



# One portal. Zero hassle. Total asset control.

Asset recovery, reinvented  
for the modern workplace.

Lenovo's Service Connect Portal puts everything at your fingertips—from scheduling and tracking to reporting and value recovery. Designed for IT teams, built for simplicity and backed by Lenovo's trusted expertise.

**Smarter  
technology  
for all**

**Lenovo**

# How it works.

From pickup to payment – here's how.

**1**

## **Schedule your asset pickup.**

When you're ready, just raise an asset pickup request through the portal. You will receive an estimated quote to execute the ARS service based on your asset details. Once approved, our team will arrive onsite to collect your devices and securely ship them to our processing centers. Have special data sanitization requirements? Just include them in your request—we'll take care of it.

**2**

## **Track every request.**

Stay in the loop with real-time status updates. Our ARS team reviews your asset details and provides an estimated quote for eligible value recovery.

**3**

## **Reuse what's valuable, recycle the rest.**

If assets are reusable, we remarket them, so you recover value. If not, we recycle them responsibly ensuring nothing goes to waste.

**4**

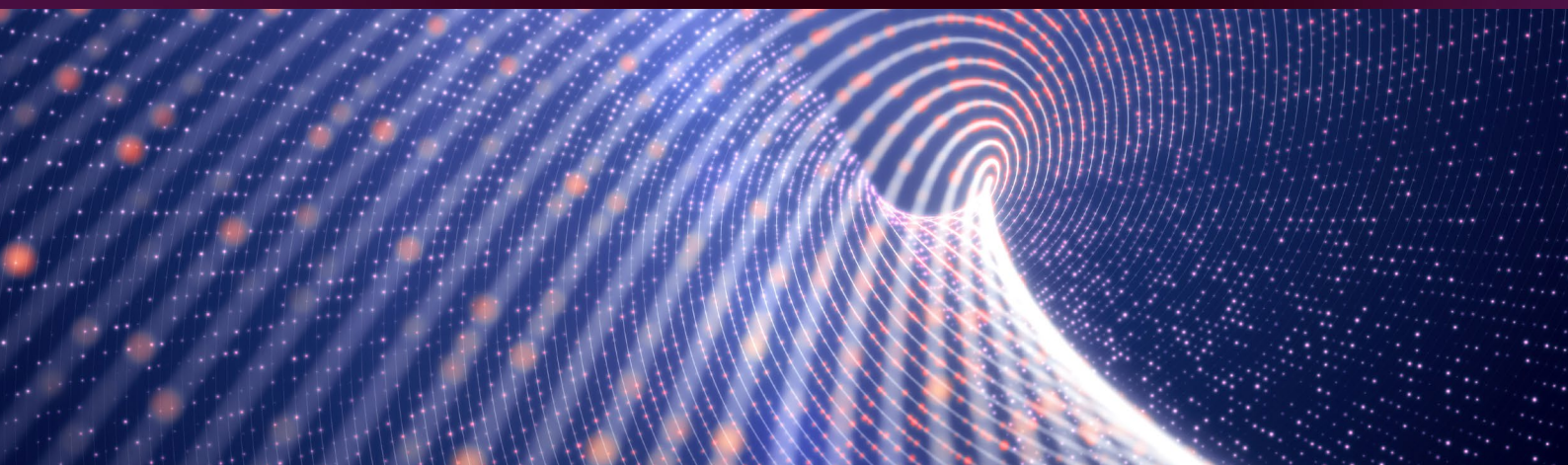
## **Access the reports you need.**

Download all documentation, including certificates of data sanitization, compliant processing of assets and your company's Circular Economy Statement.

**5**

## **Manage payments with flexibility.**

Choose to receive asset buy back value as a direct bank deposit or apply it against any open Lenovo invoice in the same country with flexible credit on account options.





# Getting started fast.

Simple setup,  
seamless access.



## Register your company.

After you sign up for Lenovo's Asset Recovery Service, you will receive an email to complete your Lenovo Service Connect portal registration and company setup.



## Enroll in Asset Recovery Services.

Log in and you will be prompted to accept the ARS terms & conditions\*, after which you can unlock the full portal experience.



## Add users and set permissions.

Assign roles so your team can manage requests, reports and payments—ensuring the right people handle the right tasks.

\*Not required for SOW based customers.

