defined in the Highlights section of this Guide or by the terms and conditions in your contract, the lease will automatically be extended according to the terms and conditions of your lease contract.

We can help with end of lease decisions

If you need an End of Lease quote or if you have questions, please contact us by email or call us directly at 1-800-IBM-3552. (Monday — Friday, 9am - 5pm ET, Eastern Time Zone).

Your end of lease options

Consider the following options when making your decision:

Option 1: End of lease purchase

We recommend the purchase option for customers whose assets will continue to meet their requirements for an extended period of time.



Option 2: Extend on a monthly basis

Monthly continuation is available to those who are uncertain as to the installation date of the new equipment. This flexibility allows you to return the assets with just 30 days' notice.

Option 3: Renewal

PC, Intel servers and Mobile Devices lease renewals are available for 6, 12 or 18 months beyond the end of lease date. A customized transition renewal of a period different than these standard terms is also available upon request, to provide you with additional flexibility. As stated, notification of your intent to exercise these options is required at least 30 days prior to the lease expiration date.

Option 4: Return at end of lease date

Provide the necessary notification and return the machines at the end of their lease. We are expecting to receive only the same equipment detailed in your End of Lease quote or latest lease invoice that is scheduled for return to us.



NUMBER MATCH EQUIPMENT :

IMPORTANT: PLEASE READ POLICY CONCERNING EXACT SERIAL

Return of Equipment Not Leased by IBM Global Financing:

IBM Global Financing receives equipment from lessees that we did not lease to them. Please be advised that, except as expressly specified in your lease with us, you are only permitted to return to us the same item of equipment that we leased to you (i.e., same manufacturer, type, model number, and serial number asset). If equipment is sent to us that is not leased by IBM Global Financing (unauthorized equipment) then: (I) you will have relinquished any and all right, title and interest you may have in the unauthorized equipment with title transferred to us. In that situation, title will pass to us free and clear of any liens, restrictions, or other obligations. At our option, we may (a) Sell the unauthorized equipment and retain the proceeds of the sale, or (b) dispose of the unauthorized equipment. If the latter should occur, we will provide an invoice for our disposal fees and related expenses. These fees will be the same as what we would charge for the disposal of similar equipment. In no event will IBM Global Financing have any liability or be subject to any claims or remedies which may arise in connection with our disposal of the unauthorized equipment.

Subject to the above terms, if we receive any unauthorized equipment that is PC equipment (defined below) that is of the same manufacturer, type, and model number as equipment you are leasing from us for which the term: (I) is scheduled to expire within one month following the date we receive the unauthorized equipment; (II) has expired within one month preceding the date we receive the unauthorized equipment; Or (III) was automatically extended, in each case, in accordance with the terms of the lease, then we may, at our discretion, accept the unauthorized equipment as a substitute for a leased machine. If that occurs, the unauthorized equipment will become subject to all of the terms and conditions of the lease for the leased machine it replaces. In that event, IBM Global Financing will have released all of our right, title and interest in the leased machine. For purposes of this paragraph, "PC Equipment" means personal computers, notebooks, mobile devices, monitors, Intel based servers, personal computer printers and other related personal computer equipment.

If we receive any unauthorized equipment that is not PC equipment and receive a written request within 30 days of receipt, Sent [to ASKEOL@us.ibm.com](mailto:ASKEOL@us.ibm.com) (Or other contact address that we may provide in the future) to return the equipment to you, we will do that at your expense.

We may, but have no obligation to, remove any information, license programs, or any other data contained on the unauthorized equipment and shall not have any liability for the loss, destruction or disclosure of any such information, licensed programs, or any other data on any unauthorized equipment.

