Securaze Asset

SECURAZE

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Introduction

1 Introduction

Securaze Asset is the web application for the whole way a device takes through your company: it is picked up at the customer, received in the warehouse, erased and diagnosed with Securaze Work, Mobile or Work Verifier, graded and priced, and in the end sold, shredded or recycled. Every step is recorded, so you can show your customer an audit of what happened to each of their devices.

You open Securaze Asset in the browser with your Securaze account. It is the successor of the classic Securaze Dashboard; both work with the same account and the same data.

How the parts fit together

1. **Pickup orders** - a customer (a vendor and one of its subsidiaries) hands over devices. The pickup order plans the collection: what is picked up, when, by which vehicle and driver.
2. **Lots** - what arrives is booked into lots: boxes, pallets or cages, each with its label and a place in the warehouse.
3. **Assets** - every device is an asset. Securaze Work, Mobile and Work Verifier add the erasure, diagnose and hardware results to it automatically; you add the grade, notes and photos.
4. **Pricing** - each asset gets its purchasing and sales price.
5. **Audits** - when an order is processed, the audit tells the customer what was received, erased and what it is worth.
6. **Sale lots and deals** - assets that are sold are gathered in sale lots and offered to buyers in deals. Drives and devices that cannot be reused go through the **Shredder**.

Master data - vendors, subsidiaries, buyers, vehicles, drivers, warehouses, location codes and more - is entered once and then picked wherever it is needed. **Operations**, **Licenses**, **Downloads** and **Settings** hold the stations, printers, licenses and the configuration of your account.

What you see depends on your role

Your administrator decides with your role what you can see and do. Menu items, buttons and tabs you have no permission for are not shown. If something described in this manual is missing for you, ask your administrator (see Users and roles 99).

A page your role does not include, opened by a bookmark or a typed address, says **No access**: ask an administrator of your company for the permission. Your company can also hide whole areas it does not use (see Features 104).

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In this manual

- Getting started 10 - logging in and the parts of the screen every page shares.
- Pickup orders 40, Warehouse 50, Pricing 66, Audits 70 and Deals 74 - the daily work, in the order a device goes through it.
- Master Data 78, Operations 88, Licenses 92, Downloads 96 and Settings 98 - setting up your account.

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Getting started

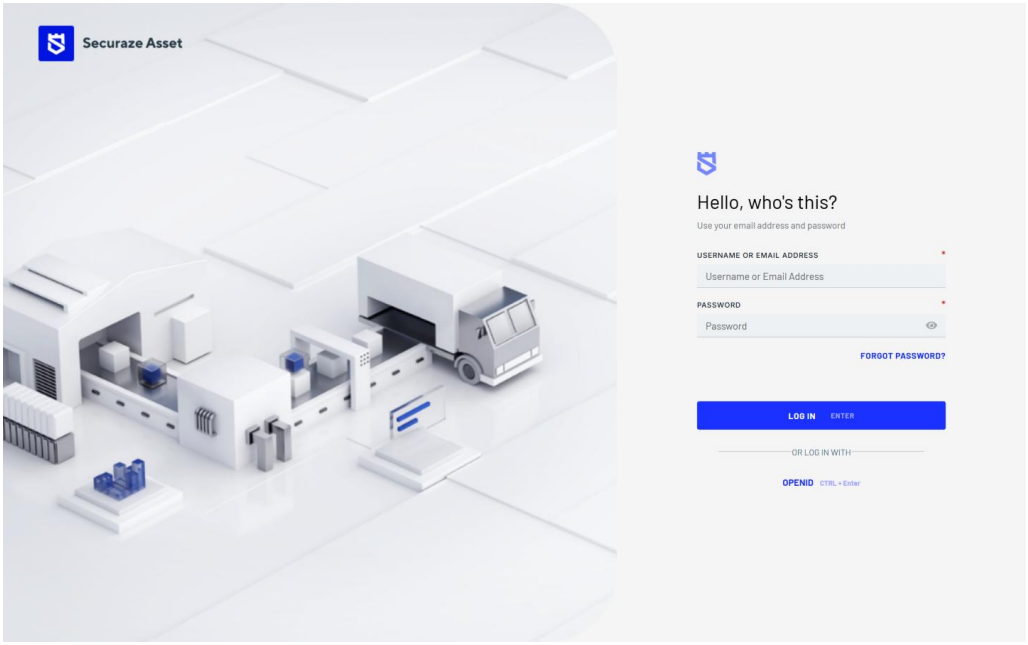
2 Getting started

This chapter covers logging in and what every page of Securaze Asset shares: the menu, the toolbar, the lists and the records.

- Logging in 10
- The user interface 12
- Working with lists 15
- Opening and editing records 19
- Search 22
- Your profile and language 23

2.1 Logging in

Open the Securaze Asset address you received from Securaze in a current web browser.



1. Enter your **username or email address** and your **password**. The eye in the password field shows what you typed.
2. Click **LOG IN** or press Enter.

Securaze Asset opens with the Overview 30 if your role includes it, otherwise with the Pickup orders list (or the Assets list, if your company does not use pickup orders). If you opened a link to a record before you were logged in, that record opens instead.

The code of two-factor authentication

If you switched on two-factor authentication (see Your profile and language 23), Securaze Asset asks for a six-digit code after your password.

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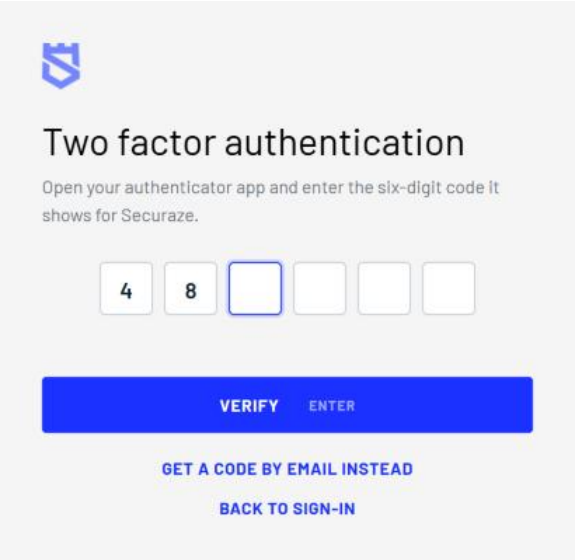

- **Authenticator app** – open the app and enter the code it shows for Securaze.
- **Email** – Securaze sends the code to your email address. If it does not arrive, or it is too old, click **SEND A NEW CODE**.

Securaze Asset logs you in as soon as the last digit is entered; you can also click **VERIFY**. If you set up both methods, **GET A CODE BY EMAIL INSTEAD** or **USE THE AUTHENTICATOR APP INSTEAD** switches between them. **BACK TO SIGN-IN** returns to the password.

After too many wrong codes, Securaze Asset goes back to the password form: wait the time it names and log in again.

Logging in with OpenID

If your company signs in to Securaze with its own sign-in service (OpenID Connect), you log in with your company account instead of a Securaze password.

1. Click **OPENID** under the LOG IN button, or press Ctrl+Enter.
2. Enter your **company namespace** and click **CONTINUE**. It is the part after the @ in your Securaze username, for example **acme** in jane@acme. Securaze Asset offers the last one you used.
3. Log in on your company's sign-in page. It sends you back to Securaze Asset, logged in.

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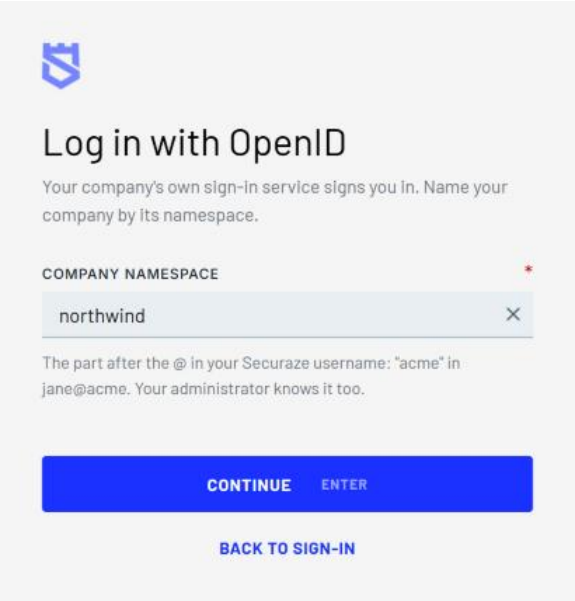

If Securaze has no user for you yet, Securaze Asset asks you to create one: check your name and email address, enter your position, a username and a password, and click **CREATE AND LOG IN**. You can also log in with that username and password directly. Your administrator can have such users created automatically instead (see Integrations 112).

Forgot your password

1. Click **FORGOT PASSWORD?** on the login page.
2. Enter your email address and click **Send Request**.
3. Open the link in the email you receive, enter the new password twice and click **Save**.

Logging out

Click your name at the top right and choose **Logout**. Securaze Asset also logs you out after the time without activity that your administrator set (see Company 103); log in again to go on.

2.2 The user interface

Every page has the same frame: the menu on the left, the toolbar at the top and the page itself.

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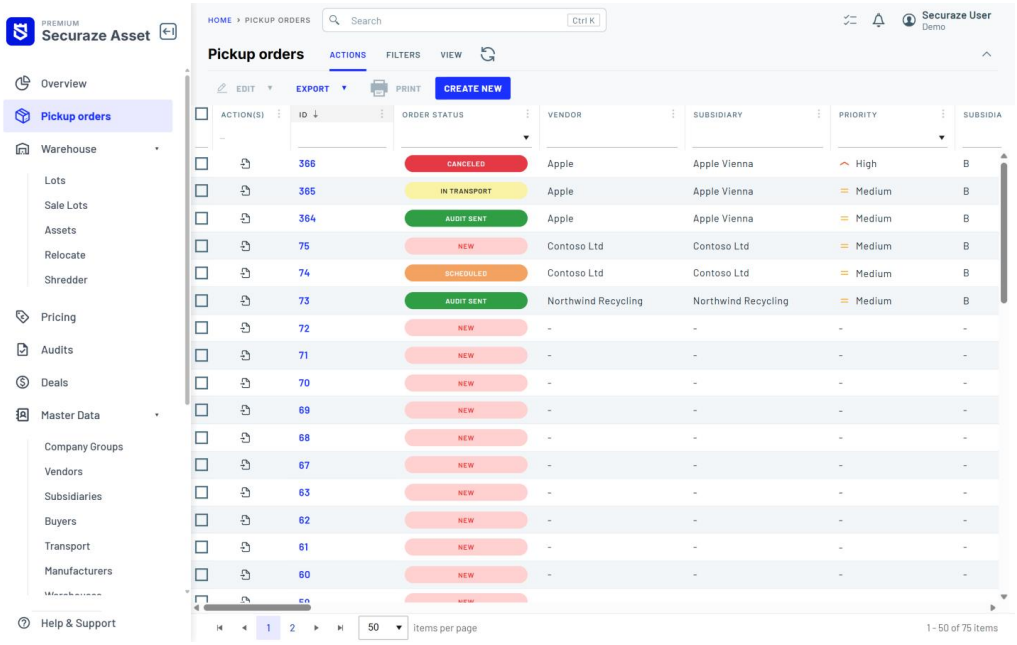

The menu

The menu on the left leads to every area: **Overview** (where your role includes it, see Overview 30), **Pickup orders**, **Warehouse** (Lots, Sale Lots, Assets, Relocate, Shredder), **Pricing**, **Audits**, **Deals**, **Master Data**, **Operations**, **Licenses**, **Downloads**, **Settings** and **Starred**, the records you marked with a star. A group opens and closes when you click its name.

The menu shows only what your role may open; a group with nothing left in it is not shown. Areas your company does not use are hidden as well (see Features 104).

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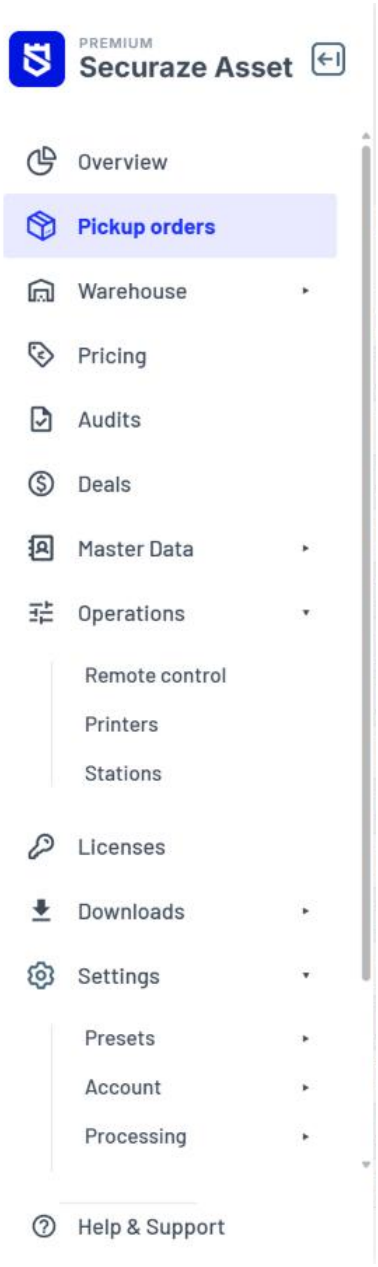

The button next to the Securaze Asset logo makes the menu narrow, so the lists get more room; click it again to widen it. Securaze Asset remembers your choice. On a phone or a small tablet the menu opens from the menu button at the top left.

On a phone, the buttons of lists and records that do not fit move into a menu with three dots.

The toolbar

- **Breadcrumbs** - the path to the page you are on, for example HOME > WAREHOUSE > ASSETS. Click a part to go back to it.
- **Search** - finds pages and records by their ID (see Search 22). Ctrl+K opens it from anywhere.

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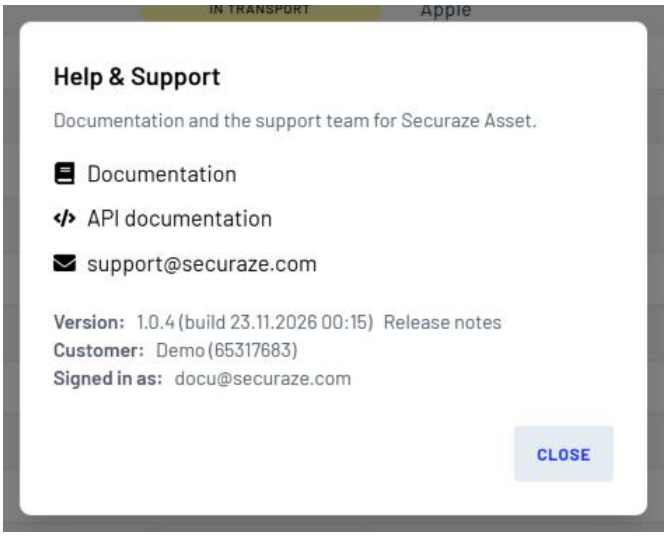
- **Your name** - the user menu with your profile, the language, the customer you work for and Logout (see Your profile and language 23).
- **Trial** - while your company tries Securaze Asset, the toolbar shows when the trial ends, for example **Trial ends in 12 days**. Contact Securaze to continue.

Help & Support

Help & Support at the bottom of the menu opens the documentation and the API documentation, shows the address of Securaze support (support@securaze.com) and the customer and user you are logged in as. Tell support these details when you contact them.



Messages

What Securaze Asset has done, or why it could not do something, appears for a few seconds at the bottom right. An error message has **VIEW** to show the details.

2.3 Working with lists

Pickup orders, lots, assets, audits and every master data page are lists. They all work the same way.

The ribbon

Above each list is the ribbon with three tabs:

- **ACTIONS** - what you can do: **EDIT** (change the status or group of the selected rows), **EXPORT**, **PRINT**, **CREATE NEW** and the actions of the page.
- **FILTERS** - the status filters and your saved filters.
- **VIEW** - the columns, the layout and the row height.

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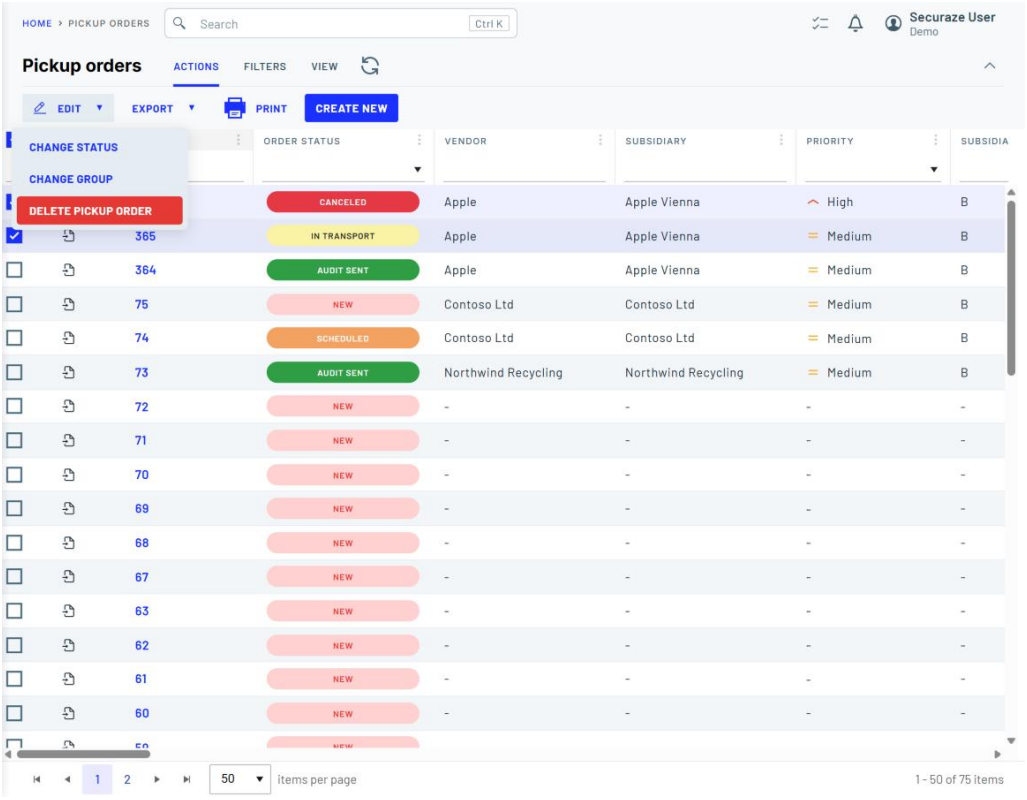
The arrow at the right of the ribbon folds it away to give the list more room. The round arrow next to the tabs reloads the list.

Selecting rows

Tick the box at the start of a row to select it; the box in the header selects every row on the page. The buttons that work on several rows (EDIT, EXPORT selected, PRINT, delete) act on the selected rows. The bottom of the list shows how many rows are selected.



Filtering

Type into the field under a column name to show only the rows that match; a column with a list of values (a status, a priority) has a drop-down instead.

The filters you set are shown as chips in the ribbon, next to the tabs, for example **ID: 73**. The x on a chip removes that filter; **CLEAR FILTERS** removes them all. The **FILTERS** tab shows how many filters are set.

On the **FILTERS** tab, the status buttons show how many records have each status. Click one to show only those records, click it again to show all.

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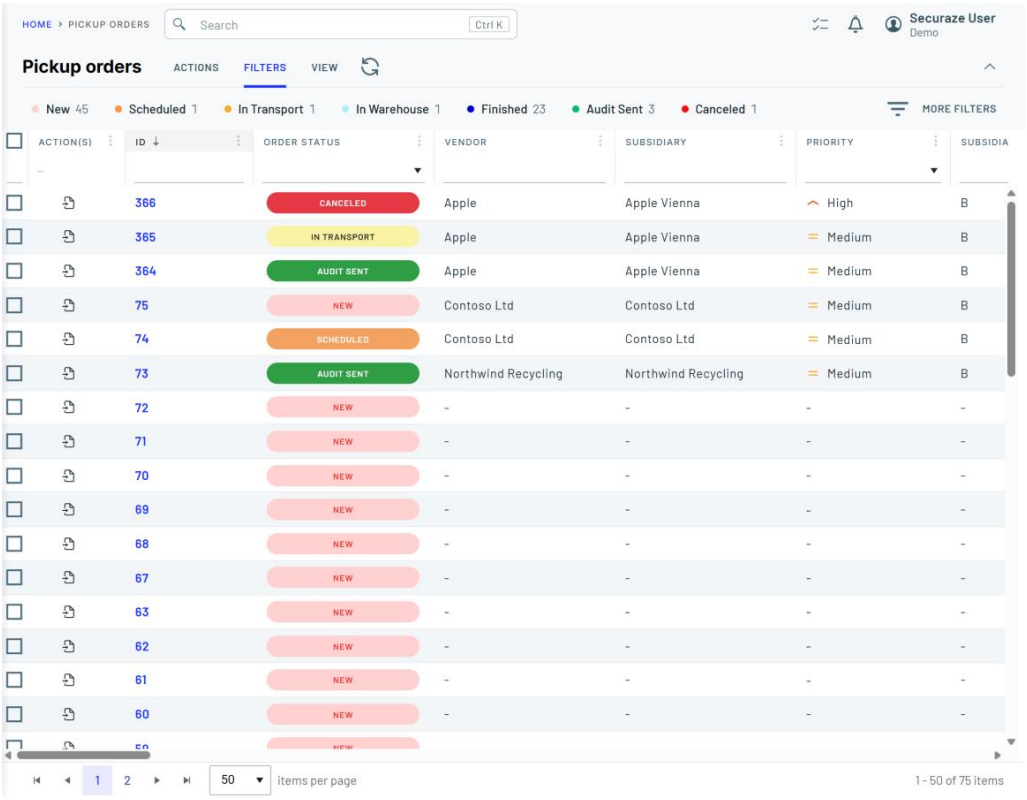
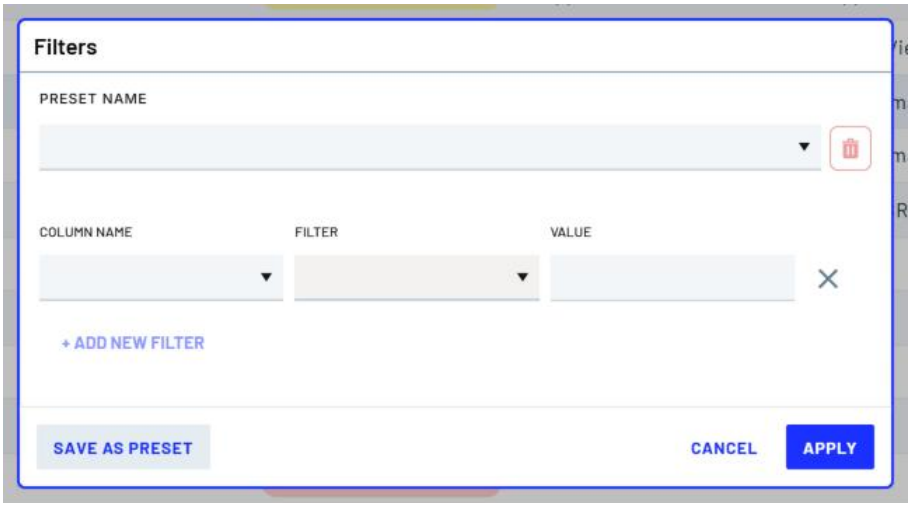


MORE FILTERS opens the filter dialog: choose a column, how to compare and the value, add more lines with **+ ADD NEW FILTER** and click **APPLY**. With **SAVE AS PRESET** you keep the filter under a name and choose it again later from **PRESET NAME**.



Columns, layout and density

On the **VIEW** tab:

- **COLUMNS** shows how many columns are visible. Open it to show or hide columns and drag them into another order. **Save as preset** keeps the set under a name; **Save as default** makes it the set this list opens with; **Back to default** returns to the standard columns.

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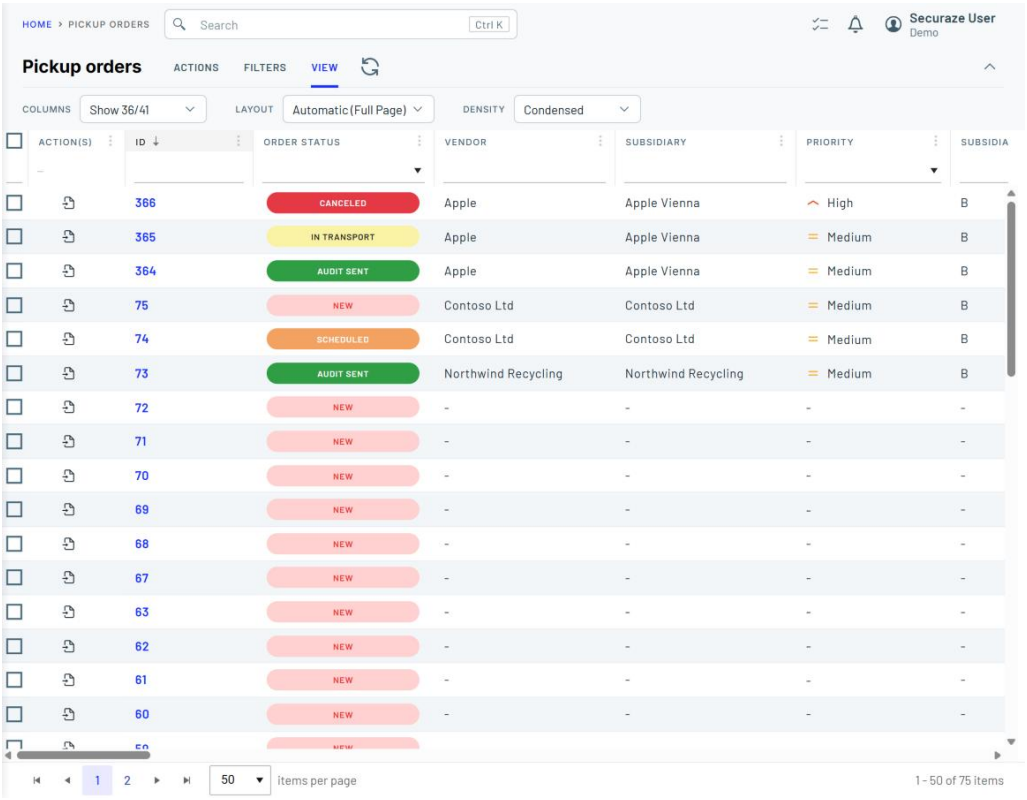
• **LAYOUT** decides where a record opens: **Automatic** (the default), **Bottom Pane** (below the list), **Side Pane** (to the right of it), **Full Page** or **Separate Tab**. Automatic opens records in the bottom pane when the window is large enough (wider than 1280 and at least 1200 pixels tall) and as a full page otherwise. Your preferred layout can also be set in your profile (see Your profile and language 23).

• **DENSITY** - **Condensed** shows more rows, **Relaxed** gives each row more room.



Click a column name to sort by it; click again to reverse the order. The three dots next to a column name open its menu.

Exporting

EXPORT saves the list as a file with the visible columns: **Export all** takes every record that matches the filters, **Export selected** only the selected rows. The Assets list has its own export (see Assets 54).

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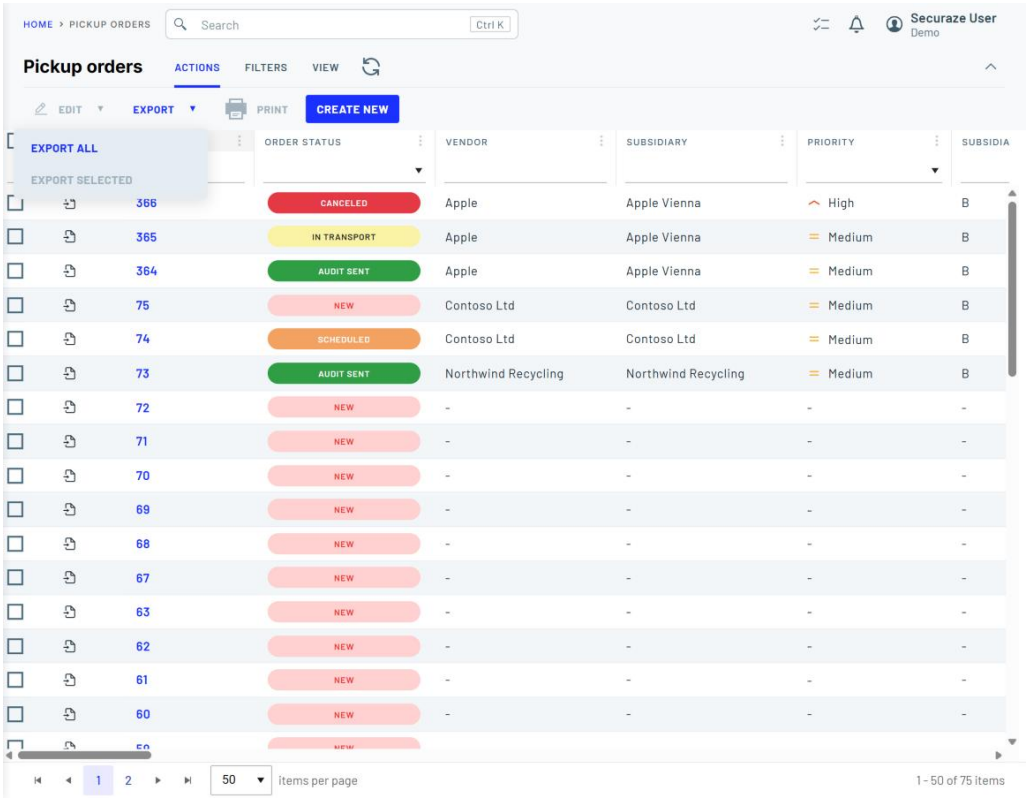

Pages

The bar at the bottom moves between the pages of a long list and sets how many rows a page shows.

2.4 Opening and editing records

Click a row to open the record. Where it opens depends on the layout (see Working with lists 15): below or beside the list, so you can move from one record to the next without losing the list, or as a full page.

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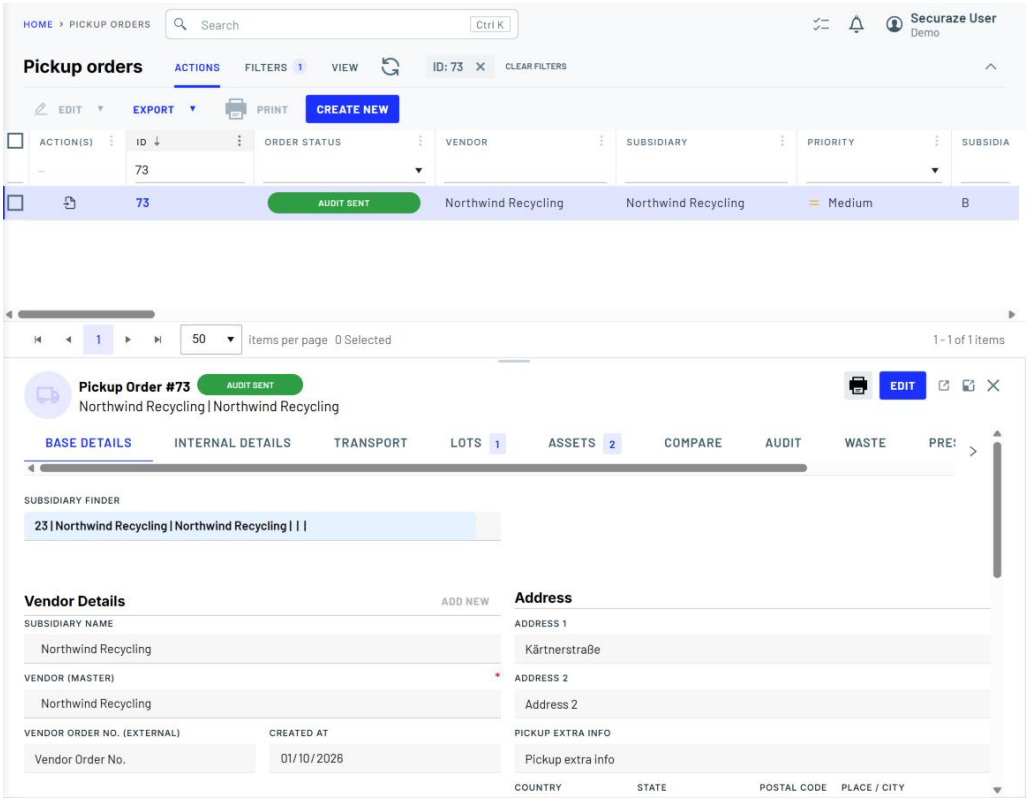

The record header

The header shows the record's name, its status and what it belongs to, for example the subsidiary and vendor of an order. At the right:

- **EDIT** - changes the record. While you edit, the buttons are **SAVE** and **CANCEL**.
- The printer button - prints the record's slip or label, where the record has one.
- **Open in new tab** - opens the record on a page of its own in a new browser tab, for example to compare two records.
- **Enlarge** - lets the record fill the page; click it again to bring the list back.
- **Close** (X) - closes the record. Esc does the same.

The address in the browser points to the open record. Copy it to send a colleague straight to the record.

Tabs

A record's information is spread over tabs. The number on a tab is the number of entries on it, for example the assets of a lot. The tabs of each record are described with the record in this manual.

