Mobile Device Disposal Request

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OVERVIEW

The Office of the Chief Information Officer (OCIO) Client Experience Center (CEC) Infrastructure Operations Division (IOD) Telecommunications Administration Services Branch (TASB) Mobile Services Support Section (MSSS) manages mobile device support from start to finish.

These instructions guide users through the process of contacting CEC IOD TASB MSSS to dispose of a mobile device (phone or tablet) under the USDA contracted e-Cycle recycling program. Follow each step carefully to ensure that your submitted incident (ticket) is properly routed.

The disposal process includes three primary steps:

1. Verify whether the mobile device has a data plan.
   If so, submit a request to disconnect it before moving to next steps.
2. Submit a disposal request to CEC IOD TASB MSSS.
   This will generate a CEC incident (ticket).
3. After submitting the request, you will receive instructions by email, including a Secure Mobile Trade-in link to create a shipping label. Create shipping label and send the package to e-Cycle Incorporation.

e-Cycle Incorporation is a third-party recycling provider. **OCIO CEC offices do not accept devices for recycling.**

IMPORTANT: If the device has an active data plan, disconnect it first.

DATA PLAN DISCONNECTION REQUEST

Please confirm that your mobile device has an active data plan.

You can check if your tablet has an active data plan by looking at your tablet's cellular/network settings or testing the network connection without Wi-Fi.

- Apple iPad.
  Open **Settings** and look for a menu labeled **Cellular** or **Cellular Data**. If this option exists, your iPad supports cellular data. Tap it to see if a carrier or active plan is listed.

- Android tablet.
  Open **Settings**, then go to **Connections** or **Network & internet**. Look for options such as **Mobile data**, **Mobile networks**, or **SIM card manager**. If these settings are missing entirely, the device is Wi-Fi-only.

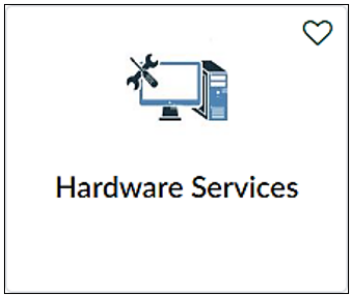
If no data plan is associated with the device, proceed to **DISPOSAL REQUEST STEPS** section.

If the mobile device has a data plan, follow the steps below to submit a request for its removal.

1. Sign in to the servUSDA home page.

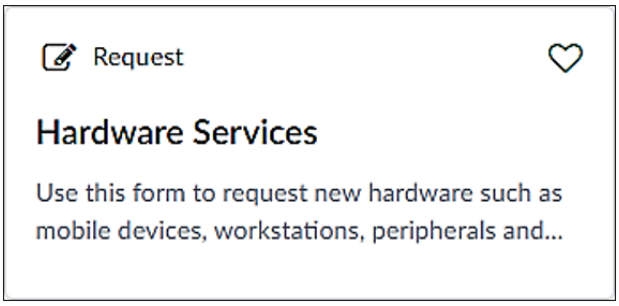
2. In the Popular topics section open "Hardware Service" card. (**Figure 1**)

Figure 1. *Hardware Services card*



3. Scroll down the page and open "Hardware Services" request form. (**Figure 2**)

Figure 2. *Hardware Services request*

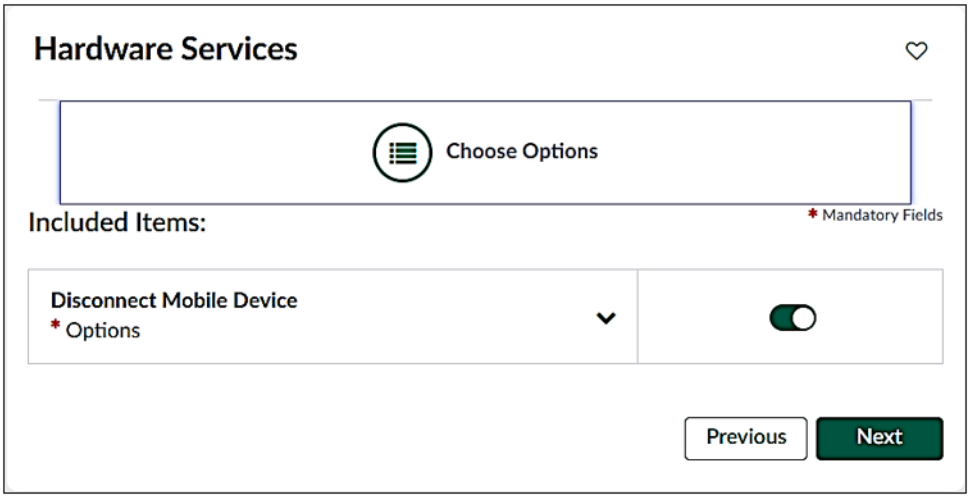


4. Complete the form as follows:

    - For **Select one or more of the following Hardware Service options** select "Mobile Device".
    - For **Select one or more of the following options for Mobile Devices (Tablets, Smart Phones, Cell Phones, Broadband)** select "Disconnect Mobile Device".
    - In the Hardware Account Information section:
        - For ***Enter Phone Number** type in the number associated with the mobile device.
        - For ***Agency Account** select "442298807-00001" (may change over time. Select the one associated with USDA-MRP_APHIS).
        - The ***Agency Account Name** field: auto-populated as "USDA-MRP_APHIS".
        - For ***Cost Center** select "APHIS PPQ".

