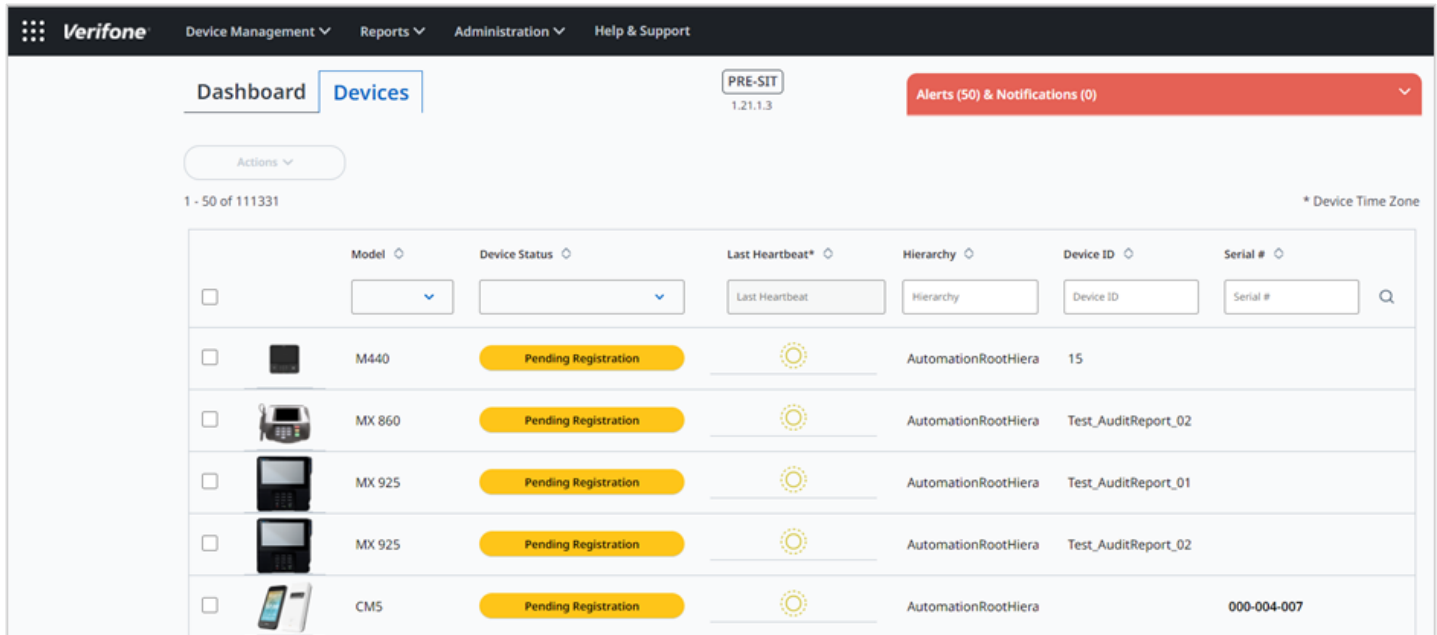


## Updating the File Chain of Custody

This feature is used by the respective custodian to enter the device details along with the device status at every stage of asset tracking starting from shipping the consignment to the deployment. There are two ways to update the chain of custody details.

### Method 1: To update the chain of custody details.

- Go to **Device Management -> Devices -> View Devices**.