Editing

1. Click **EDIT**.

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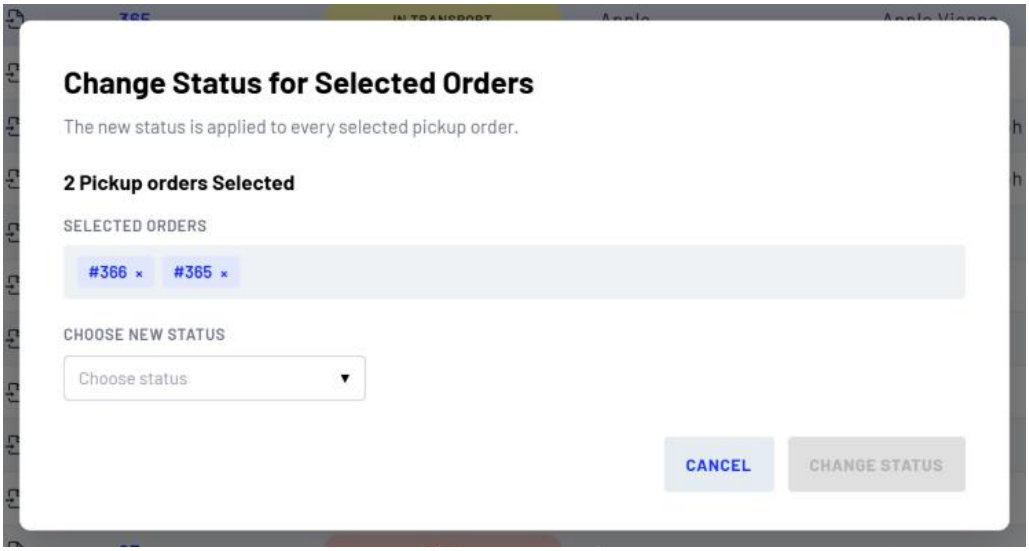
2. Change the fields. A field with a red star must be filled.
3. Click **SAVE**, or **CANCEL** to leave the record as it was.

If you close the record or go to another page with changes not saved, Securaze Asset asks: **DISCARD CHANGES** throws them away, **CONTINUE EDITING** takes you back to them.

Changing the status or group of several records

Select the rows in the list, then choose **EDIT > CHANGE STATUS** or **EDIT > CHANGE GROUP**. The dialog lists the selected records; choose the new status or group and confirm.



Files and history

Most records have a **FILES** tab and a **HISTORY** tab.

- **FILES** - documents that belong to the record: click **UPLOAD** to add PDF, Excel, CSV, Word, image or email files; **DOWNLOAD** saves one. Slips and reports that Securaze Asset makes, for example the pickup order sheet, are added here by themselves.
- **HISTORY** - who changed what and when.



Deleting

Select the records and click the delete button of the page (for example **DELETE PICKUP ORDER**). Securaze Asset names what is deleted and asks before it deletes. A record that others still depend on is not deleted, for example a lot that still holds assets.

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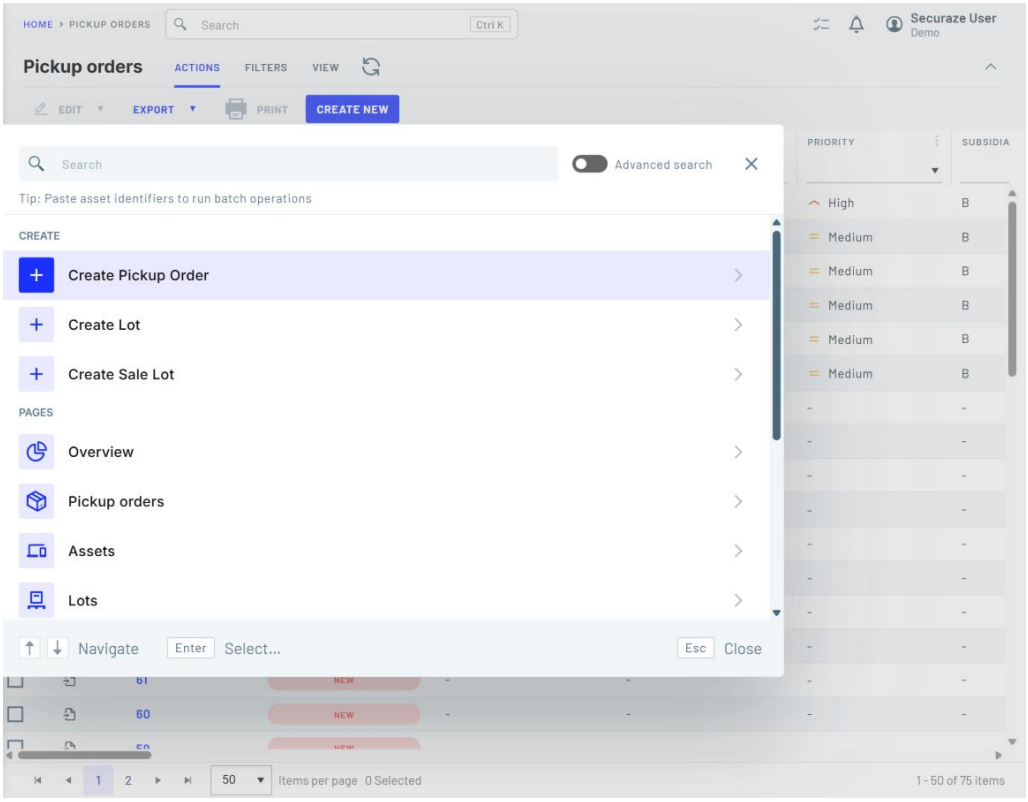
2.5 Search

The search in the toolbar finds pages and records. Click it or press **Ctrl+K** (on a Mac **Cmd+K**).



Before you type, it offers shortcuts to create a pickup order, a lot or a sale lot and the pages you use. Type a page name to go there, or an ID to find pickup orders, assets, lots, sale lots, deals and audits with that ID. Move through the results with the arrow keys and open one with Enter; Esc closes the search.

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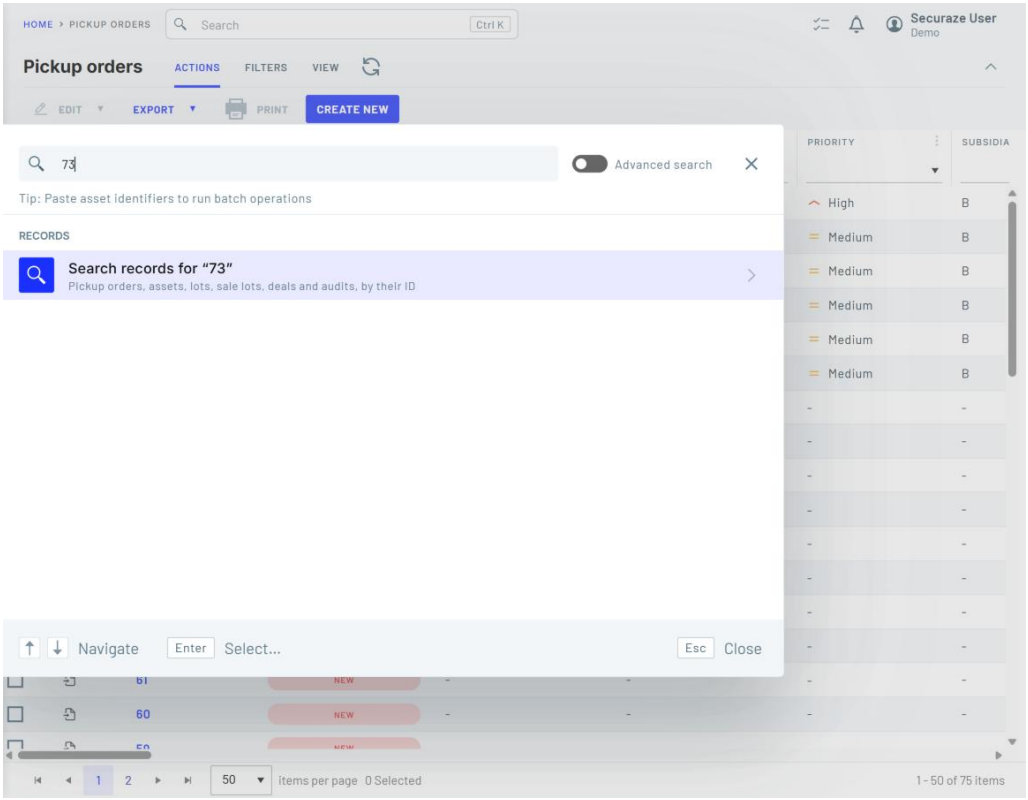

Advanced search: many IDs at once

Switch on **Advanced search** to look for many devices at once, for example a list of serial numbers from a customer:

1. Paste or scan the identifiers. Separate them with commas, spaces or new lines.
2. Choose under **Match by** what they are, for example serial numbers or IMEIs.
3. Run the search (Ctrl+Enter).

The results page lists the assets found. Select them to work on them together, for example to relocate them. Identifiers that matched nothing are listed separately; copy them to check them. **Edit search** changes the search.

Tip: With **Collect multiple scans** switched on, every scan of a barcode scanner is added to the list instead of starting a new search.

2.6 Your profile and language

Click your name at the top right to open the user menu. It shows your username, email address and your group (or No group) and leads to:

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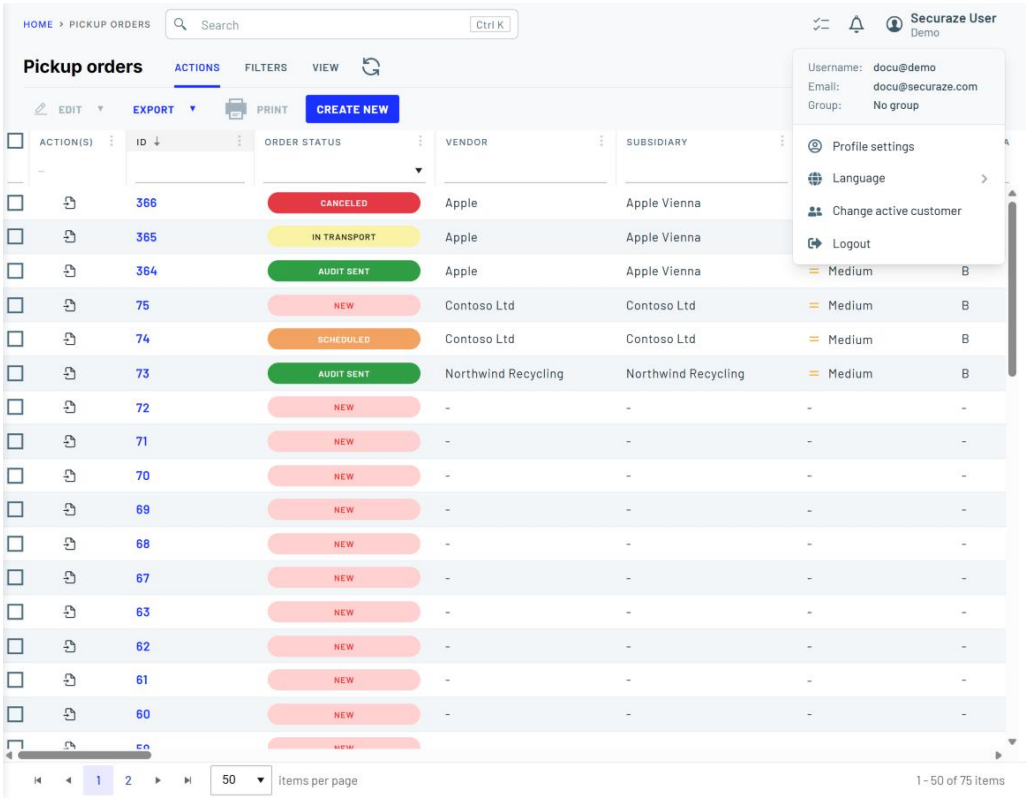

- **Profile settings** - your name, preferences and password.
- **Language** - the language of Securaze Asset.
- **Change active customer** - if you work for more than one customer.
- **Features** - only while your company uses Securaze Asset in Basic mode: **Basic** shows the areas your company chose, **All features** shows everything, for you only (see Features 104).
- **Logout**.

Language

Point to **Language** and choose a language; type in **Search** to find one. English and the language of your browser are at the top. The choice is saved with your account, so Securaze Asset opens in it on every computer.

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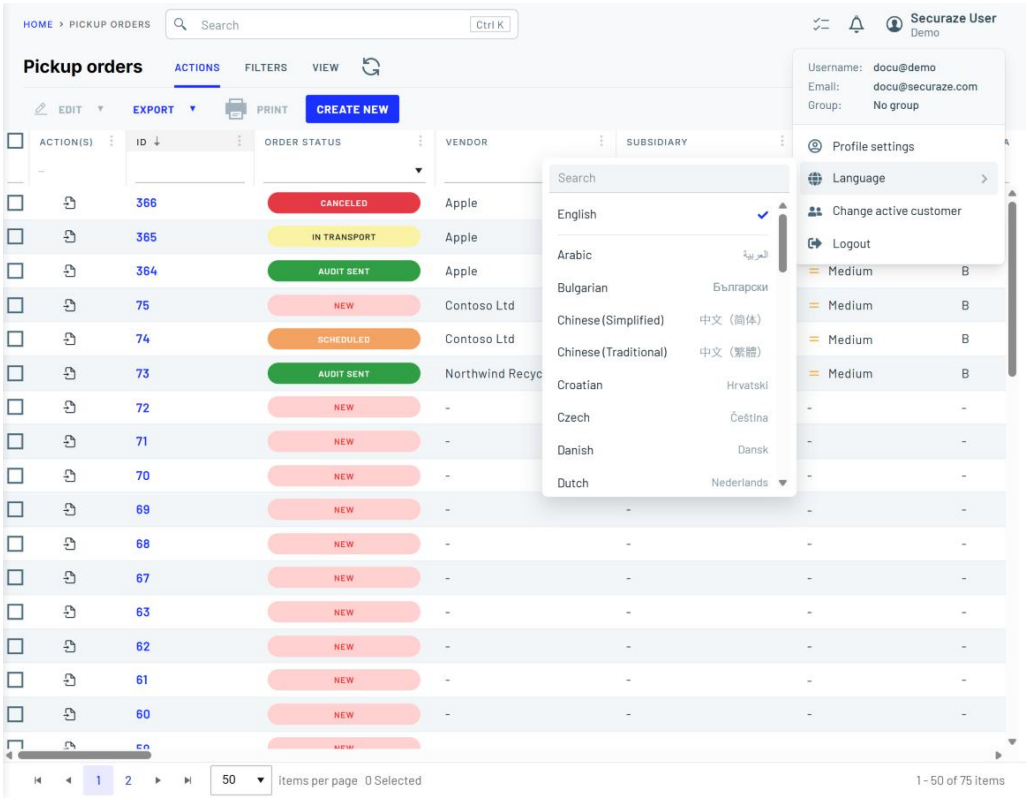
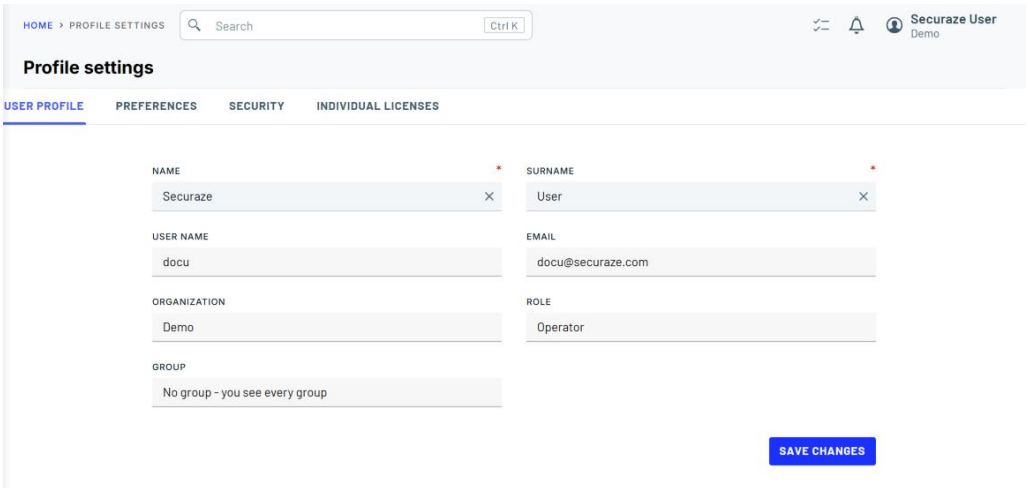


Profile settings

User Profile

Your name, surname and email address. Change them and click **SAVE CHANGES**. **Group** shows the group you belong to; with no group you see the data of every group.



Preferences

- **Change language** - as in the user menu.
- **Date Format** - how dates are written everywhere in Securaze Asset.
- **Unit System** - metric (kg, cm, km) or imperial units for weights, dimensions and distances.

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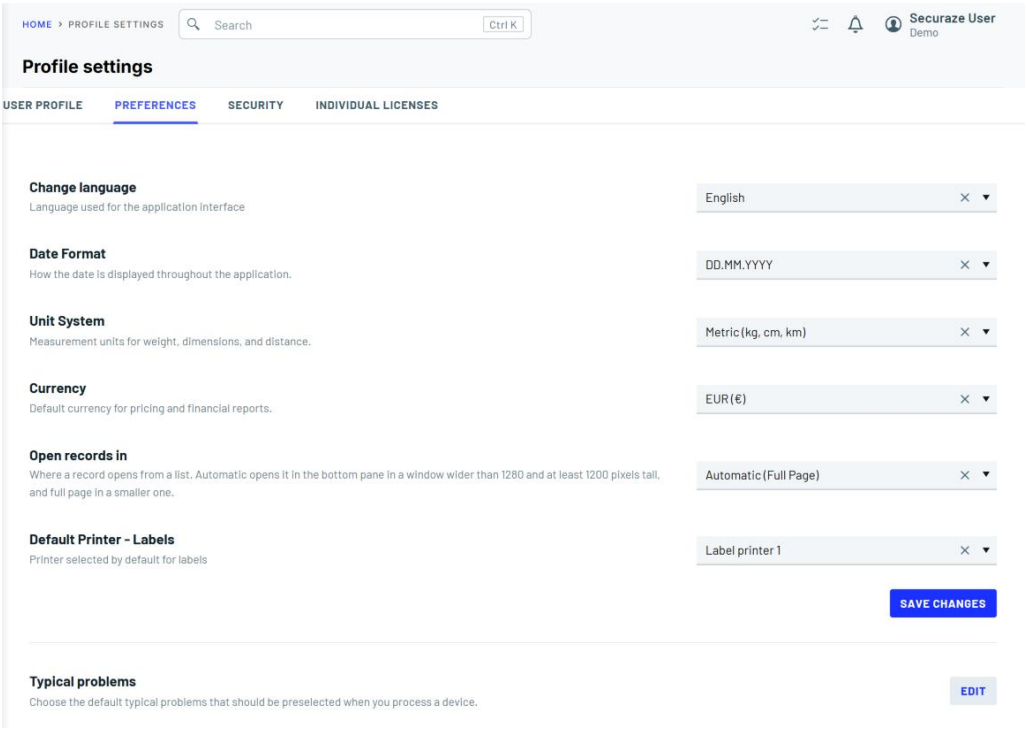
- **Currency** - the currency of prices.
- **Default Printer - Labels** - the label printer Securaze Asset prints your labels on (see Printers and labels 88).
- **Open records in** - where a record opens when you click it in a list: Automatic, Bottom Pane, Side Pane, Full Page or Separate Tab (see Working with lists 15). It is kept in this browser.
- **Typical problems** - the typical problems that are preselected when you process a device.

Click **SAVE CHANGES**.



Security

To change your password, enter the current password and the new one twice and click **CHANGE PASSWORD**. Your administrator sets how strong a password has to be.

Two-factor authentication asks for a six-digit code after your password at every login, so your password alone is not enough to log in as you (see Logging in 10). Set up one method or both:

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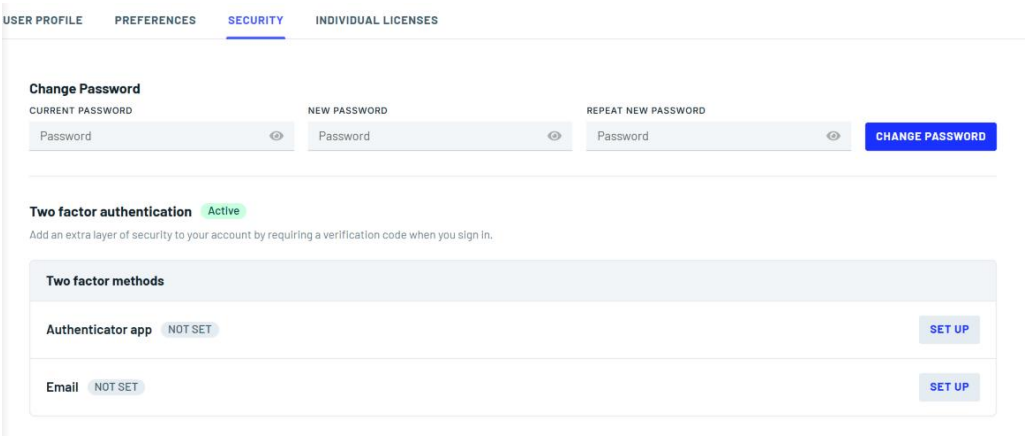
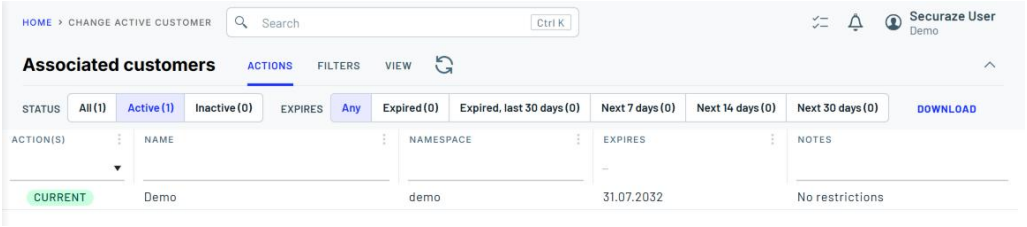


- **Authenticator app** - click **SET UP**, scan the QR code with an authenticator app on your phone, enter the code the app then shows and click **VERIFY & ENABLE**.
- **Email** - click **SET UP**, check the email address, click **SEND AUTHENTICATION CODE**, enter the code from the email and click **VERIFY & ENABLE**.

Two-factor authentication is on as soon as the first method is confirmed. **REMOVE** takes a method away; when the last one is removed, it is off again.

Working for another customer

If your account has access to several customers, **Change active customer** lists them with their status and how long their contract runs. Click **SWITCH** at a customer to work with its data; the customer you work for now is marked as current and shown under your name.



To get to a customer quickly, type in the filter field of a column, for example part of its name, and press Enter. If the filters leave only one customer to switch to, an **Enter** key appears beside its **SWITCH**: press Enter again to switch to it.

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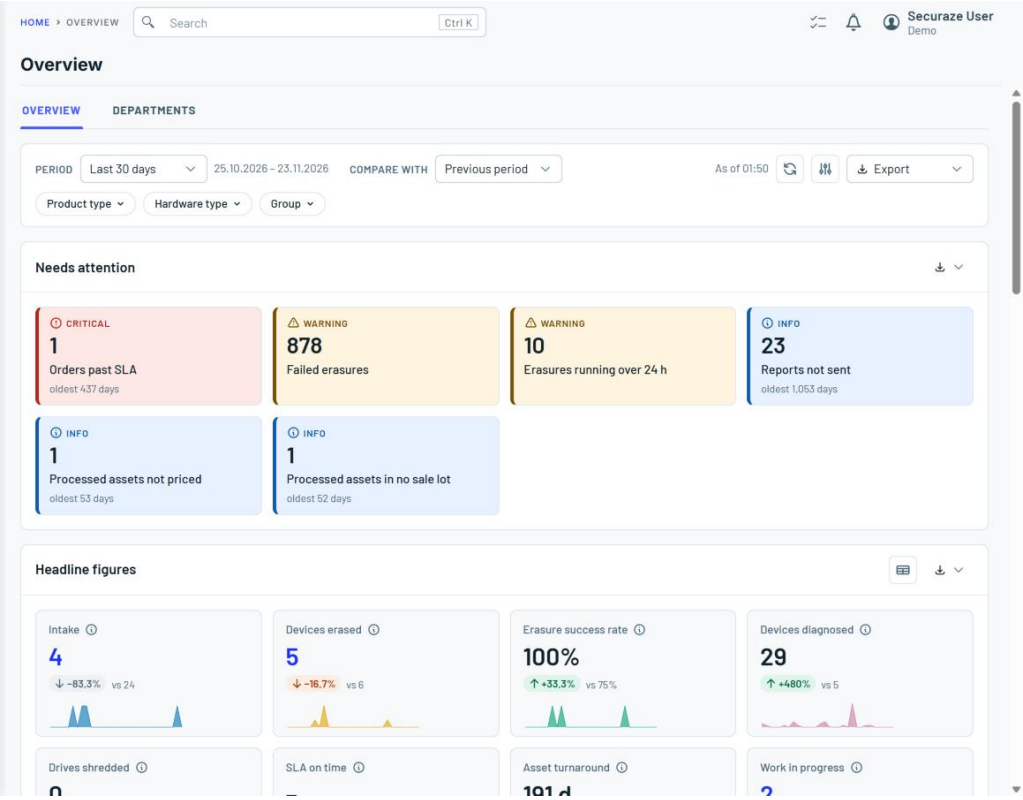
Overview

3 Overview

The Overview shows the figures worth watching and the jobs that need attention, for the period you choose. It is the first entry of the menu and the page Securaze Asset opens with after you log in - for every role that includes it. Without it, the Overview is not in the menu and you start on the Pickup orders list as before.



Every number in blue is a link: it opens the list behind the figure, filtered to exactly those rows (see **Opening the rows behind a figure** below). The **i** beside a figure says what it counts.

Period and comparison

- **PERIOD** - Today, Last 7 days, Last 30 days (the default), This month, Last month, This quarter, Year to date, or Custom with a From and a To date. A period can cover 400 days at most. Days are your company's days, in its time zone.
- **COMPARE WITH** - Previous period (the same number of days just before, the default), Same period last year, or No comparison. A figure then shows its change with an arrow and a sign, for example ↑ +12.9 %, and the earlier value. The change is green where a rise is good news for that figure, red where it is bad news, and grey where it is neither.
- **As of** - when the figures were worked out. Securaze keeps them for five minutes; the Overview refreshes itself every five minutes while it is open, and the refresh button next to it works them out again at once.

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The period, the comparison and the filters are part of the page's address, so you can bookmark a view or send it to a colleague.

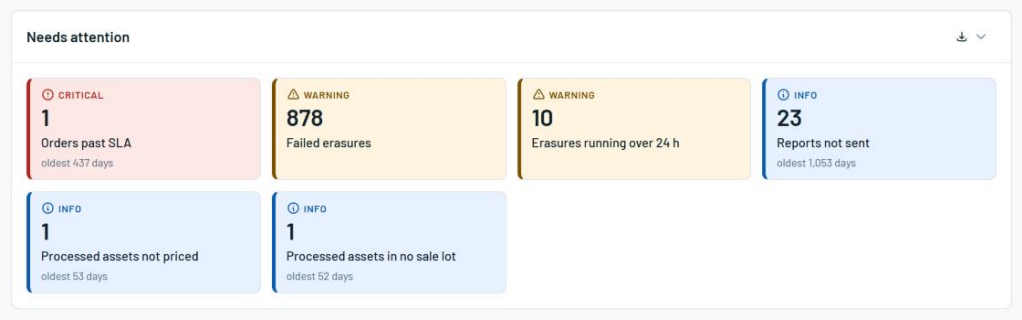
Filters

Product type, **Hardware type** and **Group** narrow every card to the assets you choose. Choose one or more values in a filter and click **Done**; **Clear filters** removes them all.

A figure counted from pickup orders or lots cannot be narrowed by product type or hardware type: those have none. Such a figure shows a funnel mark, and pointing at it says which filter it could not apply.

Needs attention

One card per job that needs doing, the critical ones first, each with how many there are and how old the oldest one is. A card opens the list of exactly those rows. When there is nothing to do, the card says **All clear**.



- **Orders past SLA** (critical) - open pickup orders past their SLA date.
- **Orders due in 3 days** - open pickup orders whose SLA date is today or in the next 3 days.
- **Erasures running over 24 h** - devices whose erasure is still running more than 24 hours after it started.
- **Failed erasures** - devices with a drive whose erasure ended in an error.
- **Waiting for the shredder** - devices whose drives are marked to shred, with nothing worse open.
- **Blocked assets** - assets with the status blocked.
- **Lots waiting over 14 days** - lots in storage for more than 14 days.
- **Processed assets not priced** - processed assets without a purchase price. Only for roles that may see prices.
- **Processed assets in no sale lot** - processed assets not in a sale lot yet.
- **Reports not sent** - finished pickup orders whose report has not been sent. This one has no list to open.

You see only the jobs whose list your role may open. The jobs do not depend on the period.

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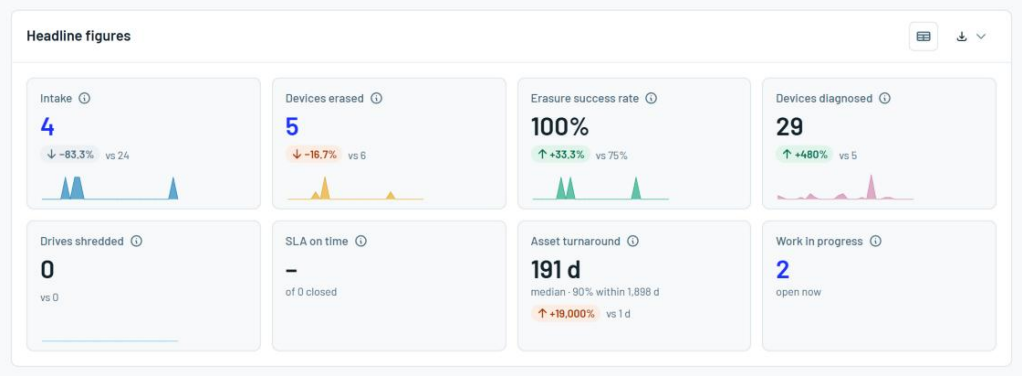
Headline figures

Eight figures for the period, each with its change and a small curve of its course. **Show as table** (the table button) lists them with their values, comparison values and changes, ready to copy.



- **Intake** - assets created in the period.
- **Devices erased** - devices whose drives are all erased (optical drives and floppies aside), the last drive erasure finished in the period.
- **Erasure success rate** - erased devices out of the erased, failed and aborted ones, by when their erasure finished.
- **Devices diagnosed** - devices whose latest diagnose run finished in the period.
- **Drives shredded** - drives shredded in the period.
- **SLA on time** - pickup orders closed in the period on or before their SLA date, out of those closed with one.
- **Asset turnaround** - days from intake to the end of the erasure, for the devices erased in the period: the median, and the time 90 % of them stayed under.
- **Work in progress** - assets received, in progress or blocked right now.

Throughput

What came in and what was done, per day, week or month (**Steps**: Auto picks days up to two months, weeks up to half a year, months beyond). The columns are the devices taken in, erased, diagnosed, graded by AI and set to sold; the line is the erasure success rate of each step. Click a column to open the list behind its series, where there is one.

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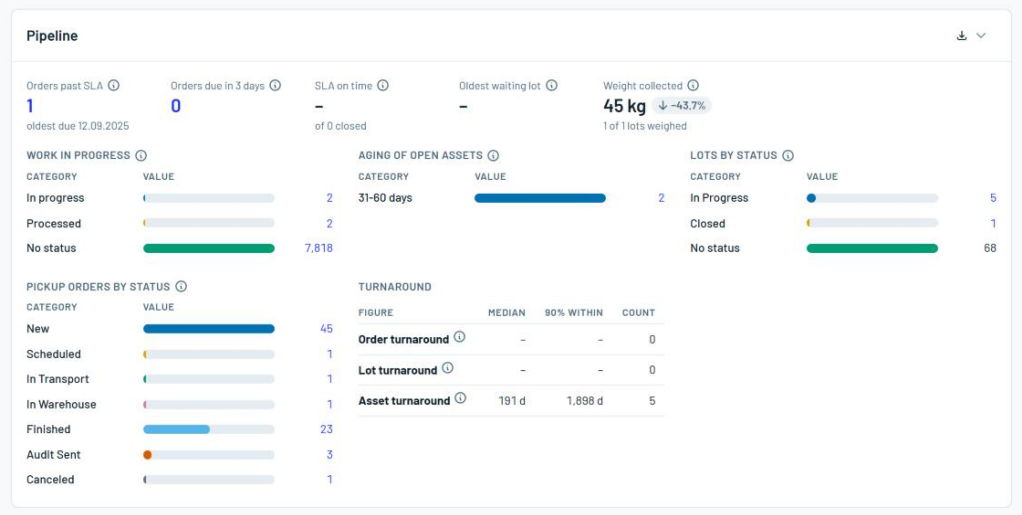
Below the chart are the period's totals, with the erasures that failed or were aborted, the drives shredded and the devices set to processed. **Set to processed** and **Set to sold** count the status changes recorded in the asset history.

Pipeline

The work in the warehouse right now, the SLA and how long things take. The figures of the state now ignore the period; the SLA rate, the turnarounds and the weight are the period's.



- **Orders past SLA** and **Orders due in 3 days**, with the oldest SLA date passed and the next one due.
- **Oldest waiting lot** - days since the oldest lot still in storage arrived.
- **Weight collected** - the weight of the lots that arrived in the period, as entered on the lots, and how many of them were weighed.
- **Work in progress** - assets by status now; **Aging of open assets** - the open ones by days since they were created; **Lots by status** and **Pickup orders by status**. **No status** counts the assets, lots or pickup orders saved without a status.

