USER GUIDE

Asset Custodian Guide

Receive, issue, track and recover company equipment, from a new joiner's laptop to a leaver's clearance.

WHO IT'S FOR

Asset custodians and IT or admin store staff

COVERS

Asset register, receiving, issuing, returns, repairs, requests, audits, exit recovery, recovery claims, reports

HR4ON · People First. Payroll Always. · ARTRA Technologies · 2 November 2026

About this guide

This guide is for the **asset custodian**: the person who looks after a store of company equipment — laptops, phones, monitors, chairs, toolkits, vehicles and pooled items such as headsets.

HR4ON keeps a record of every asset from the day it arrives until it is retired: who holds it, where it is, its condition, its service history and its value. Employees confirm what they receive, and leavers cannot be cleared until their equipment is back or the gap is settled.

Everything here works on a phone too, including scanning an asset tag with the camera.

What you can do in HR4ON

- Find any asset by tag, serial or scan, and see its full custody history
- Receive new deliveries into a store and print asset labels
- Issue assets to employees and follow their acknowledgement
- Receive returns, including partial returns with missing accessories
- Send assets for repair or service and bring them back
- Fulfil asset requests, including those raised automatically by onboarding
- Count a store with a physical audit
- Clear a leaver's asset task and record loss or damage for recovery
- Run asset reports

Before you start

- Open HR4ON in a web browser on your laptop, or on your phone. On a phone you can add it to your home screen and use it like an app.
- Sign in with your **username or work email** and your password. Use **Accept an invitation** the first time, or **Can't sign in?** if you are locked out.
- What you see depends on your role. If a menu or button in this guide is missing for you, ask your HR administrator.

A red outline in a screenshot shows where to click or look.

Button Words shown like this are labels you will see on screen.

The screenshots use the HR4ON demonstration company, so the names, numbers and dates are examples. Screenshots were taken as Farhan Ali, asset custodian for the Alpha Demo stores in Hyderabad and Chennai.

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01 Your assets workspace

Open **Assets** in the People section of the menu. The overview tells you what needs doing today.

1.1 The overview

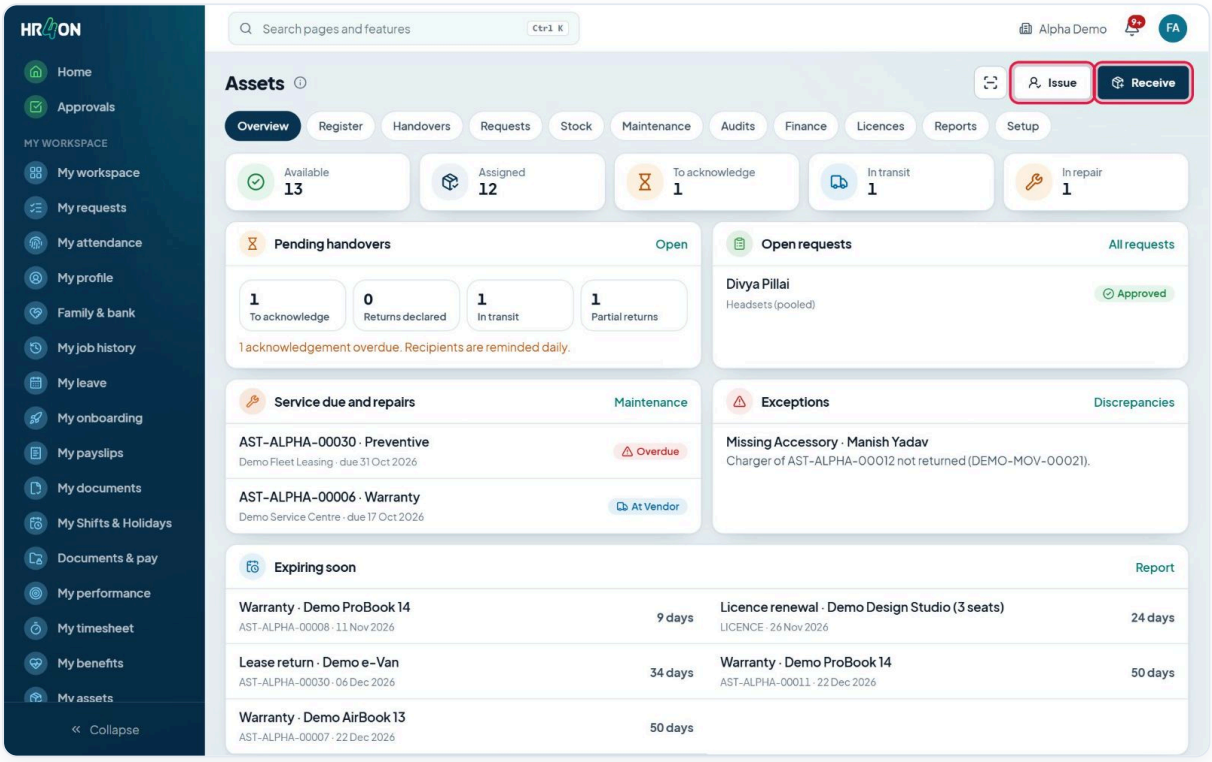
Start each day here. It shows stock at a glance and every item waiting for you.

WHAT YOU SEE

- The top row counts assets that are **Available**, **Assigned**, waiting **To acknowledge**, **In transit** and **In repair**.
- **Pending handovers**: issues not yet acknowledged, returns declared by employees, transfers in transit and partial returns.
- **Open requests**: asset requests waiting to be fulfilled.
- **Service due and repairs**: maintenance that is due, overdue or at a vendor.
- **Exceptions**: discrepancies such as a missing charger.
- **Expiring soon**: warranties, licence renewals and lease returns coming up.

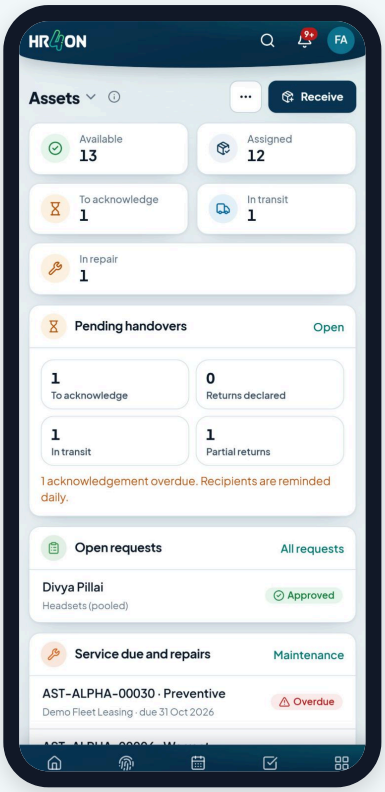
HOW TO DO IT

1. Select **Assets** in the menu.
2. Use the tabs across the top (**Register**, **Handovers**, **Requests**, **Stock**, **Maintenance**, **Audits**, **Finance**, **Licences**, **Reports**, **Setup**) to move around.
3. Use **Receive** and **Issue** at the top right for the two most common jobs.



ON YOUR PHONE

The overview on a phone.



02 The asset register

The register is the master list of every tagged asset in your stores.

2.1 Find an asset

Use the register to find an asset by tag, serial, model or holder, or to list everything in a given state.

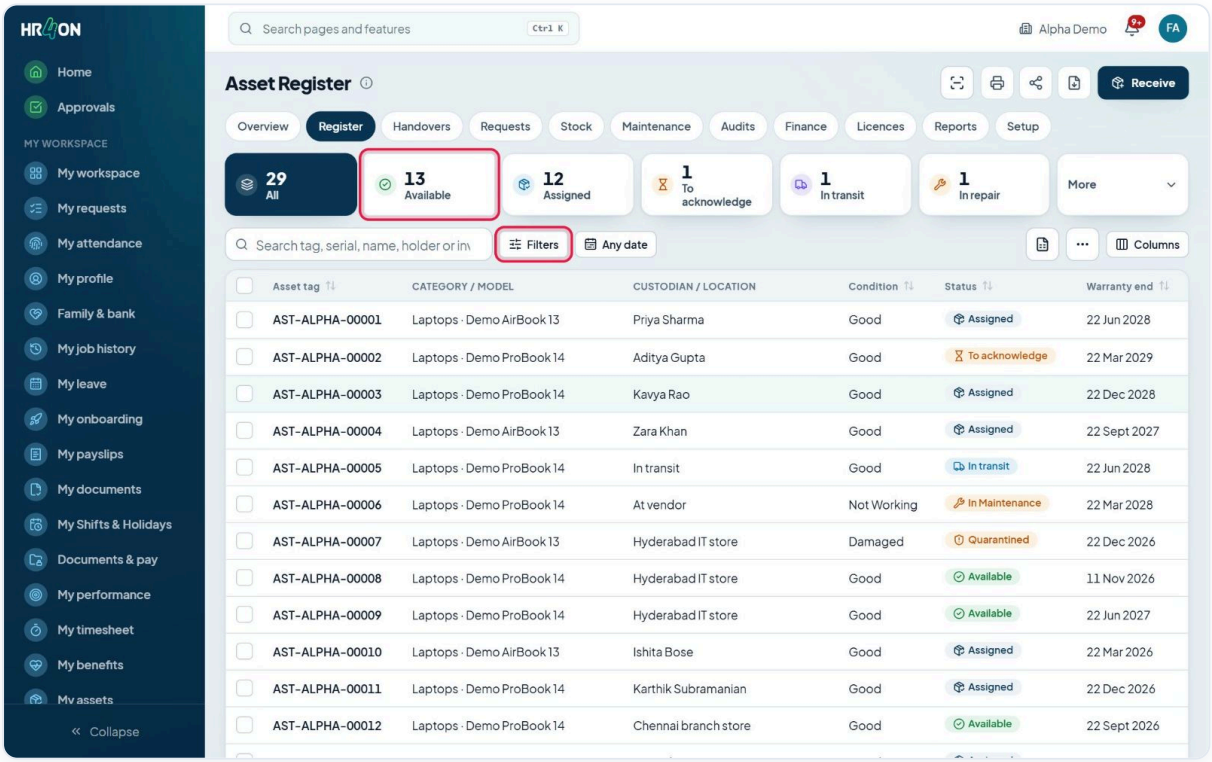
WHAT YOU SEE

- Count tabs: **All**, **Available**, **Assigned**, **To acknowledge**, **In transit**, **In repair**; **More** has **Quarantined**, **Missing**, **Disputed**, **Pending disposal** and **Disposed**.
- **CUSTODIAN / LOCATION**: the employee holding the asset, or the store or vendor where it is.
- **Condition**: **New**, **Good**, **Fair**, **Poor**, **Damaged** or **Not working**.
- **Warranty end** helps you plan repairs and replacements.

