

# End of Term Services Process Description

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## 1. Introduction

The Fujitsu Financial Services portfolio is completed by addressing your needs at the end of the lease lifecycle, ensuring a complete end-to-end offering and peace-of-mind.

Integrated and globally consistent high service levels are provided for equipment coming out of its lease lifecycle, allowing you to interact only with one provider for all your needs around the equipment refresh phase, rather than coordinating multiple suppliers for individual elements. Combined with the global Fujitsu Services portfolio, our IMAC/D solutions and Managed Service approach, the EoT Services ensure that all your needs are fulfilled by one single source – Fujitsu.

Fujitsu Financial Services (FFS) offers a wide range of services to suit your desired performance level, delivered with a high level of security, professionalism, and reliability in all agreed service aspects.

The main areas of service are:

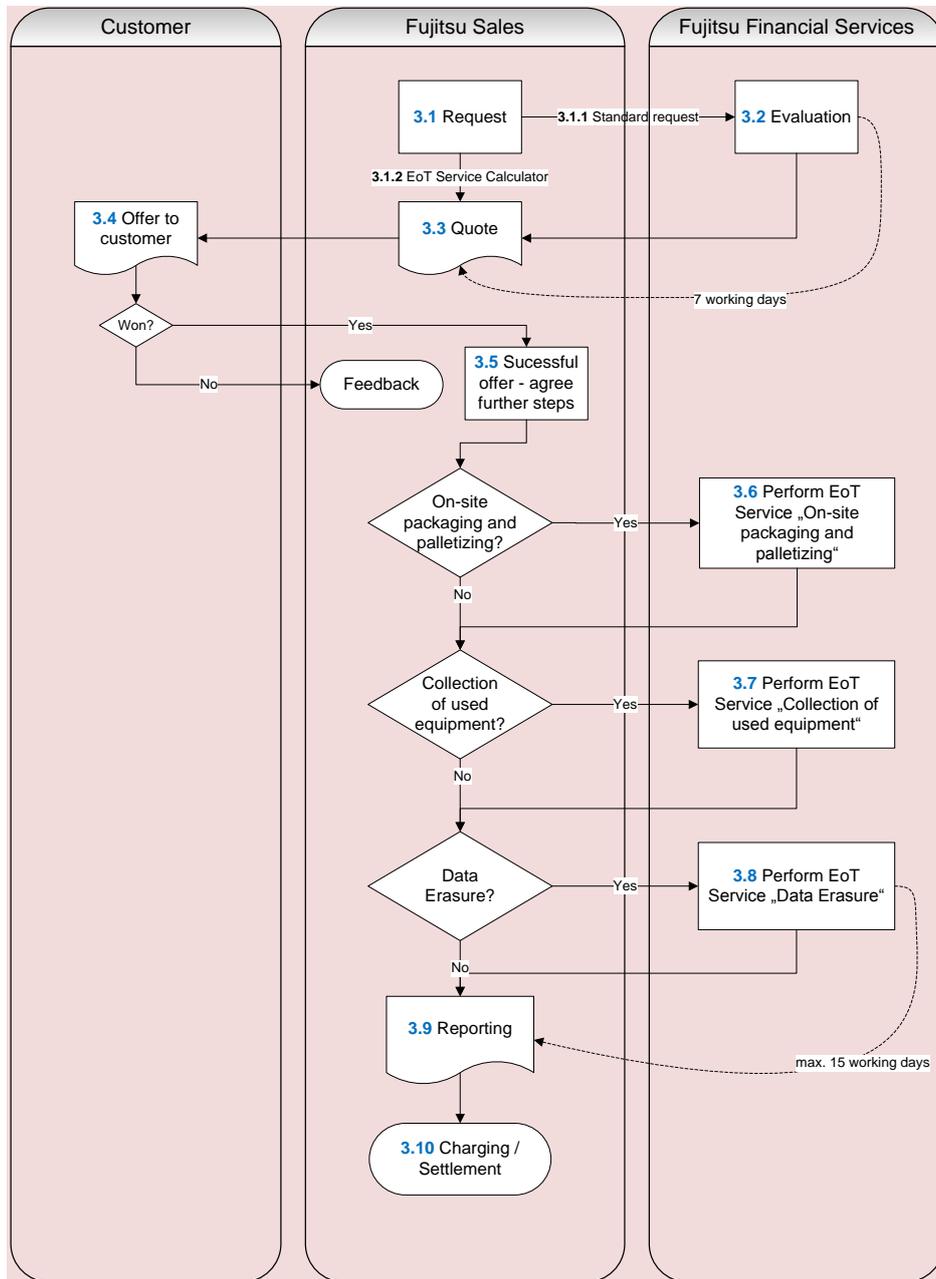
- the decommissioning and collection of used equipment,
- on-site packaging and palletizing in preparation for collection,
- data erasure;