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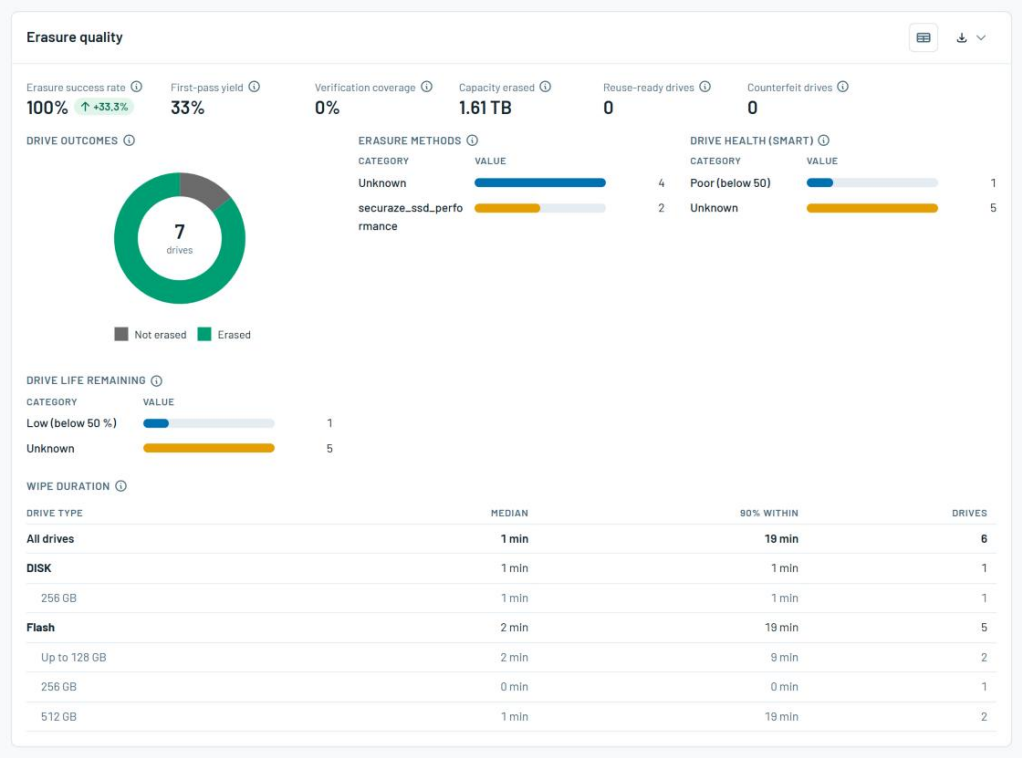
• **Turnaround** - days from pickup (or creation) to closing for the pickup orders closed in the period, from arrival to completion for the lots completed in it, and from intake to the end of the erasure for the devices erased in it: the median, the time 90 % stayed under, and how many.

Erasure quality

The drives whose erasure finished in the period.



• **First-pass yield** - erased drives that needed one attempt.

• **Verification coverage** - erased drives whose erasure was verified.

• **Capacity erased** - the storage erased in the period, in terabytes.

• **Reuse-ready drives** - erased drives fit for reuse: SMART score 80 or more, life remaining 50 % or more where reported, not counterfeit.

• **Counterfeit drives** - drives recognized as counterfeit.

• **Drive outcomes** - the drives by result; **Erasure methods** - the erased drives per method; **Drive health (SMART)** and **Drive life remaining** - the erased drives by band.

• **Wipe duration** - how long an erased drive took, per drive type and size: the median and the time 90 % of the drives stayed under.

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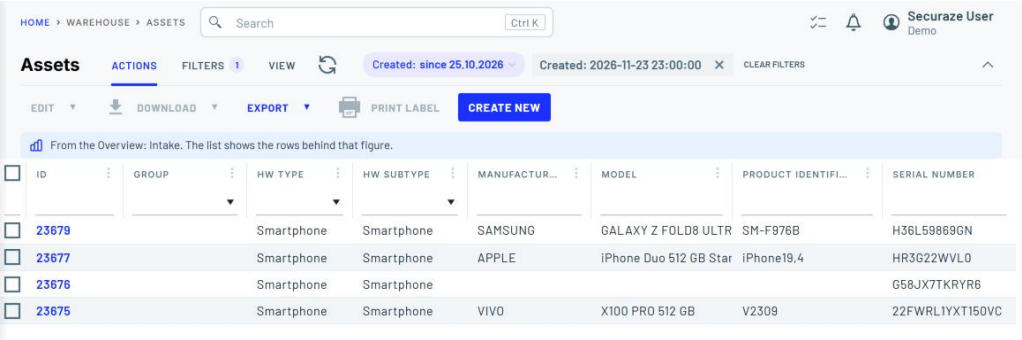
Opening the rows behind a figure

A figure in blue opens its list - assets, lots, pickup orders or pricing - filtered to exactly the rows it counts, so the list's total is the figure. A line above the list says which figure it came from. The filter is the list's own from then on: change it or clear it as usual.



A figure in black has no list behind it (for example the devices diagnosed), or your role may not open that list.

Figures with a mark

- **Clock** - the figure took too long to work out and is shown as a dash. Choose a shorter period, or refresh in a minute.
- **Funnel** - the figure could not be narrowed by one of the filters (see Filters).

If a card cannot be loaded at all, it says so with a **Retry** button; the other cards go on working.

Downloading the figures

The download button of a card saves its figures as Excel or CSV. **EXPORT** in the toolbar saves all the cards you see: Excel with one sheet per card, or one CSV. The numbers are the plain values (percentages from 0 to 100) with their unit in a column of its own, together with each step of the period and each category.

Choosing and ordering the cards

The button with the sliders, next to the refresh button, shows the cards of the Overview: tick a card to show it, untick it to hide it, and move it up or down with the arrows. The Overview changes at once and keeps your layout for you, also on other computers. **Back to the default for your role** restores the cards your role starts with.

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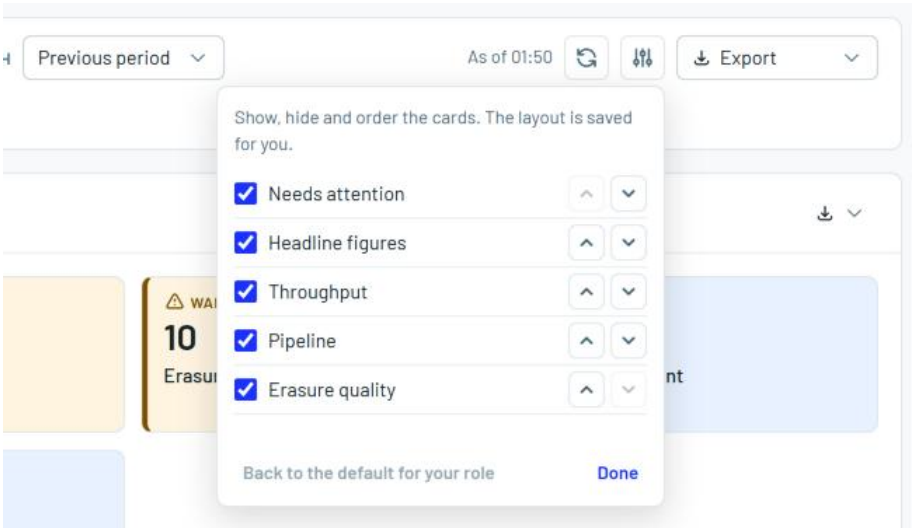
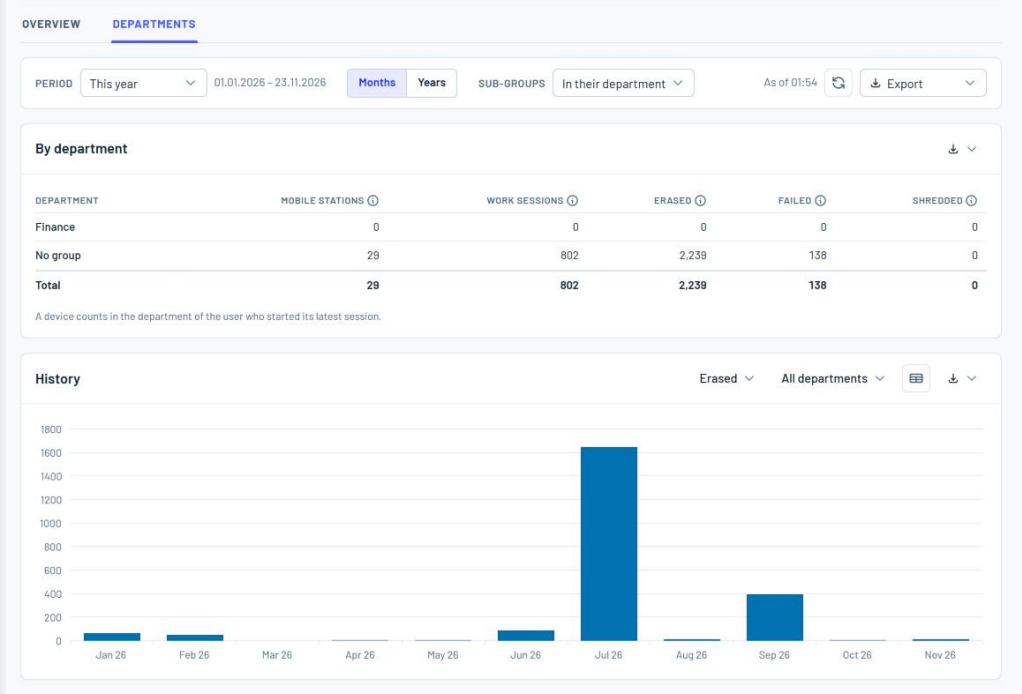


Administrators and group administrators start with every card. Other roles start with Needs attention, Pipeline, Throughput and Erasure quality; they can switch on the headline figures here.

Departments

The **Departments** tab, next to **Overview**, shows the work of each department of your company: the Securaze Mobile stations in use, the Securaze Work sessions started, and the drives and phones erased, failed or shredded. It has a period of its own: **This year** (where it starts), **Last year** or **Since contract start**, in **Months** or **Years**.



By department has a row per department and the total. With **Sub-groups** set to **In their department**, a department counts the groups below it; **Each on its own row** lists every

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group, indented under the group above it. **No group** counts the devices without a group. A device counts in the department of the user who started its latest session.

- **Mobile stations** - Securaze Mobile stations with at least one session started in the period on a device of the department. A station counts once however many phones it erased, and once in the total when it served several departments, so the total can be smaller than the sum of the rows.
- **Work sessions** - Securaze Work and Work Verifier sessions started in the period: from a stick, over PXE from Command, or on Windows.
- **Erased** and **Failed** - drives and phones whose erasure ended in the period, erased or with an error. Each drive counts once, in its current status.
- **Shredded** - drives shredded in the period.

History shows one figure per month or year, for all departments or the one you choose; the table button beside it shows the same as a table. **EXPORT** saves both tables as Excel or CSV. A figure Securaze could not work out in time shows a dash and a clock.

Who sees what

- The Overview needs the permission **kpi_premium_view**. Securaze gives it to the built-in Admin, Supervisor and GroupAdmin roles; your administrator can give it to other roles (see Users and roles 99).
- The **Departments** tab needs the permission **statistic_overview**, which the built-in Admin, Supervisor, GroupAdmin, AccountManager and SupportTech roles have. A group administrator sees their own groups and the groups below them; a user in no group sees only their own work.
- The figures count what your lists show you: the assets, orders and lots of your company, and, for a group administrator, of their own groups only.
- A figure links to a list only if your role may open that list. The job **Processed assets not priced** needs the pricing permission.
- Where your company uses Basic mode, the figures of an area that is switched off are left out, like the area's pages.

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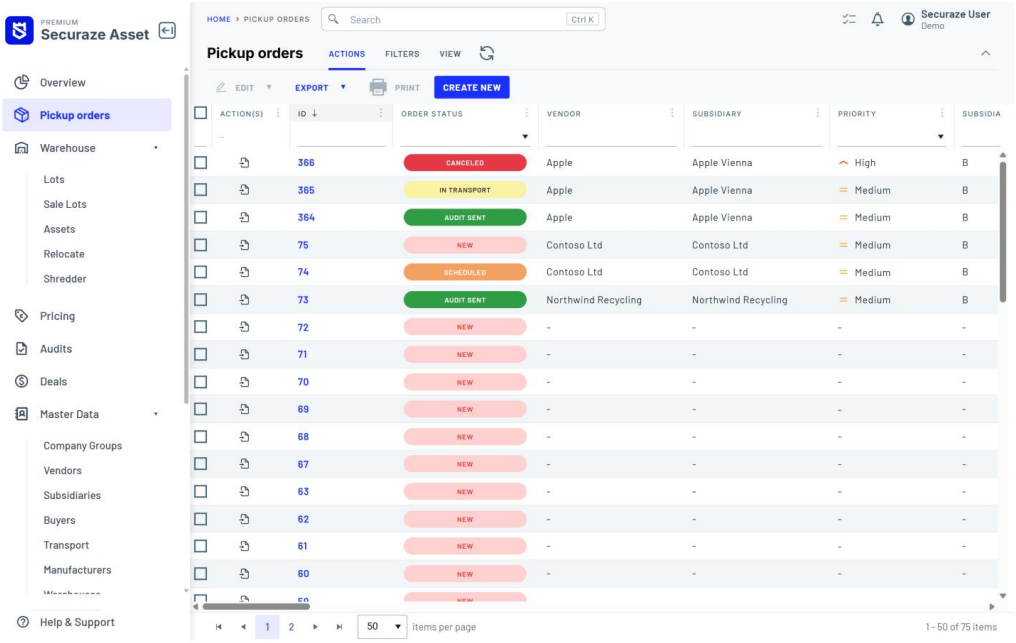
Pickup orders

4 Pickup orders

A pickup order is the collection of devices from a customer - or a delivery to one. It is where the way of every device through your company begins: the lots, the assets, the audit and the waste documents all belong to it.



The status of an order

An order goes through these statuses, in this order:

- **NEW** - created, not planned yet.
- **SCHEDULED** - date, vehicle and driver are planned.
- **IN TRANSPORT** - on the way to your warehouse.
- **IN WAREHOUSE** - received.
- **IN PROGRESS** - the devices are being processed.
- **FINISHED** - all devices are processed.
- **AUDIT SENT** - the audit has gone to the customer. Generating the audit sets this status (see Audits 70).
- **BILLED** - invoiced.
- **CLOSED** - done.

Besides these, an order can be **ON HOLD** or **CANCELED**.

You set the status on the order's Internal Details tab or for several orders with **EDIT > CHANGE STATUS**. Securaze Asset lets you skip a status or go back, but it warns you first: for example when you skip statuses, cancel an order, finish an order without assets, or move an order back from AUDIT SENT (that does not take the audit back from the customer).

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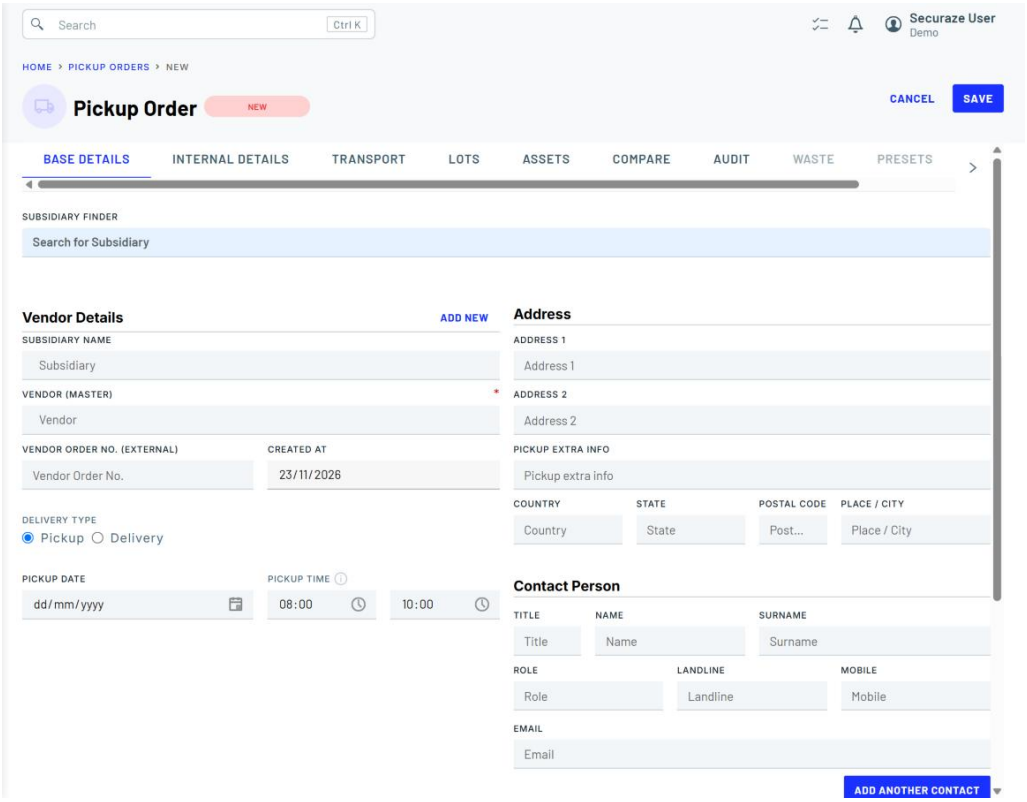
What you can do in the list

- **EDIT** - change the status or the group of the selected orders.
- **EXPORT** - the list as an Excel file.
- **PRINT** - the pickup order sheet of each selected order, as one document.
- **CREATE NEW** - a new order (see Creating a pickup order 41).
- The export button in a row exports the order's assets and reports (see Exporting assets and reports 46).

4.1 Creating a pickup order

1. On the **Pickup orders** page click **CREATE NEW** (or choose **Create Pickup Order** in the search).
2. In **SUBSIDIARY FINDER**, start typing the subsidiary, vendor or address and choose the subsidiary. Its vendor, address and contact person are filled in. A subsidiary that is not there yet: click **ADD NEW** at **Vendor Details**.
3. Choose **Pickup** or **Delivery**, the **PICKUP DATE** and the time window.
4. Add the vendor's own order number in **VENDOR ORDER NO. (EXTERNAL)** if it has one; it appears on the slips and the audit.
5. Fill in the other tabs as far as you know them already (see The pickup order record 42) and click **SAVE**.



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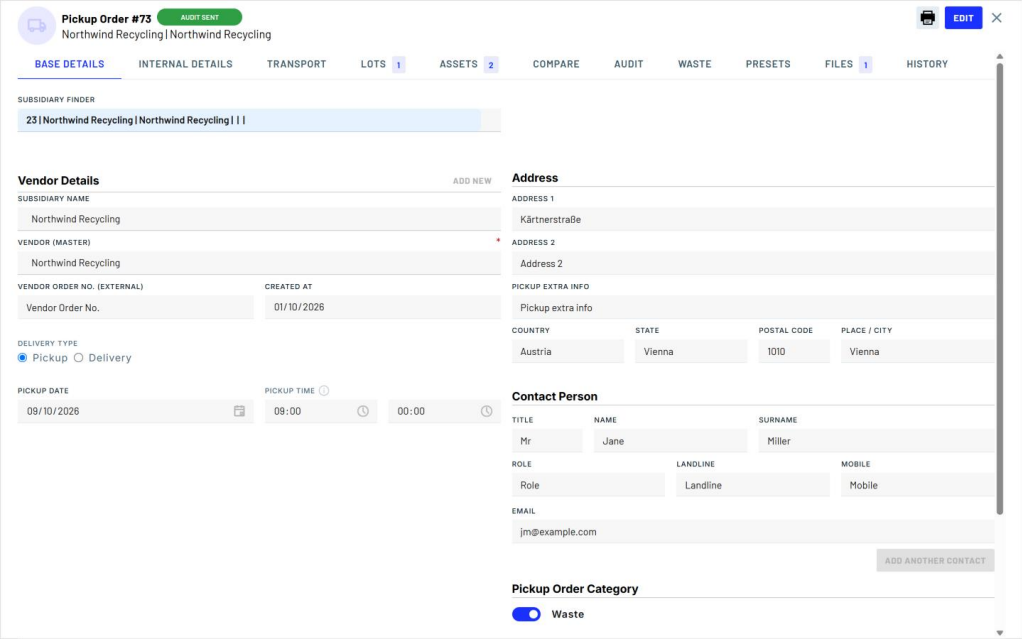
The new order has the status **NEW**. The pickup order sheet is made by itself and added to the order's FILES tab; print it with **PRINT** in the list or the printer button of the order.

4.2 The pickup order record

A pickup order has these tabs:

Base Details

Who and where: the subsidiary and vendor, the vendor's order number, the pickup address with extra information for the driver, the contact person (**ADD ANOTHER CONTACT** for more), Pickup or Delivery, the pickup date and time and the **Pickup Order Category**.



Internal Details

- **Internal Details** - the order's name, **STATUS**, the **WAREHOUSE** it goes to, the **AUDIT EMPLOYEE** and the group.
- **Priority** - the **PRIORITY** (Critical, High, Medium, Low, Lowest), the **ASSIGNEE** and the project.
- **Items to pickup** and **Items to provide** - what is collected and what you bring along, for example empty boxes: product, packaging and quantity. **ADD** adds a line.
- **Internal notes** - **INTERNAL PRODUCTION INFO** and **INTERNAL NOTES**, for your team only; the customer never sees them.

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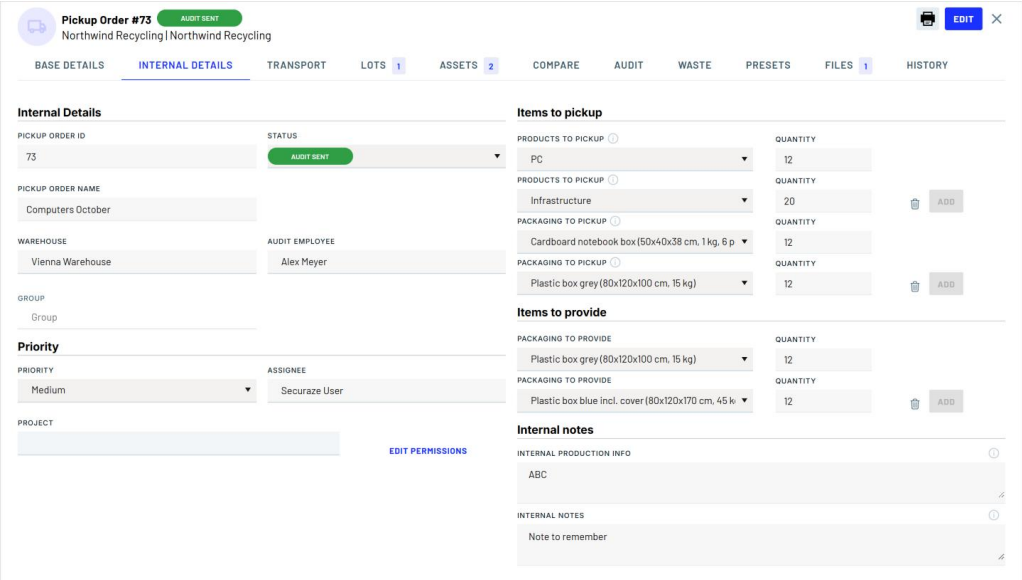
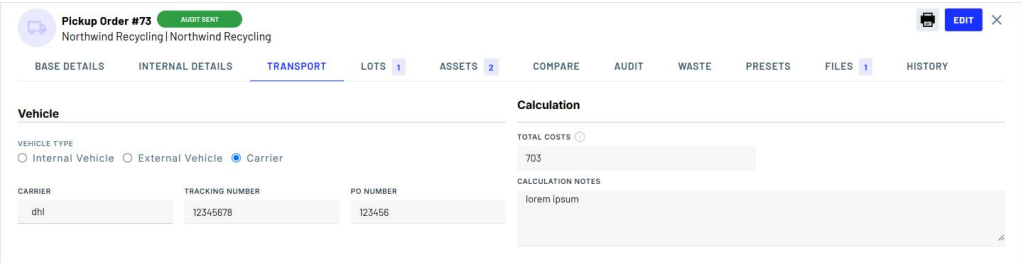


Transport

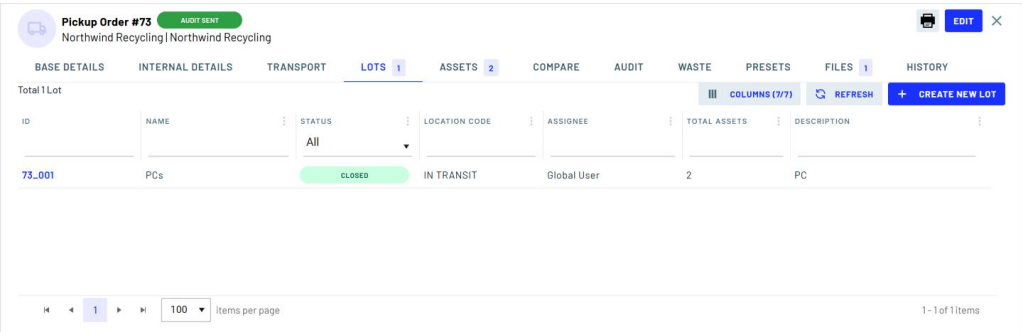
How the devices come to you: an **Internal Vehicle** with its driver, an **External Vehicle**, or a **Carrier** with the tracking and PO number. Under **Calculation** you record the distance, time, extra fees and the total costs of the transport.



Lots and Assets

LOTS lists the lots booked for this order; **CREATE NEW LOT** adds one (see Lots 50).

ASSETS lists every asset of the order with its erasure and diagnose status.



Compare

Compares the vendor's list of devices with what you received (see Comparing with the vendor's list 45).

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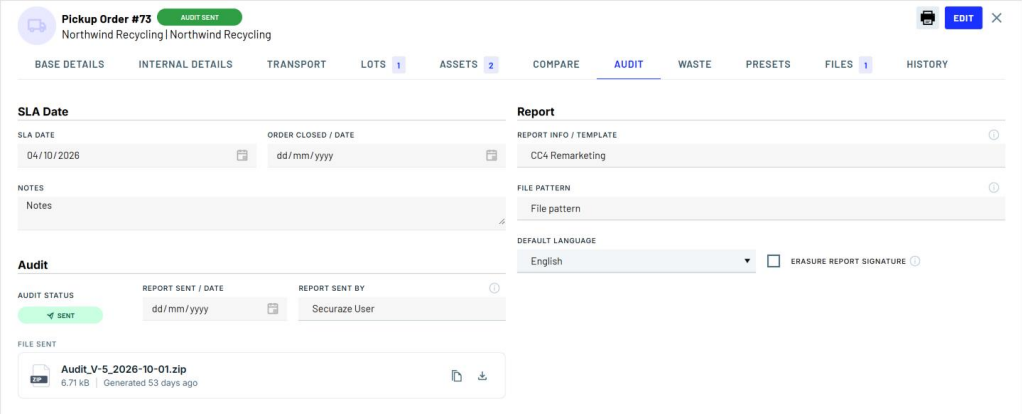
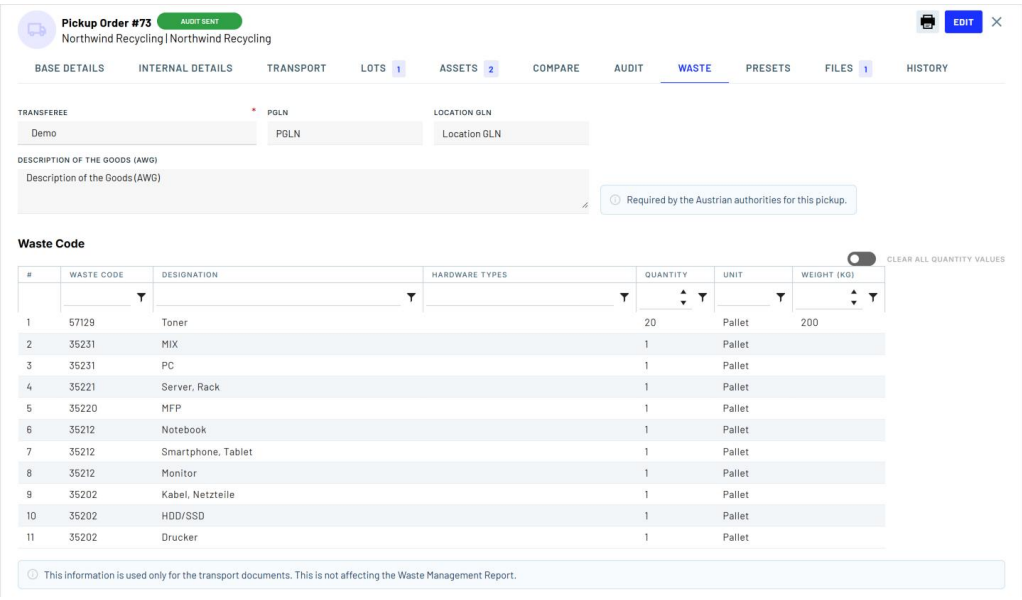
Audit

The SLA Date, the report template and language for the audit, and the **Audit Status**: SENT, GENERATED or No audit yet. **Report Sent / Date** and **Report Sent By** show when the audit was sent and by whom; clearing both marks the report as not sent. The audit file can be downloaded here; the audit itself is made on the Audits 70 page.



Waste

For devices that go to recycling: the transferee, the waste codes with quantity, unit and weight, and the description of the goods. This information is used for the transport documents.



Presets

The station settings for this order: tabs **GENERAL**, **WORK**, **SINGLE DISK-DRIVES**, **WORK VERIFIER** and **MOBILE**, as in Presets 98. The order uses your company presets until you change a value here and save it; from then on it keeps its own copy. Once it has its own

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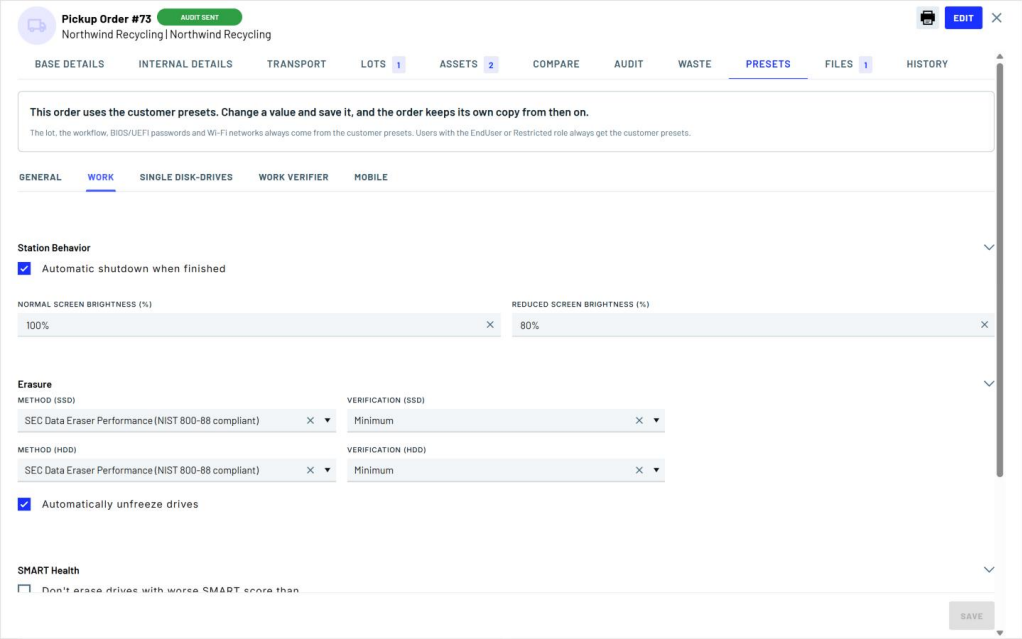
copy, **Back to customer presets** drops it again; **Copy from another pickup order** takes the settings of another order.



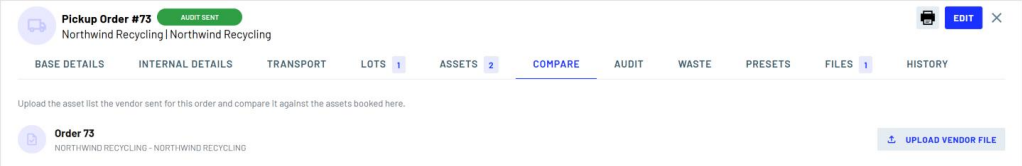
Note: The lot, the workflow, BIOS/UEFI passwords and Wi-Fi networks always come from the company presets, and users with the EndUser or Restricted role always get the company presets.

Files and History

The order's documents, including the pickup order sheet, and its change history (see Opening and editing records 19).

4.3 Comparing with the vendor's list

Customers often send a list of the devices they hand over. The **COMPARE** tab of a pickup order checks that list against the assets you booked for the order, so missing or extra devices are found before the audit.



1. Open the pickup order and the **COMPARE** tab.
2. Click **UPLOAD VENDOR FILE** and choose the vendor's file (Excel or CSV).
3. Under **Match Columns**, tell Securaze Asset which column of the file holds the serial number, IMEI or inventory number.
4. Click **START COMPARISON**.

