

## 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.

Roles	Operations				
	Shipment Receipt	Change of Custodian	Device inspections	Locations	Asset Tracking Reports
<b>Field Service Supervisor</b>	Create Read Update Delete	Create Read Update Delete	Read	Read	Read
<b>Field Service User</b>	Create Read Update Delete	Create Read Update Delete	Read	Read	Read
<b>Merchant Solution Owner</b>	Create Read Update Delete	Create Read Update Delete	Read	Create Read Update Delete	Read

<b>Merchant Supervisor</b>	Create Read Update Delete	Create Read Update Delete	Create Read Update Delete	Read	Read
<b>Merchant User</b>	Create Read Update Delete	Create Read Update Delete	Create Read Update Delete	Read	Read
<b>Partner HelpDesk</b>	Read	Read	Read	Create Read Update Delete	Read
<b>Reseller Manager</b>	Create Read Update Delete	Create Read Update Delete	Read	Read: Yes	Read
<b>Verifone Admin</b>	Create Read Update Delete	Create Read Update Delete	Create Read Update Delete	Create Read Update Delete	Read

<b>Verifone HelpDesk</b>	Read	Read	Read	Create Read Update Delete	Read
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