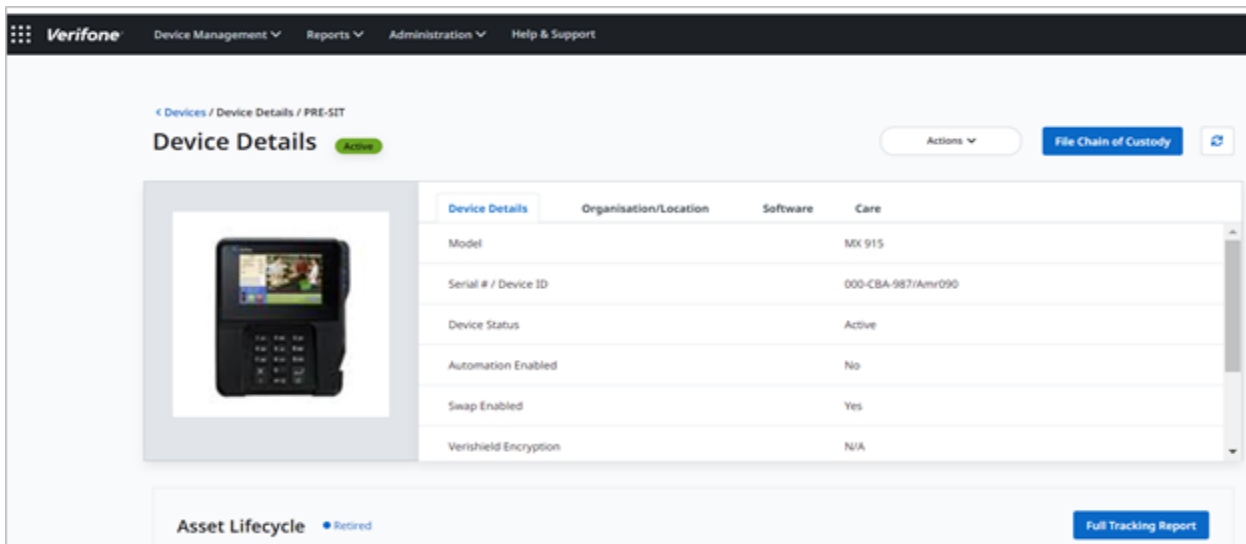


	Model	Device Status	Last Heartbeat*	Hierarchy	Device ID	Serial #
<input type="checkbox"/>	M440	Pending Registration	Last Heartbeat	AutomationRootHiera	15	
<input type="checkbox"/>	MX 860	Pending Registration		AutomationRootHiera	Test_AuditReport_02	
<input type="checkbox"/>	MX 925	Pending Registration		AutomationRootHiera	Test_AuditReport_01	
<input type="checkbox"/>	MX 925	Pending Registration		AutomationRootHiera	Test_AuditReport_02	
<input type="checkbox"/>	CM5	Pending Registration		AutomationRootHiera		000-004-007

- Select a specific device. The **Device Details** screen will be displayed.

**NOTE:** The user can also navigate to the device details screen from the

**Device Management -> Reports > Chain of Custody**.



Device Details	Organisation/Location	Software	Care
Model		MX 915	
Serial # / Device ID		000-CBA-987/Amr090	
Device Status		Active	
Automation Enabled		No	
Swap Enabled		Yes	
Verishield Encryption		N/A	

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

Updated: 09-Nov-2022

- Click **File Chain of Custody**. The **File Chain of Custody** page is displayed.

### General information

Today's Date

21-02-2022

☐ Shipment

### Chain of Custody

New Status Selection

Select Status

Location

Select Location

#### Device Last Known Telemetry (LKT)

Device Status	Deployed
Device Custodian	Soumya
Device Location	Test

### Device Inspection

☐ Inspection

**Notes** (Please include any other information that is relevant)

Update the details in the respective fields.

#### Method 2: To update the chain of custody details.

- Go to **Device Management -> Reports -> Chain of Custody**.
- Search the device by providing the criteria.
- Click the device.

Event date	Serial Number	SN of Tamper Evident Label	Role	Custodian	Location	Address
04/18/2022	007-008-009				Location	
10/Feb/2022 ...	007-008-099	1234	ROLE_ESTATE...	bijay		

- The **device Details** screen is displayed.

**NOTE:** The user can also navigate to the device details screen from the **Device Management -> Devices > View Devices**.



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

Updated: 09-Nov-2022

- Click **File Chain of Custody**. The **File Chain of Custody** page is displayed.

### General information

Today's Date

21-02-2022

☐ Shipment

### Chain of Custody




New Status Selection

Select Status

Location

Select Location

#### Device Last Known Telemetry (LKT)

Device Status	 Deployed
Device Custodian	 Soumya
Device Location	 Test

### Device Inspection

☐ Inspection

**Notes** (Please include any other information that is relevant)

Update the details in the respective fields.

