



<https://verifone.cloud/docs/device-management/device-management-user-guide/asset-tracking/chain-custody>

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Chain of Custody

The device is prepared when the customer order is received in the Verifone store. The device details are uploaded to the software and the same is reflected immediately on the **Verifone Central – Device Management**. The estate owner will be able to see the device details (and its information) as part of the Estate on **Verifone Central – Device Management**, even though the device is not pre-boarded or registered on Device Management.

Once the device is shipped from the Verifone store, the device status on Device Management is updated as **In-Transit**. The asset is tracked from shipment to delivery to the merchant site. However, each merchant flow can be different with one to multiple logistical stops before reaching the end merchant site. The Asset tracking functionality in **Device Management** tracks the consignment at every stage. The details of the custodian, and the location, including the periodic inspection details of the device are updated on **Verifone Central – Device Management** periodically by the respective custodian.

Following are the roles for different users.

Operations					
Roles	Shipment Receipt	Change of Custodian	Device inspections	Locations	Asset Tracking Reports
Field Service Supervisor	Create	Create			
	Read	Read			
	Update	Update	Read	Read	Read
	Delete	Delete			

Field Service User	Create	Create			
	Read	Read	Read	Read	Read
	Update	Update			
	Delete	Delete			

Merchant Solution Owner	Create	Create		Create	
	Read	Read	Read	Read	Read
	Update	Update		Update	
	Delete	Delete		Delete	

Merchant Supervisor	Create	Create	Create		
	Read	Read	Read	Read	Read
	Update	Update	Update		
	Delete	Delete	Delete		

Merchant User	Create	Create	Create		
	Read	Read	Read	Read	Read
	Update	Update	Update		
	Delete	Delete	Delete		

				Create	
				Read	
	Read	Read	Read		Read
Partner HelpDesk				Update	
				Delete	

	Create	Create			
	Read	Read			
			Read	Read: Yes	Read
Reseller Manager	Update	Update			
	Delete	Delete			

		Create			
	Create	Read	Create	Create	
	Read		Read	Read	
		Update			Read
Verifone Admin	Update	Delete	Update	Update	
	Delete		Delete	Delete	

				Create	
				Read	
	Read	Read	Read		Read
Verifone HelpDesk				Update	
				Delete	