HOW TO DO IT

1. Open the **Register** tab.
2. Type a tag, serial or name in the search box, or select a count tab.
3. Use **Filters** for branch, class, condition, ownership or custodian.
4. Select a row to open the asset.

> **TIP**
> - **Export** downloads the list as a spreadsheet. **Import and templates** loads opening stock in bulk.



2.2 Scan an asset tag

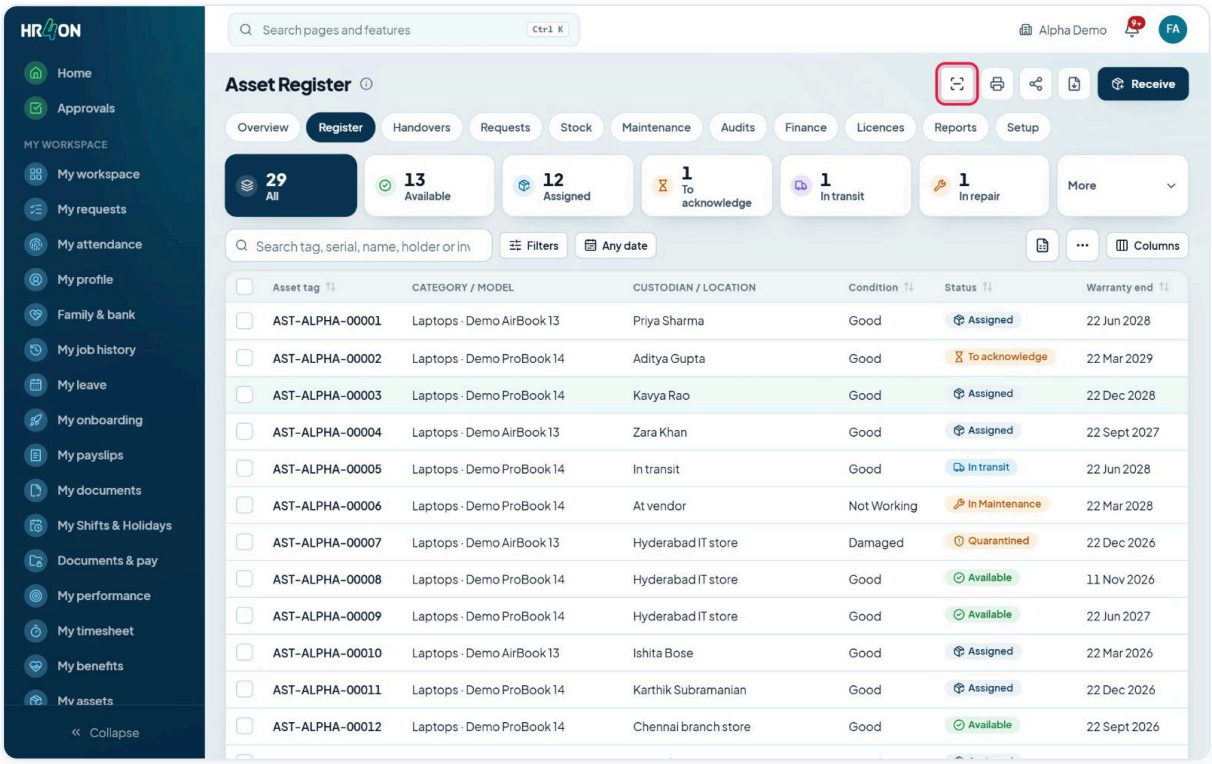
Every asset has a label with a QR code and barcode. Scan it to open the asset straight away.

HOW TO DO IT

1. On the register (or the Assets overview), select **Scan** (the scan icon at the top right).
2. Point the phone camera at the label, or use a handheld scanner, or type the tag.
3. HR4ON opens the asset.

TIP

- Camera scanning works in Chrome on Android and on recent Macs. On other devices use a handheld scanner or type the tag.



2.3 Open an asset

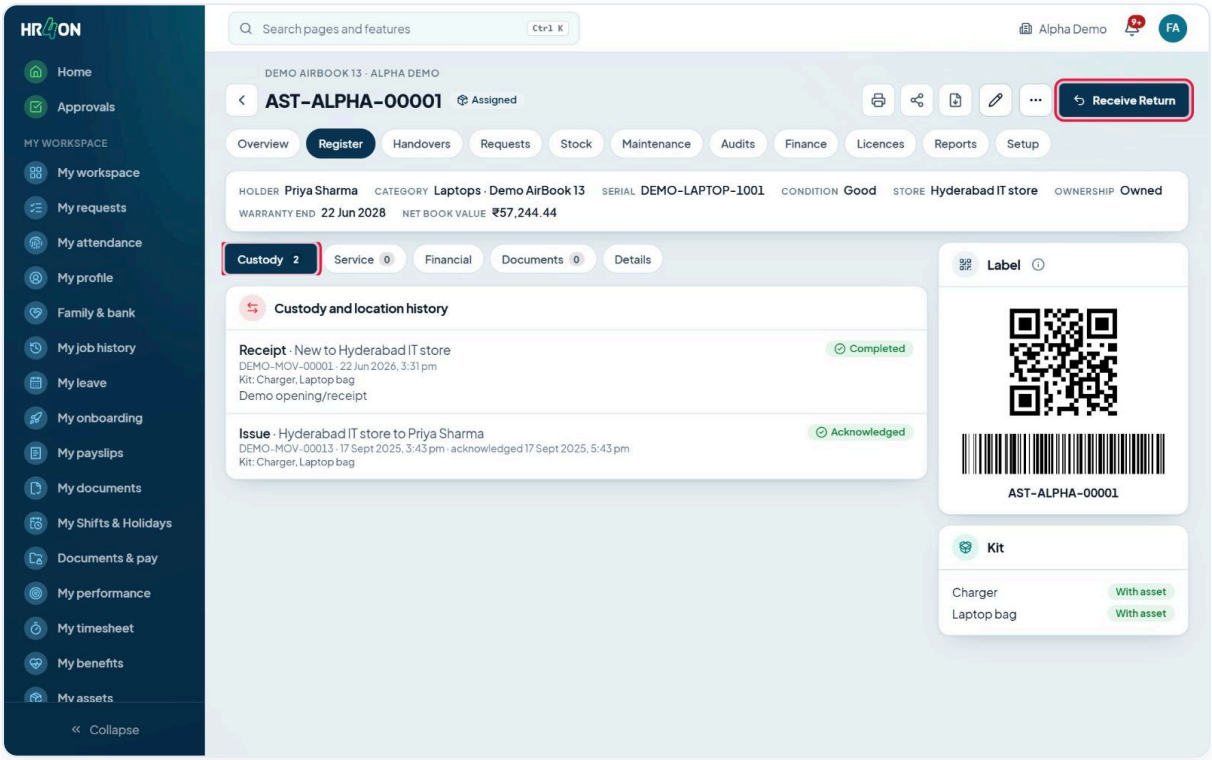
The asset page shows everything about one item: holder, serial, condition, store, ownership, warranty and net book value, with its full history.

WHAT YOU SEE

- **Custody**: every receipt, issue, transfer and return, with acknowledgement times and the kit that went with it.
- **Service**: repairs and preventive maintenance.
- **Financial**: cost, depreciation and net book value.
- **Documents**: invoices, photos and certificates.
- **Details**: manufacturer, vendor, purchase, warranty, AMC and lease details.
- **Kit** (right): accessories that belong with the asset, such as a charger and bag, and whether each is with the asset or missing.