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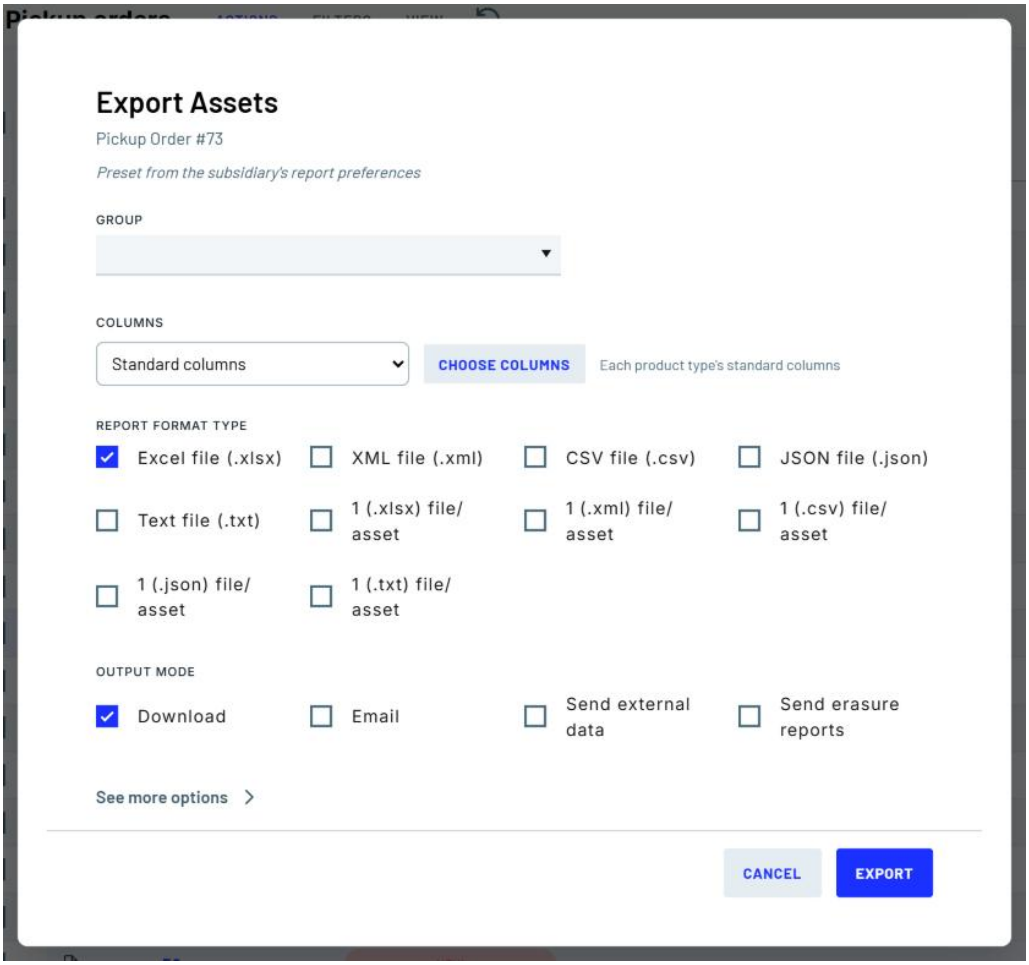
The result shows your assets and the vendor's lines side by side. Each line is **MATCHED**, a **DUPLICATE**, **NOT FOUND** or a **PARTIAL MATCH**. **ANALYZE** opens the match analysis, **MATCH** pairs lines by hand, **EXPORT** saves the result as an Excel file and **CHANGE FILE** starts again with another file.

The same comparison is a step of the audit wizard (see Audits 70).

4.4 Exporting assets and reports

For a pickup order, a lot or a sale lot you can export all its assets with their reports in one go, for example to send them to the customer. Click the export button in the **ACTION(S)** column of the row.



- **GROUP** - only the assets of one group.
- **REPORT FORMAT TYPE** - the formats: an Excel, XML, CSV or JSON file with all assets, and one file per asset as PDF, XML, JSON or text.
- **Columns** - which columns the data files have: **Standard columns**, one of **My presets**, a preset **Shared with everyone**, or your own selection. **CHOOSE COLUMNS** opens the list of fields: add, remove and order them, then **Save as preset** to use them again; **Share**

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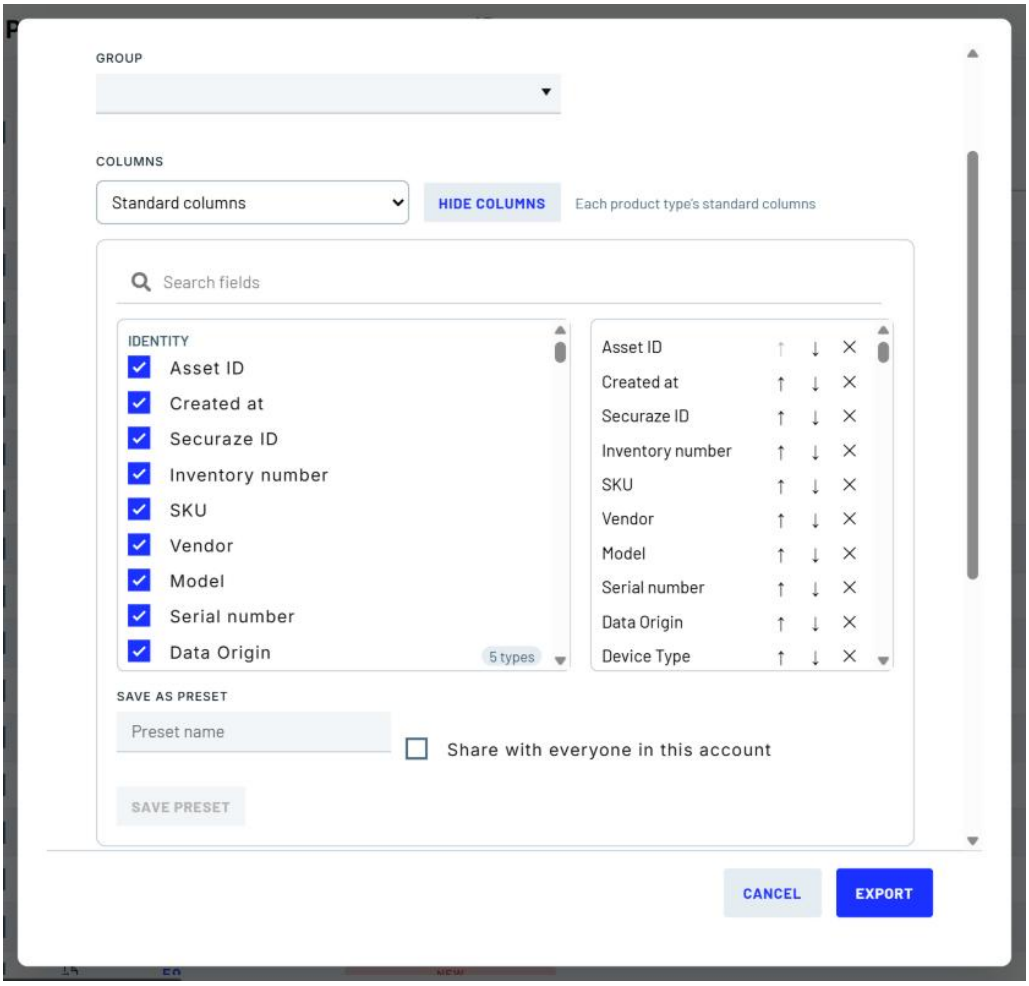
with everyone in this account makes the preset available to your colleagues. Price columns need the pricing permission. The dialog opens with the preset you used last.



- **OUTPUT MODE** - **Download** saves the archive, **Email** sends it. **Send external data** and **Send erasure reports** also pass the data to the external systems you connected (see Integrations 112).
- **See more options** - for example to generate the reports anew.

Click **EXPORT**. Securaze Asset tells you when it starts creating the export and when it is ready. If some assets or reports could not be included, the message says so and the archive lists them.

The defaults come from the subsidiary's Report Preferences (see Vendors and Subsidiaries 78).

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Warehouse

5 Warehouse

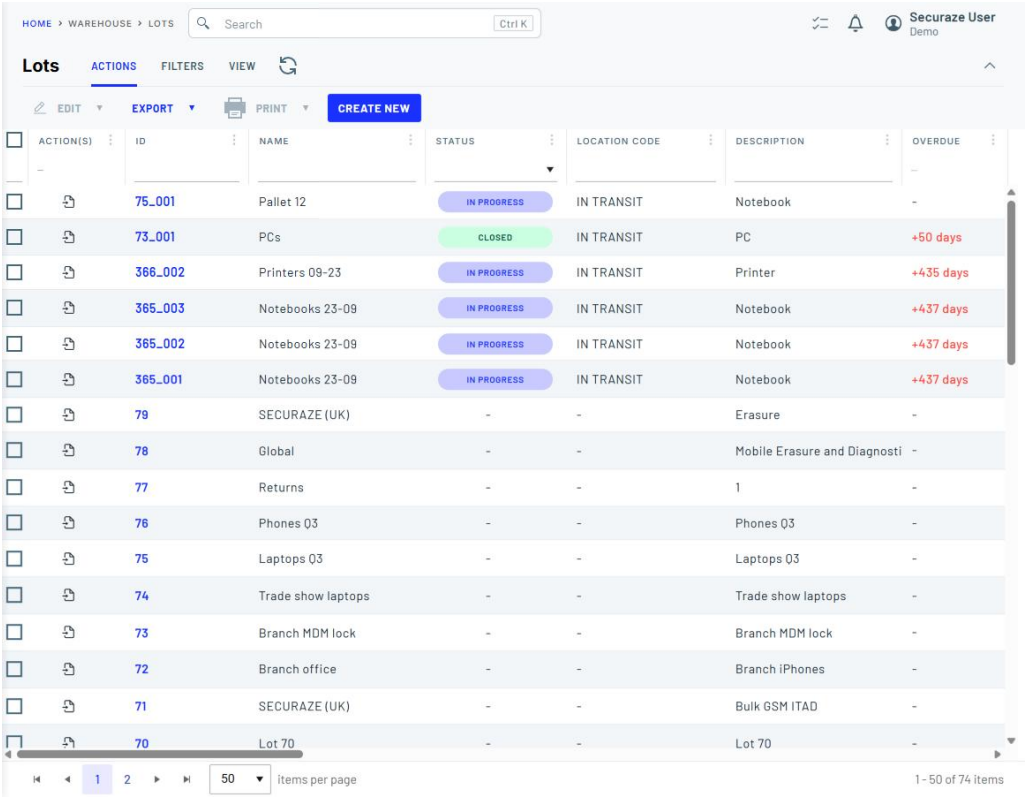
The Warehouse covers everything between receiving the devices and sending them out:

- Lots 50 - the containers the devices arrive in.
- Sale Lots 53 - the containers they leave in.
- Assets 54 and The asset record 57 - the devices themselves.
- Relocate 60 - moving lots, sale lots and assets with the scanner.
- Shredder 62 - destroying drives and devices.

The warehouses and the places in them - shelves, areas, floors - are set up in Master Data under Warehouses and Location Codes (see Locations 83).

5.1 Lots

A lot is a container of received devices - a box, a pallet or a cage - with its label, its place in the warehouse and the pickup order it came with. Every asset belongs to a lot.



Status

- **IN PROGRESS** - the lot is being worked on.
- **CLOSED** - every asset of the lot is done; the lot is complete.
- **IN STORAGE** - the lot is stored.

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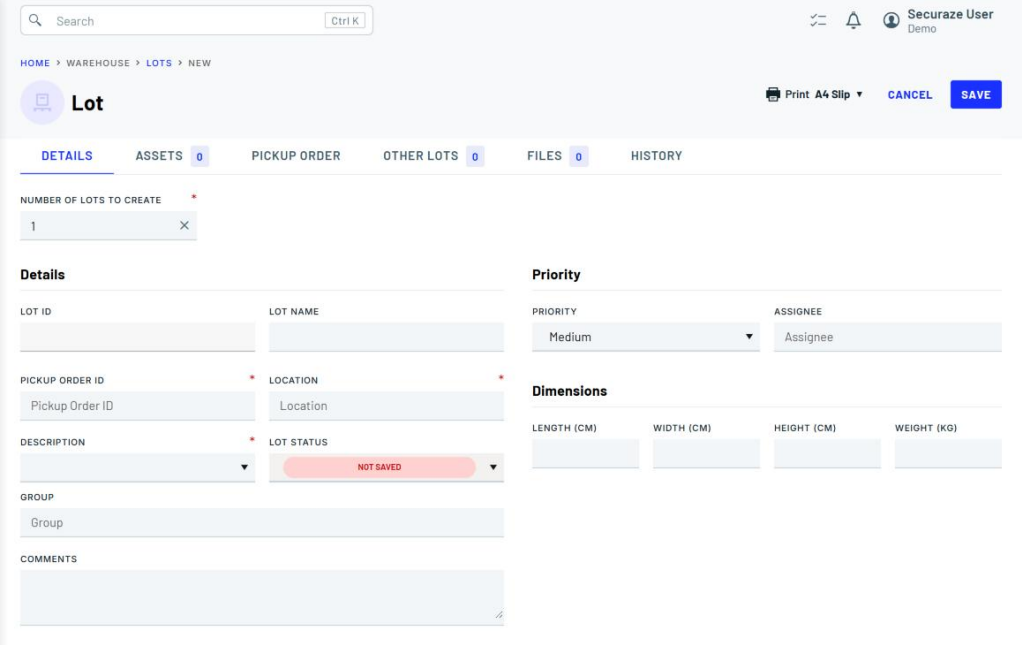
Where a lot is shows in **LOCATION CODE**, for example a shelf, or IN TRANSIT while it is on the way.

Creating lots

1. Click **CREATE NEW** (or **CREATE NEW LOT** on the Lots tab of a pickup order).
2. Choose the **PICKUP ORDER ID** and the **LOCATION**, and give the lot a name and a description.
3. To create several lots for the same order at once, set **NUMBER OF LOTS TO CREATE**.
4. Click **SAVE**. The lot ID is made from the order: the lots of order 73 are 73_001, 73_002 and so on.



Printing slips and labels

PRINT prints for the selected lots the **LOT SLIP** (an A4 page with the lot's contents), the **LOT LABEL** (on the label printer) or both (**SLIP & LABEL**).

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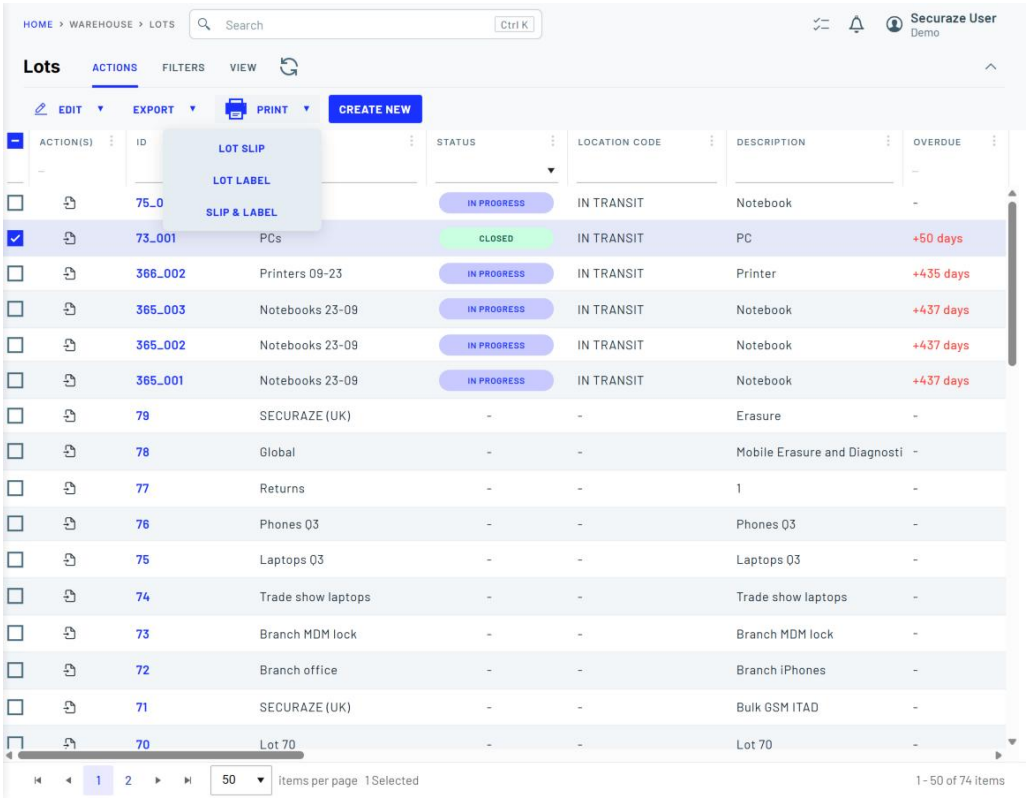
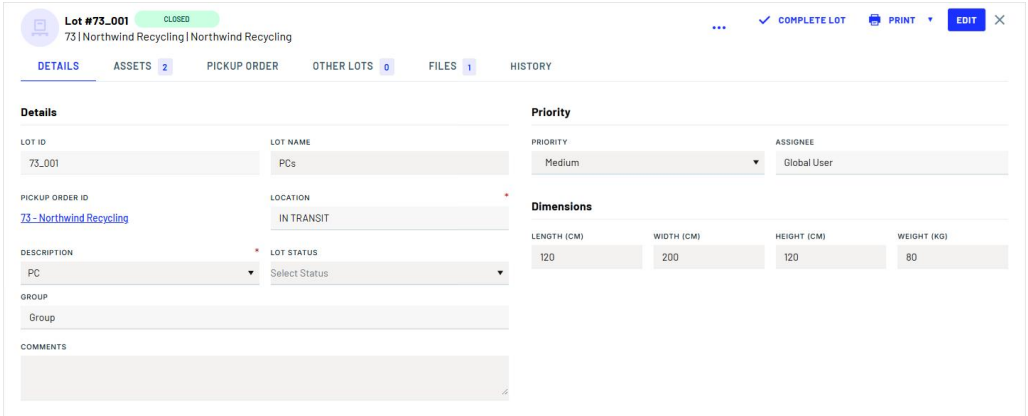


The lot record

- **DETAILS** - ID, name, description, location, status, priority and assignee, the SLA date and the dimensions and weight.
- **ASSETS** - the assets in the lot. **REGISTER SN** registers devices by scanning their serial numbers one after the other; **CREATE NEW ASSET** adds one with its details.
- **PICKUP ORDER** - the order the lot belongs to; **OTHER LOTS** - the order's other lots.
- **FILES** and **HISTORY**.



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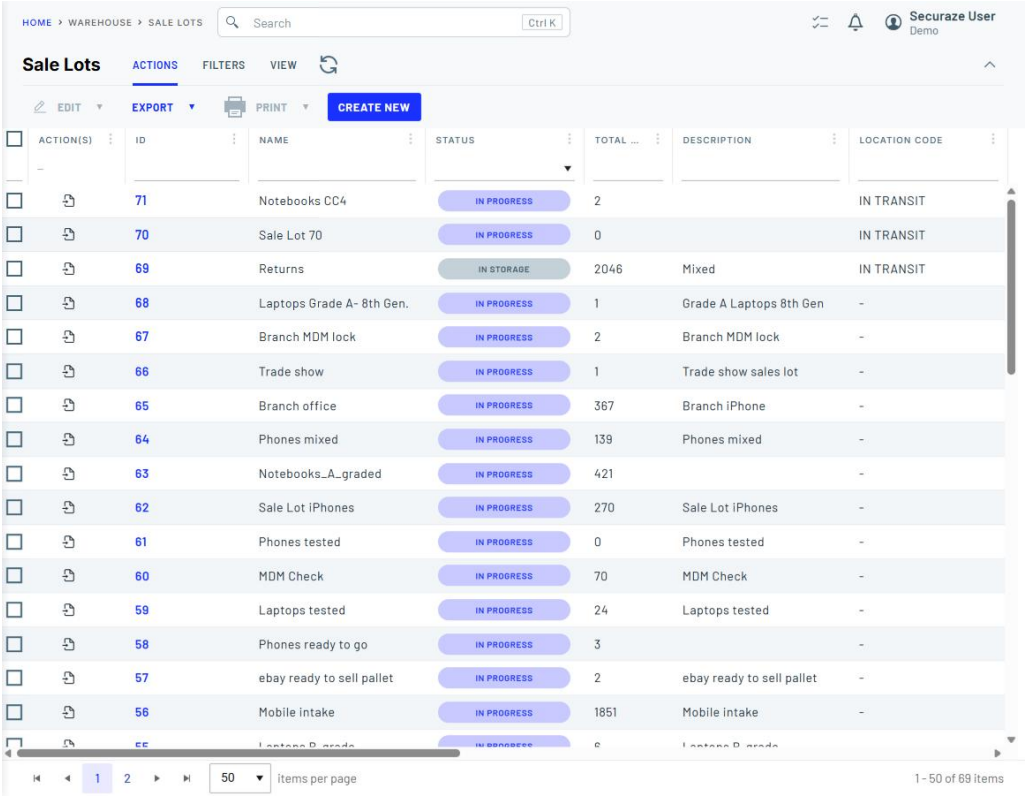
Completing a lot

When every asset of a lot is processed, click **COMPLETE LOT** in the lot's header. The lot is then CLOSED. If assets are not finished yet, Securaze Asset says so; you can complete the lot anyway.

A lot that still holds assets cannot be deleted; move the assets to another lot first (see Relocate 60).

5.2 Sale Lots

A sale lot gathers assets that are sold together, for example 50 notebooks of grade A. Assets are moved into sale lots with Relocate 60 or when they are shredded.



Status

- **IN PROGRESS** - being filled.
- **FOR SALE** - ready and offered.
- **SOLD** - sold. Click **Mark as sold** for the selected sale lots, or relocate a sale lot that is FOR SALE to the location SOLD.
- **CLOSED** and **IN STORAGE**.

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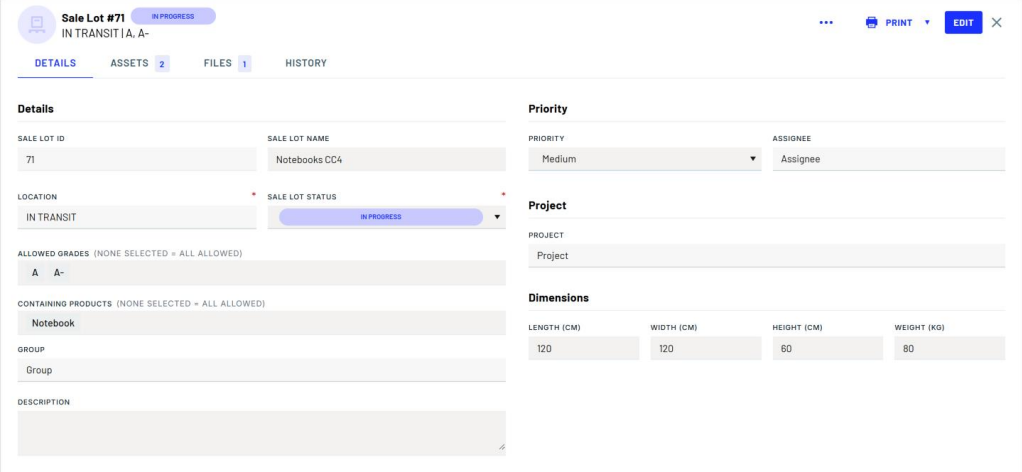
Creating sale lots

Click **CREATE NEW**, give the sale lot a name, a location and a description, and click **SAVE**. **NUMBER OF SALE LOTS** creates several at once.

The sale lot record

- **DETAILS** – name, status, location, priority, description and dimensions. **ALLOWED GRADES** limits which grades may go into the sale lot (none selected: all grades are allowed); **CONTAINING PRODUCTS** says what it holds.
- **ASSETS** – the assets in the sale lot.
- **FILES** and **HISTORY**.



PRINT prints the **SALE LOT SLIP**, the **SALE LOT LABEL** or both, as for lots.

5.3 Assets

Every device is an asset: computers, servers, phones, tablets, watches, headphones, printers, loose drives and anything else you process. When Securaze Work, Mobile or Work Verifier processes a device, they create or update its asset with the erasure, diagnose and hardware results.

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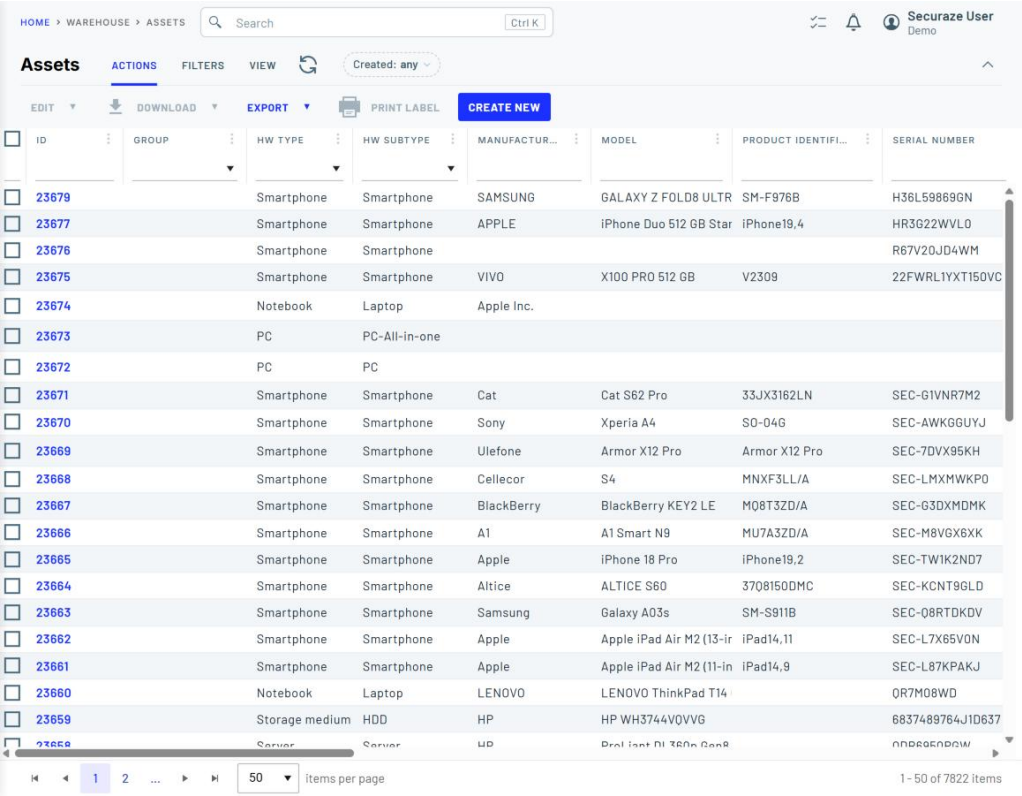
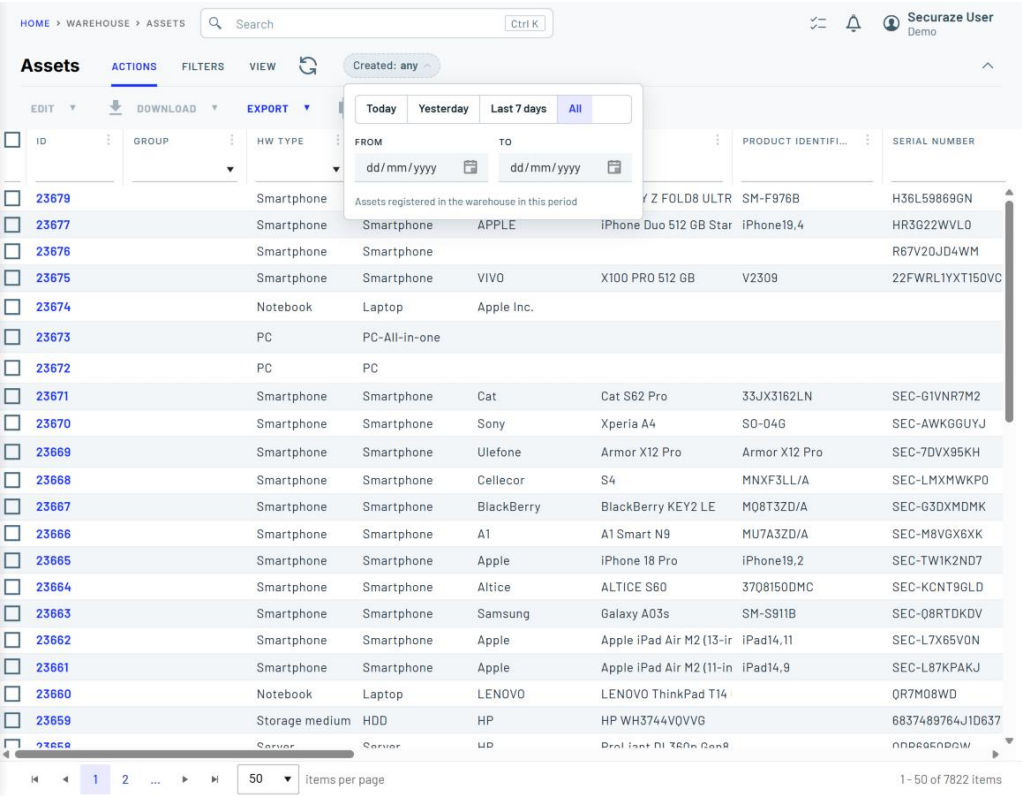


The list opens on the assets created today. The chip **Created: Today** in the toolbar picks another period: **Today**, **Yesterday**, **Last 7 days**, **All** or your own **From** / **To**. With All the chip reads **Created: any**. When nothing was created in the period, **SHOW ALL DATES** shows every asset.



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The list shows each asset's group (once your company has groups), type, manufacturer, model, **Product Identifier**, serial number and IMEI, and the **ERASURE STATUS**: how many of its drives are erased (for example 1/1 ERASED), or NO DATA when nothing was erased yet. **ORDER**, **LOT** and **SALE LOT** show the number and the name, for example 72 - Charity March, and filter by either. More columns can be shown under **VIEW > Columns**, for example SKU, A-Number, drive serial numbers, battery health, typical problems, notes and when the erasure started and finished.

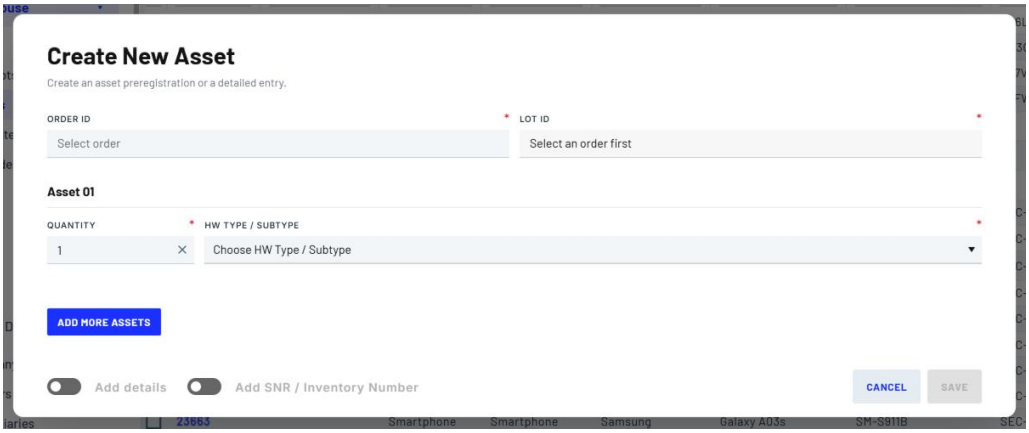
Process status and grade

- **Asset Process Status** - RECEIVED, IN PROGRESS, PROCESSED, BLOCKED or SOLD.
- **Grade** - A, B, C, D or NOT GRADED, from the grading in Mobile or Work or set by hand. A company that grades each device twice sees **Incoming grade** and **Selling grade** instead (see Presets 98).

Creating assets by hand

Devices that are not processed by a Securaze station - a monitor, a keyboard, a box of cables - are added by hand. Click **CREATE NEW**:

1. Choose the order and the lot.
2. Enter the **QUANTITY** and choose the **HW TYPE / SUBTYPE**.
3. Switch on **Add details** to enter the manufacturer, model, serial number, IMEI and grade, and **Add SNR / Inventory Number** for the numbers.
4. **ADD MORE ASSETS** adds another line. Click **SAVE**.



In a lot, **REGISTER SN** is the quicker way when you have the devices in front of you: scan one serial number after the other.

What you can do with selected assets

- **EDIT** - change the status or group.
- **DOWNLOAD** - the erasure, diagnose, verification, check or shredding reports.

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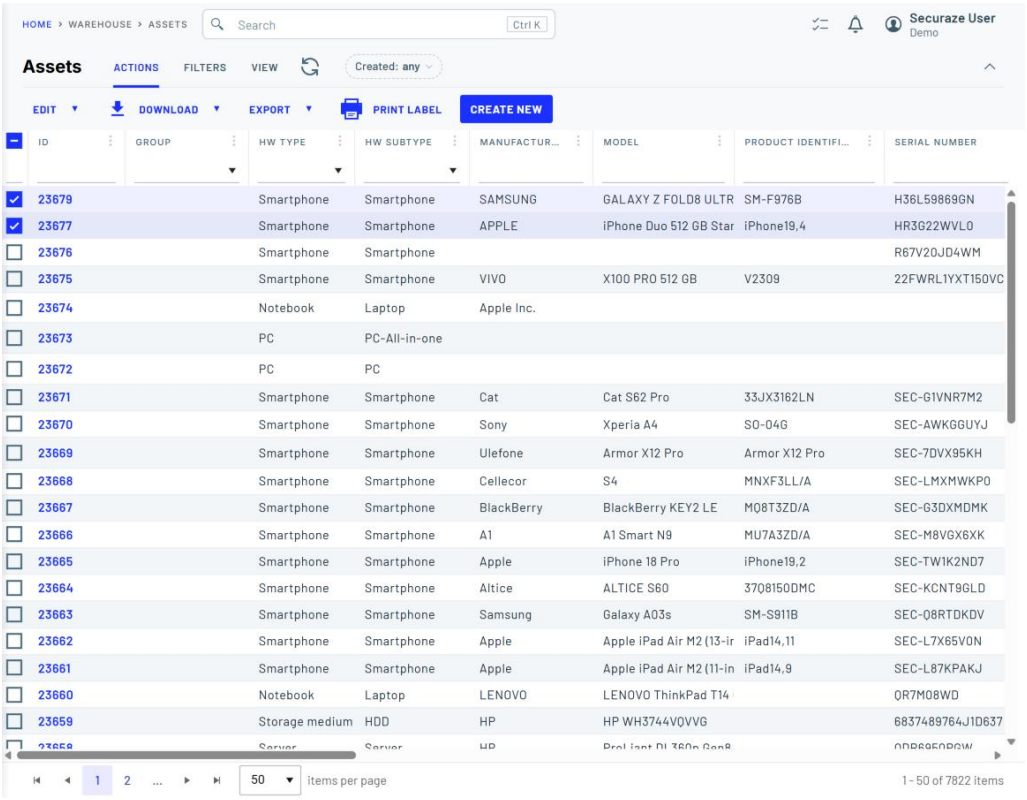
• **EXPORT** - **Export all assets** or **Export selected assets** makes an archive with the assets and their reports (see Exporting assets and reports 46); **Export list (.csv) - all results** and **Export list (.csv) - selected** save the list as a CSV file with the columns you see, in their order.