all of which are detailed in this document.

The EoT Service elements are subject to the EoT Services Terms & Conditions and the Special Services Addendum.

Should you require more information on this individual service, please contact [financialservices@ts.fujitsu.com](mailto:financialservices@ts.fujitsu.com).

2. Flowchart



### 3 Process Description

#### 3.1 Request

##### 3.1.1 Standard request

In order to provide you with an optimized proposal for the provisioning of our EoT Services, you will need to provide FFS with as much information as possible about the equipment, the location, the circumstances on site, and any other information relevant to the logistics. All these details are needed in order to estimate the complexity, the resources and time required, and it is necessary to clarify them in advance rather than at the point of collection.

Key details required in brief are:

- complete technical specification (make and model of system, number and speed of CPUs, amount of RAM, HDD sizes, type of optical drive, etc)
- for storage this detail will extend to part numbers for the drives and controllers
- when the equipment will become available, and where it will need collecting from
- number and weight of pallets, if already packaged ready for collection

The more information you can provide, the more accurate and hopefully higher the quote will be.

#### 3.2 Evaluation

Based on the detailed information provided in your request, FFS will review and match your requirements against our growing modular service offering. A comparison will be made between the Fujitsu internal resources and our global service partner network, for both individual tasks as well as the integrated total solution, and the most effective and efficient construction will then be proposed.

Should there be any aspects upon which delivery cannot be assured, FFS will contact you directly to jointly agree the available options. Please note that FFS will always base the EoT Service solutions on the established processes in place.

#### 3.3 Quote

Dependent upon the level of service requested, you will receive a written response including a quote generally within 7 working days (some more specialized requirements may take a little longer).

The proposal provided by FFS will contain a description of our offering, any requirements, the expected expenses for our service(s), and the Special Services Addendum to our standard Terms and Conditions. It will be based upon:

- 3.3.1 Location(s) - for 'on-site-packaging' and/or 'collection' only
- 3.3.2 Local conditions - for 'on-site-packaging' and/or 'collection' only
- 3.3.3 Timescales
- 3.3.4 Technical details
- 3.3.5 Amount of equipment / components

- 3.3.1 Location(s) - for 'on-site-packaging' and/or 'collection' only

Required detail:

- the exact location(s), address(es) and contact details of the relevant on-site contact person(s)
- the total amount of equipment, and the mix per pickup/location as relevant

This is essential information to ensure that the appropriate choice is made between internal or external resources, based on capacity and geographical requirements. Estimated costs will be based on those factors, and so to make the proposal as competitive as possible we need all such details in advance, and as accurately as possible. Any changes to those details at a later stage might lead to non-viable solutions, so you need to advise us immediately when any such changes occur.

This information is often also required in consideration of local regulations and law, and tax and customs procedures.

- 3.3.2 Local conditions - for 'on-site-packaging' and/or 'collection' only

In addition to location(s) detail, the on-site circumstances are needed for FFS to prepare for the right solution.

Without this information we will assume that the equipment is available in a suitable 'packaging room' with direct access to a loading bay (for on-site packing prior to collection), or already packed and palletized and on a loading bay (collection only).