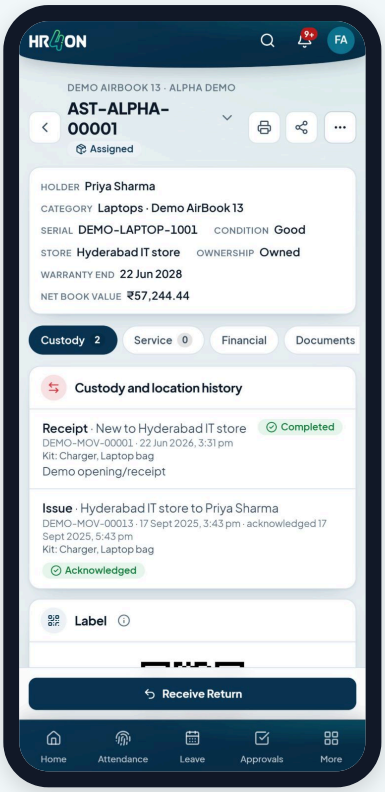
HOW TO DO IT

1. Open the asset from the register or by scanning.
2. Use the main button for the next step (**Issue**, **Receive Return** and so on).
3. Open **More actions** for everything else.



ON YOUR PHONE

The same screen on a phone. Menus collapse into the bottom bar and the ··· button.

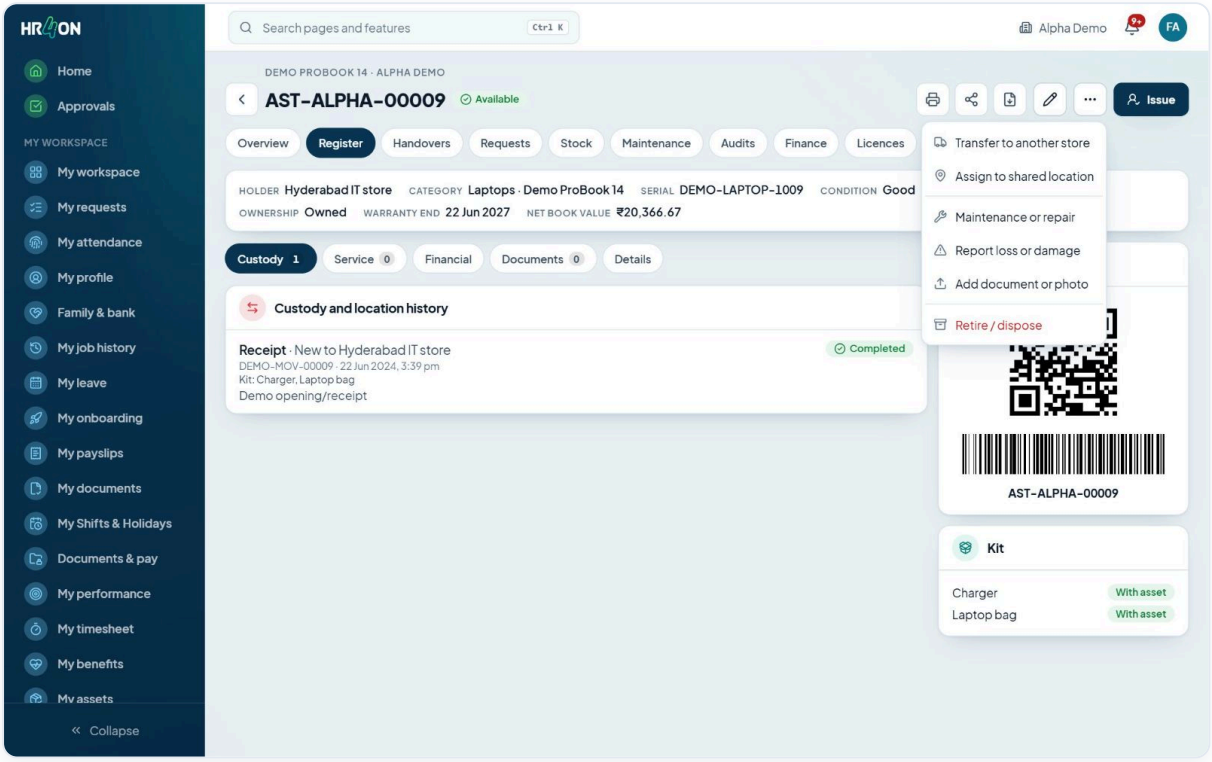


2.4 More actions on an asset

The **More actions** menu holds every other change you can make to an asset. What you see depends on its state.

WHAT YOU SEE

- **Transfer to another employee** or **Transfer to another store**.
- **Assign to shared location**: for things like a meeting-room screen.
- **Inspect**: record its condition now.
- **Maintenance or repair**: send it for service.
- **Report loss or damage**: start a loss, damage or theft case.
- **Retire / dispose**: request disposal at the end of its life.
- **Add document or photo** and **Print** label.



03 Receiving new stock

When a delivery arrives, receive it into a store. HR4ON creates one tagged asset per unit and prints the labels.

3.1 Receive a delivery

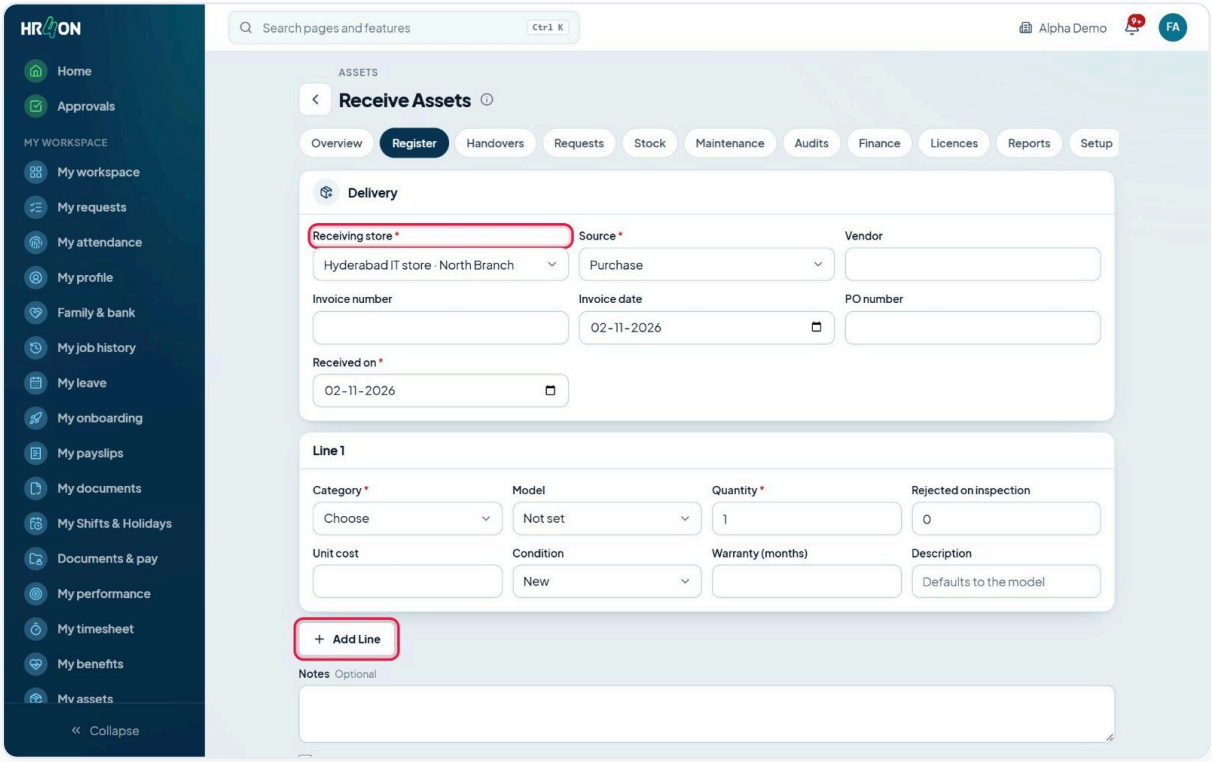
Record what arrived, from whom, at what cost, and into which store.

HOW TO DO IT

1. Select **Receive** (top right of Assets).
2. Under **Delivery** choose the **Receiving store** and the **Source**: **Purchase**, **Opening stock**, **Lease**, **Rental** or **Customer supplied**.
3. Enter the **Vendor**, **Invoice number**, **Invoice date**, **PO number** and **Received on** date.
4. For each line choose the **Category** and **Model**, then enter the **Quantity**, any units **Rejected on inspection**, the **Unit cost**, **Condition** and **Warranty (months)**.
5. Use **Add Line** for more items on the same invoice.
6. Select **Receive**.

GOOD TO KNOW

- Serialised items such as laptops and phones need a serial number for each unit before they can be issued.
- If an invoice arrives in parts, tick that it was already received in part so HR4ON records another receipt against it.