• **PRINT LABEL** - the asset labels on your label printer.

• Depending on your permissions also **Relocate** (to another lot or sale lot), **Assign to deal** and **Shred**.



5.4 The asset record

The asset record shows everything known about a device. The header has **PRINT LABEL**, **LABEL PREVIEW** and **DOWNLOAD** for its reports. Which tabs an asset has depends on its type:

• PC, server and notebook - Details, Child Assets, Forensics, Reports, Diagnose, Hardware, Files, History.

• Smartphone and tablet - Details, Forensics, OEM Parts, Reports, Diagnose, Hardware, Files, History.

• Watch - Details, Forensics, Reports, Diagnose, Hardware, Files, History. Headphones have no Hardware tab.

• Printer - Details, Child Assets, Reports, Files, History.

• Every other type - Details, Reports, Files, History.

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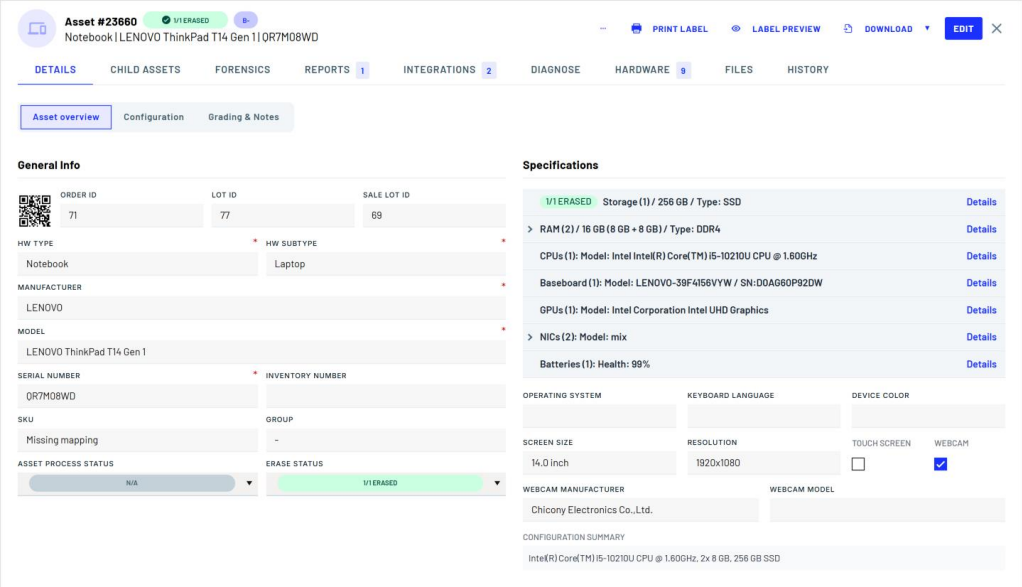
An asset whose data was sent to an external system also has an **INTEGRATIONS** tab.

Details

Asset overview has the general information - order, lot and sale lot, type, manufacturer, model, serial and inventory number, IMEIs, SKU, group, process and erasure status - and the specifications: drives, memory, processors, mainboard, graphics, network cards and batteries, each with its details. **Configuration** has the software, firmware and connectivity; **Grading & Notes** the grade, the typical problems, your custom fields and your notes. A company that grades each device twice sets the incoming grade and the selling grade side by side here; the selling grade follows the incoming one until it is changed.

While you edit the asset, **Lot ID** is a list to choose another lot from, and the order follows the lot. A lot can be changed, not removed.



Reports

The reports of the asset, sorted by kind: erasure, diagnose, shredding, erasure verification and check reports. **DOWNLOAD** saves the selected report; **REGENERATE REPORT** makes it again, for example after you changed the report layout (see Reports 110).



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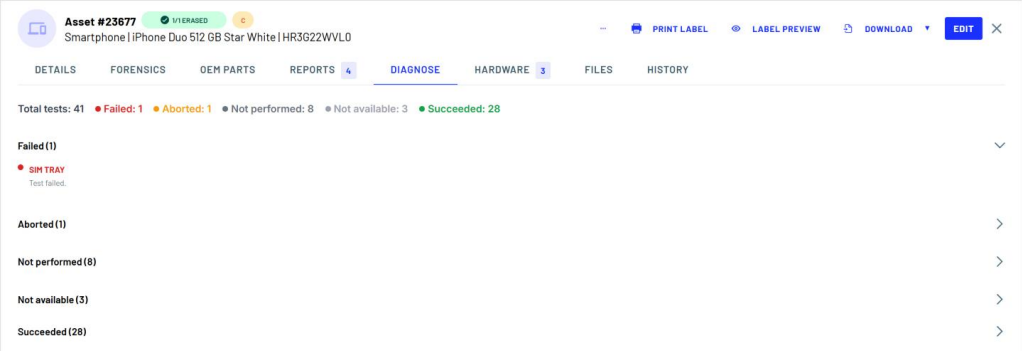
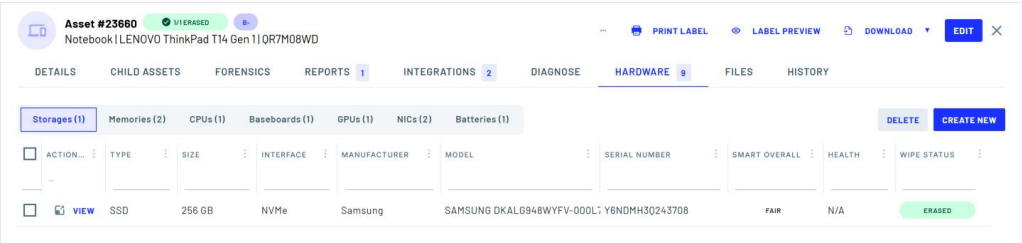
Diagnose

The results of the diagnose tests: how many tests failed, were aborted, not performed, not available or succeeded. Open a group to see its tests.



Hardware

The components: storages, memories, CPUs, baseboards, GPUs, NICs and batteries, with their serial numbers. For a drive you see its health and whether it is erased. **CREATE NEW** adds a component by hand, for example a drive taken out of the device.



OEM Parts

For phones and tablets: the serial number of each part - display, battery, cameras and more - as the factory recorded it and as it is now. **SAME AS ORIGINAL** shows whether a part was replaced.

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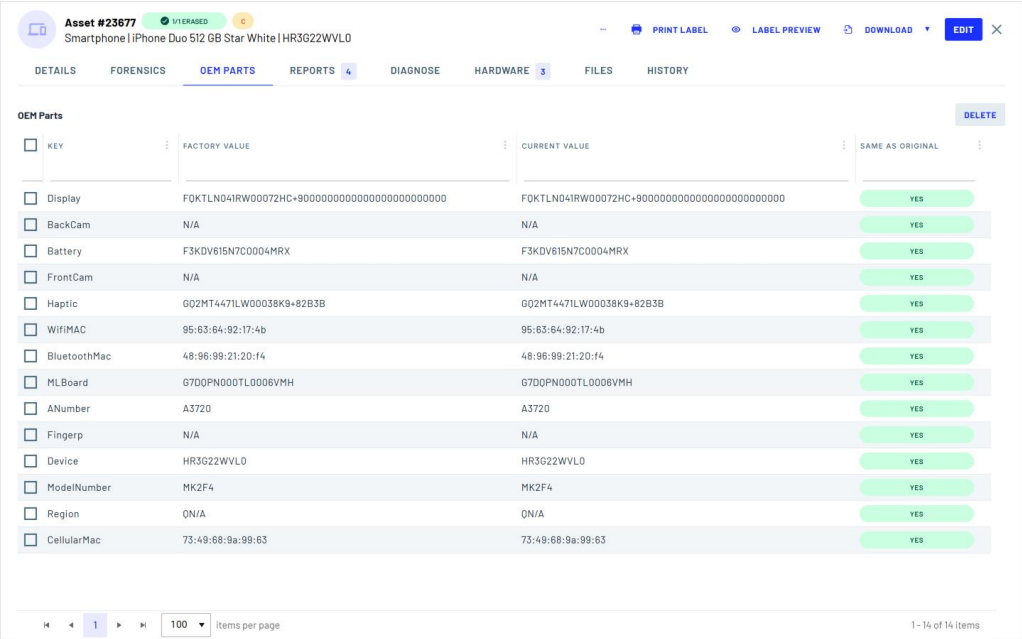

Forensics

The checks that tell whether a device can be sold: for example the carrier and SIM lock, Find My, stolen and financed status, MDM and Autopilot.

Child Assets

Parts that are their own asset but belong to this one, for example the drives of a server. **CREATE NEW CHILD ASSET** adds one.

Integrations

Which external systems received the asset's data, and the answer of each. **SEND DATA AGAIN** and **SEND ERASURE REPORT AGAIN** send it once more, for example after the external system was not reachable.



5.5 Relocate

Relocate moves lots and sale lots to another place in the warehouse, and assets into another lot or sale lot. It is made for a barcode scanner: scan the labels, Securaze Asset does the rest.

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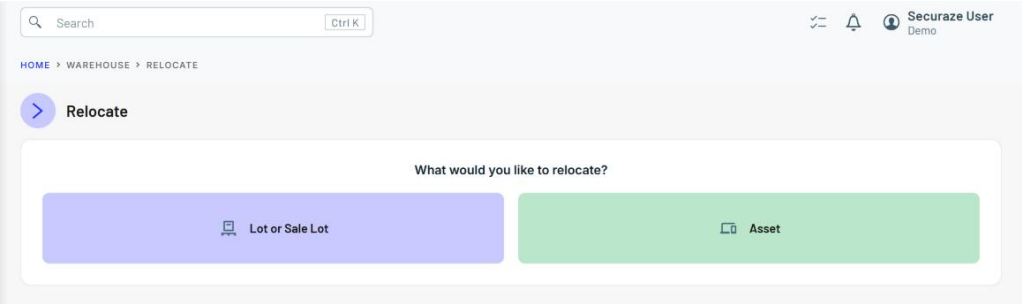
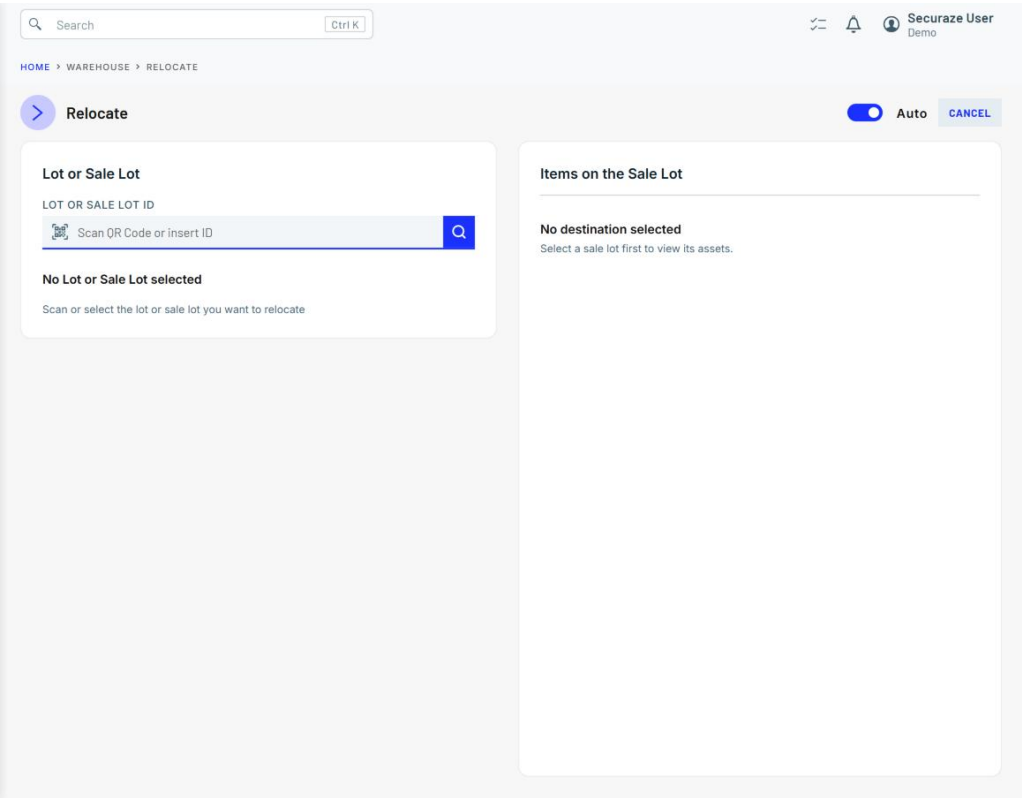


First choose what you move: **Lot or Sale Lot**, or **Asset**.

Moving a lot or sale lot

1. Scan the lot or sale lot label, or type its ID, under **LOT OR SALE LOT ID**.
2. Choose where it goes: scan the shelf label or choose a location code. **IN TRANSIT** marks it as on the way; **SOLD** marks a sale lot that is FOR SALE as sold.
3. Click **UPDATE LOCATION** (Ctrl+Enter).



Moving assets

1. Scan the destination lot or sale lot.
2. Scan the assets one after the other under **Assets to Relocate**.
3. Click **RELOCATE** (Ctrl+Enter).

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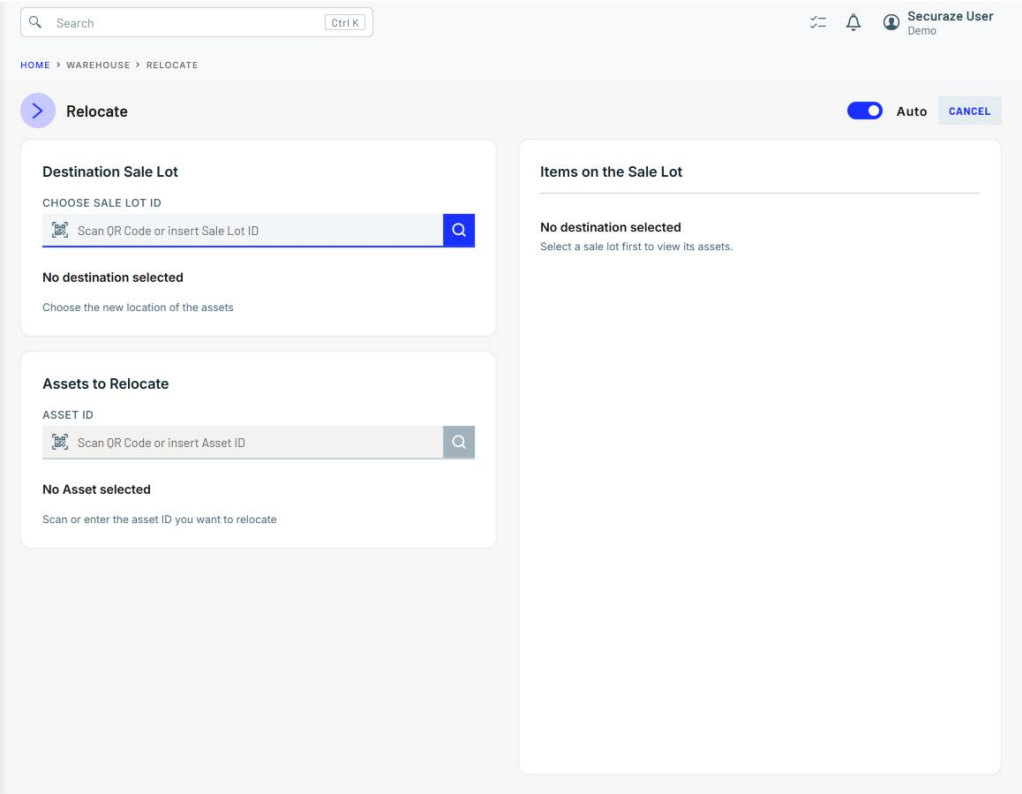

With **Auto** switched on (at the top right), every scan is booked at once, without the button. The relocated assets are counted on the page. You can print a slip, a label or both for the destination; choose the format and the printer.

FINISH & SAVE ends the session; **START NEW** or **CANCEL** begins a new one.

To move assets you selected in the list instead, use **Relocate** in the Assets list (see Assets 54).

5.6 Shredder

Drives that must not be reused - because the customer wants them destroyed or because they could not be erased - are shredded. The Shredder page records which drive was destroyed, with which shredder, and puts the result in a sale lot, for example for the scrap dealer.

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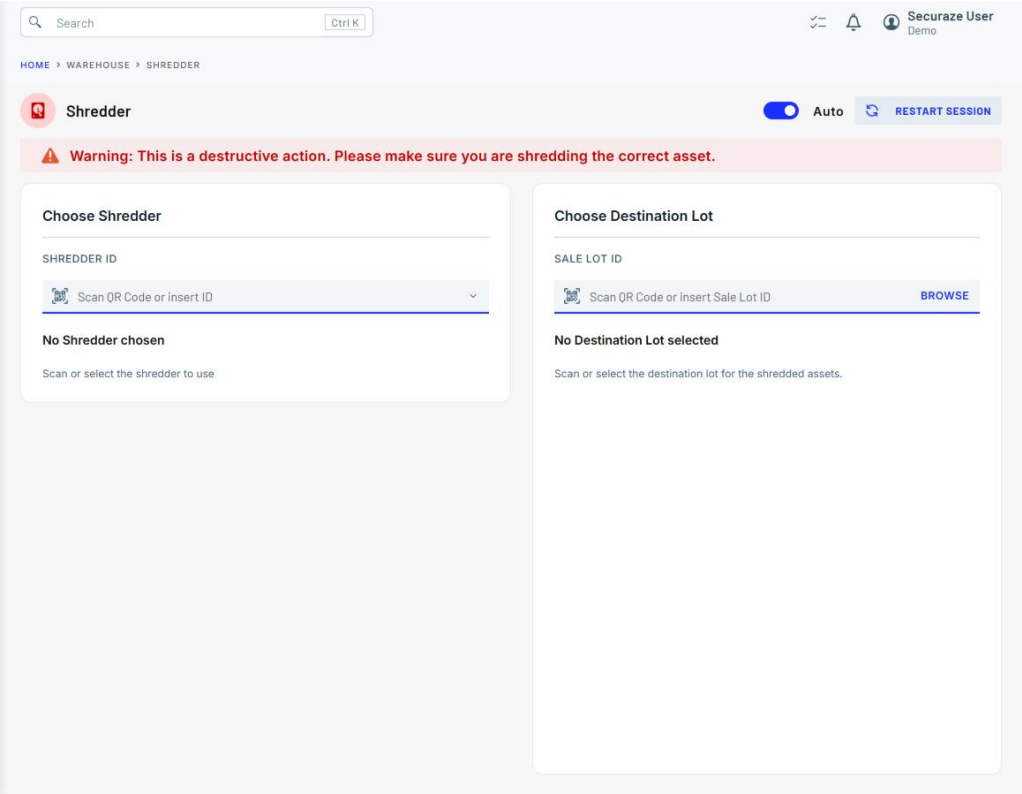

Warning: shredding cannot be undone. Make sure you shred the right asset.

1. Under **Choose Shredder**, scan the shredder or choose it from the list (the shredders are master data, see Shredder devices 83).
2. Under **Choose Destination Lot**, scan the sale lot that receives the shredded material.
3. Scan the assets. They appear under **Assets to Shred** with their drives; drives already marked for destruction are ticked.
4. Click **SHRED** and confirm.

Each drive shows its state: TO SHRED, SHREDDED, ALREADY SHREDDED, NOT ERASED, ERASED, NO DISKS. With **Auto** switched on, every scan shreds all drives of the asset at once; Auto switches itself off when only some of an asset's drives are marked for destruction, so you choose which.

RESTART SESSION starts again with an empty list. The shredding report is added to each asset's Reports tab.

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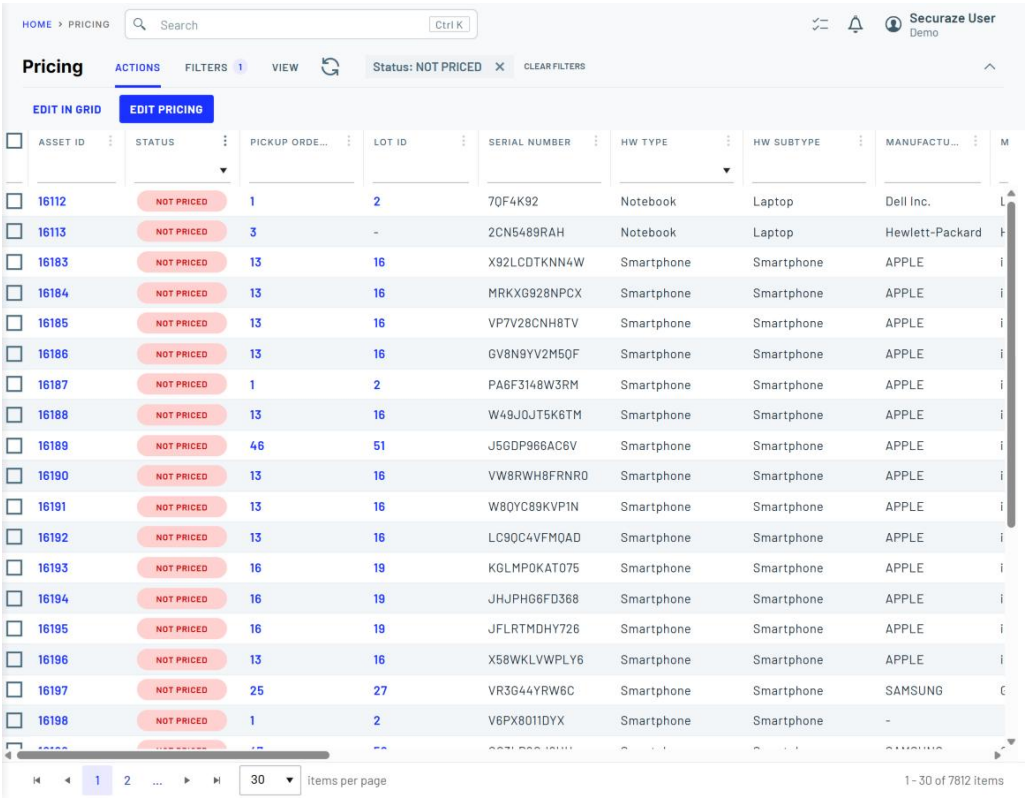
Pricing

6 Pricing

Before an order's audit can be made, every asset needs a price. The Pricing page lists the assets with their pricing status; it opens with the assets that are **NOT PRICED** yet.



Pricing assets

- **EDIT PRICING** - select one or more assets and set the prices for all of them in the dialog.
- **EDIT IN GRID** - type the prices straight into the list, one asset after the other.

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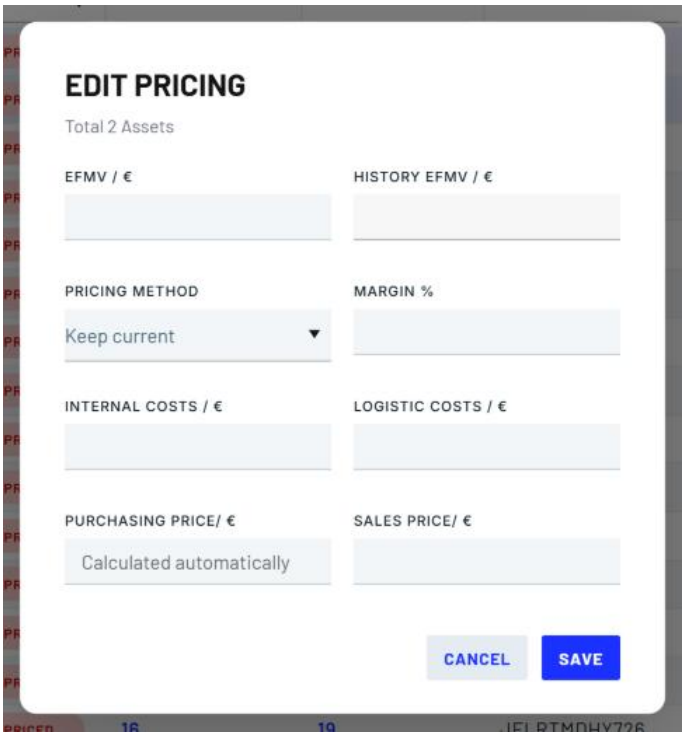

The prices

- **PRICING METHOD** - how the price is worked out, standard or custom; the default comes from the vendor or subsidiary (see Vendors and Subsidiaries 78).
- **PURCHASING PRICE** - what you pay the customer for the device.
- **SALES PRICE** - what you expect to sell it for.
- **EFMV** - the estimated fair market value.
- **INTERNAL COSTS** and **LOGISTIC COSTS** - your costs for the device.
- **MARGIN %**.

Securaze Asset warns when a price looks wrong (**Price too high**, **Price too low**). The asset record on this page shows the device's grade, typical problems and configuration next to the prices, so you can judge it.

A company that grades each device twice sees the **Incoming grade** and the **Selling grade** next to the grade.

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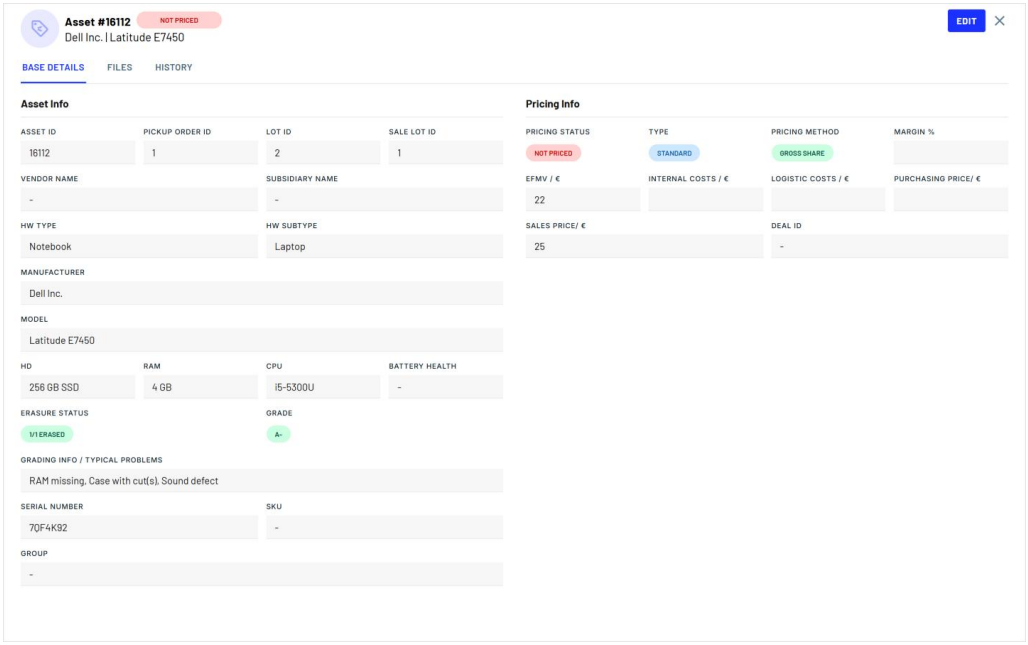

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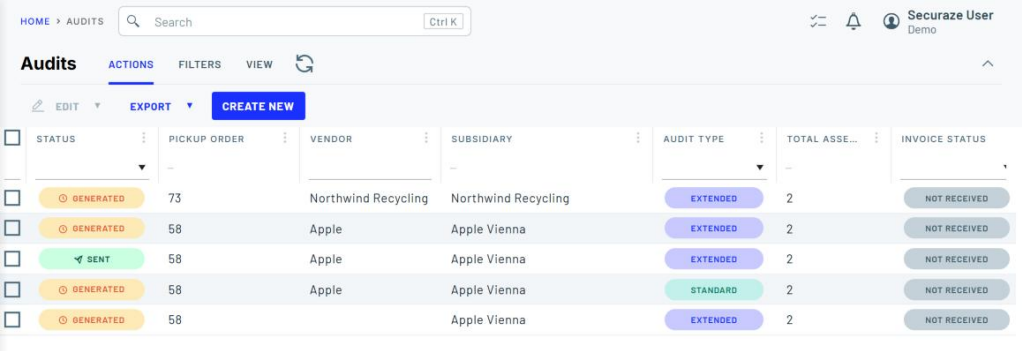
Audits

7 Audits

The audit is the report to your customer: which devices you received, how each was erased, its grade and its value. One audit can cover several pickup orders of the same vendor.



The list shows each audit's status (GENERATED, SENT), its type (STANDARD, EXTENDED, CUSTOM), the pickup order, vendor and subsidiary, the number of assets, the end value and the invoice status (NOT RECEIVED, PAID, PARTIAL, OVERDUE).

Creating an audit

Click **CREATE NEW**. The wizard has five steps:

1. **Select Orders** - tick the pickup orders the audit covers. They must belong to the same vendor, and every asset of them must have a price (see Pricing 66).
2. **Compare Files** - check the vendor's list against your assets, as on the order's Compare tab (see Comparing with the vendor's list 45). You can skip it.
3. **Audit Type** - choose the template (Standard, Extended or Custom), the fields of a custom audit and the report preferences. **PREVIEW AUDIT** shows the result before it is made.
4. **Generate** - click **GENERATE AUDIT**. The orders move to AUDIT SENT and the audit is emailed to the contact person.
5. **Finish** - **DOWNLOAD ZIP** saves the audit; **REQUEST DOWNLOAD LINK PER EMAIL** sends a link instead.

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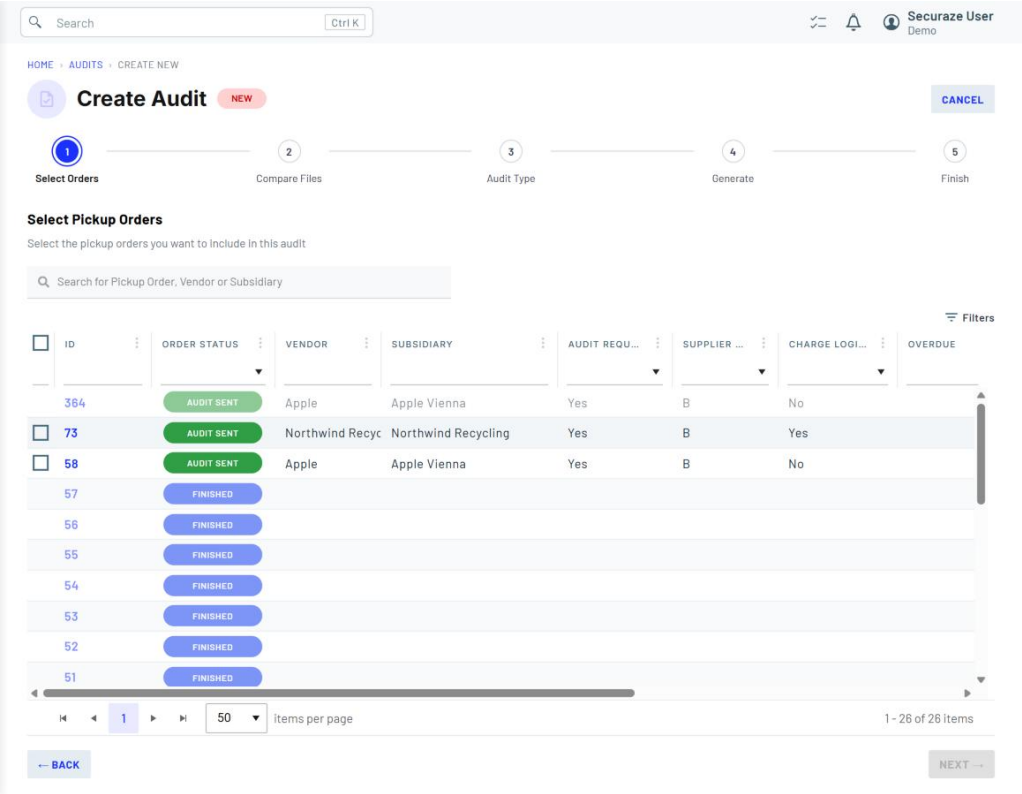
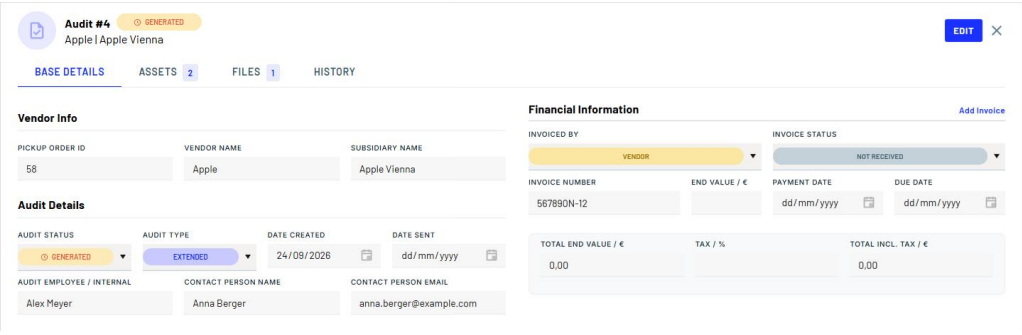


Which fields the Standard and Extended audits contain is set in Settings (see Reports 110); which audit a customer gets by default is set at its vendor or subsidiary.