Any changes in circumstances are to be advised to FFS at an early stage, to enable integration into the solution, and to avoid additional or unnecessary costs at a later stage. Typical examples would be:

- equipment cannot be made available at ground level or on a loading bay
- there is no direct access from the packaging room to the loading bay
- only certain types of vehicles can be used due to difficult site access
- only certain employees can have access to the building

### 3.3.3 Timescale

The overall project timescale (start and end dates) for the return of the products, as well as the agreed individual aspects (e.g. multiple collections) will be taken into account in order to accurately plan resources and availability as part of an effective proposal.

Special requirements (such as collection on weekends, public holidays, or night-time on-site service provision) will be taken into consideration, as they may lead to adjustments to the offer based on the most suitable resource (internal or external).

If the return of the equipment is known in advance to be some way in to the future, we will estimate any likely adjustments for costs involved (such as for transport, due to increased fuel costs and road charges for example).

Any changes in the return timelines after proposal acceptance will require a review of the quotation provided by FFS, based on future depreciated product values, and estimated increased costs.

### 3.3.4 Technical details

Clear product details and descriptions are required to ensure accurate assessment on how many products will fit on a pallet, and thus to ensure that the vehicle capacity is known for the transportation. For larger systems the weight may also be required, to assess if partial disassembly is required prior to transportation.

Technical details are also required for accurate pricing of any EoT Services. For example, the size of a hard drive dictates the time needed for data wiping, and thus the total processing time accordingly.

In addition to the above examples there are further reasons why the technical detail is important. For that reason, please provide FFS with as much information on the equipment as possible, in order that a competitive and reliable quotation can be provided.

### 3.3.5 Amount of equipment / components

The total amount of the equipment and/or components to be collected, as well as the number of collections, will be needed, so that the logistics can be planned accordingly.

This information may not all be available at the proposal stage (for the number of collections, or the various locations involved), but it is important that you provide us with as best a guide as possible, in order to avoid large adjustments and time spent on reviews at a later stage.

## 3.4 Offer

The quotation is provided to you by FFS and will show:

- the resale values (from the Trade-In element) and costs separately, or as one net amount
- that the resale values or net positive returns can be shown as a cash rebate, or can be returned as additional Fujitsu products and services

## 3.5 Agreed Offer

Once you wish to accept the Offer, please contact [financialservices@ts.fujitsu.com](mailto:financialservices@ts.fujitsu.com), in order to agree the relevant next steps.

Please note: any additional commitments that were not agreed with FFS in advance will not be included in the Service delivery.

## 3.6 Perform agreed EoT Service 'On-site Packaging and Palletizing'

If the EoT Service 'On-site packaging and palletizing' from our modular service concept has been agreed, FFS will arrange with you for this service element to be carried out as agreed.

The relevant customer obligations and the overall conditions will be shown in our quote, as well as any variations agreed with FFS. Should there be any need to adjust the proposal at this stage we will consult you in advance of any revised quotation.

In brief, the steps below will be carried out in the fulfilment of the agreed services:

#### 3.6.1 Packaging and palletizing of equipment, ready for secure transport

Computers, monitors, notebooks, servers and storage devices, as well as their peripherals are sensitive goods, so inadequate packaging will almost certainly lead to damage in transport.

Within the scope of this service, FFS will ensure the equipment will be packed and palletized according to our packing standards and guidelines. Your customer will not have to provide any materials or tools (e.g. appropriate boxes, pallets, or padding), but can rely on our professional solutions and best practices. This can protect values and save customers resources. You will only have to make the equipment available at the agreed time in a suitable location with direct access to the loading area.

Furthermore, the equipment will be counted and reported (per asset type – e.g. PCs, notebooks, monitors), to ensure a clear picture as to what has been packaged. The finished pallets or transport boxes will be labelled in order to ensure an easy allocation to the actual service project.

Additional requirements (such as recording of serial numbers, on-site data wiping, etc.) have to be requested and agreed in advance. The commercial viability and resource required for these options will be assessed in each instance, and FFS will ensure best efforts to incorporate these requests.