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Packing the Equipment



Proper labeling

The source of many equipment returns issues is directly related to properly identifying assets or their owners. We take pride in our end of lease policies and capabilities, such as notification with decision-making that allows you to determine the best disposition for the leased Equipment. However, many items of equipment returned to us are unexpected or indeterminable. That means, either we have not received written notification that the items of equipment are being returned to us, or there is inadequate information included with the shipment to identify the applicable lease for such items of Equipment. Often, we receive shipment without correct company owner name, or the serial numbers for the returned equipment are not the serial numbers for the equipment in the applicable lease (e.g. this may happen if the serial number was changed during a maintenance swap and we were not notified), we have no way of knowing to whom we should credit the equipment return. Also, if we cannot match the Equipment actually returned to us to the Equipment you intended to return to us at the end of its lease, billing for the unreturned Equipment will continue. In order to identify your shipment, the Freight Bill of Lading must be identified with the following information:

1. Company Name
2. Company Address
3. Contact Name
4. Contact Phone Number

Palletizing vs. single-unit shipping

Many of the PCs we receive are delivered via an overnight carrier and contain only one item of equipment per box. This may not be the most cost-effective way to ship equipment and may be the result of a decentralized return process. Palletizing can reduce costs significantly and, if you do it properly, will not increase the risk of damage to the equipment. We recommend palletizing for shipments of 120 or more PCs or 75 or more monitors. While only a small percent of the PCs we have on lease result in



billing to our customers, PCs that are incorrectly packed can incur costly damage while in transit. Our packing guidelines will minimize the chance of damage and additional charges to you.

In general:

- *If shipped in boxes or "Power Pacs," the boxes should be large enough to allow three to four inches of space between the item of equipment and any side.*
- *Attach an identification label to the side of the box with cellophane tape.*
- *Make sure the identification label is securely attached and will not fall off during shipping and handling.*
- *When shipping assets with Lithium Batteries, make sure to follow the procedures described on the below link*

http://w3-03.ibm.com/articles/workingknowledge/2009/06/isc_gl_hazmat_WK_primarylithiumbatterylabel.html

Laptops:

Packing Material Contacts:

For single pack Korrvu Laptops/Desktops:

For Bulk Pack Laptops/Desktops/Flat Panels:

Rand Whitney Packaging
Pam Jones, Customer Service
919-973-6003
Pjones@RandWhitney.com
3829 S. Miami Blvd
Durham, NC 27703

Ernest Packaging Solutions
Mitchell Corbett, Customer Service
919-234-1400
mcorbett@ernestpkg.com
501 Innovation Avenue
Morrisville, NC 27560

When shipping large quantities of laptops:

- *Use industry-standard "Power Pacs" (suggested).*
- *Double wrap each laptop in "large bubble" bubble wrap and secure with tape. Place laptop in box on its edge, not flat. Fill first level in box.*
- *Place cardboard layer over first layer of laptops.*
- *Pack second layer of laptops individually wrapped with bubble wrap.*
- *Place cardboard layer over second layer of laptops.*
- *Wrap attachments (AC adapters, external floppy drives, etc.) in bubble wrap and place on top of second layer of laptops.*
Seal box with tape.
No more than two layers of laptops within a box.



Batteries must be installed in the system. If they contain primary lithium batteries, please visit the link below for instructions on how to ship them:

http://w3-03.ibm.com/articles/workingknowledge/2009/06/fsc_gl_hazmat_WK_primarylithiumbatterylabel.html

When returning, cables or other accessories, those items must be returned either in the same box as the laptop to which they belong or all accessories for each laptop may be put in a box if included on the same pallet as those laptops to which they belong.

Monitors (LCDS and CRTS):

When shipping individual monitors:

- *Wrap monitor in bubble wrap.*
- *Place monitor in box laying on its side (not on its pedestal).*
- *Add power cord and signal cable.*
- *Be certain to include pedestal base/tilt-swivel stand.*
- *Ensure pedestal base is securely attached*

ENSURE ALL CABLES (VGA/DVI) ARE INCLUDED IN THE SAME BOX AND ARE ON THE SAME PALLET AS THE MONITORS TO WHICH THEY BELONG.

Seal box with tape.