The audit record

- **BASE DETAILS** - the vendor, the audit details and the financial information: invoice number, due and payment date, tax and the totals. **ADD INVOICE** records the invoice.
- **ASSETS** - the assets in the audit.
- **FILES** - the audit files; **HISTORY**.



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Deals

8 Deals

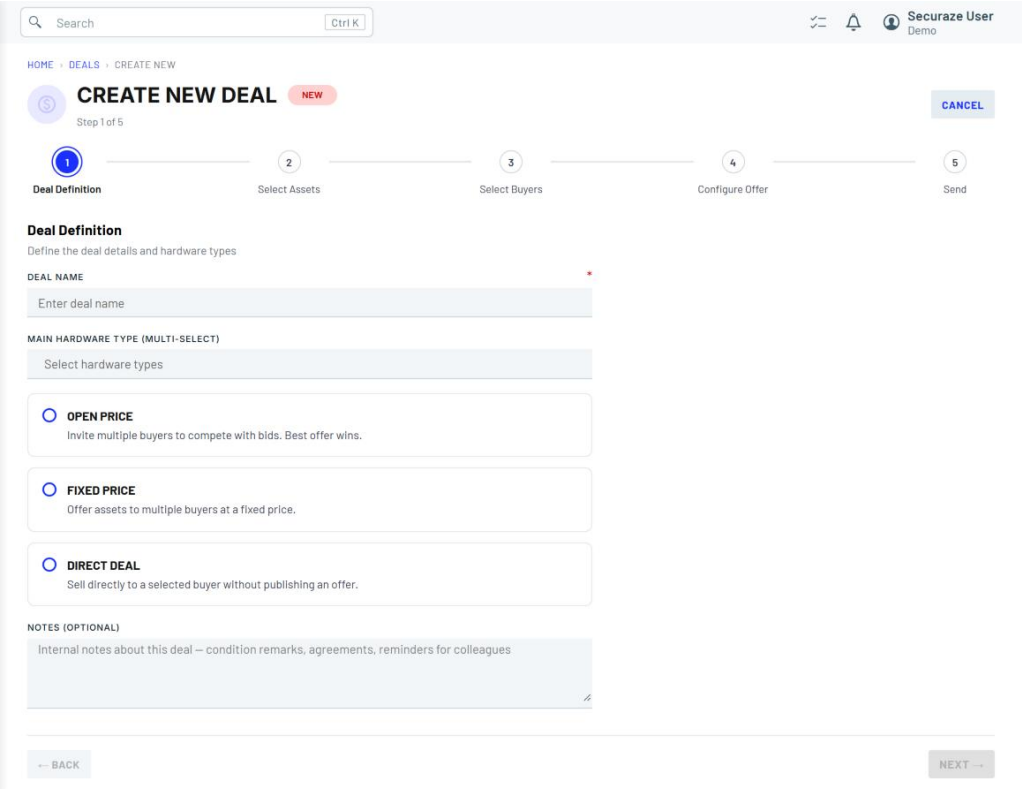
A deal sells assets or sale lots to buyers: you choose what to sell, send an offer to one or more buyers and record who won. Deals are shown when your role allows them.

Status of a deal

- **NEW** - a draft; nothing has been sent yet.
- **OFFER** - the offer is out with the buyers; the assets of the deal are fixed.
- **WON** - a buyer is chosen. A commission list is made.
- **SOLD** - the deal is invoiced and done.
- **LOST** - no buyer took it.

Creating a deal

Click **CREATE NEW**. The wizard has five steps: **Deal Definition**, **Select Assets**, **Select Buyers**, **Configure Offer** and **Send**.



1. Give the deal a name, choose the main hardware types and the kind of deal:

- **OPEN PRICE** - several buyers bid; the best offer wins.
- **FIXED PRICE** - several buyers get the offer at your price.
- **DIRECT DEAL** - you sell straight to one buyer without an offer.

1. Select the assets or sale lots.

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2. Choose the buyers (see Buyers 81).

3. Configure the offer.

4. Click **SEND & CREATE DEAL**. Each buyer receives the offer by email; a sent email cannot be taken back. **Save draft** keeps the deal as NEW without sending it.

The deal record

- **OFFERS** - the offers of the buyers: Pending, Received, Not Interested, Accepted or Rejected. **Accept offer** wins the deal for that buyer.
- **FINANCIAL INFO** - purchasing, sales and target price, profit, invoice number, payment terms and payment status.
- **ASSETS**, **SALE LOTS**, **BUYER INFO**, **HW TYPES**, **FILES** and **HISTORY**.

A company that grades each device twice sees the incoming and the selling grade of the assets.

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Master Data

9 Master Data

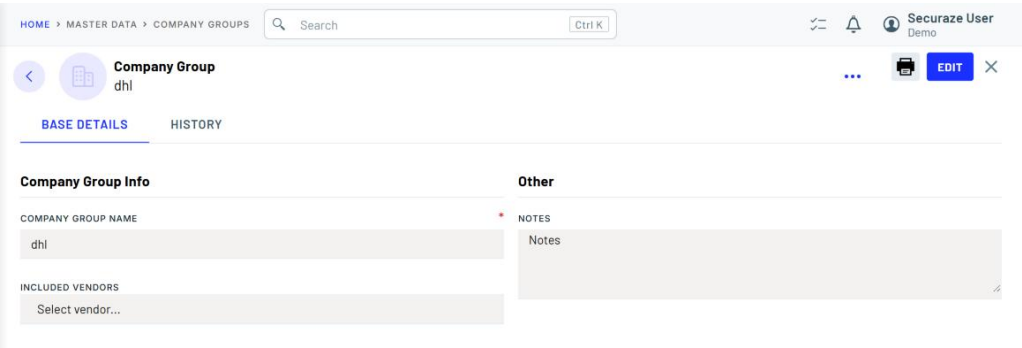
Master data is what you enter once and then choose wherever it is needed: your customers, buyers, vehicles and drivers, your warehouses and the lists of types and codes. Every master data page is a list with **CREATE NEW**, **EXPORT** and **EDIT**, and a record with **BASE DETAILS** and **HISTORY** (see Working with lists 15).

- Company Groups 78
- Vendors and Subsidiaries 78
- Buyers 81
- Transport 81 - vehicles and drivers
- Manufacturers 83
- Locations 83 - Warehouses and Location Codes
- Shredder devices 83
- Waste Codes 84
- Hardware Types 84

9.1 Company Groups

A company group joins vendors that belong together, for example the national companies of one corporation, so you can filter and report on them together.

Click **CREATE NEW**, enter the **COMPANY GROUP NAME**, choose the **INCLUDED VENDORS** and add notes if you like.



9.2 Vendors and Subsidiaries

A **vendor** is a customer that hands devices to you; a **subsidiary** is one of its sites - the address a pickup order goes to. Every vendor has at least one subsidiary.

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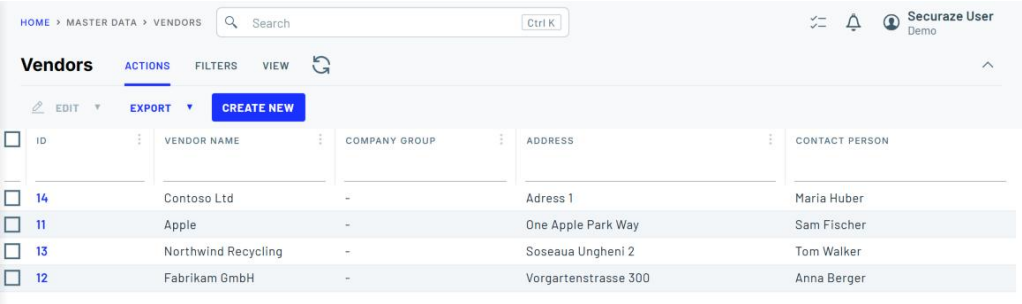
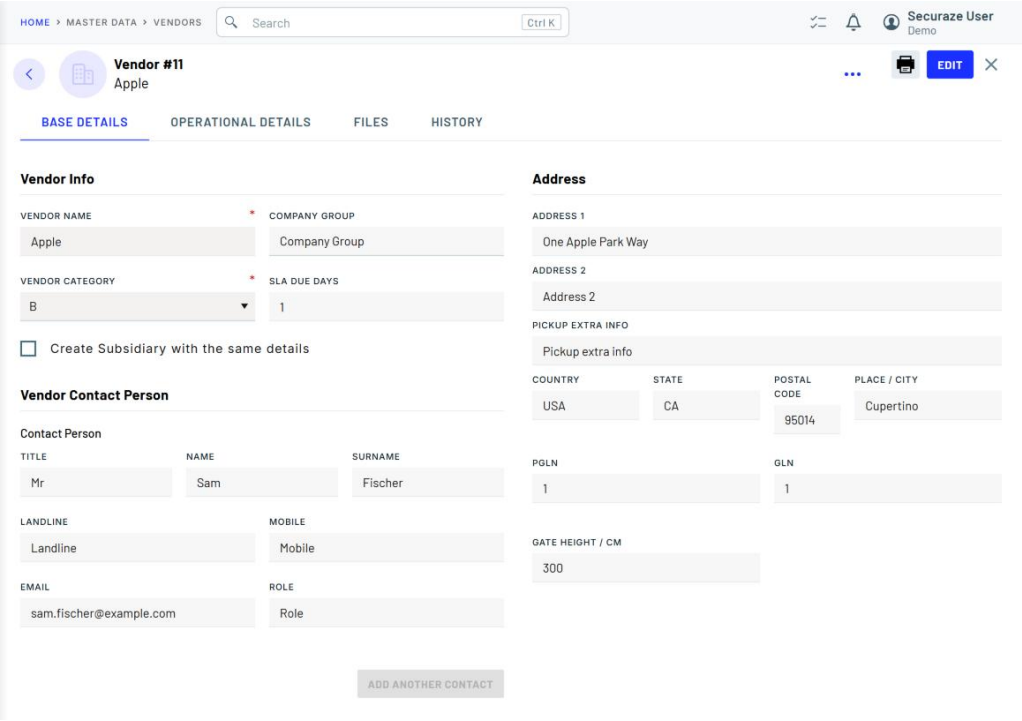


Vendors

Click **CREATE NEW**. On **BASE DETAILS** enter the vendor's name, its **VENDOR CATEGORY** (A to D, to rank your customers), the company group, the address and the contact person. **Create Subsidiary with the same details** creates the first subsidiary with the same address in one go.



Subsidiaries

A subsidiary has its own address, its contact person and the vendor's contact person, the GLN and PGLN (for waste documents) and the gate height, so the driver knows which vehicle fits.

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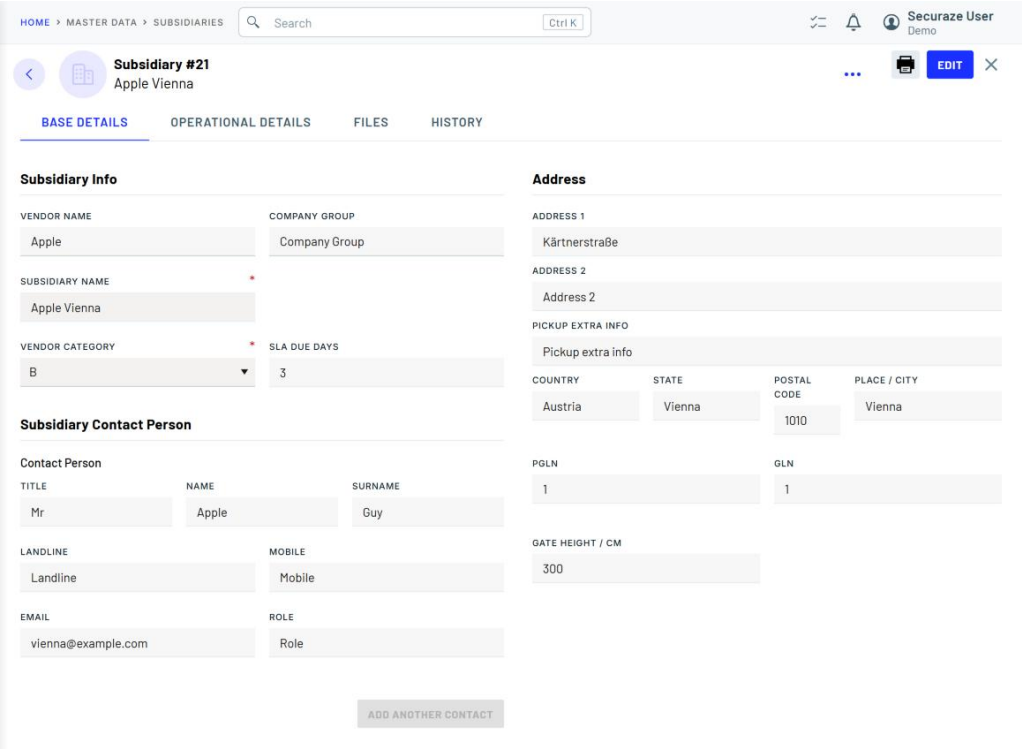

Operational Details

Vendors and subsidiaries both have **OPERATIONAL DETAILS**: the defaults for this customer's orders.

- **Audit** - whether an audit is required, which **AUDIT TYPE** (Standard, Extended, Custom) and who makes it.
- **Sales** - whether the vendor is charged, whether logistics are charged, whether you receive the goods for free; the **PRICING METHOD** and **MARGIN %**.
- **Report Preferences** - the formats of the export (Excel, XML, CSV, JSON, text, one file per asset) and whether it is downloaded or emailed (see Exporting assets and reports 46).
- **Processing** - the **SLA DUE DAYS**, the report template and file pattern, the **DEFAULT LANGUAGE** of the reports, the erasure report signature and internal production information.

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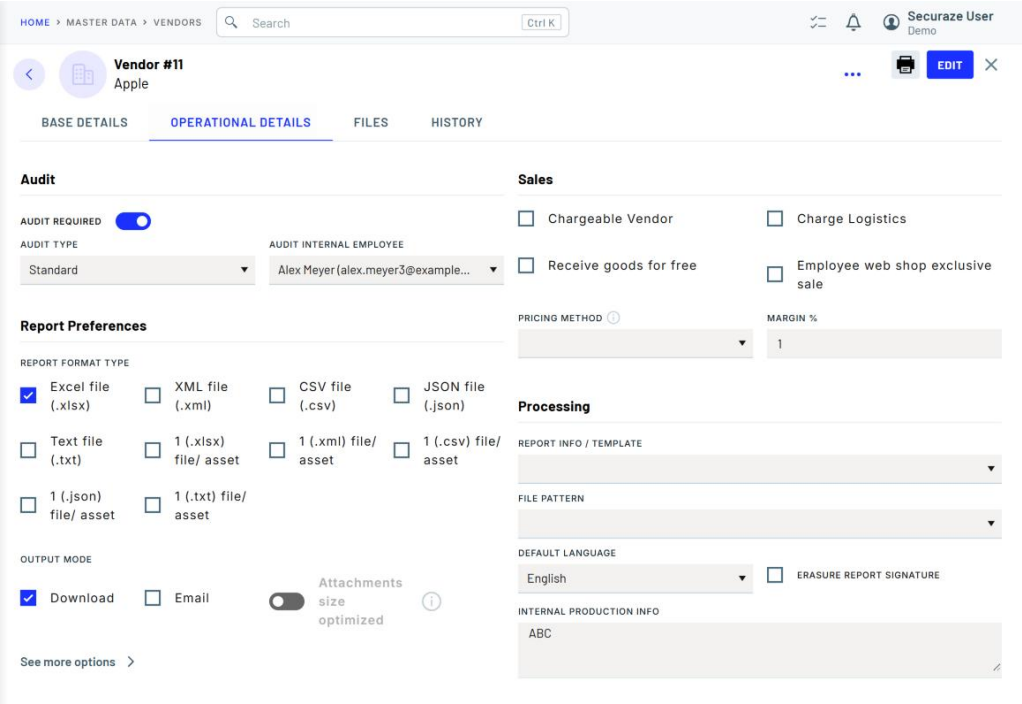


DELETE / DEACTIVATE VENDOR removes or deactivates the selected vendors.

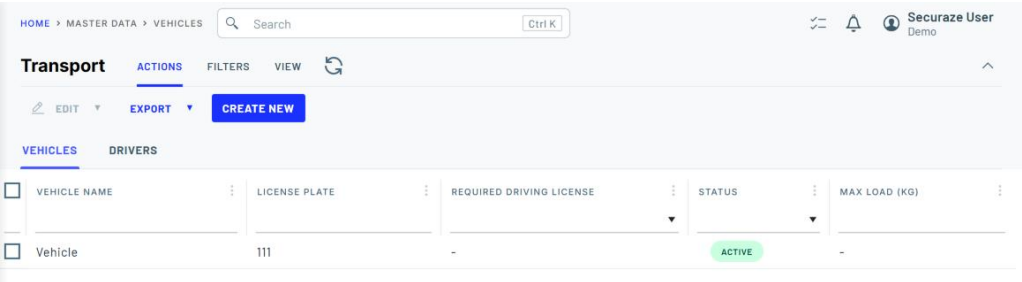
9.3 Buyers

Buyers are the companies you sell to with Deals 74.

Click **CREATE NEW** and enter the company name, the **CATEGORY** (Broker, End Customer, Waste disposal company), the **BUYER RANKING**, the VAT number, website and the default language of the offers. Under Commercial Details set the **PAYMENT TERMS** (Payment in advance, At pickup, In 30 days) and the **TARGET PRODUCTS** - the hardware types the buyer is interested in. Add the contact persons who receive the offers.

9.4 Transport

The vehicles and drivers you plan pickups with. The page has two tabs, **VEHICLES** and **DRIVERS**.



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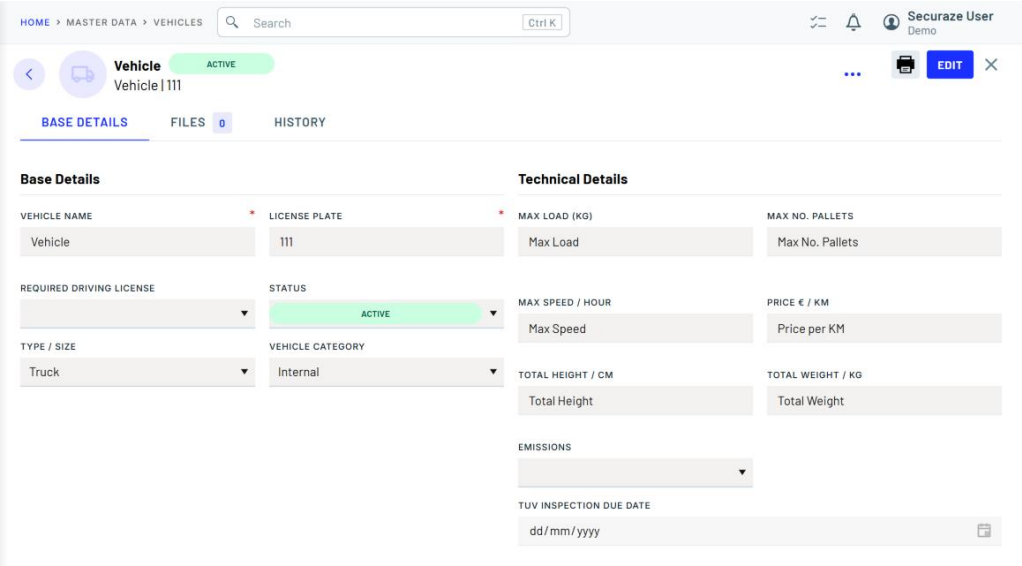
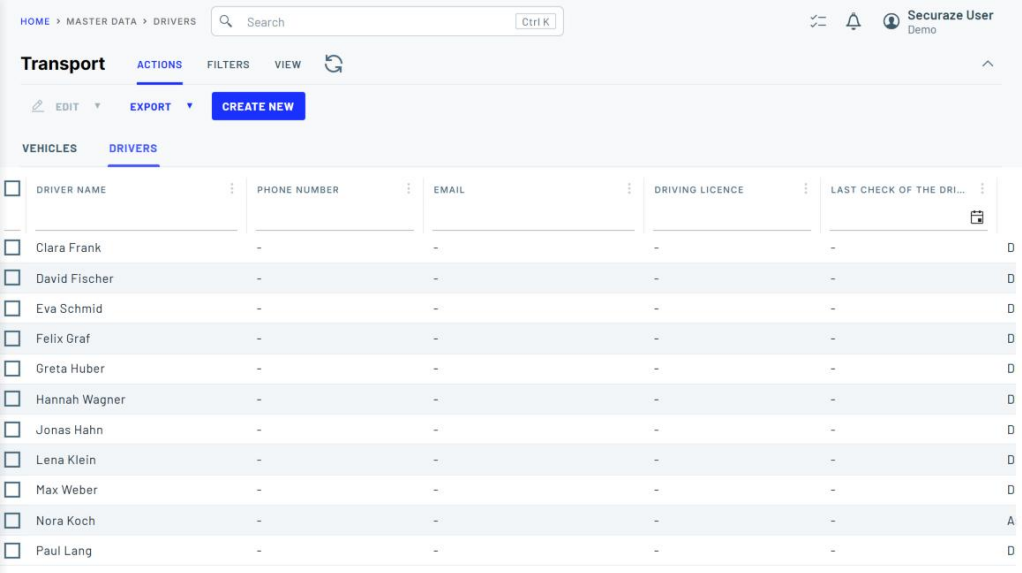
Vehicles

Name, license plate, whether the vehicle is your own (**Internal**) or hired (**External**), the type (Truck, Large Van, Medium Van, Small Van, Trailer) and the status (Active, In Service, Deactivated). The technical details - maximum load and pallets, speed, height, weight, emissions, the next inspection, the price per km and the driving license it needs - help to choose the vehicle for an order and to calculate its costs.



Drivers

Name, role (Driver, Assistant Driver, Auxiliary Worker), status (Active, Not Available, Deactivated), contract type (Employee, Contractor), the driving license and when it was last checked, the price per hour, address and phone.



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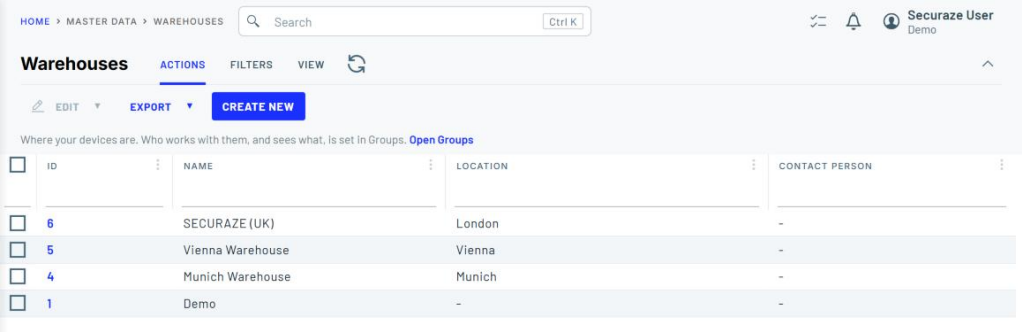
9.5 Manufacturers

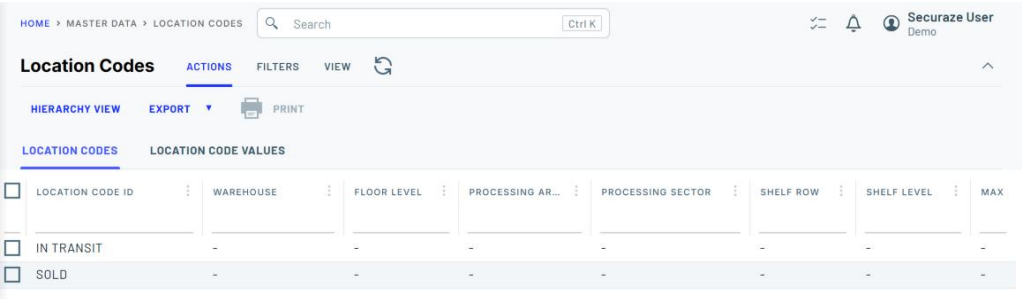
The manufacturers you choose from when you create assets by hand. Devices processed by Securaze stations bring their manufacturer along. Click **CREATE NEW** to add one, with a name and notes.

9.6 Locations

Locations describe where things are in your warehouses. They are two entries in the **Master Data** menu: **Warehouses** and **Location Codes**.



- **Warehouses** - your sites, with their name, place and contact persons. A pickup order names the warehouse its devices go to. Who works with a warehouse and sees its data is set in Groups 101 (**OPEN GROUPS**).
- **Location Codes, tab LOCATION CODES** - the places inside a warehouse: processing area, sector, shelf row and level, floor, the maximum height and whether several lots may be booked onto it. **HIERARCHY VIEW** shows them as a tree. **PRINT > SHELF LABEL** prints the labels you scan in Relocate 60. The system locations **IN TRANSIT** and **SOLD** are always there and cannot be changed.
- **Location Codes, tab LOCATION CODE VALUES** - the values the parts of a location code can take, for example the names of your processing areas. **LOAD STANDARD VALUES** fills in a common set to start with.



9.7 Shredder devices

The shredders you destroy drives and devices with on the Shredder 62 page. For each one

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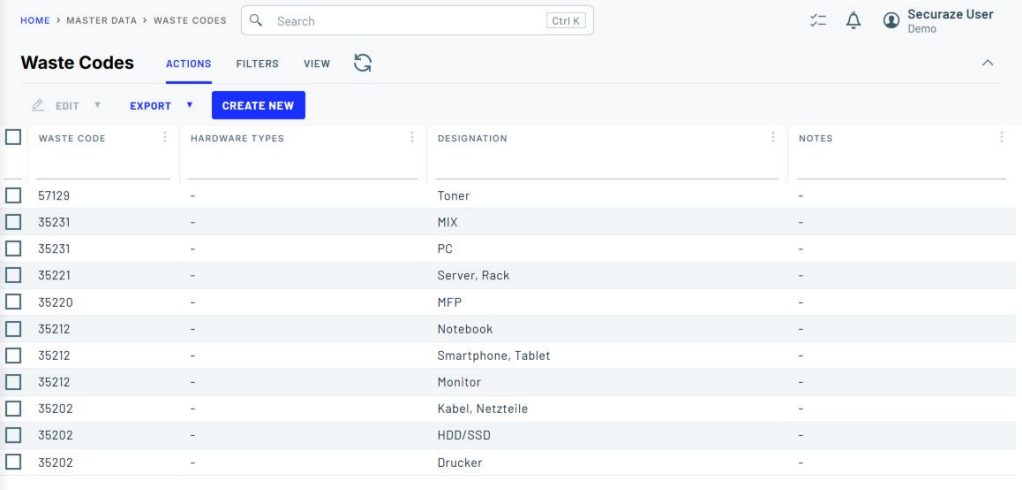
enter the name, manufacturer, model, serial number, location and status, the **DIN NORM / SECURITY LEVEL** it meets (DIN 66399) and the media it supports. The shredding report names the shredder and its security level.

9.8 Waste Codes

The waste codes used on the Waste tab of pickup orders and on the transport documents, for example 16 02 13 for discarded equipment with hazardous components. Each code has its designation, the hardware types it applies to and notes.



9.9 Hardware Types

Hardware types and subtypes sort your assets, for example the type Notebook with the subtypes Laptop and Workstation. The page has three tabs:

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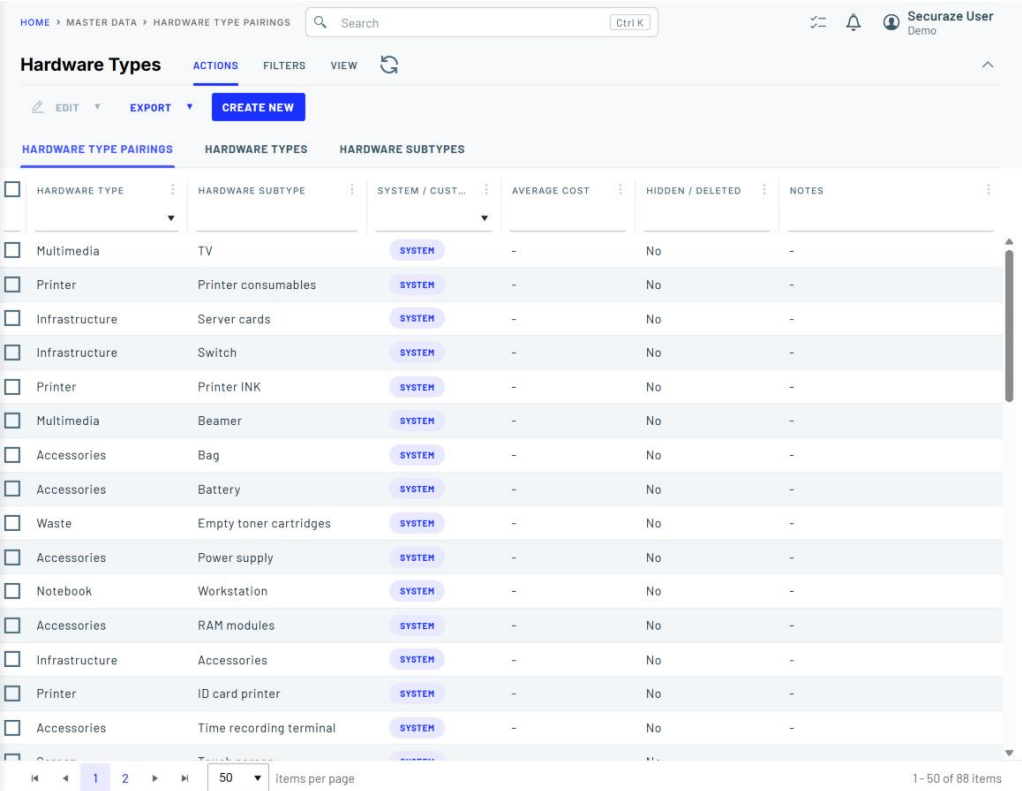
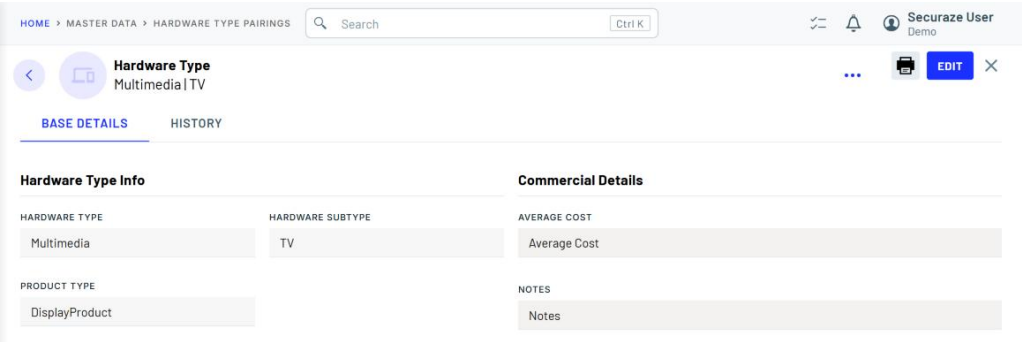


- **HARDWARE TYPE PAIRINGS** - which subtype belongs to which type, with the average cost and the internal and logistic costs used for pricing.
- **HARDWARE TYPES** and **HARDWARE SUBTYPES** - the names; a subtype also has its product type.

Securaze provides a standard set, marked **SYSTEM**; it cannot be changed. Add your own types with **CREATE NEW**; they are marked **CUSTOM**.



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Operations

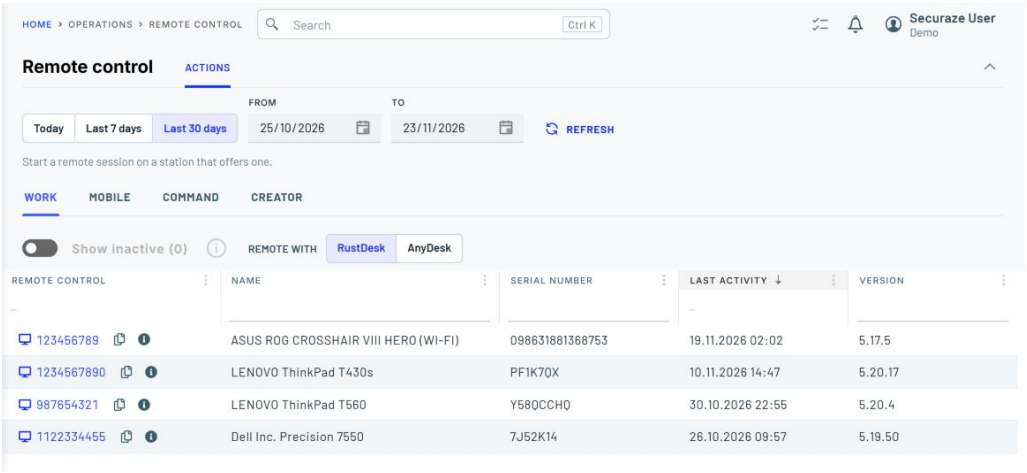
10 Operations

Operations covers the equipment in your sites: the stations and the printers.

