



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.

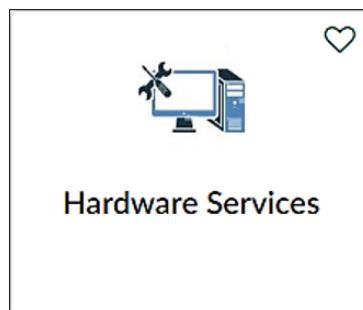
You can check if your tablet has an active data plan by looking at your tablet's cellular/network settings or testing the network connection without Wi-Fi.

- 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.

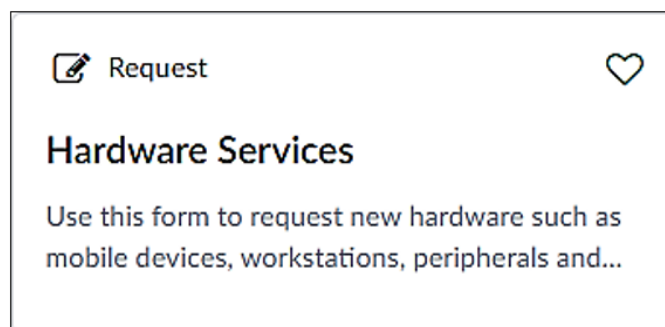
1. Sign in to the [servUSDA](#) home page.
2. In the Popular topics section open “Hardware Service” card. (**Figure 1**)

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”.
 - 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*

Hardware Services 

 **Choose Options**

Included Items: * Mandatory Fields

Disconnect Mobile Device 
* Options



Previous **Next**

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*

Hardware Services

Use this form to request new hardware such as mobile devices, workstations, peripherals and hardware support.

Describe Needs

Choose Options

Summary

Order Guide Details	Quantity	Price (each)	Recurring (each)
Disconnect Mobile Device	1	---	---

Total : \$0.00

Edit Options

Submit

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**)

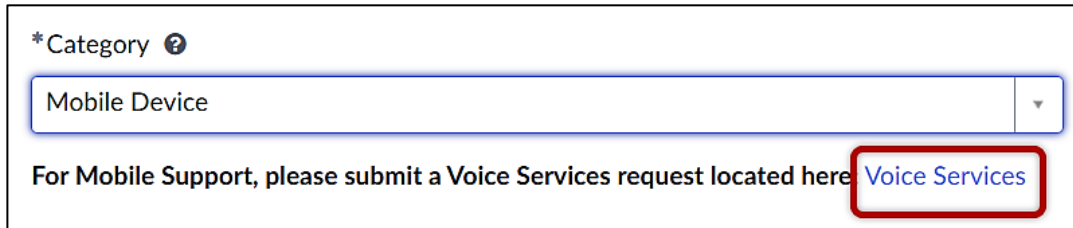
Figure 5. *Technology Issue card*



3. On the Technology Issue form:
 - Skip all fields except ***Category** and select “Mobile Device” from the drop-down menu.

- Click on [Voice Services](#) link displayed below ***Category**. (Figure 6)

Figure 6. Select Mobile Device for Category



*Category ?

Mobile Device

For Mobile Support, please submit a Voice Services request located here [Voice Services](#)

4. New Voice Services form opens. Complete it as follows:

For ***Requested For** type in your government email address and select your name.

For ***Category** select "Voice Support".

For ***What type of Voice Support do you need?** select "Mobile Support".

For ***Is this request for Yourself?** select "Yes".

For ***What type of Mobile Device type are you having issue with?** select "Smartphone" or "Mobility Tablet (iPad or Android Tablet)", as applicable.

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."*

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.

5. 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 your ticket.
- 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 ticket.

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 e Cycle 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