Print@IBM **IBM**	Pick-Up Protocol **RICOH** imagine. change. Form Updated April 2021	Technician Name (Printed): Nguyen Tien Manh

For GDPR compliance, when adding any personal data (name, email, phone number) to this form, please ensure you have consent for each person. They must understand their information will be shared outside their country and with Ricoh affiliates.

Please fill out this form in its entirety and reserve time to complete this task while onsite, before leaving IBM premises. Ricoh & IBM signatures Required **Printer information** (SDM & Technician)

Printer Deletion Protocol

Device - Deletion of the Data (Technician)

*****SELECT ONLY 1 OPTION*****

Perform this option as priority	**Perform IF Option 1 is not successful:**
* Please ensure Ricoh tech obtains Login and Password beforehand	Send an email to: **IBM_GlobalFleetManagers@ricoh-usa.com** **PRIOR TO LEAVING THE SITE** with the following information:
Disconnect communication cables from machine	
1) Log in as Admin *	1) Country-Site-device name and Description of the error code listed on the device
2) Press System Setting -> Administrator Tools	2) Add Name of Ricoh Fleet Mgr/RSDM _____
3) Press Next -> Next -> Erase All Memory	
4) Select DoD (Department of Defense) as method for overwriting	**Note: If the Erase All Memory screen is grayed out, please delete all extended features, reboot and retry the process again**
5) Press OK	
6) Press Erase -> Yes	
7) Once complete, Press Exit	
8) Turn Power Off and Unplug	

Scan and send signed completed PDF to Ricoh Global Fleet Managers with the following information included:
Email Subject: "Take-back protocol Site Name"
Fleet Manager Email: *IBM_GlobalFleetManagers@ricoh-usa.com*
Add Name of Ricoh Fleet Mgr/RSDM _____

Comments (Technician) - Describe any issues with the removal of the device or disk DoD overwrite here.

All memory has been Erased

Confirmation of Completion (IBM & Ricoh)

IBM Contact/ Escort Name _Nguyễn Thị Thuỷ_ **IBM Signature** _____ **Date** _4/7/2024_

Ricoh Technician Name _Nguyễn Tiến Manh_ **Ricoh Signature** _____ **Date** _04/07 2024_

Site Information				Dev Activity	Existing Device Information			Counter Reading			Device - Deletion of the Data (Technician) - *****SELECT ONLY 1 OPTION***** Check Mark Below	Device - Physical Cleanup (Technican) - Check Mark Below	
Site Name	Address	City	State	Keep / Refresh / Dispose	Legacy Model Line #	Legacy Model Mfg Serial #	Client Equip ID	Color		Black	I successfully removed all customer data according to the instructions below: HDD formatted, NV-RAM deleted - (Check Box)	I removed all cable connections from device and secured device. (Check Box)	I returned/ left all cables belonging to IBM at IBM location (Check Box)
HN	Liễu Giai	Hà Nội		Dispose	IM430F	3351P752117	vnpcLVj1			16848	☑	☑	☑
HN	Liễu Giai	Hà Nội		Dispose	IM430F	3351P752206	vnpcLVj0			35	☑	☑	☑
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