When shipping large quantities of monitors:

- *Wrap monitor in bubble wrap, especially the glass surface.*
- *Place monitor on its side on the skid (An alternative is to place a layer of foam on the surface of the skid so the monitors can be placed with the glass surface onto the skid.)*
- *Be sure to place other monitors on the skid so that the glass surfaces are not facing each other. Cover the first layer of monitors with cardboard and place second layer on top of first.*
- *No more than two layers should be packaged on a skid.*
- *The number of monitors per layer will depend on the monitor screen size.*
- *Shrink-wrap monitors to the skid to prevent movement of monitors.*
- *Do NOT place skids on top of each other when packing trailer.*

ENSURE ALL CABLES (VGA/DVI) ARE INCLUDED IN THE SAME BOX AND ARE ON THE SAME PALLET AS THE MONITORS TO WHICH THEY BELONG

LCD Displays:

The following suggested packing instructions are for 20" flat panel monitors. These instructions can be used for larger monitors, with the only variable being the number of monitors/layer:

20" Flat Panel Wrapping Example:

- *Place "large bubble" bubble wrap over the top of the Flat Panel.*
- *Wrap around the Flat Panel with "large bubble" bubble wrap.*
- *Secure the bubble wrap with tape.*



1. Place bottom cardboard "cap" on top of the surface of a standard 40" x 48" pallet.
2. Place 36" x 48" foam pad in the bottom of the cap.
3. Place a 54" x 48" piece of bubble wrap on top of the foam.
4. Place six 20" flat panel monitors on top of the bubble wrap. Any cords and cables should be neatly wrapped around the base of the pedestal.



5. Place a small piece of bubble wrap (approximately 12" x 16") in between each monitor so that its sides are protected. The bubble wrap should fit under one monitor and on top of the other.



Place under this monitor and over the other monitor

6. Place a strip of foam (approximately 8" x 48") so that it fits between each row of monitors.



Bubble wrap – Foam

7. *Place a piece of foam (approximately 28" x 48") over the first layer of monitors and in between the pedestals.*
8. *Place another layer of 54" x 48" bubble wrap on top of the foam. Cut the bubble wrap in half as shown.*



9. *Place another six monitors on top of the bubble wrap. In the space between the two rows of monitors, pull the bubble wrap over the monitors to protect the sides. Also make sure that the bubble wrap is placed so that the monitors' pedestals are not touching. Place a small piece of bubble wrap (approximately 12" x 16") in between each monitor so that its sides are protected. The bubble wrap should fit under one monitor and on top of the other.*



Bubble wrap in between each Monitor

10. *Place a piece of foam (approximately 24" x 48") over the second layer of monitors and in between the pedestals.*



11. *Cut a piece of bubble wrap approximately 24" x 48" and place on the foam.*
12. *Place the final three monitors on top of the bubble wrap. Make sure bubble wrap is placed such that pedestals are not touching. Place a small piece of bubble wrap (approximately 12" x 16") in between each monitor so that its sides are protected. The bubble wrap should fit under one monitor and on top of the other. Place a piece of foam (approximately 8" x 48") in between the monitors and pedestals of the previous layer.*



13. *Place a top cap over the top layer of monitors and stretch wrap the pallet. The stretch wrap should completely cover the load and part of the actual pallet; this will ensure that the load is secured to the pallet. DO NOT STACK pallets*
14. *Make sure the cables (monitor VGA/DVI and power cord) are also packed.*



Preferred packing for multiple flat panel shipments:

- For maximum support cardboard separators should be used to prevent shifting.
- Flat panel screens should be packed screen to screen.
- Placed wrapped cables with monitor.



If cardboard separators are not available:

- Place Flat panel screens away from the outside of the carton.
- Place consecutive Panels screen to screen, repeating this layout. Make sure metal/plastic does not rub.
- Placed wrapped cables with monitor.
- Pack bubble wrap, paper or cardboard in empty spaces so the flat panels do not shift in transport.



