

SAMSUNG

Managing Your ESN Assets



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To manage your ESN assets, log in to your user account and navigate to the **'ASSET MANAGEMENT'** tab via the top left of the menu bar. From the drop down menu select **'MY ASSETS'**.

| ASSET MANAGEMENT | ADV REPLACE CATALOGUES | SAMSUNG Service Hub | NOTICEBOARD | LINKS | ACCOUNT | \leftrightarrow | LOG OUT |
|------------------|------------------------|------------------------|-------------|-------|---------|-------------------|---------|
| MY ASSETS | | Noticeboard | | | | | |

From here you are able to view and generate reports on all of your live assets. Your full asset list will detail the contract number, IMEI number, device status, make and model, order contact, handover time and any other comments associated with the asset.

| ASSET MANAGE | MENT ADV REPL | ACE CATALO | GUES | | | MSU vice I | | | | NOTI | CEBOAR | D LINKS | ACCOUNT LO |
|--------------|-----------------|---------------|-------------------------|-----|----------------|---------------|-------|----------|---------|--------------------|--------|--------------------|------------|
| | | | | | Му | Ass | sets | 5 | | | | | |
| Contract No | | IMEI | | | Make / Model | | | | Email | | | | |
| | | | | | Choose some of | options | | | | | | | |
| Full Name | | ICCID | | | Device Status | | Tel | | | _ | _ | \frown | |
| | | | | | - Any - | * | | | | APPI | x | RESET | |
| Contract No | IMEI | Device Status | Make / Model | Ref | Full Name | Email | ICCID | Temp Tel | Company | Company Department | Tel | Handover Time | Comments |
| Border Force | 3552051003469XX | Asset Only | XCover FieldPro - G889F | | | | | | | | | 04/08/2020 - 12:4 | 15 |
| Border Force | 3552051003460XX | Asset Only | XCover FieldPro - G889F | | | | | | | | | 25/08/2020 - 11:12 | 2 |
| Border Force | 3552051003456XX | Asset Only | XCover FieldPro - G889F | | | | | | | | | 05/08/2020 - 12:5 | 3 |
| Border Force | 3552051003015XX | Asset Only | XCover FieldPro - G889F | | | | | | | | | 05/08/2020 - 12:5 | 3 |
| Border Force | 3552051003113XX | Asset Only | XCover FieldPro - G889F | | | | | | | | | 07/08/2020 - 09:4 | |

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You can search this asset list using the search filters at the top of the page. Simply enter the asset information into the relevant field and then select **'APPLY'**.

| | | My Ass | sets | |
|-------------|-------------------|-------------------------------------|-------|-----------|
| Contract No | IMEI | Make / Model Choose some options | Email | Full Name |
| ICCID | Device Status Tel | АРР | RESET | |

Once filtered according to your specifications, click the red **'CSV'** button located at the bottom of the asset list to export and download this list.

CSV ----

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Alternatively, you are able to search and review your assets by order line. To do so, navigate to the **'ASSET MANAGEMENT'** tab via the top left of the menu bar, and then select **'MY CONTRACTS'** from the drop down menu.

| ASSET MANAGEMENT | ADV REPLACE | CATALOGUES | SAMSUNG Service Hub | NOTICEBOARD | LINKS | ACCOUNT | ⇔ | LOG OUT |
|------------------|-------------|------------|------------------------|-------------|-------|---------|---|---------|
| MY ASSETS | | | | | | | | |
| MY CONTRACTS | | | Noticeboard | | | | | |



SAMSUNG ESN

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Here you will are able to view a complete list of contracts linked to your account. Search your contract list by scrolling, or utilise the filter function by entering the **'Contract No'** into the appropriate field, before selecting **'APPLY'**.

| ASSET MANAGEMENT ADV REF | PLACE CATALOGUES | SAMSUNG Service Hub | NOTICEBOARD | LINKS ACCOUNT LOG O |
|--------------------------|------------------------------|------------------------|---------------|---------------------|
| | | My Contracts | | |
| Contract No | Reseller Choose some options | RESET | | |
| Contract No | Reseller | Contract Start/End | No of devices | Added |
| ESN - Assure | | 27/06/18 to 27/10/21 | 1345 | 27/06/18 |
| ESN - Direct One | | 06/09/18 to 31/12/20 | 107 | 06/09/18 |
| ESN - Direct Demo | | 05/03/19 to 05/03/21 | 55 | 05/03/19 |
| | | | | |

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To ensure your Asset Database remains accurate and up to date, you have the option to review your asset replacement history at any time. To do so, navigate to the **'ADV REPLACE'** tab via the top left of the menu bar, then select **'MY REQUESTS'** from the drop down menu.

| ASSET MANAGEMENT | ADV REPLACE CATALOGUES | SAMSUNG Service Hub | NOTICEBOARD | LINKS | ACCOUNT | \leftrightarrow | LOG OUT |
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| | | National and | | | | | |

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If you would like to search your activity, including the status of any changes, you can do so here using any of the search filters at the top of the page.

Once you have entered the required information into the appropriate filters, select **'APPLY'** to generate a list of requests that match your specifications.

| ASSET MANAG | EMENT ADV | REPLACE CATAI | LOGUES | | | MSUNG rvice Hub | | | NOTICEBOAR | D LINKS | ACCOUN | r LOG OUT |
|---|------------------------------|-----------------|-------------------------|-----------------------|------------------------------|--------------------------------|------------------------------|---|------------------|----------------|--------------------------------|-------------------------------|
| | | | My A | dvanc | ed Re | placer | nent R | eques | ts | | | |
| Displaying 1 - 1 | | | | | | | | | | | | |
| Status | Contra | act No | | Return IMEI | | Replace | ement IMEI | E | Expected Return | Date | | |
| - Any - | | | - | | • | | | - | | - | | |
| Any - | MDM Removal | Full Name | Return Device Status | Replacement Device | Y RESI | ET Replacement Sent Date | Replacement Received Date | Make / Model | Full Name | MDM Removal | Contract No | Added |
| Return Device | • Expected | | | Replacement | Replacement | Replacement | | Make / Model Galaxy 57 Active - G888F | <u>Full Name</u> | | Contract No ESN - Assure | Added 27/05/21 16:01:48 |
| Any - | • Expected Return Date | Returned Device | Status | Replacement Device | Replacement Device Status | Replacement | | Galaxy S7 | Full Name | | ESN - | 27/05/21 |



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