3.2 Print labels

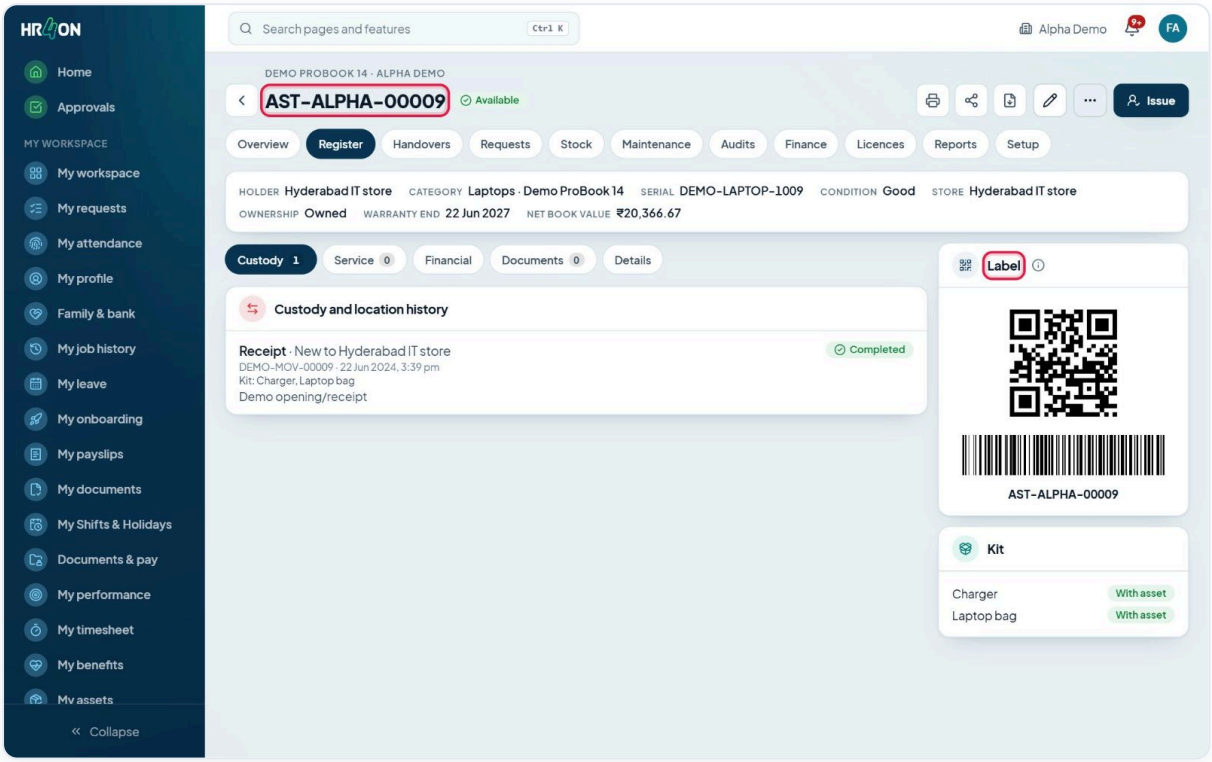
After receiving, print a label for each new asset and stick it on before the item leaves the store.

HOW TO DO IT

1. After **Receive**, select **Print Labels**.
2. Print the PDF on label paper.
3. Select **Receive Another** for the next delivery, or **Open Register** to see the new assets.

> **TIP**
> - You can reprint a single label from the asset page with **Print**.

> **GOOD TO KNOW**
> - Each label has a QR code and a barcode of the asset tag, so it can be scanned during issues, returns and audits.



Every asset shows its tag and label on the asset page.

3.3 Pooled stock and consumables

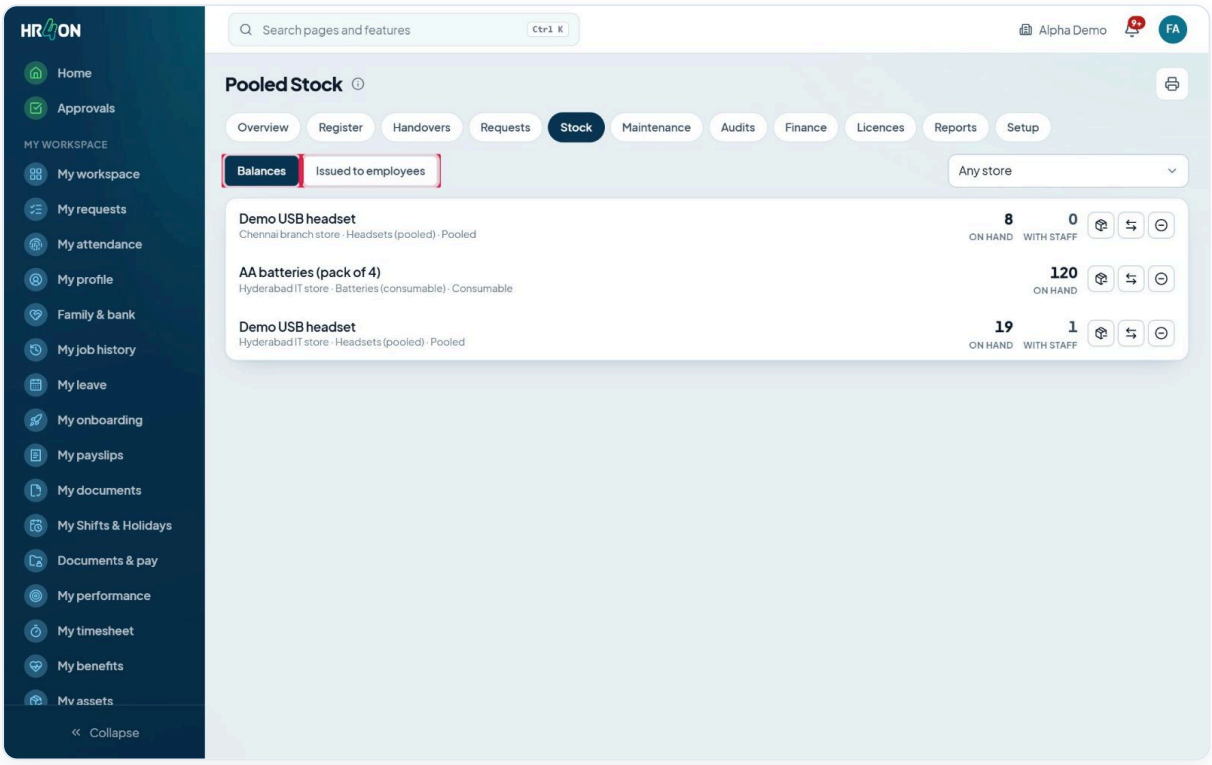
Some items are tracked by quantity rather than one by one: pooled items such as headsets, and consumables such as batteries.

WHAT YOU SEE

- **Balances**: how many are on hand in each store and how many are with staff.
- **Issued to employees**: who has pooled items, so you can get them back.

HOW TO DO IT

1. Open the **Stock** tab.
2. Choose a store, or leave **Any store**.
3. Use the row actions to **Issue**, **Return**, **Transfer to another store** or **Adjust count**.



04 Issuing assets to employees

Issuing hands an asset to an employee. The employee then confirms they have it, which makes them accountable for it.

4.1 Issue an asset

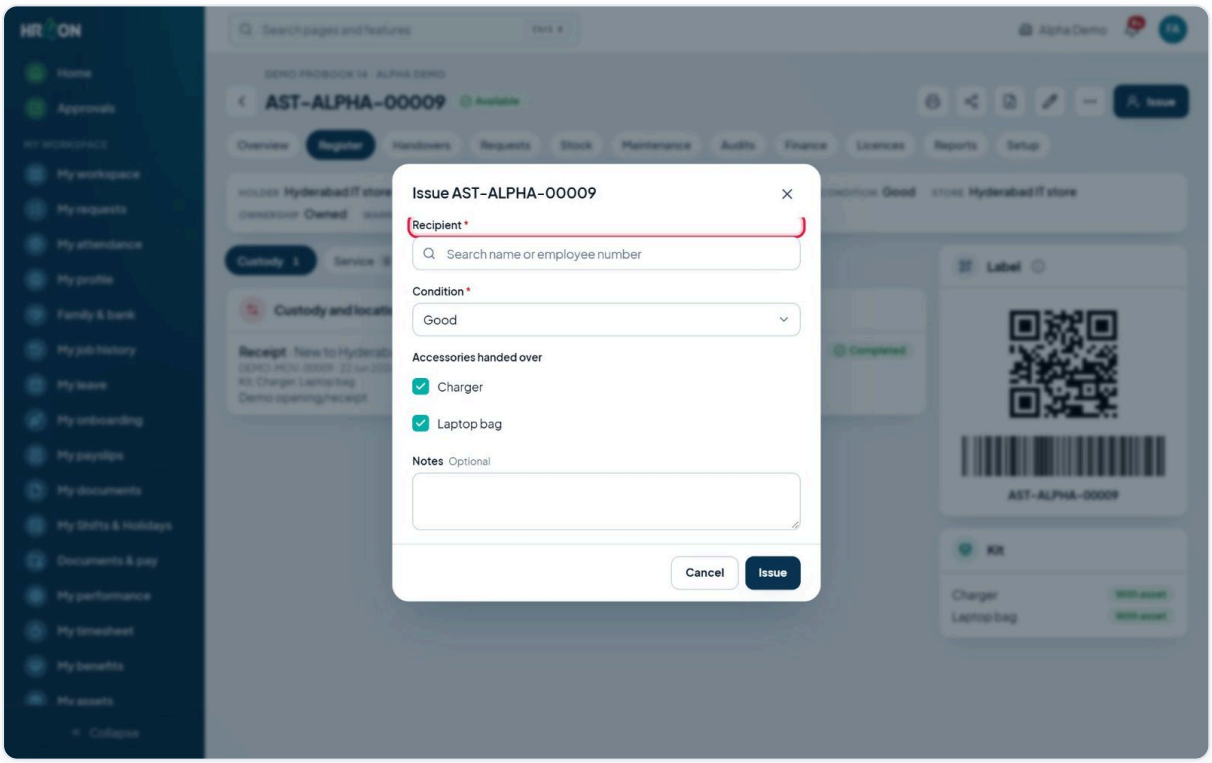
Issue from the asset page when you hand something over in person.