Printers:

When shipping individual printers:

- Remove toner cartridge and place in plastic bag.
- Seal bag with tape.
- Wrap detachable paper-handling devices in bubble wrap.
- Place printer in plastic bag and seal with tape. Add Styrofoam "peanuts" to box and place printer, toner cartridge and paper-handling devices in box. Finish filling the box with "peanuts."
- Seal box with tape.

When shipping large quantities of printers:

- Use same procedure as above for toner or ink cartridge.
- Remove all external components (paper trays, paper outlet holders, etc.).
- Package all components removed in plastic bags with sufficient bubble wrap or other insulator to avoid damage.
- Wrap printer in bubble wrap and place on skid on a flat side.
- Place layer of cardboard on top of first layer of printers.
- Place second layer of bubble-wrapped printers on top shrink-wrapped.
- Shrink-wrap printers to the skid to avoid movement.
- Ensure all components that were removed are included in the shipment.

Desktop:

When shipping individual desktop:

- Place desktop in plastic bag. Seal with tape. Wrap unit in bubble wrap. Secure bubble wrap with tape. Place unit in cardboard box.
- Wrap keyboard in bubble wrap.
- Seal with tape.
- Place desktop, keyboard, power cord and mouse in box.
- Seal box with tape.

When shipping large quantities of desktops

- Place desktop in plastic bag.
- Place on skid on its end, not flat.
- Fill skid surface with desktops.
- Place layer of cardboard on top of desktop layer.
- Place another layer of desktops on top of the cardboard. Repeat the process for a third layer.
- Place another end cap on top of the stacked desktops and place wrapped cables/adapters, keyboard and mice inside. Place end cap over the adapters. Secure with tape.
- Shrink-wrap the skid to prevent movement of desktops on the skid.



Figure 2

Intel-based Servers:

When shipping individual machines:

- *Remove server component from rack and place in plastic bag. Seal with tape. Wrap component in bubble wrap. Secure bubble wrap with tape. Place component in cardboard box.*
- *Wrap keyboard in bubble wrap. Seal with tape.*
- *Place server, keyboard, power cord and mouse in box.*
- *Seal box with tape*
- *Wrap rack in bubble wrap. Seal with tape. Secure rack to pallets.*

When shipping large quantities of Intel-based Servers:

- *See the suggested packaging for large quantities of desktops above.*

When returning servers along with a rack:

If you are returning servers installed in a rack along with the rack itself, leave the servers in the rack. If you have blade servers within chassis inside a rack, leave them all in place. Include all cables. Wrap the rack with plastic wrap, cover the corners of the rack with cardboard and secure it with tape around the outside at the top, middle and bottom. Have your transportation carrier strap the racks within the truck so they don't move around.

When returning individual rack mounted servers without a rack:

Remove the server from the rack. Detach the rail from the server and the rack. Place the server in a plastic bag and seal with tape. Wrap this in bubble wrap and seal it in a cardboard box. Put rails and any miscellaneous components, such as cables, keyboards, power cords, mouse, etc in another cardboard box.

When returning tower servers:

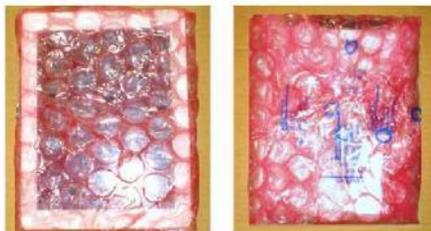
Place the tower in a plastic bag and seal with tape. Wrap the tower in bubble wrap and seal it in a cardboard box along with miscellaneous components like cables.