# Get more done with these powerful features.



## Dashboard overview.

Track every asset recovery request, collection status and processing update—all in one place.



## Flexible payment options.

Monitor recovered value from your assets and apply it the way that works for you—via direct deposit or as a credit on any open invoice within the same country\*.



## Service credits management.

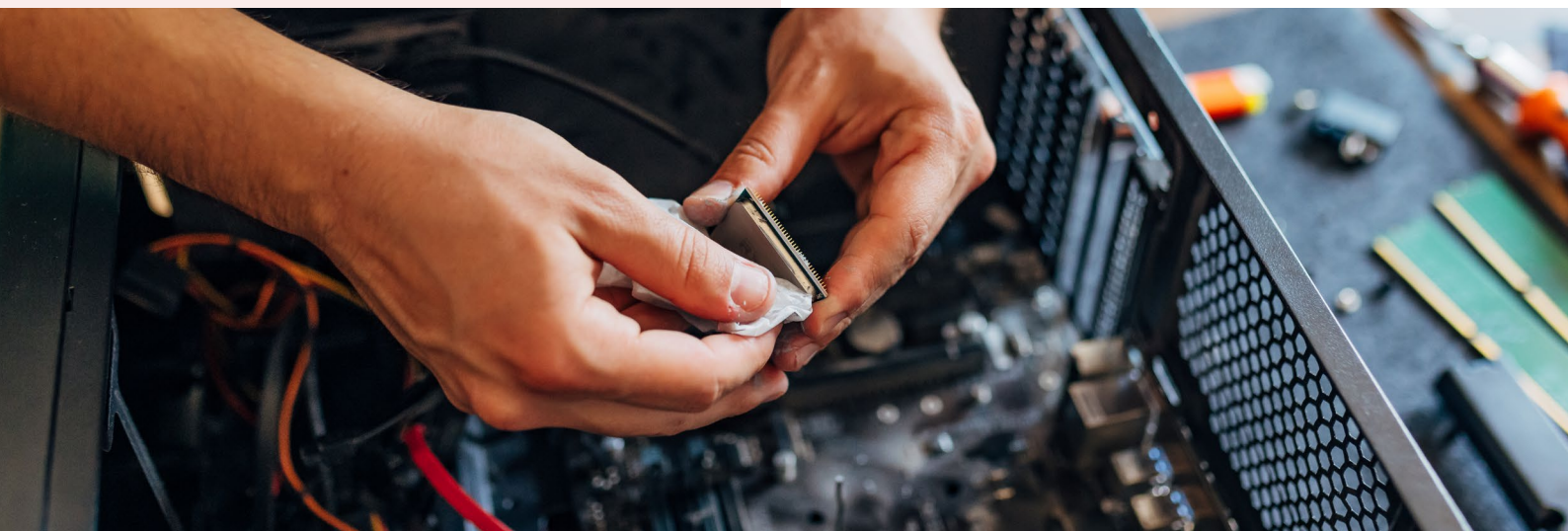
See and apply your available prepaid ARS service credits: whenever you need to decommission a device—any brand, any time.



## Circularity insights.

Customize and download reports to understand how your devices were remarketed and recycled. This data is from credible, verified sources that you can use in your ESG reporting.

\*Credit on account is applicable only to selected markets. Please check the availability for your specific market.



# Meet your Asset Manager: Smarter IT starts here.



## One view of your entire fleet.

See real-time device data including purchase history, serial numbers and warranty details—for all Lenovo devices. Additionally, you can upload information of non-Lenovo devices to manage everything in one place.



## Save time on requests.

Asset Manager helps to auto-populate pickup forms with accurate device data—no more jumping between spreadsheets.



## Plan proactively.

Use insights to plan refresh cycles, schedule recovery events and streamline IT operations.

## Why Lenovo for Asset Recovery?

Lenovo ARS, powered by the Lenovo Service Connect Portal, brings together automation, global scale, and a customer-first experience to help you simplify every step of the asset recovery process. We combine enterprise-grade security, end-to-end visibility, and flexible recovery options to give your teams more control, insight, and far less manual work.

With Lenovo, you don't just manage asset disposition. You make it smarter, faster and future-ready.

## Ready to take the next step?

Talk to your Lenovo representative to get started with Lenovo ARS and activate your access to the automated portal today.

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