- Remote control 88
- Printers and labels 88
- Stations 90

10.1 Remote control

Remote control lists your stations that can be reached from a distance - Work, Mobile, Command and Creator, each on its own tab - and starts a remote session on one of them, for example to help an operator in another site.



1. Choose the period (Today, Last 7 days, Last 30 days, or the dates) and the product tab.
2. Choose the remote tool under **REMOTE WITH**.
3. Click the remote ID of the station. Its copy button copies the ID and the password for the remote tool.

Show inactive also lists stations that have not been active in the period.

10.2 Printers and labels

The printers your stations and Securaze Asset print labels on, the labels waiting to be printed and the layouts of the labels.

Printers

Each printer has a name, a type (Zebra, Brother, Dymo, Godex), how it is connected (Network with its address, or USB on a station), the station it is connected to and the label templates it prints for Work, Mobile, watches and headphones. The status shows whether it is online. Click **CREATE NEW** to add a printer.

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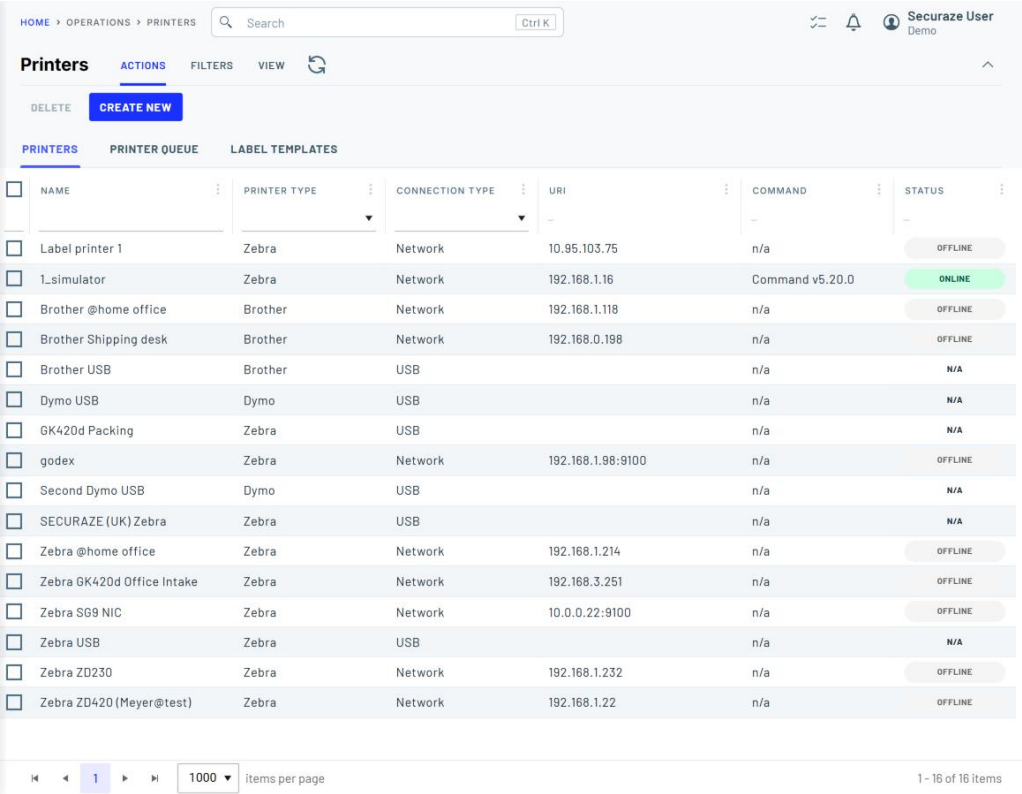

Printer Queue

The labels sent to the printers in the period you choose, with their status: PENDING, PRINTING, PRINTED or FAILED. A failed label can be printed again; **Label preview** shows what was sent.

Label Templates

The layouts of your labels: paper size, the product they are for (Work, Mobile and others) and the printer format. Open a template to change it in the Label Designer - row by row in the visual designer, or as printer code (for example ZPL). **DUPLICATE** copies a template as the start of a new one. The preview fills in the placeholders, including fallbacks such as ${A|B|"text"} (A, else B, else the text) and different values for iOS, Android and other devices.

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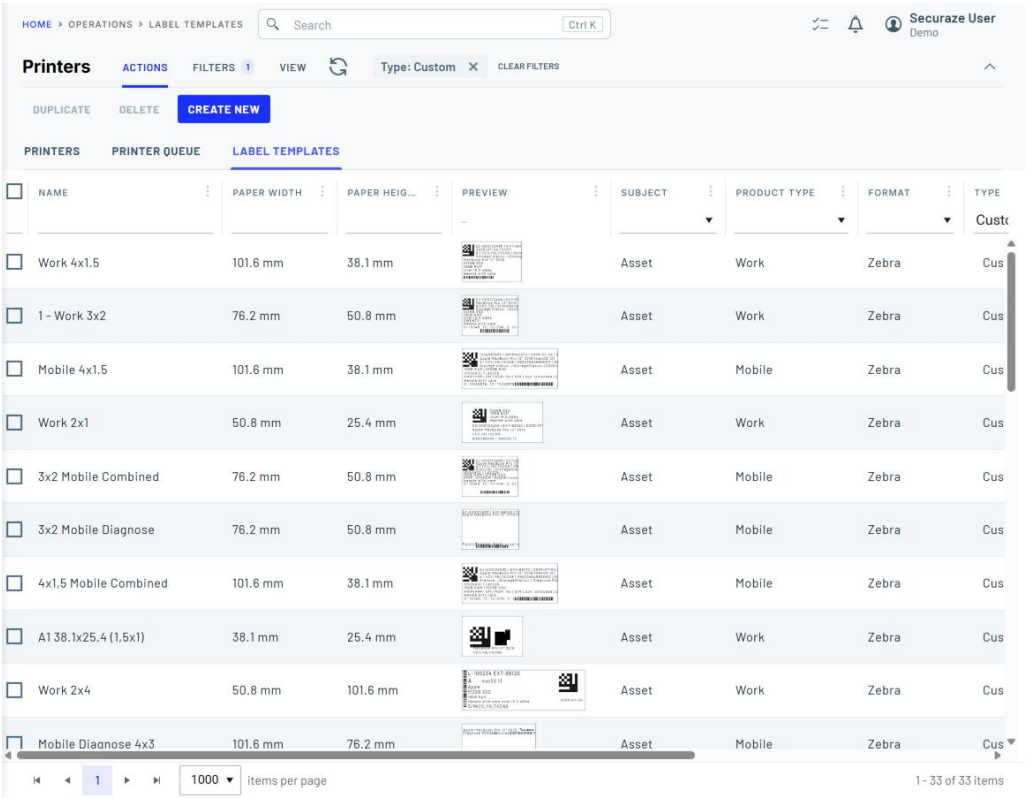

Which printer you print on yourself is set in your profile (see Your profile and language 23).

10.3 Stations

Stations lists your Securaze Command installations and mobile stations with their name, hardware ID, version and status.

- **CREATE NEW** - creates an offline Command station: for a Command that has no connection to the internet.
- **EXPORT LICENSES** - exports the licenses for an offline station.
- **REVOKE** - takes the access away from a station, for example one that was replaced; **DELETE** removes it from the list.

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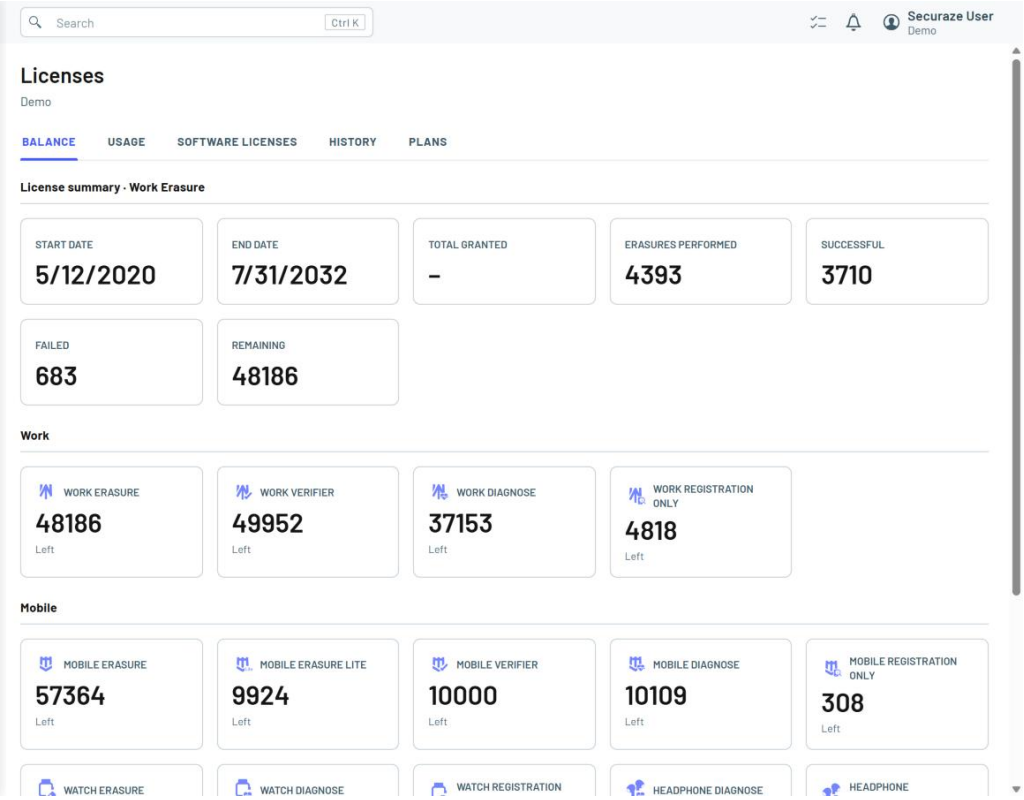
Licenses

11 Licenses

Licenses shows what your contract includes and what is used. The page has these tabs:



• **BALANCE** - the license summary: start and end date of the contract, the licenses granted, the erasures performed, how many succeeded and failed, and what remains. Below, the balance of each kind of license, for example Work erasure, Mobile erasure or Mobile diagnose.

• **SOFTWARE LICENSES** - the license keys for stations, with their status (Active, Inactive, Canceled) and when they expire. **COPY** copies a key; **CREATE NEW** creates a new one.

• **HISTORY** - every license used or reserved, with the user, group, account and, for paid checks, the lookup.

• **USAGE** - the paid checks per month: tiles with your money balance, this month, last month and the average per month, then one row per month with the checks and the amount. **LAST 12 MONTHS**, or choose **From** / **To** and click **SHOW** for up to 24 months. The arrow at a month opens one line per service, for example Apple full data with its checks, devices and amount; **History** there shows those charges in the History tab. **DOWNLOAD** saves the table. Months follow your time zone; only answered checks are charged, and a check repeated on a device is charged again.

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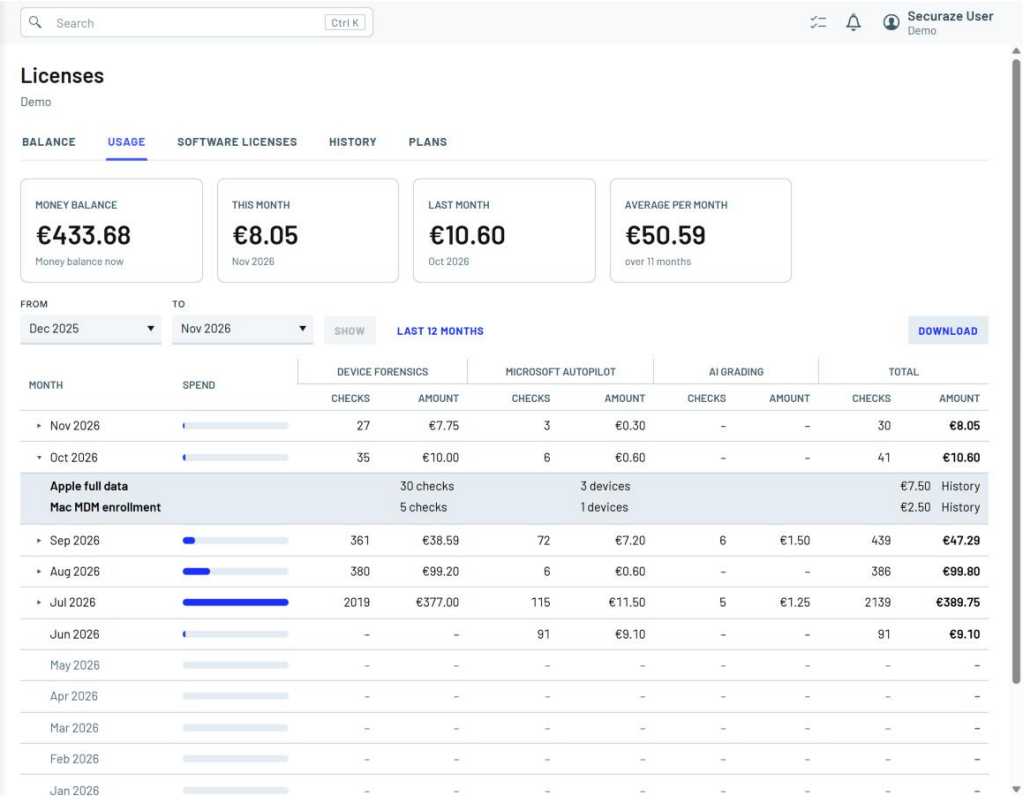

When your money balance goes below zero on a credit limit, the Money tile turns red and says **Used on credit**, with the credit limit and what is still available.

- **PLANS** - your plan and since when it is valid.

If your company shares licenses between groups or users, your administrator sets this up in Settings (see Company 103).

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Downloads

12 Downloads

Downloads has the latest release of every Securaze product you can use: Work, Work Verifier, Mobile, Remote, File Eraser, Command and Creator.

1. Choose the product at the top, or type its name in **Search downloads**.
2. Choose the version for your computer - Securaze Asset shows which system you are on - and click **DOWNLOAD**.

For Mobile on Linux, **Linux** is the current system; **Linux Legacy** is only for older PCs the new one does not start on.

The information button at a download shows its release notes and how to check that the file is complete and unchanged (its checksum). **OTHER WAYS TO INSTALL** lists further packages, for example a portable version or an archive. Images that start a computer from a USB stick have to be written to a stick first, for example with Securaze Creator.

To start Work or Work Verifier on a Mac from macOS Recovery, use **Mac, start from macOS Recovery** under **OTHER WAYS TO INSTALL** (Apple chip and Intel, macOS 13 and newer). For an Intel Mac whose Recovery is older than macOS 13, Work also has **Intel Mac, start from an older macOS Recovery**.

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Settings

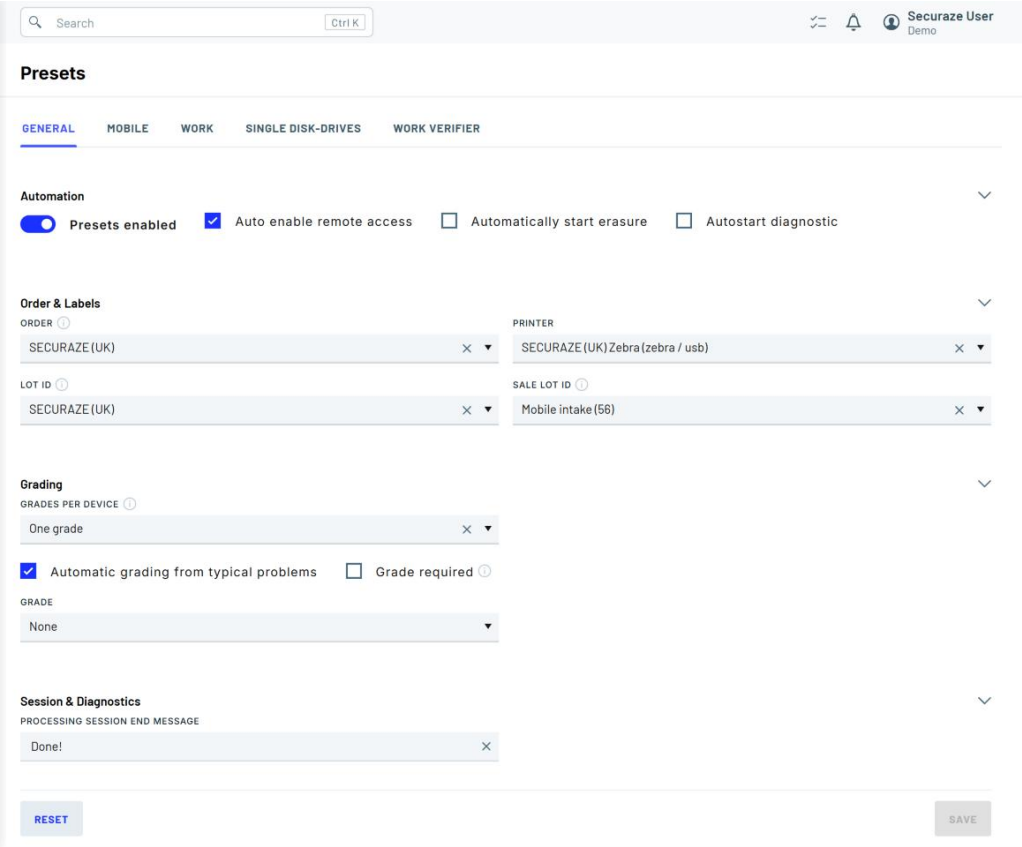
13 Settings

Settings is for administrators: how your stations work, who may do what, and how reports and data leave Securaze.

- Presets 98 - the settings of your stations.
- Users and roles 99, Groups 101, Company 103 and Features 104 - the account.
- Processing 106 - erasure standards, diagnose cases and network zones.
- Products 107 - grading (with AI grading), custom fields, SKU and the PSID list.
- Reports 110 - report layout and audit settings.
- Integrations 112 - external systems and APIs.

13.1 Presets

Presets are the settings your stations start with, so every station of your company works the same way. They have a tab for each kind of station: **GENERAL** (all of them), **MOBILE**, **WORK**, **SINGLE DISK-DRIVES** and **WORK VERIFIER**.



Switch on **Presets enabled** for the presets to be used. Each tab has sections that open with the arrow at their right, for example:

- **Automation** - for example whether remote access is enabled and whether the erasure or the diagnose starts by itself.

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- **Order & Labels** - the order, lot and sale lot new devices are booked into, and the printer for their labels.
- **Grading** - **Grades per device**: **One grade**, or **Incoming and selling grade** for a company that grades a device when it arrives and again before it is sold; whether a grade is required; and the automatic grading from typical problems, for each grade.
- **Erasure** - the erasure method and verification for drives, and whether frozen drives are unfrozen.
- **SMART Health** - whether drives with a poor SMART score are left unerased.
- **Station Behavior** - for example whether the station shuts down when it is finished, and the screen brightness.

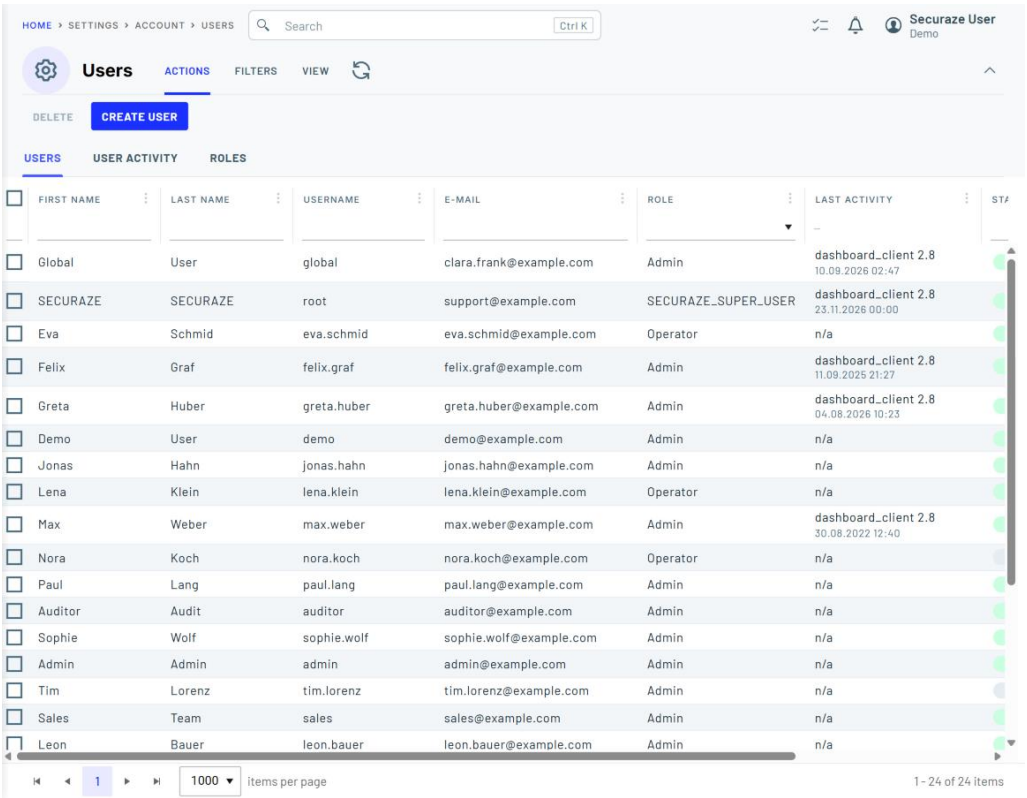
Click **SAVE**; **RESET** goes back to the saved state.

A pickup order can have presets of its own (see The pickup order record 42).

Note: What an operator sets on a station, and a workflow that sets station settings, can take precedence over the preset. The station manuals describe each setting in detail.

13.2 Users and roles

Under **Settings > Account > Users** you manage who works with Securaze Asset and the stations. The page has three tabs: **USERS**, **USER ACTIVITY** and **ROLES**. Groups have their own page (see Groups 101).



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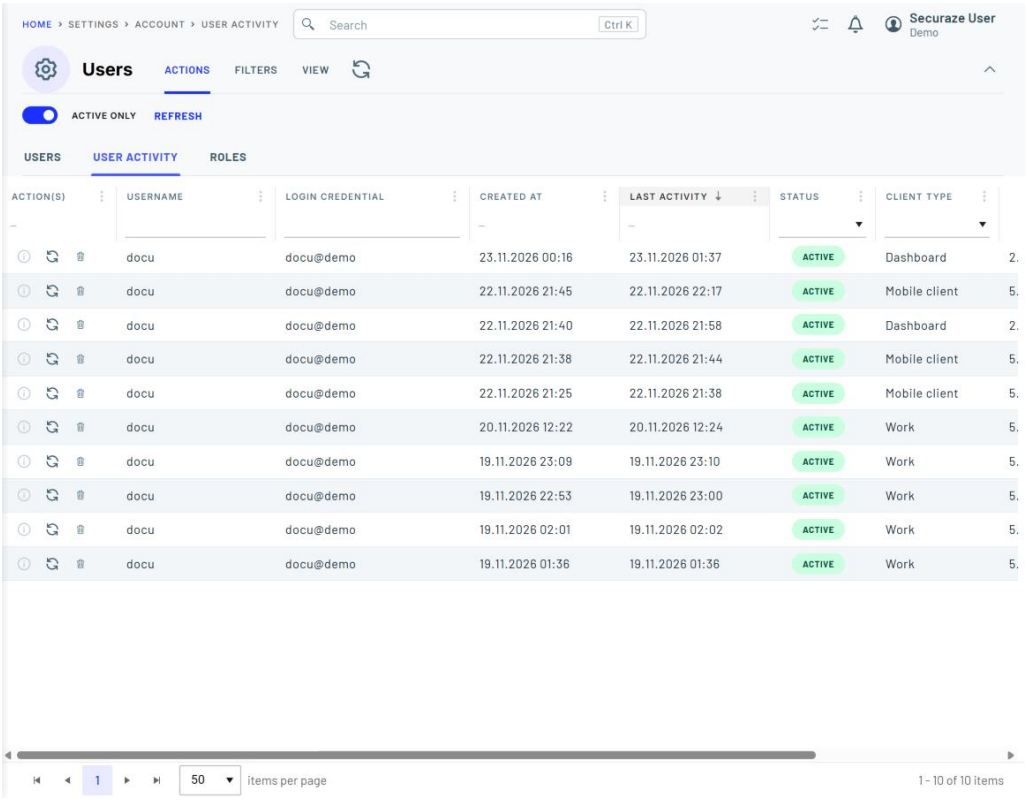
Users

Every user with their name, username, email, role, group, status and last activity. To add someone, click **CREATE USER**, enter the name and email, choose the role and group. Leave the password empty to send the user an email with a link to set their own.

In a user's record, **Access Control** sets which customers the user may work for, the role for each customer, and permissions added to or removed from the role.

User Activity

Who is logged in, where (Dashboard, Work, Mobile and so on) and since when. You can end a session, for example of a station that was lost.



Roles

A role is a set of permissions: what its users can see and do. Securaze provides standard roles (for example Admin, Operator, Supervisor); they are locked. To make your own, click **CREATE ROLE**: start from scratch or copy an existing role, choose what the users can do, check the summary and save. **DUPLICATE** copies a role.

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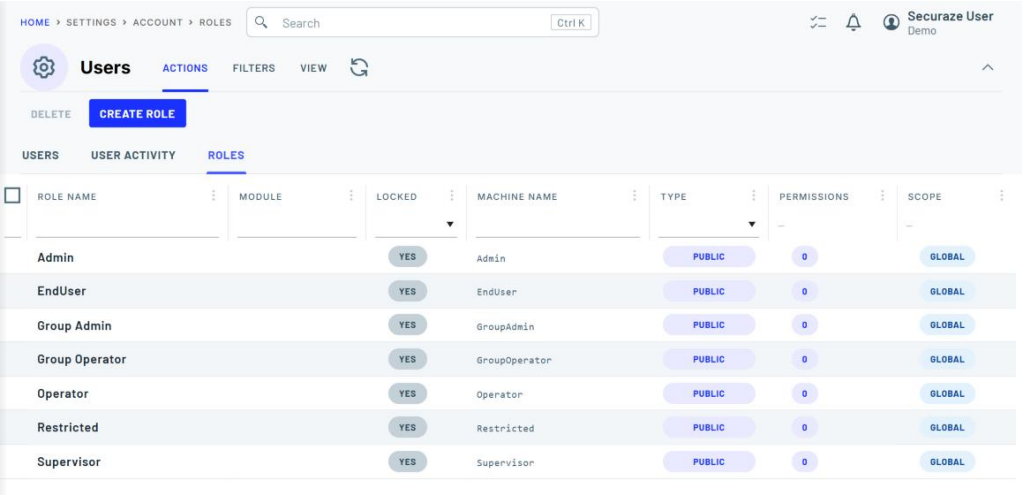
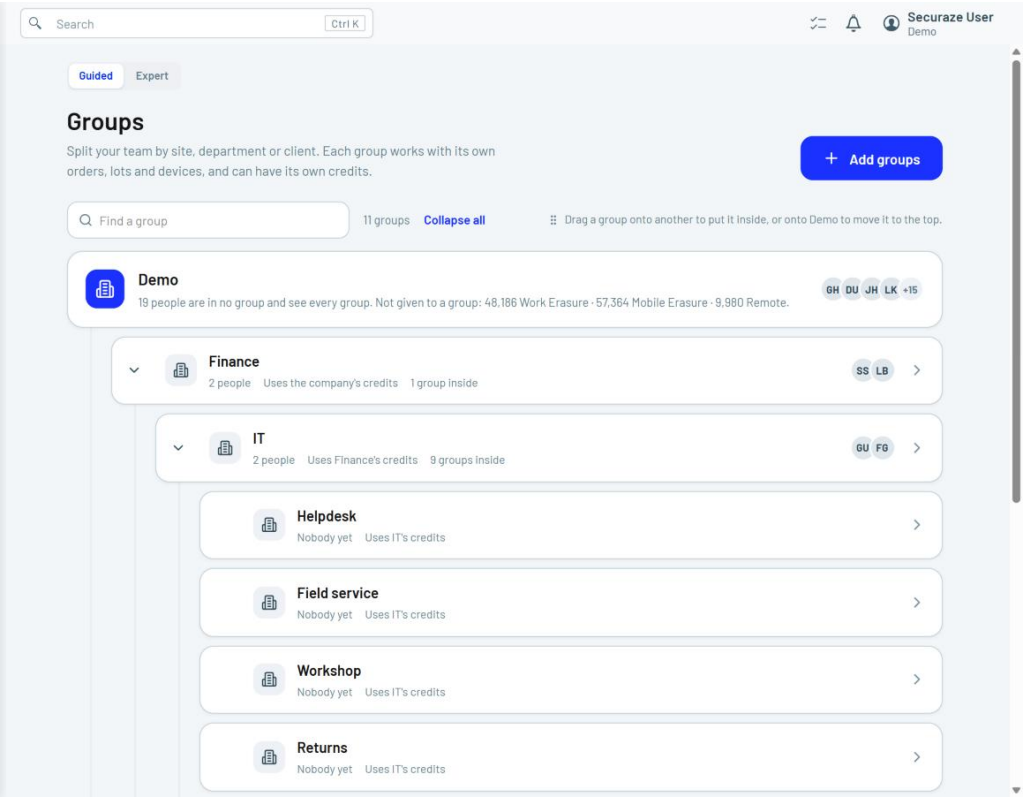


13.3 Groups

Groups organize the people of your company, for example by site, team or department. A group can have groups inside it, its own license credits, and the people who work in it. People in a group see the data of their group; people in no group see every group. You find the page under **Settings > Account > Groups**.

The switch at the top chooses between two views: **Guided** (the default) and **Expert**. The browser remembers the view you used last.



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Guided view

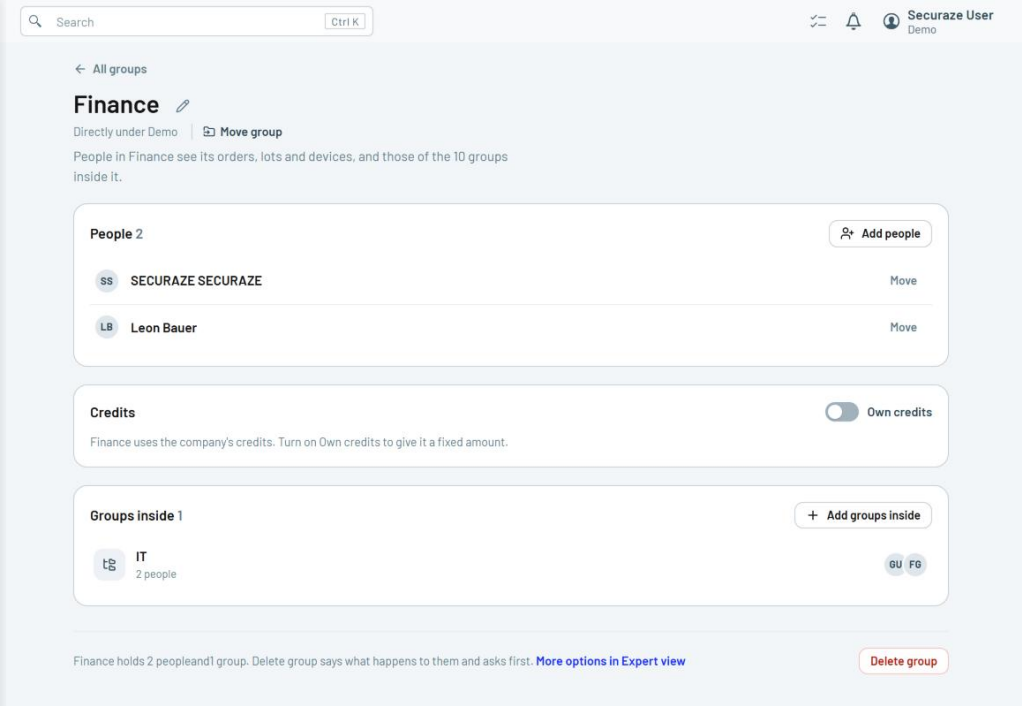
The guided view shows your company as a map: the company card at the top, named after your company, with the people who are in no group; below it its groups and the groups inside them, each with its people and credits.

- With no groups yet, click **Set up groups**: the set-up questions take a list you paste in - one group per line - and end with a summary before anything is saved. Later, **Add groups** adds more.
- To move a group, drag it onto another group to put it inside, or onto the company card to make it a top-level group. **Undo** takes the move back.
- From 7 groups on, **Find a group** finds a group by its name and **Collapse all** folds the map. From 16 groups on, the map opens with the top level only.

Click a group to open its own screen:

- The pencil next to the name renames the group; **Move group** puts it somewhere else.
- **Add people** - find people by name or email and add them to the group; **Move** at a person moves them to another group.
- **Own credits** - switched off, the group uses the company credits; switch it on to give the group a fixed amount of its own.
- **Add groups inside** - one name per line adds several groups at once.
- **Delete group** - deletes the group and the groups inside it, after a question that names them. Their people move to the group above, and their credits go back there.

All groups goes back to the map; **More options in Expert view** opens the table.



