Asset Management Frequently Asked Questions

Q: Do I need to use Asset+?

A: If you are moving, selling, donating, disposing, or have lost an asset – please utilize Asset+. Completing this form will help notify Accounting regarding any capital asset changes, making the annual inventory easier for you. Additionally, it will connect you with facilities if you need help moving or disposing of the asset, procurement if you are selling/donating and therefore need a bill of sale, NU-Research if the asset is grant-related, and ITS if it is an electronic device that needs to be data-sanitized before sale/donation. Further instructions and guidance can be found on the [Finance Division website.]()

Q: Who can submit a ticket?

A: Any Northeastern employee responsible for a university or departmental asset can submit a ticket. This includes all permanent employees of Northeastern. Students working for units within Northeastern should submit a ticket through their work sponsor's account on their department's behalf.

Please note that personal disposals, moves, and donations should not be submitted through Asset+. Such tickets will be returned.

Q: How are tickets reviewed within the system?

A: After initial submission by the user, tickets go through a tiered review process. First, they are sent to the user's direct supervisor for approval. Next, the accounting team assesses whether an item is a capital asset or not. If it's determined to be a capital asset, especially if purchased with a grant, NURES reviews the ticket before it goes to the Facilities department for final disposal. If it's not a capital asset, the ticket goes directly to Facilities after accounting approval.

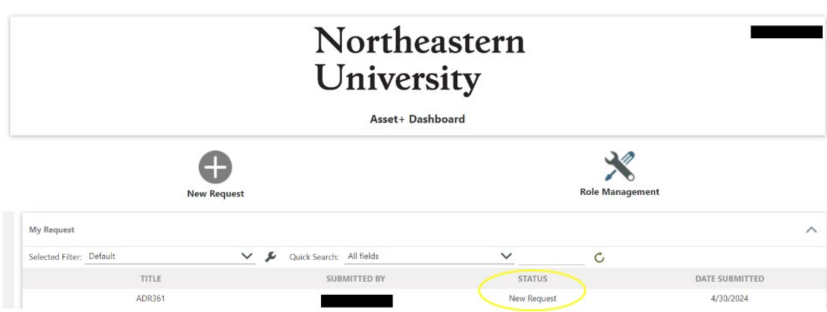
If a user wants to sell or donate assets, the ticket is sent to procurement for sales issuance after accounting approval.

Q: How frequently does the accounting team review tickets?

A: The accounting team reviews tickets daily, with a 24–48 hour timeframe allowed for processing.

Q: How can I check the status of my ticket?

A: On the Asset+ Dashboard, you will be able to see the status of your ticket under the "My Request" section. If it is at your supervisor's review, please remind them to visit the ticket (they should check their email).



Q: How do I cancel or update an Asset+ Form?

A: Please contact your supervisor or Accounting (AssetManagement@northeastern.edu) to have them send back the ticket. Then, you can press ‘cancel’ to cancel the ticket or make the updates and re-submit.

Q: What should I do if I have a long list of assets to submit?

A: Please compile all the necessary information about the intended assets, including descriptions, serial numbers, and tag numbers (if applicable), in an Excel spreadsheet. You can then upload this spreadsheet into the supporting document section.

Q: If I suspect an asset has been stolen or lost, what should I do?

A: If you suspect an asset has been stolen or lost, please promptly report it through an Asset+ ticket. Select the "lost or stolen" option and provide detailed information, including the description of the missing asset, serial number, custodian information, and NU Tag number (if applicable).

Q: What if I don’t need facilities help moving or disposing of my asset? Do I still need to fill out an Asset+?

A: If you are moving or disposing of an asset on your own, you should still complete an Asset+ ticket so the accounting team can update the asset information in their system, making it easier for you at annual inventory time. Please note in the comment box that you do not need facilities help.

Q: Do I need to be present when my assets are picked up to be moved or disposed by facilities?

A: Yes, the requestor should be present at the time the assets are picked up, or have another knowledgeable faculty or staff member present, to ensure the correct items are picked up. Facilities staff may request a signature at the time of collection, and may suspend the collection if the requestor is not present. Facilities will generally collect items within one week of the final approval of the Asset+ form, typically between the hours of 8 AM and 2 PM on weekdays. There may be times that pickup could be delayed, such as during move-in, move-out, and other periods of heavy workload. If there are specific days/hours when your office is open and staff are present, please note that information in the description field on your Asset+ form.

Q: I no longer need my NU-issued iPad and want to sell or donate it, do I need to do anything before doing so?

A: Please review the Appropriate Use of Computer and Network Resources policy with your supervisor to determine if you can sell/donate it. If so, fill out the Asset+ form and contact ITS through a call or ServiceNow ticket to have the data scrubbed from the device before donating/selling it.

Q: I moved labs, how do I inform accounting my equipment has moved before the annual inventory?

A: In Asset+, create a new request and select “Move” in the Action Type drop down. Then write a short description in the “Action Description” box explaining which location you moved from and to. Then add the assets that moved with you in the “Assets” section down below.

In addition, if you've already relocated the equipment, please leave a note in the comment section when submitting the ticket. This notifies facilities that the ticket is for reporting purposes only, and no further action is required from them.

Q: I want to sell my NU vehicle as part of a trade-in for a new vehicle. It is over 10 years old - do I still need to inform accounting?

A: Yes, we track capital assets for the *entirety* of their lifecycle. We ask that you report the tentative sale of your vehicle **before it is sold** through Asset+ in order for Procurement to issue you a bill of sale. It is important that you input an asset ticket with the trade-in value quote so it can be validated by our NU procurement team.

Q: If I want to sell or donate an item, what documentation do I need?

A: If you are donating equipment, please note in the comment box where it will be donated to. If you have received a prior quote, please attach that as well. Procurement will provide you with a bill of sale based on fair market value. Once the sale or donation is complete, please email AssetManagement@northeastern.com with proof of sale/donation and the related Asset+ ticket number.

Q: Do I need to post a Journal Voucher for my asset transaction?

A: No. Accounting will do this for you.