HOW TO DO IT

1. Open an **Available** asset (scan it, or find it in the register).
2. Select **Issue**.
3. Choose the **Recipient**.
4. Tick the **Accessories handed over** (for example the charger and bag).
5. Add **Notes** if useful and select **Issue**.

GOOD TO KNOW

- If the asset is reserved for someone, HR4ON tells you; issue it to that person or release the reservation first.
- Category rules apply, for example one laptop per employee, or phones only for certain grades.



4.2 Follow acknowledgement

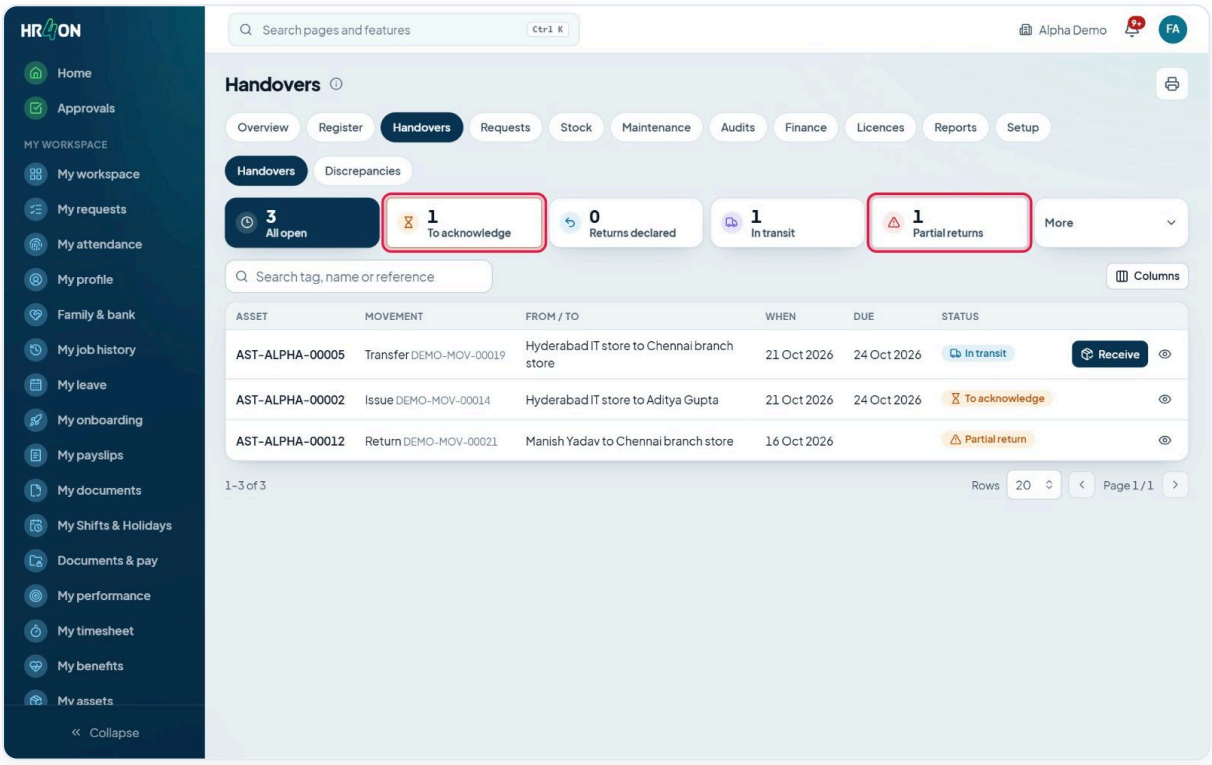
After an issue the asset is **To acknowledge** until the employee confirms receipt in My assets. They are reminded every day until they do.

WHAT YOU SEE

- **To acknowledge**: issued, waiting for the employee.
- **Returns declared**: the employee says they have handed something back.
- **In transit**: moving between stores.
- **Partial returns**: returned without some accessories.

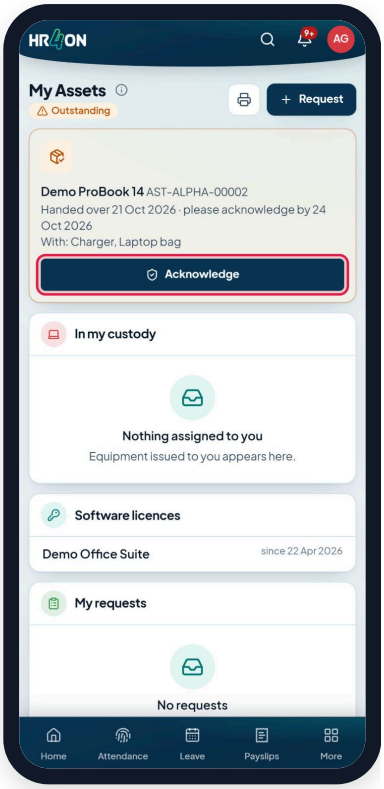
HOW TO DO IT

1. Open the **Handovers** tab.
2. Select a count tab to see each queue.
3. Select a row to open the asset.



4.3 What the employee sees

Employees see their equipment in **My assets**. A banner on their home page asks them to acknowledge anything new. They can also report a problem, ask to return something or request a new item.



HOW TO DO IT

1. The employee opens **My assets**.
2. They check the item and accessories and select **Acknowledge**.
3. If something is wrong, they select **Report Problem** instead.

GOOD TO KNOW

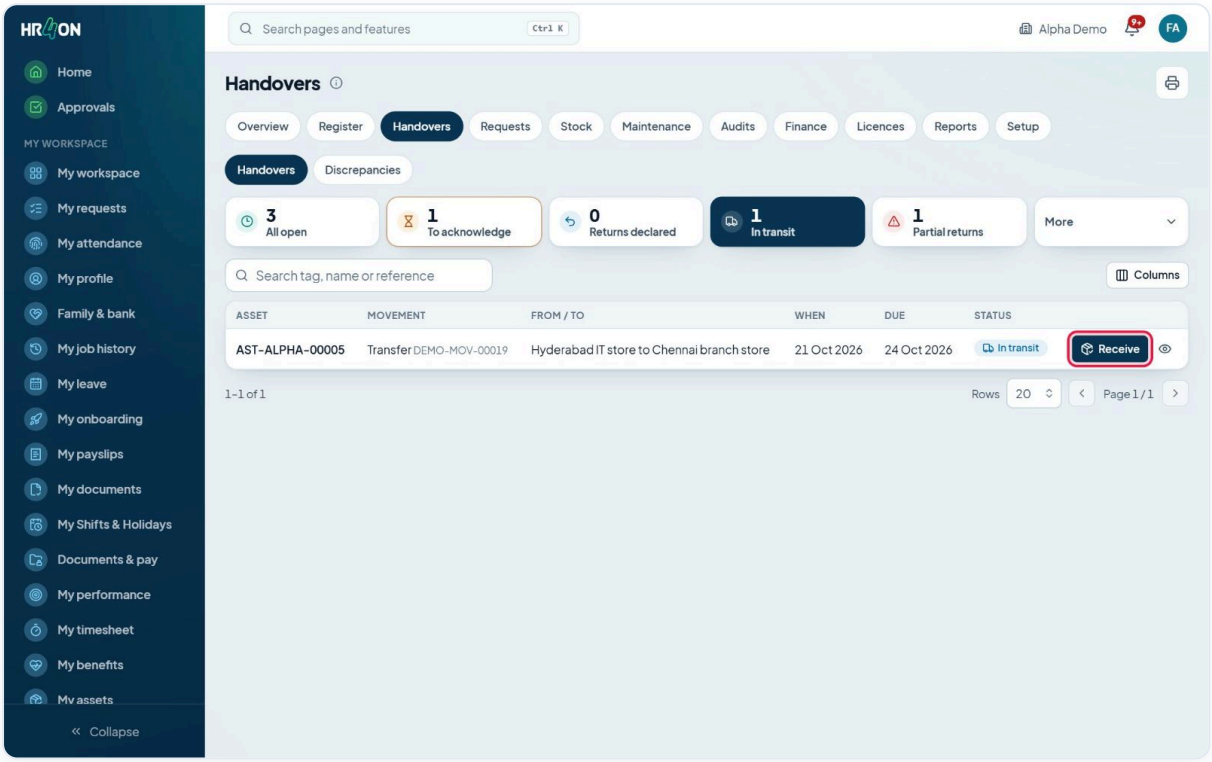
- If an employee disputes what they received, the asset shows as **Disputed** until you resolve it.

4.4 Transfer between stores

Move an asset to another store, for example from Hyderabad to Chennai. It is **In transit** until the receiving store confirms it arrived.

HOW TO DO IT

1. Open the asset and choose **More actions**, then **Transfer to another store**.
2. Choose the **Destination store**, the **Courier / docket** and **Expected arrival**, and select **Dispatch**.
3. At the other end, the receiving custodian opens **Handovers**, finds it under **In transit** and selects **Receive**, recording the **Condition on arrival**.



05 Asset requests and onboarding

Employees ask for equipment from My assets, and onboarding asks for a new joiner's kit automatically. Approved requests come to you to fulfil.

5.1 The requests queue

See every asset request with who it is for, what they need, why and by when.