There should not be any batteries for tower servers

When returning, cables or other accessories those items must be returned either in the same box as the server to which they belong or all accessories for each unit maybe put in a box if included on the same pallet as the servers to which they belong

When returning tablets (and mobile devices):

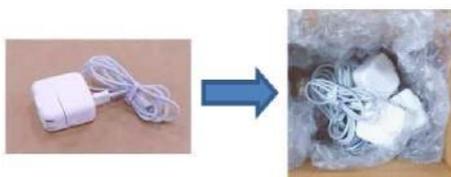
- *Preferably, mobile devices should be boxed or packed individually and bulk packed together with wrapped accessories in a larger bubble-wrap lined box – screens facing away from the outside.*



- *If individual packing is not possible wrap each device in bubble wrap and tape securely.*
- *Place mobile devices with screens facing away from the outside into a box lined with bubble wrap.*
- *Place bubble wrap where there is empty space to prevent shifting during transport.*



- *Place wrapped accessories in a separate box and pack with devices.*

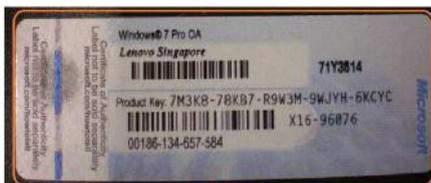


Returning the Equipment

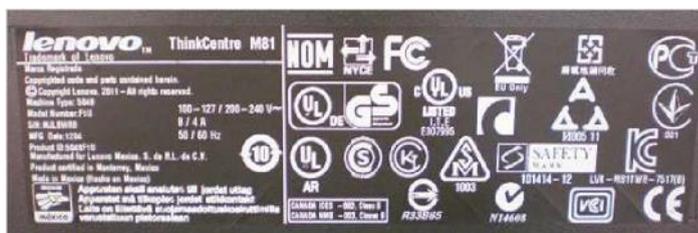


All items received with the Equipment at installation must be returned at end of the lease and packed with the assigned Equipment. Publications (Installation and User's Guides and Technical Reference Manuals) and recovery CDs should *not* be returned.

In addition, all financed features and parts (power cords, AC adapters, keyboards, etc.) listed in the table must be returned with the leased Equipment. The "Certification of Authenticity" adhesive label must remain affixed to the item of Equipment. This applies to all items of Equipment returned in the U.S. and Canada.



The "Underwriters Laboratory (UL) " adhesive label must remain affixed to the item of Equipment. This applies to all items of Equipment returned in the U.S. and Canada.





Remove passwords, and any customer stickers

All security passwords, including power-on, administrative and hard drive passwords must be removed prior to returning the equipment. Password protection on a computer significantly reduces the value of the item of equipment, as major components are rendered useless by the password. If we cannot clear the password, a charge will be issued for the end-of-lease purchase price for the applicable item of equipment. In addition, all stickers that reference your company must be removed.

Confidential data

You are responsible for removing all data and information, including, but not limited to, all programs not licensed to a specific item of equipment. We have no obligation to remove your or any other party's data or information from any item of equipment.

Damaged Equipment

A bill for the cost of replacing missing or nonfunctional items of equipment or accessories will be sent within two months after the return of the equipment (in most cases within one month).

The charge for missing or damaged items of equipment or accessories will be the replacement cost of such item up to the fair market value of the item at the end of the lease. For example, if a laptop with a value of \$250 is returned with a cracked display that will cost \$300 to repair, the charge is \$250. However, if the laptop had a fair market value of \$600 the charge would be \$300, the cost to repair the cracked display. This protects you from expensive repairs that would cost more than the item itself. While leased equipment may have what is considered "normal wear and tear-" the Equipment must be in good work i n g o r d e r . Therefore, you will be charged for any necessary repairs, some of which may be outside the scope of your warranty or maintenance agreement.