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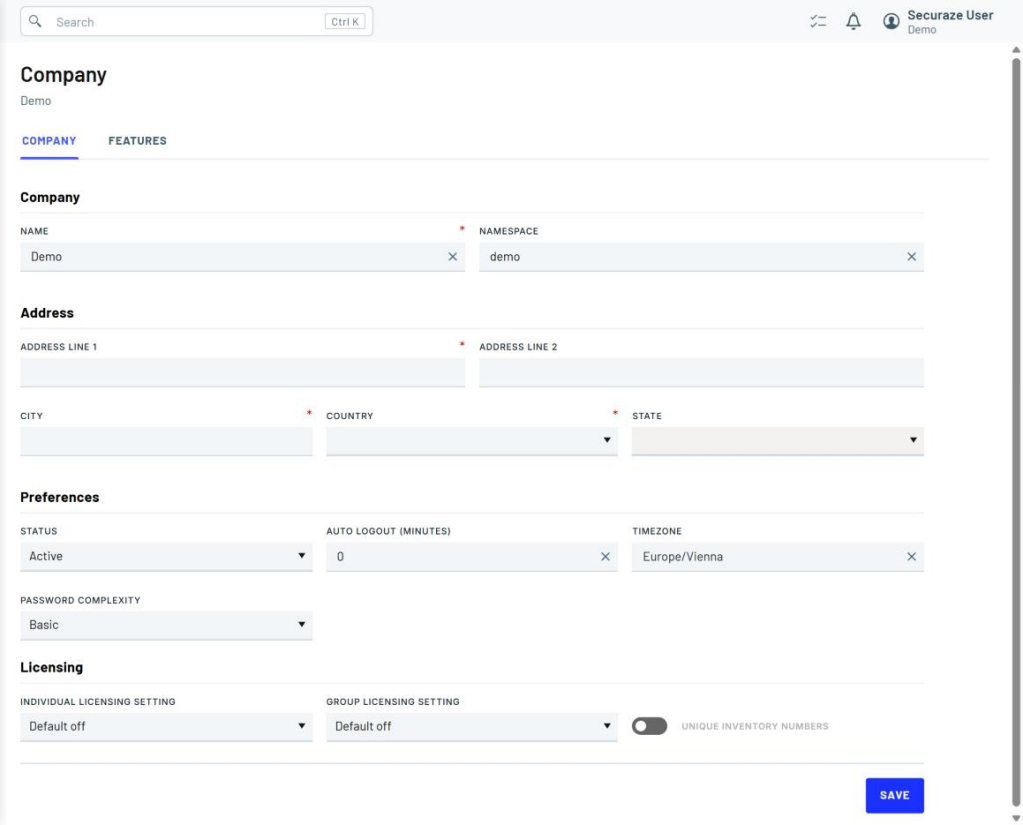
Expert view

The expert view is the table of all groups, with the path of each group (for example Finance > IT > Logistics) and its own credits.

Note: A group administrator who may not see all groups sees only their own groups and cannot move a group to the top level.

13.4 Company

Your company's details and the rules for all its users. The second tab, **FEATURES**, chooses which areas of Securaze Asset your company uses (see Features 104).



- **Company** - name and address.
- **Preferences** - the time zone, how many minutes without activity log a user out (**AUTO LOGOUT**), how complex passwords must be (Basic, Medium, Strong), and whether inventory numbers must be unique.
- **Licensing** - whether individual licensing and group licensing are used: **Always on**, **Default on**, **Default off** or **Always off**.

Click **SAVE**.

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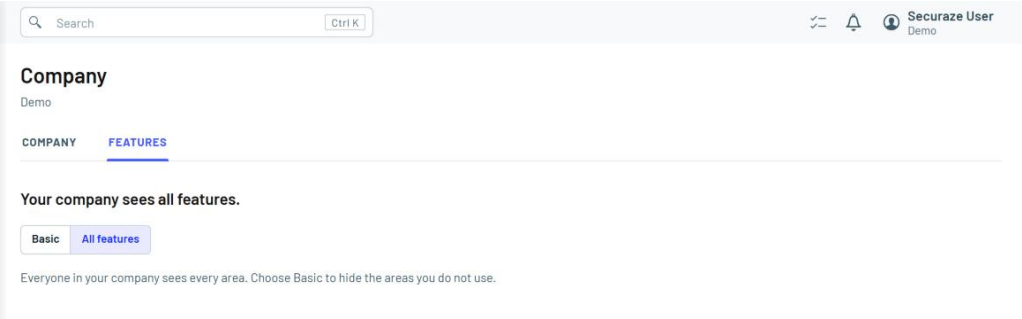
13.5 Features

Not every company needs every part of Securaze Asset. Under **Settings > Account > Company**, tab **FEATURES**, you choose what your company sees: **All features**, or **Basic** with only the areas you use. Basic always keeps assets, reports, licenses, settings and users.



In Basic mode, each of these areas is switched on or off in its own row: Pickup orders, Lots, Sale lots, Grading and SKU, Label printing, Warehouses and locations, Shredding, Selling, Audits, Integrations, Stations and remote control.

Choose **Basic**, then decide which areas your company uses:

- **Choose a template** - a ready set of features, for example for a mobile refurbisher, for testing and grading, for erasure services, or Shopfloor for buyback at the counter.
- **Answer the questions** - a question for each area: **Show it** or **Leave it out**.
- The **Features** list below - switch each area on or off yourself; it shows how many are on and what you started from.

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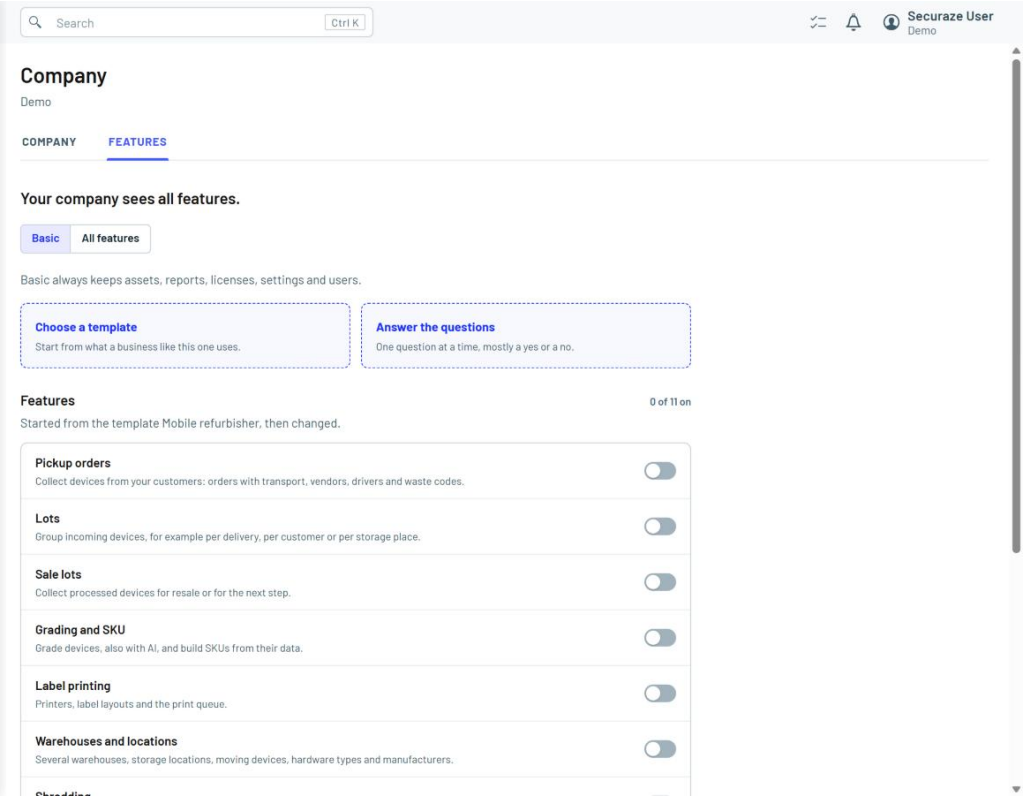

A save that hides areas asks first. Nothing is deleted: a hidden area keeps its data and comes back when you switch it on again. Other users see the change the next time they log in.

Selling and Audits can be marked **Premium**: they are part of Securaze Asset Premium. Ask Securaze to have them switched on.

When an area is switched off

Hidden areas are left out of the menu, the start page and the records. A hidden page opened by its address says **This area is switched off**, with two ways on: **Show all features** shows everything just for you, and **Choose the features your company uses** opens this page.

While the company is in Basic mode, every user also has a **Features** switch in the user menu: **Basic** or **All features**, for themselves only (see Your profile and language 23).

Note: Everyone can open the Features page; only a role that may change the presets can change it, the others see it read-only. Companies that used Securaze Asset before keep All features.

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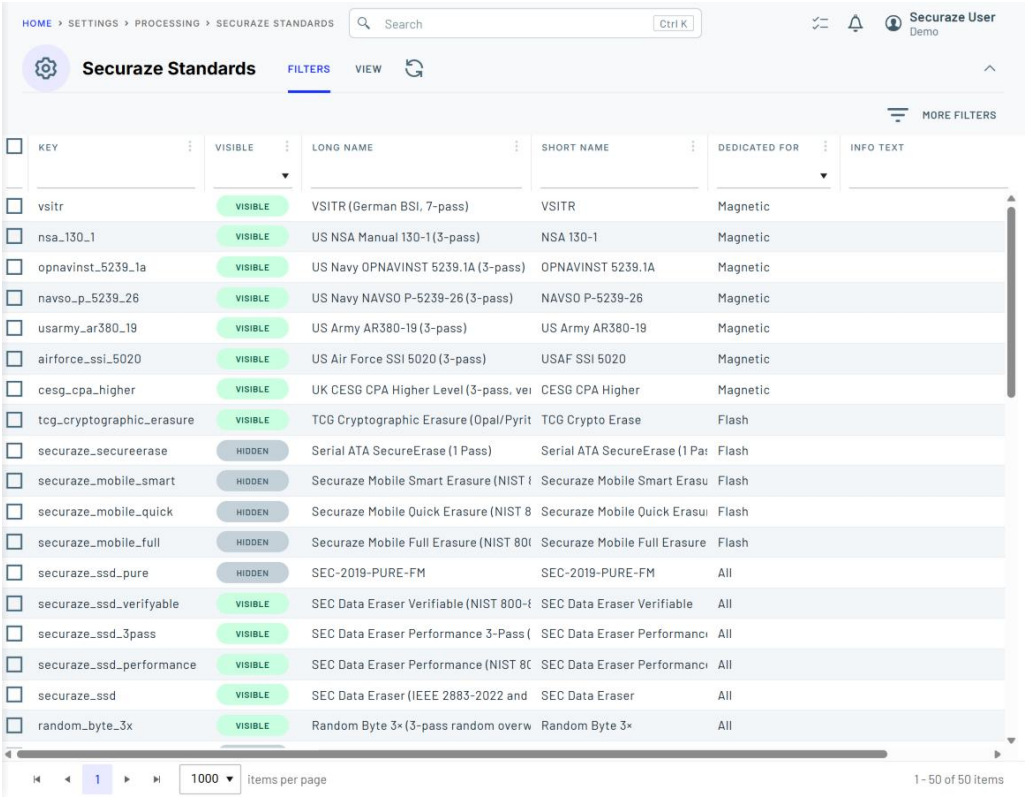
13.6 Processing

Securaze Standards

The erasure methods your stations offer, with their key, long and short name, what they are dedicated for and an info text. Set a method to **HIDDEN** to take it out of the stations' choice, for example methods your customers do not accept.



Diagnose cases

The diagnose tests, by product (Mobile, Work, watch, headphones), with how they run (automatic, assisted, manual) and whether they are visible. A test with a threshold - for example the battery health that still passes - can be adjusted; **RESET TO DEFAULTS** brings back Securaze's values.

On the **DEVICE CASE PRESELECTION** tab you set which tests are preselected for which devices, for example a short set for headphones.

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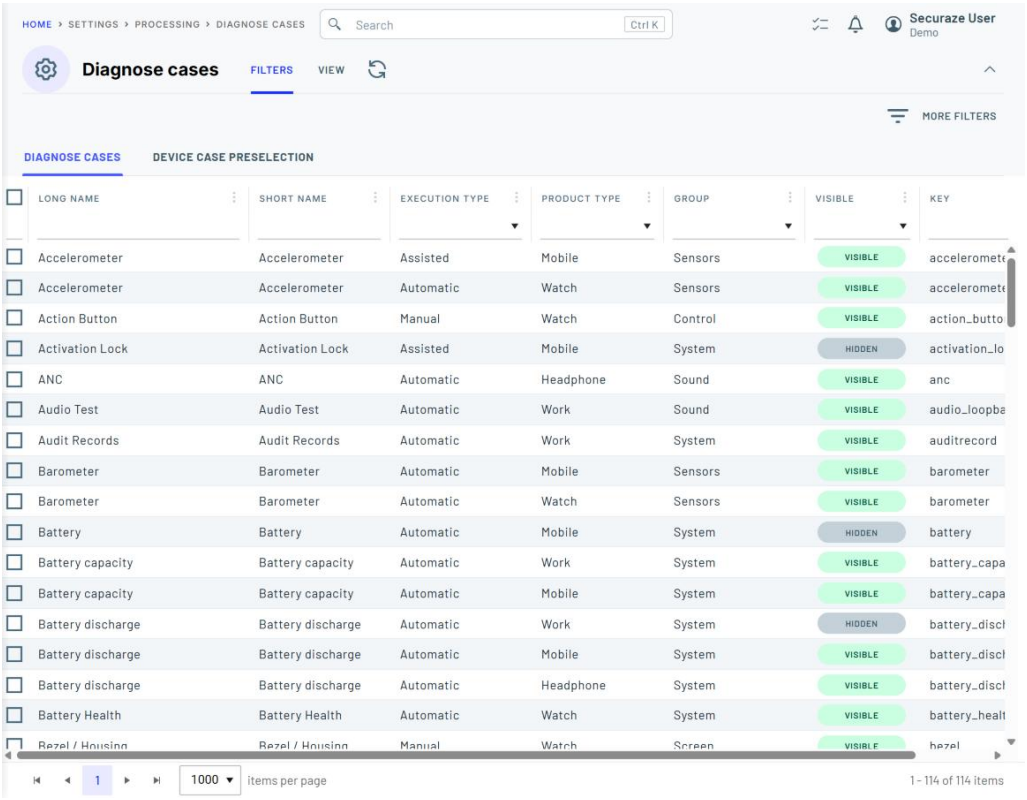

Network zone

Network zones set rules by the network a station is in: for each subnet whether access is allowed or denied, its priority, the default language and keyboard layout of the stations there and the permissions they get.

13.7 Products

Grading

The tabs **Grades**, **Typical problems**, **Operating systems**, **Chassis types** and **AI Grading**. Grades are the grades your operators choose from, with their international grading and whether they are visible. For each typical problem, **Shown in tests** sets the diagnose tests it is offered in.

IMPORT loads a list from a file, **CREATE NEW** adds an entry. The import dialog has a template to fill in; for typical problems, your own list can hide the system entries your file does not list (for your company only).

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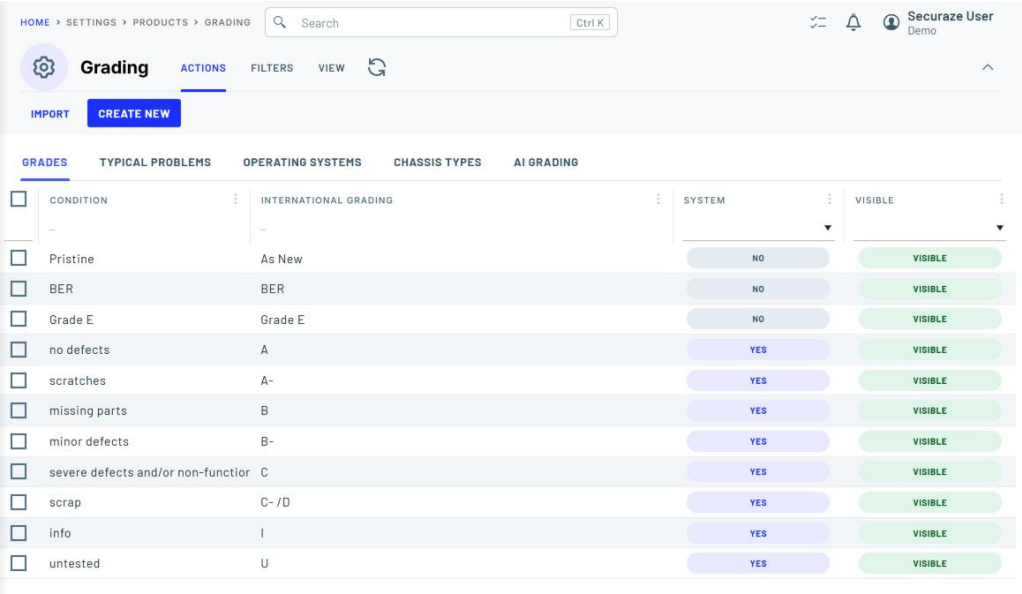
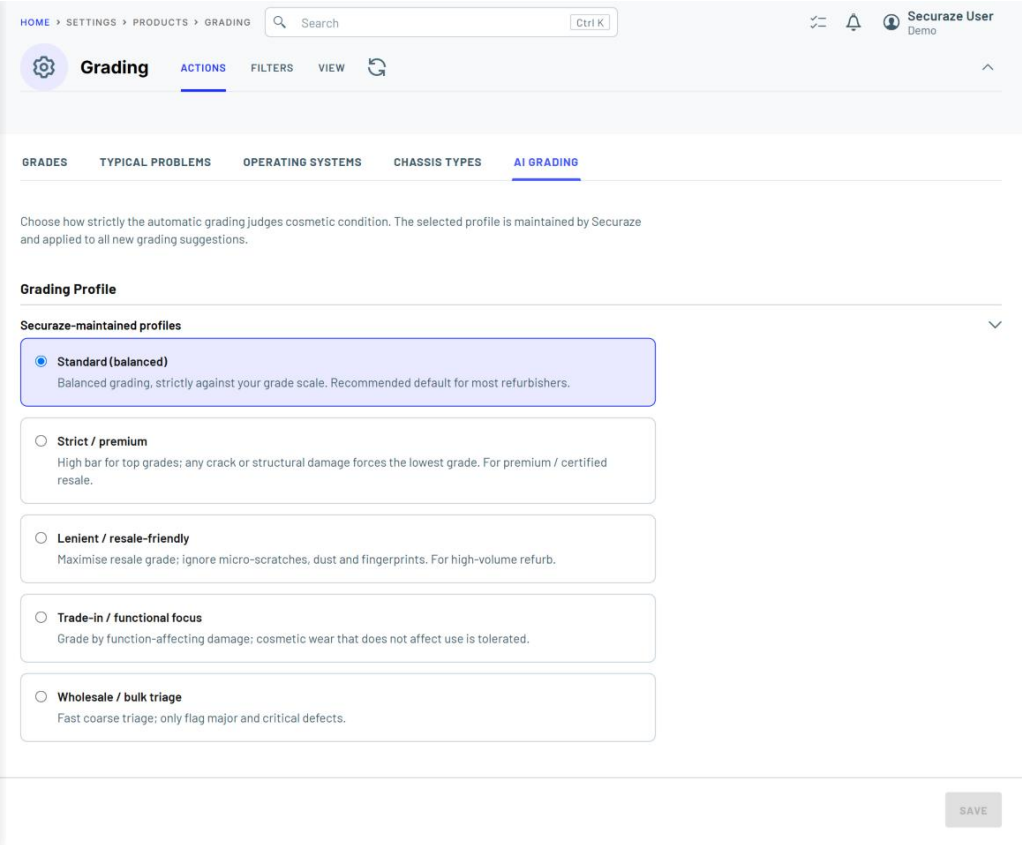


AI Grading

The last tab of Grading sets how strictly the automatic grading from photos judges the cosmetic condition. Choose a grading profile, for example Standard (balanced) or Strict / premium; the profile applies to all new grading suggestions.



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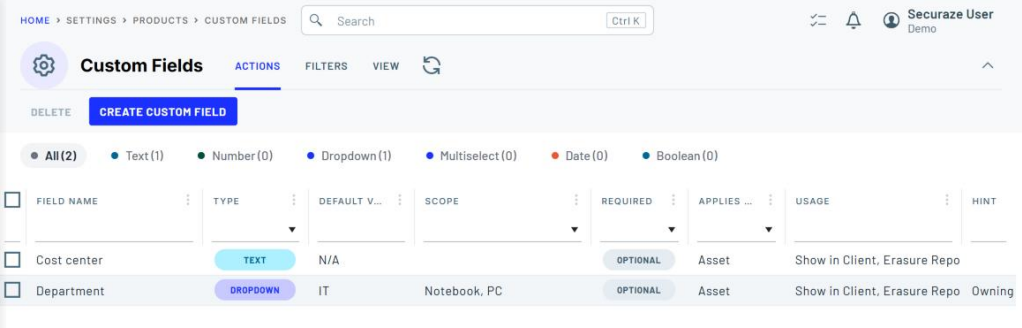
SKU

How the stock keeping unit (SKU) of a device is formed: **SKU PATTERNS** build it from the device's fields, for example vendor, model, color and grade; **SKU MAPPINGS** translate values. **IMPORT CSV** loads mappings from a file.

Custom Fields

Your own fields for assets and components, for example a warranty date or a department. For each field set the name, type (text, number, drop-down, date, yes/no, several values), the possible values, whether it is required, where it is used (in the stations, on the label, in the report) and a hint for the operator. Work and Mobile show the fields on the device; the values are saved with the asset.



PSID List

Self-encrypting drives that are locked can be reset with their PSID, the code printed on the drive label. The PSID list holds the PSIDs of your drives, so Securaze Work finds the right one by the drive serial number.

- **IMPORT** reads an Excel or CSV file with drive serial numbers and PSIDs. Import them under one reference (any text), under a Securaze order, or take both from columns of the file; the dialog shows what it found before **IMPORT**.
- The **PSIDs** tab lists them with their state: New, Used, Rejected or Replaced. You can filter, correct a PSID and **EXPORT CSV**.
- **Keep PSIDs for** - how long used PSIDs are kept: 90 or 30 days.

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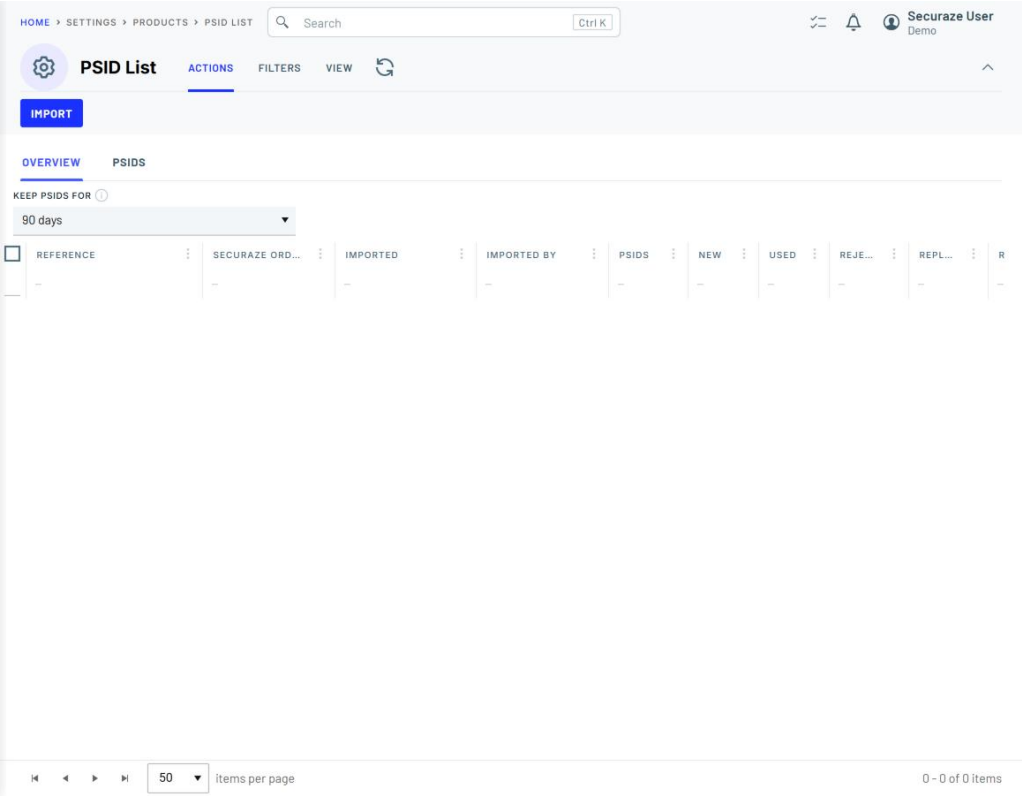
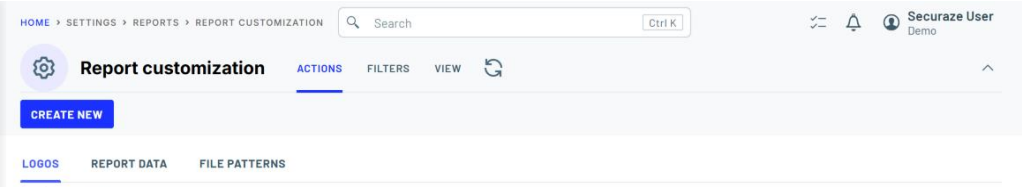


13.8 Reports

Report customization

How your reports look: **LOGOS** with your company details for each report layout, **REPORT DATA** - what the reports contain, and **FILE PATTERNS** - how report files are named. A report template can be chosen per vendor or subsidiary.



In a report data profile (**REPORT DATA**: click a profile, or **CREATE NEW**), **TYPICAL PROBLEMS ON REPORTS** sets how the Mobile and Watch PDF reports print the typical problems of a device: **Names** (the default, for example "Case with bump(s) / Scratches on display"), **Codes** ("C361 / D401"; a problem without a code is left out) or **Names and codes** ("C361 - Case with bump(s) / D401 - Scratches on display"). Reports generated after you save print the new format; reports generated before keep their text. **GRADE ON ERASURE REPORTS** beside it sets which grade the erasure reports print.

Two switches, both on in a new profile, set whether the reports show the company and the user. With **Show the company on reports** off, the reports print N/A for the company name and address and print no logo; the profile then needs no logo. With **Show the user on**

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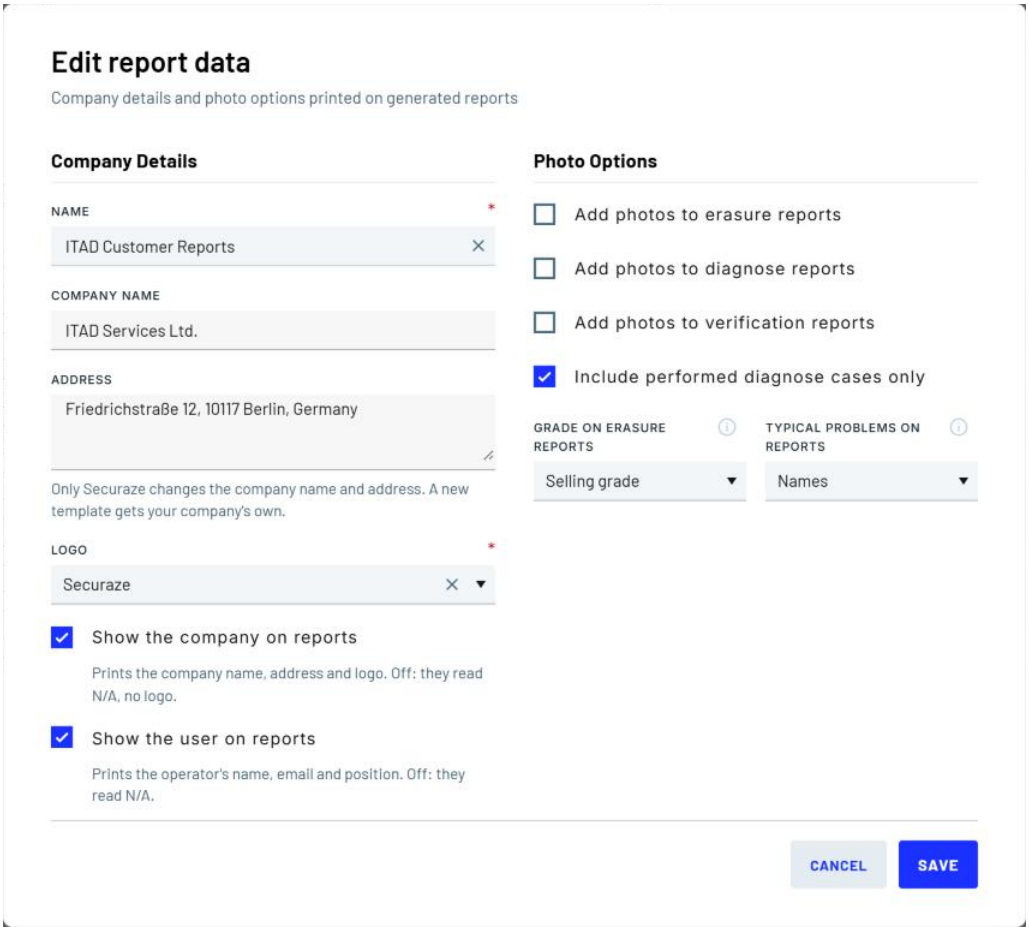
reports off, they print N/A for the operator's name, email and position. **COMPANY NAME** and **ADDRESS** are set by Securaze: you see them but cannot change them, and a profile you create gets your company's own name and address.



Audit Settings

Which fields the **Standard Audit** and the **Extended Audit** contain (the Extended Audit has all fields of the Standard one plus those you add), which report files go with the audit, and the report preferences. Click **SAVE SETTINGS**.

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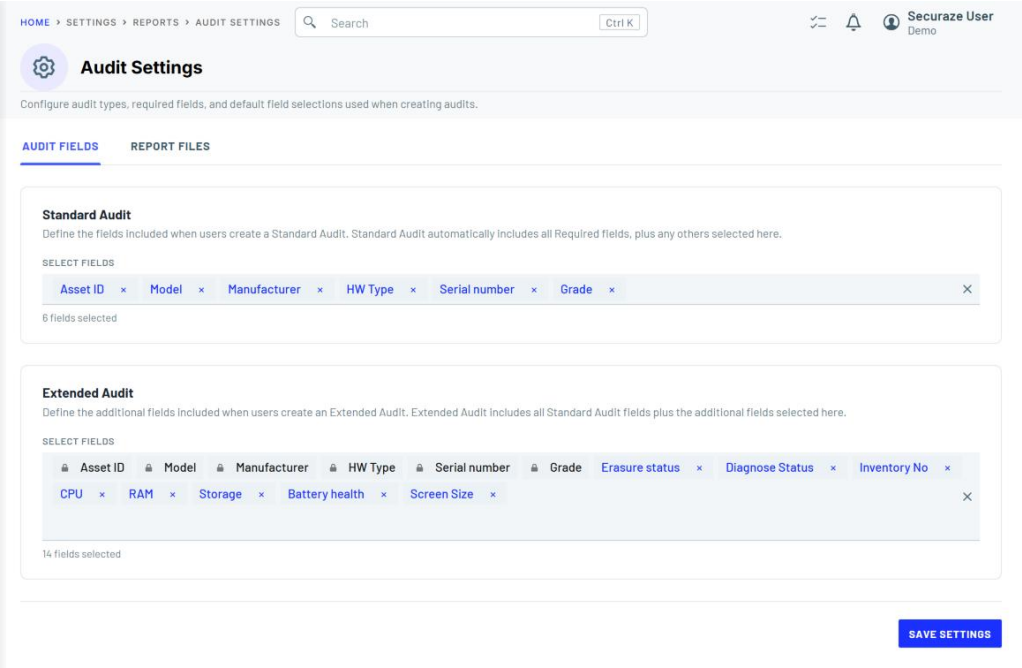
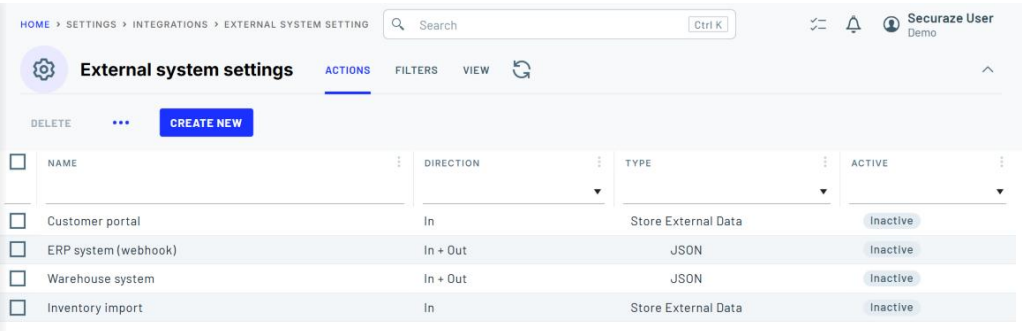


13.9 Integrations

External system setting

External systems receive your devices' data and reports as they are processed, for example your ERP or a customer's system. For each one you set the connection, the credentials, the format and which erasure methods map to which of its values. The asset record shows on its Integrations tab what was sent (see The asset record 57). For the table mapping, a help lists the fields the server can send for each product type, with a description of each, and your custom fields. With the pricing permission, Send prices also passes the prices on. Settings can be exported and imported, with or without the passwords.



Device Data API

Services that Securaze asks for more information about a device, for example whether a Windows device is registered for Autopilot.

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Authorization Service

Your company's own sign-in service (OpenID Connect). With an active one, your users log in to Securaze with their company account (see Logging in 10). Enter the service's base URL, the client ID and secret Securaze has there, and the redirect URIs, grant types and response types registered for it. With **Auto create Technical User**, Securaze creates a user by itself for someone the service knows and Securaze does not, named by the **Technical User Name Format**; without it, they create their own user at their first login.

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