WHAT YOU SEE

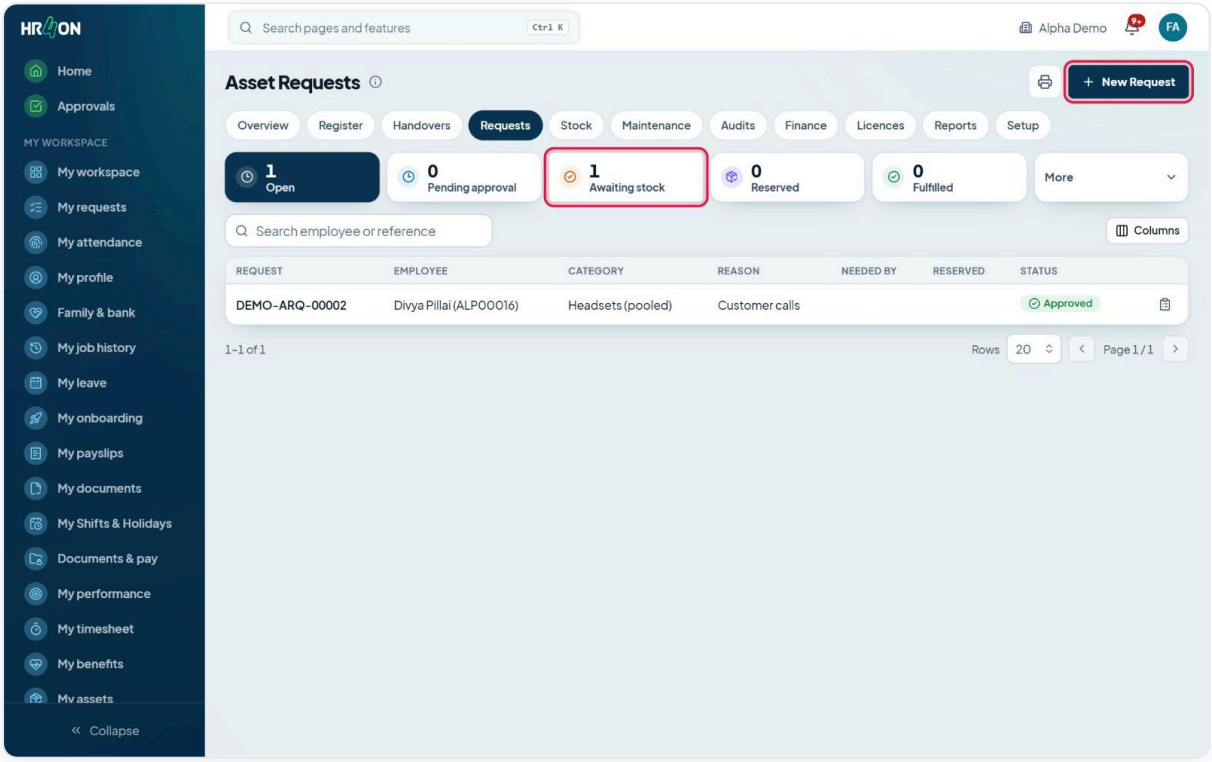
- **Open**: waiting for you.
- **Pending approval**: with the employee's manager.
- **Awaiting stock**: approved, but nothing suitable is in store.
- **Reserved**: an asset is set aside for the person.
- **Fulfilled**: issued.

HOW TO DO IT

1. Open the **Requests** tab.
2. Select a count tab.
3. Use **Request actions** on a row to **Find an asset to issue**, **Fulfil from stock** or **Release reservation**.

GOOD TO KNOW

- Requests from onboarding arrive on their own when a new joiner's start date is confirmed, so the kit can be ready on day one. Issuing the asset completes the onboarding task.



5.2 Raise a request for someone

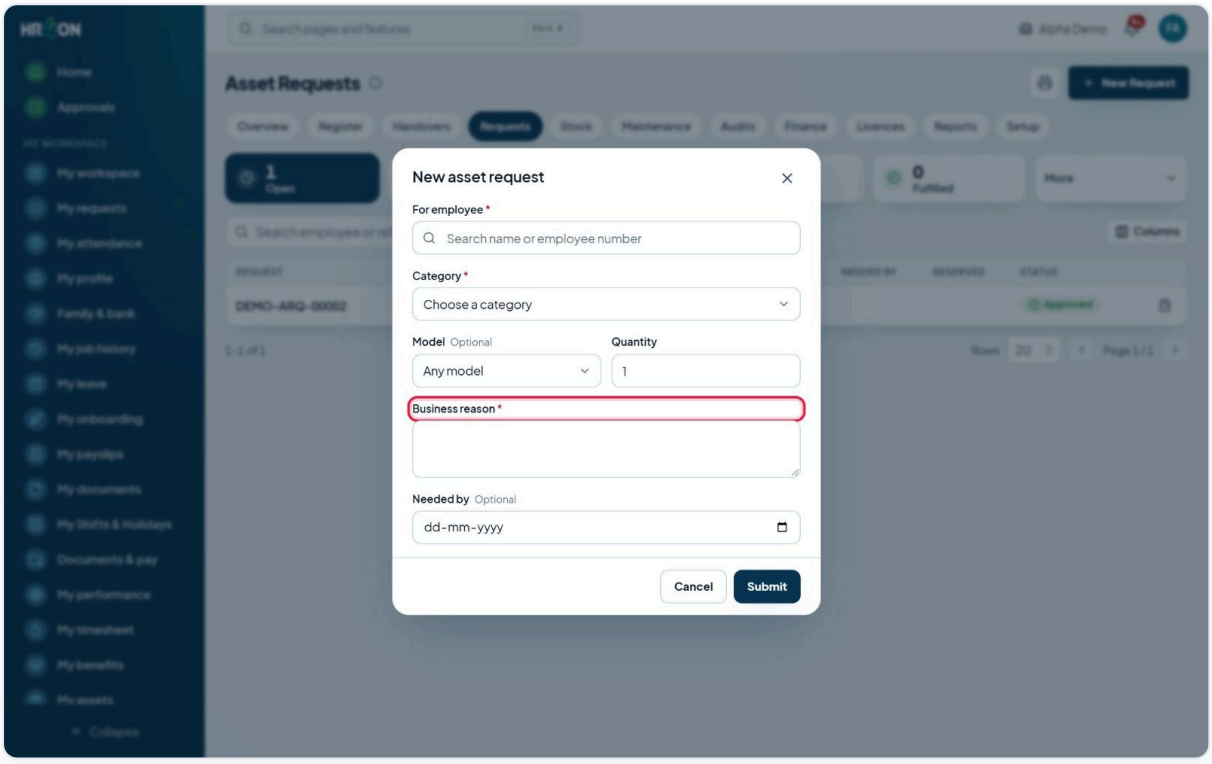
Raise a request on behalf of an employee, for example when a manager phones you.

HOW TO DO IT

1. Select **New Request**.
2. Choose the employee under **For employee**, the category and **Model**, the **Quantity** and **Needed by** date.
3. Enter a **Business reason** and select **Submit**.

GOOD TO KNOW

- The request goes to the employee's manager for approval before you can fulfil it.



06 Returns

Assets come back when someone changes role, swaps a device or leaves. Always check the accessories and condition.

6.1 Receive a return

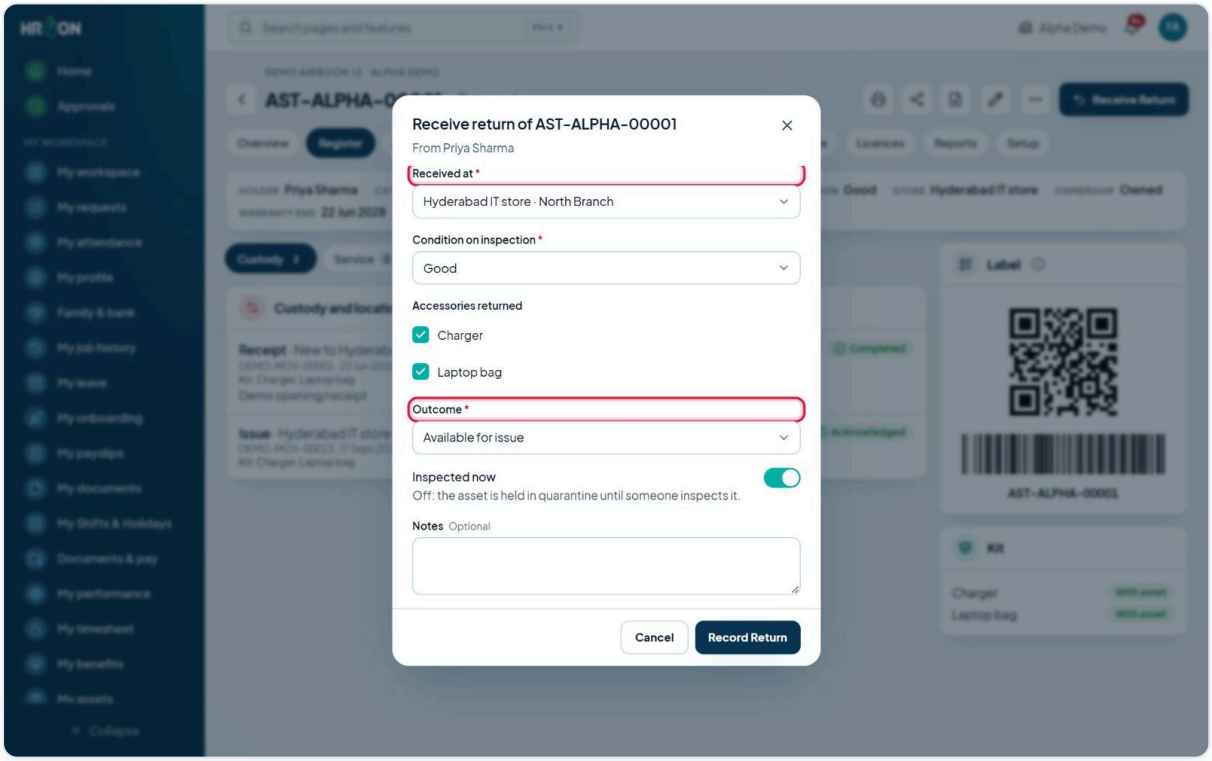
Record the return when the employee hands an asset back.