Any defects that are covered under the manufacturer's warranty or maintenance, as applicable, should be *corrected prior to return of the equipment.*

Examples of normal wear and tear:

- *Light/minor scratches on the screen*
- *Faded lettering on the keyboard*
- *Minor scratches on the cover or base*
- *Worn logo (do not remove COA) Examples of what is not normal wear and tear:*

Examples of what is not normal wear and tear:

- *Missing components such as notebook AC Adapters, notebook batteries, hard drives, power cords & cables, all LCD cables (VGA/DVI), keyboard, etc*
- *Cracked lid, frame or cases*



- *Missing/damaged control panel doors*
- *Non-removable labels (epoxy)*
(Do not remove COA)

Monitors/notebook displays:

- *Cracked or severely scratched screen*
- *Screen burn (see definition*)*
- *No power or no picture*
- *Permanent indentation on the LCD caused by the "mouse" or keys*

Your responsibilities when returning Equipment

As between us, the responsibility for return of leased Equipment is solely your responsibility as the lessee and not the transportation carrier. If the transportation carrier fails to perform their responsibilities as you have requested, you must address these concerns directly with the transportation carrier, not with IBM Global Financing. You continue to be responsible for any loss, damage or theft until the arrival of the equipment at our designated location.

Serial numbers for equipment listed in bill of lading are not proof of delivery. Final verification of the serial number will occur upon the return, unpacking and receipt of the item of Equipment by IBM Global Financing at our facility. Your transportation carrier will receive signed copy for shipment with stamp "Subject to confirmation".

You are responsible for arranging for the transportation of any Equipment and for ensuring compliance with all regulatory conditions for import or export of any Equipment prior to returning such Equipment to us.

Certain IBM Machine Types ("Servers") may contain a water solution coolant that may be subject to regulations governing the proper handling and disposal of such coolant ("Solution"). If you have leased such Servers and they are due to be returned, you should consult your lease and end of lease quote for additional responsibilities that you may have.

Condition and completeness of equipment

All the equipment shall be complete and in such condition as will qualify the equipment for the manufacturer's maintenance agreement service, if available, or, if not available, then in good condition and working order (ordinary wear and tear excepted). Equipment should be returned with all components that were leased, if not, charges will be applied upon any missing item. The original lease configuration must be returned along with any mid-lease feature changed that were added to the applicable lease. Lessee shall pay all costs and expenses incurred by Lessor to restore the equipment to the condition described above.

Charges associated with the lease will be billed to you. These may include:

- *Personal property tax reimbursement*
- *Repair of damage beyond normal wear and tear to the equipment*
- *Payment for any missing equipment or associated components*
- *Payment for any missing equipment or associated components*
- *Other taxes due, if any.*



Returned Parts

Notebooks/Tab1ets	Desktops and Servers	Monitors	Printers
Power Cord AC adapter Battery Docking station with keys Port replicators Covers and bezels External floppy drives	Power Cord Keyboard Mouse Pedestal/mini tower with base Server Rail Kit Cables/server cable covers	Power Cord Tilt/swivel DVI-Digital cable VGA-Analog cable Control panel doors Cable covers	Power Cord Cables Paper trays Sheet feeders Toner cartridge

This list is not all-inclusive; any other components originally shipped with the PC should be returned.

Effectively managing your PCs, Intel Servers and Mobile Devices through lease end

Shipping and Receiving



Shipping

Return Transportation Options

1. [ReturnCenter.com](https://www.returncenter.com) - Get an instant quote, schedule a pickup, print label, and track your assets online from pickup to delivery. Go to <https://www.returncenter.com/ibm/igf/sg>
2. McCollister's Moving and Storage - To request a quote form call 800-257-9595 or email igfamccollisters.com
You may also select a carrier or moving company of your choice.

Receiving

Our current refurbishment facility has been established in Raleigh, North Carolina, to streamline the logistics of receiving, verification, refurbishment and remarketing of our leased PCs. The facility is ISO9002-certified and encompasses over 500,000 square feet. The equipment is scanned into our system, moved to a staging area and passed through our inspection process. Our investment in automation is critical to reduce our costs and yours.

Scheduling receipts

Due to the volume of equipment received at our Center, large shipments must be scheduled according to the table below:

PC Shipment Size	Warehouse Notification Requirement
< 100 units*	none
> 100 units	Schedule appointment with the Dock Master at least three days prior to your



To schedule a receipt in US call the Dock Master at: 1-919-413-3227.

* A "unit" can be a system unit, monitor, printer or laptop. Each serialized item of equipment is considered a unit for receiving purposes.