The <b>File Chain of Custody</b> has the following sections:	
<b>General Information</b>	<ul style="list-style-type: none"> <li>• <b>Device Serial Number</b> – the device serial number is a read-only field. This data is filled during the shipment of the device from the Verifone store.</li> <li>• <b>Device Tamper Label ID Number</b> - the device tamper label ID number is available on the device.</li> <li>• <b>Shipment Tracking Number</b> - this data is filled during the shipment of the device from the Verifone store.</li> </ul>

<p><b>Chain of Custody</b></p>	<ul style="list-style-type: none"> <li>• Select one of the following options accordingly:</li> <li>• <b>Awaiting deployment</b> – select this option if the device is received by a trusted custodian and is in secure storage. It is yet to be installed.</li> <li>• <b>Deployed</b> – select this option if the device is installed and being actively used for payment transactions.</li> <li>• <b>In Repair</b> – select this option If a device has malfunctioned and has been sent to Verifone’s authorized repair center.</li> <li>• <b>Malfunctioning</b> - Select this option if a device is malfunctioning (not booting, error message, etc.), however; is yet to be shipped to Verifone’s authorized repair center.</li> <li>• <b>In-Transit</b> - select this option if the device is being shipped. This is the default status when the device is being shipped between two authorized locations from the Verifone store to the next destination.</li> <li>• <b>Retired</b> – select this option if the device is retired/decommissioned or when the merchant removes the device from the payment transaction in the environment with the intention of not using it anymore due to the following reasons: <ul style="list-style-type: none"> <li>• The device is broken, and it is beyond repair.</li> <li>• The device is at the end of its life cycle, or it is replaced with a more recent version or new model. When the device has been tampered etc.</li> </ul> </li> <li>• <b>Lost or Stolen</b> – select this option if the device is lost or stolen.</li> <li>• <b>Tampered</b> – select this option if the device has tampered or when the tamper-evident seal on the device has been broken/tampered, or when there is a residue left when the seal is opened, or the box is broken, or when the device displays a ‘Tampered’ message during the power-up of the device or when the device has extraneous wirings or attachments.</li> <li>• <b>Location</b> – this drop-down box lists the available locations. See the Locations section for more details to upload Locations.</li> <li>• <b>Device Last Known Telemetry (LKT)</b> - these are pre-populated fields using the last Chain of Custody event entered for the specified device. <ul style="list-style-type: none"> <li>◦ <b>Device Custodian</b> – Previous custodian who handled the consignment or device.</li> <li>◦ <b>Device Location</b> – Previous location of the device.</li> <li>◦ <b>Device Status</b> – Previous status of the device.</li> </ul> </li> </ul>
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<https://verifone.cloud/docs/device-management/device-management-user-guide/asset-tracking/updating-file-chain-custody>

Updated: 09-Nov-2022

## Device Inspection

Device is inspected during the following scenarios:

- **In-Transit Inspection** - when the device is in-Transit, the device is inspected at every stage till deployment.
- **Periodic Inspection** - once deployed and active, the merchant has to periodically inspect devices.

### Inspection

**Tamper** - Is the device in proper working order with no signs of tamper or physical damage? Select **Yes** or **No**.

If the selection is **Yes**, then enter the relevant information in the **Notes** field.

If the selection is **No**, then the **Tamper** and **Physical Damage** questions are displayed.

**Tamper** - select **Yes** or **No** for the following questions.

- Is the device in proper working order with no signs of tamper or physical damage?
- Is the device screen displaying a tamper message?
- Evidence of physical tamper on device body?
- Evidence of cable/connection tamper?
- Label(s) tampered or damaged.

**Physical Damage** - select the checkbox under the **Physical Damage** section for answering the following questions:

- - Device screws are out of place.
  - The outer casing is discoloured in any area.
  - There are physical marks on the device.
  - Evident signs of the skimmer or other theft device.

### Upload the relevant pictures of the device.

- Select the **Drag and Drop** option to browse and upload the damaged-device pictures or drag and drop the file. Following formats are supported, png, jpg, jpeg, and gif.
- Enter the relevant information in the **Notes** field.

**NOTE:** Please contact the **Solution Provider's Helpdesk** and provide the details along with the serial number of the device to report any incident.

