

Annual Inventory Troubleshooting Checklist

Problem	Solutions
Duplicate tag number	Send a ticket via ServiceNow stating the two tag numbers that are duplicated..
Installed equipment	Send a ticket via ServiceNow stating the tag number and also the tag number of the item that it is housed.
Part of another piece of equipment	Send a ticket via ServiceNow . Please notate tag number of equipment item it is part of.
Returned to supplier	Send a ticket via ServiceNow . Send email to Property Control showing date and why returned. If equipment was replaced, has it been inventoried? If so, please notate the tag number for the new piece of equipment.
Lease item	Send a ticket via ServiceNow giving tag number of the item and fax any supporting documentation to Property Control.
Found a tagged item not listed	<p>Note this item on worksheet to verify proper ownership. The Property Coordinators can verify by going to Workday and search the tag number to find the Coordinating Cost Center and property coordinator.</p> <p>If item is listed for another Coordinating Cost Center:</p> <ol style="list-style-type: none"> 1) If the item should be in your inventory, contact the coordinator for that cost center and proceed transfer into your cost center via the equipment transfer procedure. 2) If the item is in your area and is not your equipment, contact the coordinator and let them know that you have the item. <p>If the item is in your department, but is in a disposed status, Send a ticket via ServiceNow giving tag number of the item along with current location. Property Control will reinstate the equipment to your inventory.</p> <p>If the item does not appear in the system at all, Send a ticket via ServiceNow giving tag number of the item along with current location. If Property Control determines that the item may have fallen off of your inventory due to threshold level increase, they will email you back to remove the tag.</p>
Tag on item is damaged or not legible	After verifying the item by serial # or description from your report, assign a new tag to the item in workday. Populate the old tag number field with the old tag number.

Annual Inventory Troubleshooting Checklist

Problem	Solutions
Personal property	Send a ticket via ServiceNow giving tag number of the item and fax any supporting documentation to Property Control.
Found item not tagged	<ul style="list-style-type: none"> ✓ Check your outstanding equipment report to see if it is a new item that is in need of tagging. Send a ticket via ServiceNow. ✓ If item is an older item, see if you have any documentation that would give the purchasing information or source for the equipment. <i>(Don't forget to check with your purchasing officer to see if they may know the origin.)</i>. Send a ticket via ServiceNow.
Found an item that was previously marked missing	If you locate an item that has been marked missing Send a ticket via ServiceNow indicating the tag number.
Any situation not covered by an established process	Send a ticket via ServiceNow .