Shipment receipts are heaviest on Fridays and at the end of the month, so dock times may not be readily available. For all shipments over 100 units, you must speak with a scheduler to reserve dock time. If a scheduler is not available, you should leave a message and one will call you back. Larger shipments over 200 units will not be accepted without prescheduled dock time.

To ensure we are able to meet your transportation carrier's arrive date and time, it is recommended that you call the Dock Master three days prior to delivery.

To determine where products are to be returned, please refer to the following website for a complete listing by product:

<http://www.ibm.com/financing/us-en/end-of-lease/return-locations/index.html>



Recommended Inspection Criteria Checklist

IBM Global Financing

Check Point	Inspection Results		Comments	Sign-off
Desktop				
Is the unit physically intact?	Yes	No		

Each unit will be inspected for physical damage upon receipt. The following components of the case are examined for cracks: lid, base, keyboard, keyboard frame, hinges, LCD frame, power switch assembly, audio/video jacks, volume controls, PCMCIA bezels, and rear door.

LAPTOP

Are there any cracks in the case?	Yes	No
With the power off, are there any visible scratches in the LCD (over 1/8" long or perceptible to the touch)?	Yes	No
Is there any LCD discoloration?	Yes	No

All Units

Does the unit power-on without hardware error?	Yes	No
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Note: Hardware testing consists of a Power-On-Self-Test (POST) only. Hardware errors that appear during machine startup indicate defective, missing or incompatible hardware.

Have passwords been removed?	Yes	No
Indicate total RAM during boot-up	___MB	
Indicate hard drive capacity during boot-up	___GB	

Indicate the presence, absence and condition of the following components:

	Missing /N		Working (Y/N)		Damaged (Y/N)	
	Yes	No	Yes	No	Yes	No
CD-ROM drive	Yes	No	Yes	No	Yes	No
DVD	Yes	No	Yes	No	Yes	No
Hard drive	Yes	No	Yes	No	Yes	No
Network card	Yes	No	Yes	No	Yes	No
Keyboard	Yes	No	Yes	No	Yes	No
Mouse	Yes	No	Yes	No	Yes	No
Power cord	Yes	No	Yes	No	Yes	No
Certification of Authenticity (Microsoft License)	Yes	No			Yes	No
Underwriters Laboratory Certification (UL)	Yes	No			Yes	No

Additional Comments:

Note: Final inspection by lessor occurs at the receiving point. Lessees remain responsible for any damage of equipment occurring up to that point. Damage billing is based solely on the lessor's inspection and will be received approximately two months after return of equipment.