5. Click **Next** on the bottom right corner of the page.
6. Leave the "Choose Options" page unchanged. (**Figure 3**)

Figure 3. *Hardware Services form – Choose Options section*



7. Click **Next** on the bottom right corner of the page.
8. Provide missing information:

    - For ***Device Type** select your device type.

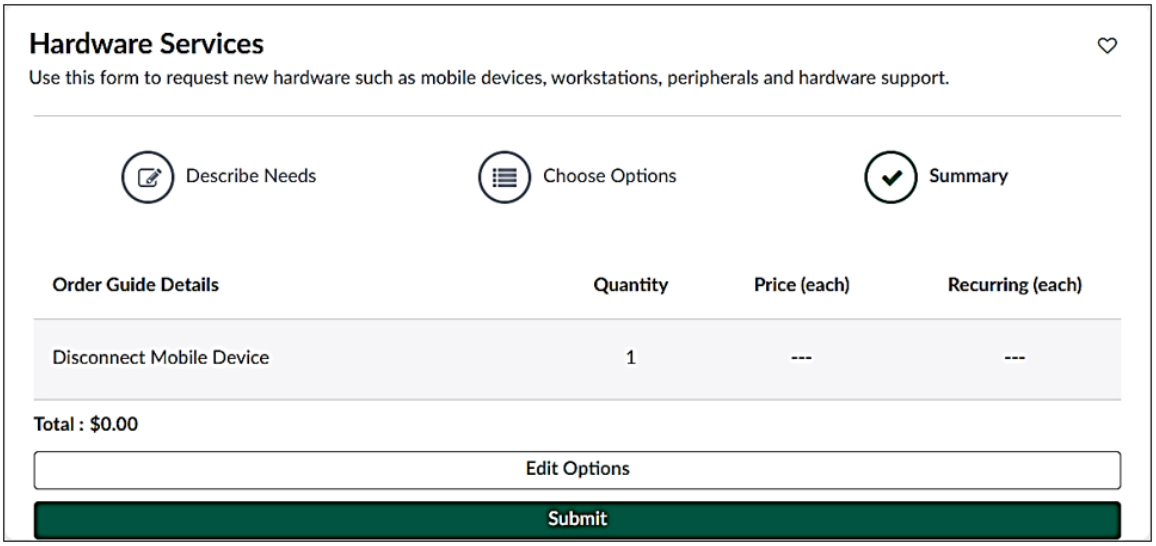
- For ***Current Serial Number** type in the serial number of the device.

  Serial Number can be found on the back of the device, or in Settings → General → About (note: crossed zero represents the number 0).

9. Click **Next** on the bottom right corner of the page.

10. Submit the request. (**Figure 4**)

Figure 4. *Submit Hardware Services request*



Your request generates a CEC incident (ticket). Allow up to **24 hours** for processing.

Before proceeding to the next section, check that the data plan has been removed from the mobile device.

DISPOSAL REQUEST STEPS

1. Sign in to the servUSDA home page.

2. In the Quick Links section open "Technology Issue" card. (**Figure 5**)

Figure 5. *Technology Issue card*



3. Complete the Technology Issue form as follows:

    - For ***Requested For** leave the auto-populated name unchanged when submitting a request for yourself. When submitting a request for another individual, enter the person's government email address and select their name from the available results.
    - Keep the ***Urgency** default value "3 – Low".
    - For ***Short description** type in "*Disposal Request*".
    - For ***Detailed description** type in the following information:

      For an iPad:

      > *"PPQ Wi-Fi ONLY iPad serial number xxxxxxxxxx.*
      > *Requesting disposal.*
      > *Please update RAM."*

      For a phone:

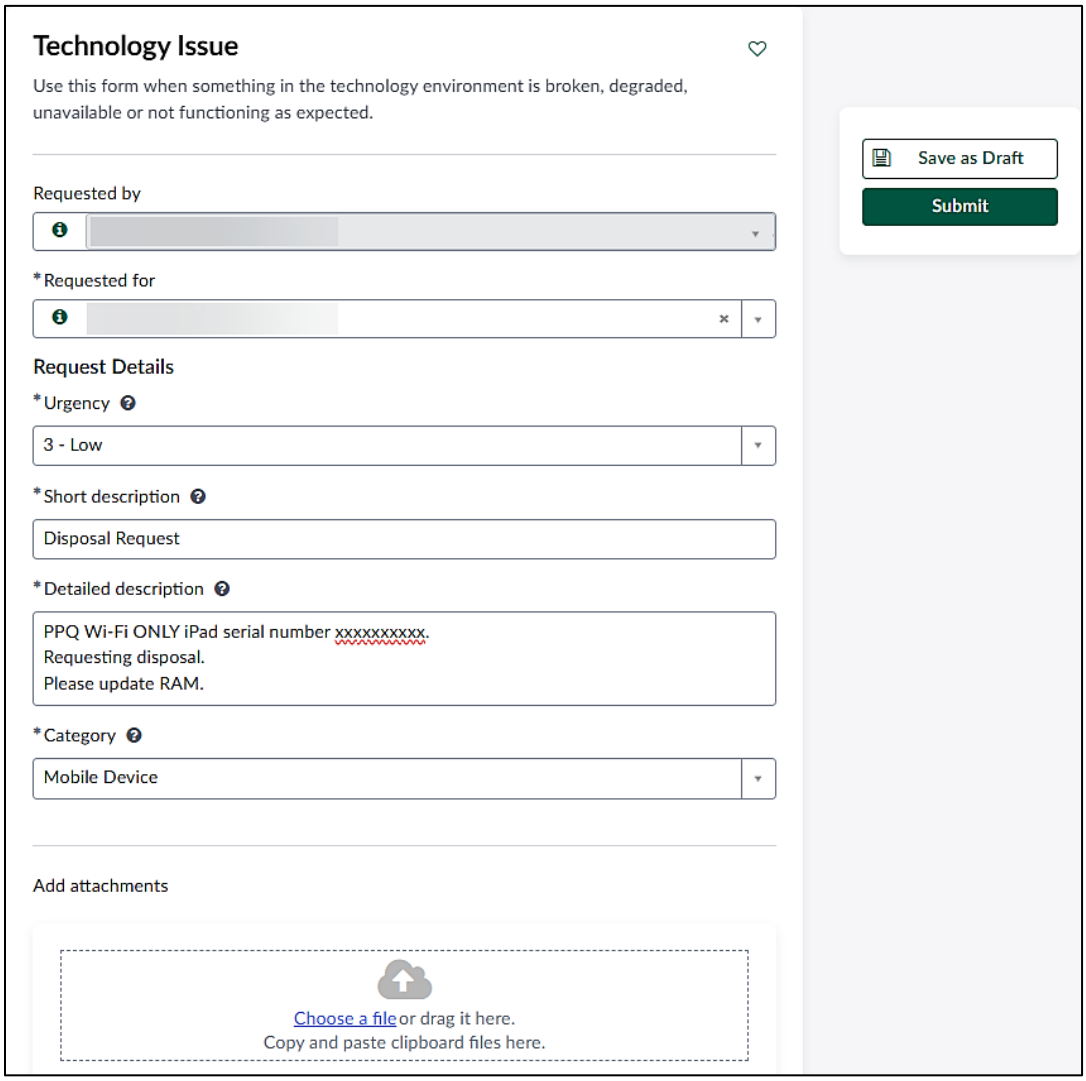
      > *"PPQ phone serial number xxxxxxxxxx.*
      > *Requesting disposal.*
      > *Please update RAM."*

    - For ***Category** select "Mobile Device" from the drop-down menu.

    If disposing multiple devices, you can submit a single request listing their serial numbers in the **Detailed Description** field. Alternatively, select "Choose a file" in the **Add attachments** section at the bottom of the form and upload a Word or Excel document containing mobile devices' serial numbers.

    The Technology Issue form for an iPad is shown in **Figure 6**.

Figure 6. *Technology Issue form*



4. Verify the information on the form and submit the request.

   Your request generates a CEC incident (ticket) routed to the CEC IOD TASB MSSS team. Allow up to 24 hours for processing.

Follow Up Actions

- If no instructions arrive within a reasonable time, contact CEC technician assigned to submitted incident.
- You will receive an email with further instructions and a link to generate a shipping label for e Cycle Inc.
- If the link is missing, request it from CEC technician assigned to your incident.

Final Steps

- Complete all instructions outlined in the email from CEC.
- Open the shipping link and complete the form.

- Print the shipping label.
- Pack the device and accessories.
- Ship directly to eCycle Inc.

Note: OCIO CEC offices do not accept devices for recycling.

GETTING HELP

For all electronic equipment questions and support including disposal, contact the **Client Experience Center (CEC):**

- IT Service Management (servUSDA): https://servusda.usda.gov/esc
- Email: servUSDA@usda.gov
- Phone: 877-873-0783