#### 3.6.2 Release of equipment

After the equipment is packaged and palletized, ready for secure transport, the equipment will need to be released by you or an authorised representative. For this purpose, we will provide you with a report of the amount of equipment (per asset type – recorded during the course of packaging), number of pallets, the destination, and the project reference of the assets; all this will be clearly stated on the release document.

#### 3.6.3 Preparation of transport documentation

All necessary transport documentation, as well as the coordination with the forwarding agent, will be the responsibility of FFS.

We will liaise with you for any step in the process that requires input from you (e.g. customs regulations).

#### 3.6.4 Transport to loading area

FFS will ensure that the equipment is available at the loading area for the collection and time agreed with the forwarding agent (the loading bay or on ground level). In addition all necessary loading equipment (e.g. fork lift truck, elevating truck) and documentation will be made available.

Please note that the EoT Service 'On-site packaging and palletizing' is only available in combination with the 'Collection of used equipment' module, and is subject to the Special Services Addendum to our standard Terms and Conditions.

### 3.7 Perform agreed EoT Service 'Collection of Used Equipment'

Within the scope of our EoT Service 'Collection of Used Equipment', FFS provides a fast and flexible shipment process to transport your retired IT equipment to our nominated location. We will ensure that all formalities regarding the shipment are taken into consideration, that the equipment will be collected at the agreed time at your location(s), and the shipment of the equipment will be without undue delay.

The relevant customer obligations and the overall conditions will be shown in our quote, as well as any subsequent changes agreed with FFS. Should there be any need to adjust the estimations at this stage we will consult you in advance of any revised quotation.

In brief, the following steps will be adhered to during the fulfilment of the agreed services (Please note: should the EoT Service 'On-site Packaging and Palletizing' have been agreed with you, the process steps 1 & 2 will be made obsolete):

#### 3.7.1 Arrange collection date and local conditions

With reasonable notice prior to the required collection date, FFS will agree with the respective contact person in your organisation the necessary details (access to loading area, details of packaged pallets, date and time of collection, etc.), based on the information provided.

It is your responsibility that all the equipment will be made available for collection from a loading bay, securely packaged and palletized ready for collection at the agreed time. In order to avoid the risk of transport damages, we highly recommend that you follow our packaging guidelines, or enlist the services of an experienced provider.

Please ensure that all access authorization is given, to avoid unnecessary waiting times for the collection from a loading bay or on ground level. We will also need prior notice if driver or courier details are required by you in advance, again to avoid any 'failed' collections where the courier is

not allowed access to site. Any costs arising from such 'failed' collections that are not the fault of FFS will be chargeable back to you (see 3.10 Charging / Settlement, below).

### 3.7.2 Preparation of transport documentation

Based on the information provided by you, we will coordinate the courier(s) and provide any necessary freight documents. For any process step that requires input from you (such as customs regulations), we will liaise with you on this matter.

It is absolutely necessary at this late stage that the information provided by you on the equipment to be collected (e.g. number and weight of pallets, exact collection location, amount and type of equipment) is not changed, as any discrepancy between the freight documents and the actual equipment made available will result in a delayed fulfillment of the service, or may even require a revised collection arrangement (equivalent to a 'failed' collection), and therefore additional costs, chargeable back to you (see 3.10 Charging / Settlement, below).

### 3.7.3 Loading of goods

FFS or its appointed agent will pick up the goods at the agreed time and location, arranged with you in advance. A customer representative will be needed to sign the respective consignment release documents.

For documentation purposes, the driver will inspect the pallets for any visible damage or poor packaging. Should any such failings be discovered, they will be documented, and pictures will need to be taken by your customer. The collected goods will be accurately secured in the lorry for a safe transport. You will receive confirmation of the number of pallets or transport boxes.

Any multiple loading events or locations have to be pre-agreed and will be charged accordingly.

### 3.7.4 Transport

Within standard forwarding agency procedures, the equipment will be transported from your location to the nominated location, taking into account any local regulations. Should a customs handling be needed, this will be arranged by FFS or appointed agent, if acceptable by local law.