HOW TO DO IT

1. Open the asset (scan it) and select **Receive Return**.
2. Choose where it was **Received at**.
3. Record the **Condition on inspection** and tick the **Accessories returned**.
4. Choose the **Outcome**: **Available for issue**, **Quarantine (inspect / repair)** or **Disputed condition**.
5. Select **Record Return**.

GOOD TO KNOW

- If accessories are missing, the return is recorded as a partial return. The missing items stay open as a discrepancy against the employee until they are recovered or a decision is made.

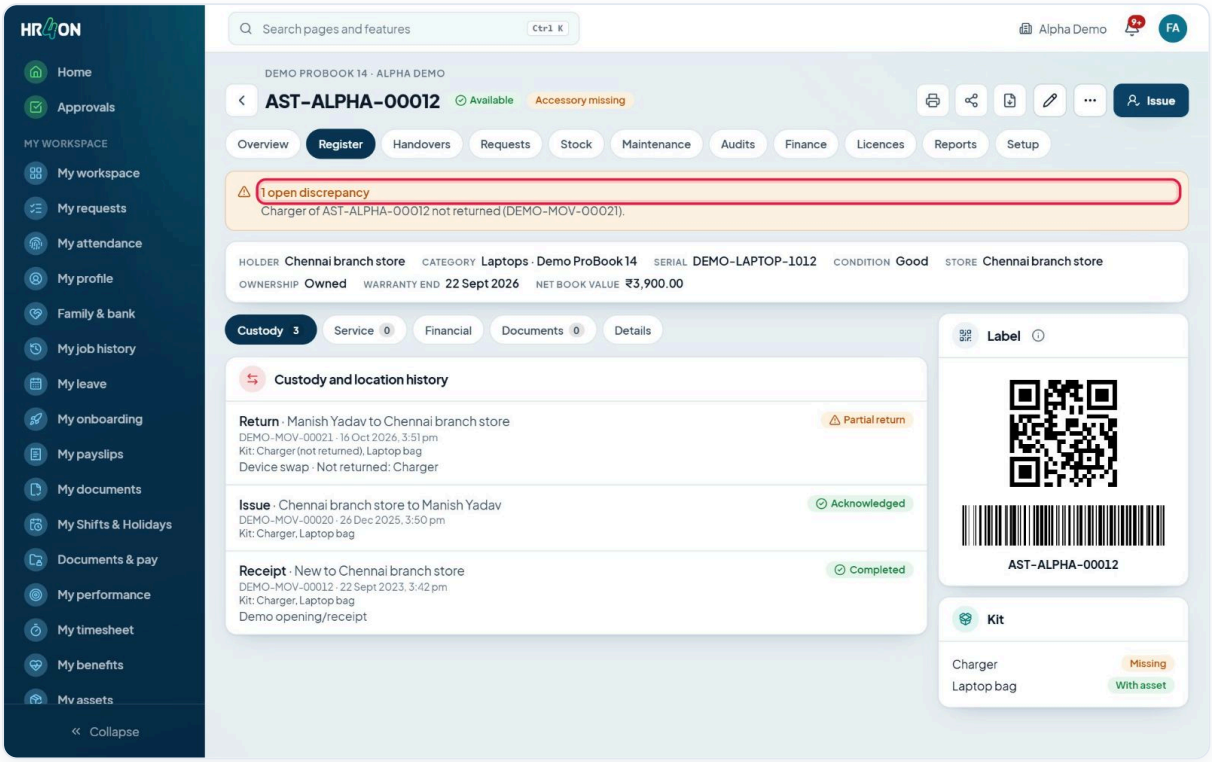


6.2 Partial returns and discrepancies

A laptop that comes back without its charger is a partial return. Resolve it when the charger turns up, or when the employee pays for it.

HOW TO DO IT

1. Open **Handovers** and select **Partial returns**, or the **Discrepancies** tab.
2. Open the discrepancy.
3. Select **Resolve** and tick **Item physically recovered (restores it to the kit)** if it came back, or select **Raise Incident** to start a loss case.



An asset returned without its charger: the kit shows the charger as missing.

07 Repairs and maintenance

Track faulty equipment through repair, and plan preventive servicing so nothing lapses.

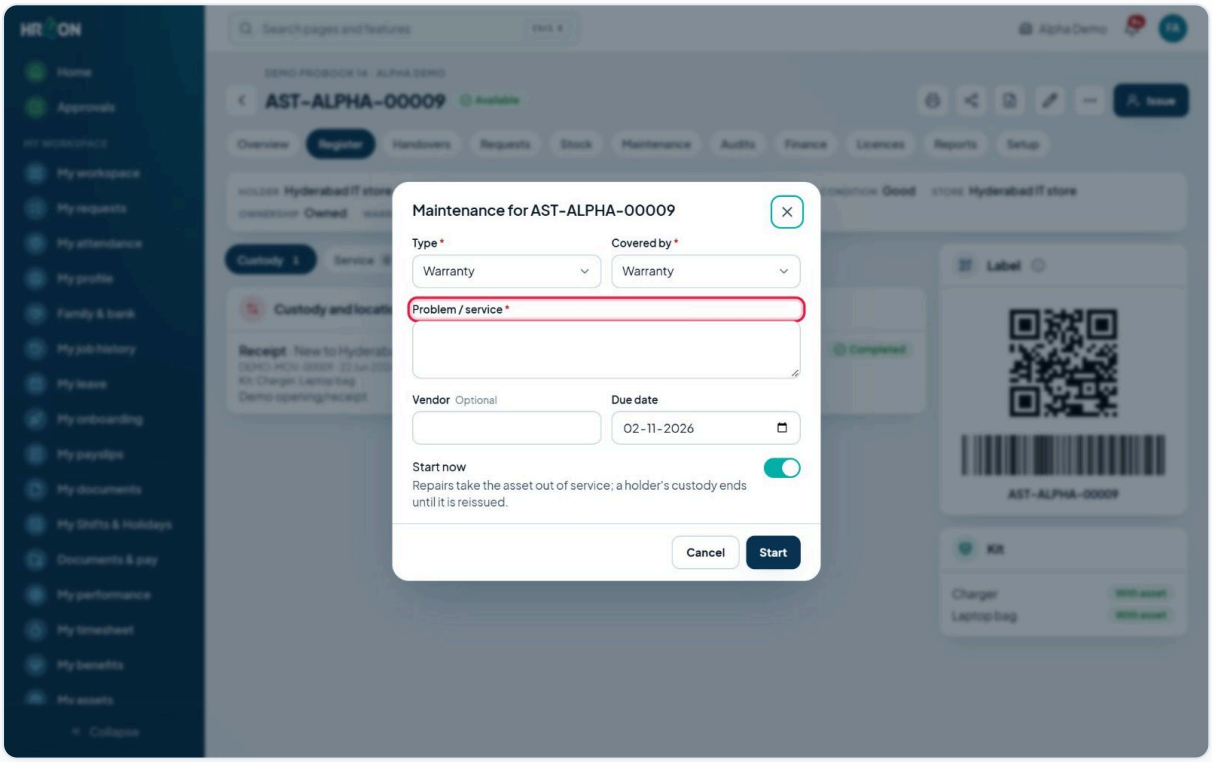
7.1 Send an asset for repair or service

HOW TO DO IT

1. Open the asset and choose **More actions**, then **Maintenance or repair**.
2. Choose the **Type** (repair, warranty or preventive), describe the **Problem / service**, choose the **Vendor** and what it is **Covered by** (warranty, AMC or paid).
3. Set the **Due date** and select **Schedule**, or tick **Start now** if it is going today.

GOOD TO KNOW

- If the employee needs a device while theirs is away, use **Issue a loaner** on the maintenance order.