End of Lease Inspection Criteria

IBM Global Financing

Problem	Description	Current Charge Range*
System board	Machine returned an error indicating system board failure, Power On Self Test (POST) failure, defective system	\$25—\$300
Admin. password lock	Admin. password not removed from machine, locking processor/hard drive.	\$50—\$400
Hard drive	Missing, damaged, nonfunctioning drive or drive is smaller than model specification.	\$25—\$75
Memory	Missing, damaged, nonfunctioning memory or memory is incompatible with model specifications (voltage and parity vs. non-parity).	\$15—\$90
Notebook keyboard	Nonfunctioning keyboard.	\$25—\$125
Case	Any cracks found in case, including but not limited to cracks in lid, base, keyboard frame, or on keyboard surface.	\$50—\$100
AC adapter port	Cracks around the AC adapter port insulator.	\$50—\$100
Notebook LCD (Liquid Crystal Display)	Scratches, cracks, burned image on LCD, mouse dots, cloudy screen.	\$50—\$300
Battery	Missing or wrong battery returned with machine.	\$50
CD/DVD	Missing, damaged or nonfunctioning CD/ DVD.	\$20—\$30
CDRW or DVD/CDRW	Missing, damaged or nonfunctioning CDRW or DVD/CDRW.	\$50—\$75
DVDRW/CDRW (Multiburner)	Missing, damaged or nonfunctioning DVDRW/CDRW multiburner.	\$125—\$200
Floppy	drive Missing, damaged or nonfunctioning floppy drive.	\$25
AC adapter	Missing, damaged or nonfunctioning AC adapter.	\$35
PCMCIA adapter card/connector	Missing, damaged or nonfunctioning PCMCIA card/connector (e.g., modem, network card).	\$25
Docking station key	Missing docking station key.	\$35
PC keyboard	Missing keyboard.	\$20
PC mouse	Missing mouse.	\$5
Damaged monitor (CRT and flat panel displays)	Monitor will not power on, does not display picture or is physically cracked or shattered.	\$10—\$115
Burnt screen monitor (CRT and flat panel displays)	Lines or characters burnt into the screen, more than 1" along border or > 1 character in size, mid-screen.	\$10—\$170
Monitor tilt/swivel base	Missing or damaged pedestal.	\$10—\$25
Monitor power cord	Missing or damaged power cord.	\$10—\$15
Monitor VGA cable (analog)	Missing or damaged VGA cable	\$10
Monitor DVI cable (digital)	Missing or damaged DVI cable	\$20
Flat panel display Scratched/damaged display.	Scratched/damaged display.	\$50—\$225
Flat panel display power adapter	Missing or damaged power adapter.	\$25
Printer toner cartridge	Missing toner cartridge.	\$25
Printer case	Missing/damaged printer cover panels.	\$25
Printer failure	Printer will not power on.	\$50
Server Rail Kit	Missing Server Rail Kit	\$50
Certification of Authenticity (Microsoft License)	Damaged or Missing COA	\$20
Missing Notebook Docking Station	Missing Notebook Docking Station (leased as part of a notebook)	\$35
Underwriters Laboratory Certification	Missing Underwriters Laboratory Certification (UL)	\$75

Prices and charges subject to change without notice due to fluctuating parts prices, availability and newly identified damage.



PC Rollback Checklist IBM Global Financing

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 organization.

Rollback Topic	Sign-off
Prior to Lease End	
() Assign End of Lease Coordinator.	
() Contact IBM Global Financing at 1 800 IBM-3552 to discuss end of lease transition and billing stop dates.	
() Review End of Lease Supplement information, or End of Lease information available online using the IBM Global Financing Customer Centre or EOL Centre *tools used to determine return status for each item of equipment. Indicate actual return date for each item.	
() 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 ThinkPad® notebooks). 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.

() Complete Inspection Criteria for each item?

() Is any of the defect covered by warranty/maintenance agreements? If so, fix prior to shipment.

() Have power-on and administrative passwords been removed?

() Is the Certification of Authenticity in legible condition on the unit (not damaged or missing)?

() Remove all data and information from hard drive.

() Remove all programs not licensed to a specific item of equipment.

() Remove all stickers that reference your company or related IT organization.

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.

() Pack PC in accordance with packing recommendation to avoid damage (based on shipping method).

() Items to be included with the PC should be included in the same box if that does not create a risk of potential damage. For example, it is acceptable to ship port replicators separately from notebooks, provided the packing material clearly identifies that the port replicators are being returned with the notebooks. The same can be said for keyboard/mice for desktops:

Notebooks/Tablets	Desktops and Servers	Monitors	Printers
Power cord	Power cord	Power cord	Power cord
AC adapter	Keyboard	Tilt/swivel	Cables
Battery	Mouse	DVI-Digital cable	Paper trays
Docking station with keys	Pedestal/mini tower with base	VGA-Analog cable	Sheet feeders
Covers and bezels	Cables/server cable covers	Cable covers	Toner cartridge ¹
Port replicators	Server Rail Kit	Control panel doors	
External floppy drives			

() 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:

* For more information about Customer Centre, contact your IBM Global Financing representative.

** When shipping toner cartridges, remove from printer and package separately in a plastic bag.

Refer to the section on packaging for more details.



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11-15-05

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IGF4-A049-01

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