### 3.7.5 Delivery of equipment

The goods will be delivered to the nominated destination (Fujitsu or its agent) and will be handed over to the respective incoming goods department. For documentation purposes, the driver will inspect the pallets for any visible damage. Should there be any such failings discovered, they will be documented and pictures will be taken by the receiving agent. An acknowledgment of receipt will be signed by both parties and a copy will be provided afterwards to your customer.

Additional requirements, such as direct shipments, special security transports using trucks with box bodies, or skeleton containers have to be requested in advance. The commercial viability and the required resource will be assessed for each instance, and FFS will ensure best efforts to incorporate any requirements.

Please note that the EoT Service 'Collection of Used Equipment' is subject to the Special Services Addendum to our standard Terms and Conditions.

## 3.8 Perform agreed EoT Service 'Data Erasure'

Our EoT Service 'Data Erasure' will be carried out during the course of test and audit of the collected equipment at the premises of Fujitsu or its appointed agent(s). Should your security guidelines require on-site disk wiping, this will need to be individually assessed and agreed during the bidding procedure. The commercial viability and resource required for on-site data erasure are dependent upon the type and amount of equipment per location, and the local access and working circumstances. Therefore we need to know as early as possible that this on-site service(s) is required.

In brief, the following standard actions will be carried out during the fulfilment of the agreed service:

### 3.8.1 Test / Audit equipment

Unless agreed separately, all equipment will be tested and audited for completeness (content of components as previously advised beyond minimum working specification) as well as for full functionality. This stage can also identify how many disks are built into the unit, and any drive defect or poor connection that would not be detected by any disk wiping software. At this stage, all units will be tagged with an individual code in order to ensure an error free identification, and a traceable link between any disks and the system they are resident in, based on serial numbers.

### 3.8.2 Disk wiping to an agreed standard and level

After a successful test of the equipment, all discs will be automatically processed within the certified disk wipe procedure according to the agreed standard and level. FFS and our specialized network of partners will be able to provide all common industry standards (such as BSI M2.167 or DoD 5220.22-M) for any applicable devices – from a PC up to storage devices. The level of data wiping as well as the information collected (e.g. disk serial number) is based on the specific agreement with your customer.

The results of the disk wiping will be documented in our records.

### 3.8.3 Destruction of defective disks

Any unsuccessful procedures will be reported and processed by physical destruction of the disk(s), to ensure full security standards for all data medium provided to us. This will also be the case for any disks from defective systems, or any disks that could not be wiped by our standard software, whatever the reason.

The physical destruction will either be carried out immediately in our premises by a suitable shredder, or stored in special security containers for destruction by a certified and authorized partner.

In either event, the serial numbers of the HDDs can be recorded if this has been previously agreed with you.

### 3.8.4 Reporting and provision of documentation

After the equipment has been fully processed, you will be provided with a detailed report of the equipment received on serial number basis, and confirmation of the successful disk wiping or physical destruction.

Independent of the method of data deletion (successful disk wipe or physical destruction), the confirmation will contain all disk serial numbers, if this has been pre-agreed. We recommend this additional service element to you as it provides an audit trail (including the match between system and HDD serial number).

Secure premises and the use of appropriate resources are fundamental to our EoT Service offering, and we take steps to ensure that devices or their data do not pass onto any third party, from the point we have received them into our appointed location(s). Data erasure services are subject to the Special Services Addendum to our standard Terms and Conditions.

For any questions or assistance please contact [financialservices@ts.fujitsu.com](mailto:financialservices@ts.fujitsu.com).

## 3.9 Reporting

Within (generally) 15 working days you will receive a test and audit report, which provides the technical, functional and optical details on all the returned products on a 'per system' basis, with serial numbers, descriptions of any shortfalls, defects or missing parts (as part of the Trade-In arrangement), as well as the reports of the successful completion of the agreed service elements.

Should you have requested a data wipe service, the relevant documentation (according to the agreed service level) will be provided at this stage.

## 3.10 Charging/Settlement

The agreed service cost will be charged by FFS to you after the reporting has been delivered to you.

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### Contact

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