7.2 Follow maintenance orders

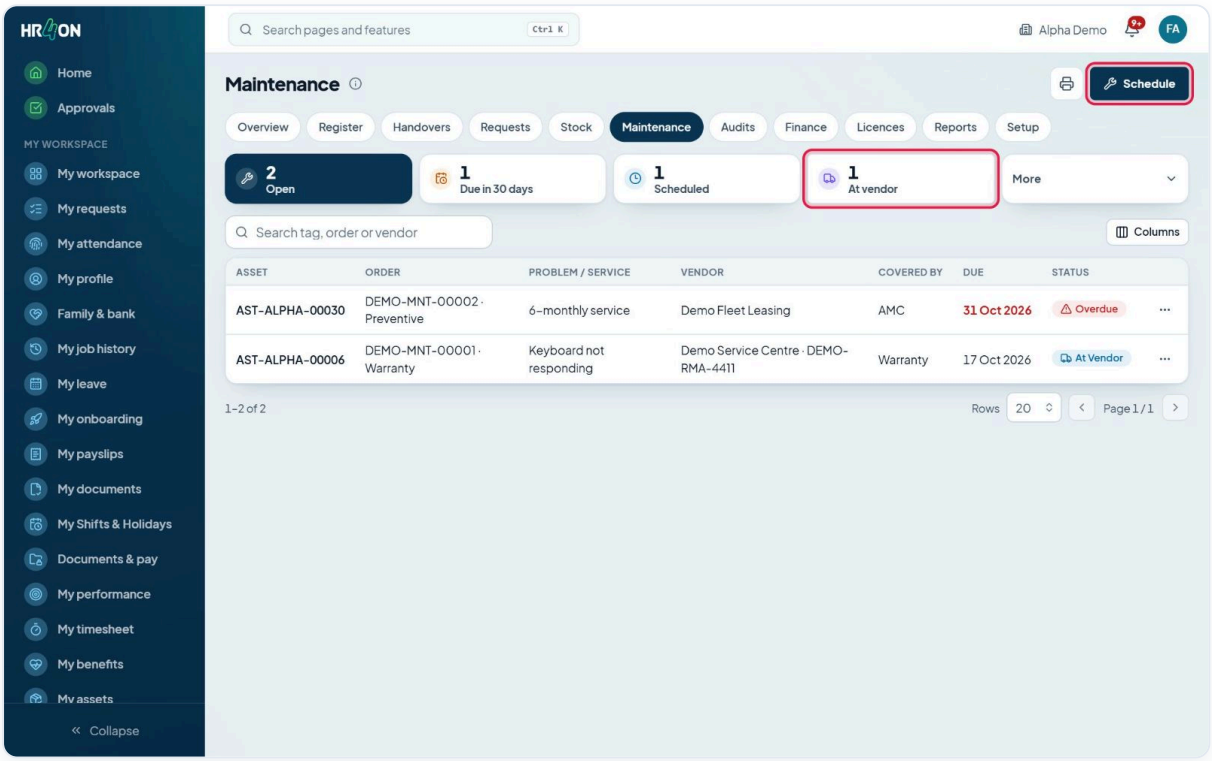
The maintenance list shows every open order and where it is.

WHAT YOU SEE

- **Scheduled**: planned.
- **At vendor**: with the repairer, with the **Vendor ticket / RMA**.
- **Overdue**: past its due date.
- **Completed**: back and serviceable (or not).

HOW TO DO IT

1. Open the **Maintenance** tab.
2. Use **Order actions** on a row: **Start**, **Dispatch to vendor**, **Receive from vendor**, **Complete** or **Cancel**.
3. When it comes back, record the **Condition** and whether it is **Serviceable**.



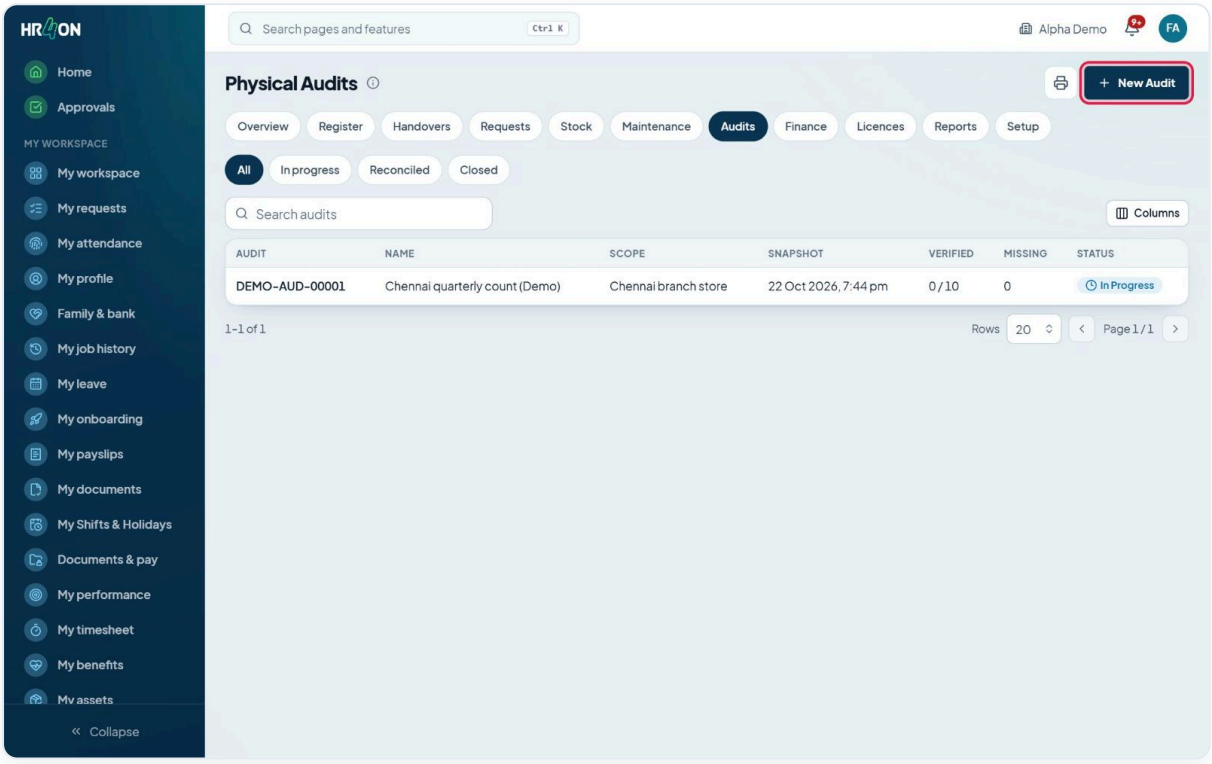
08 Physical audits

A physical audit checks that what HR4ON says is in a store, or with people, is really there.

8.1 Start an audit

HOW TO DO IT

1. Open the **Audits** tab and select **New Audit**.
2. Enter a **Name**, choose the **Company** and the **Scope** (a **Store** or **Branch**).
3. Select **Take Snapshot**. HR4ON records what it expects to find at that moment.



8.2 Scan and reconcile

Walk the store and scan each asset. HR4ON compares what you find with the snapshot.

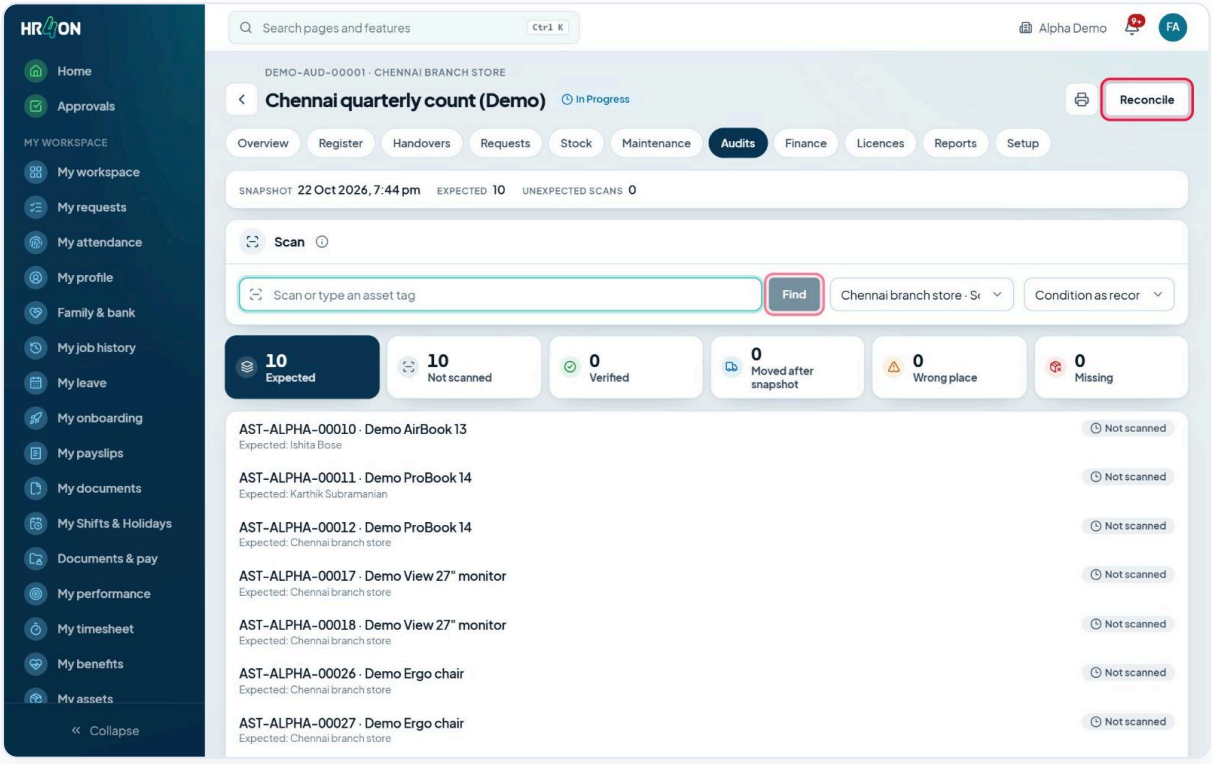
WHAT YOU SEE

- **Expected**: in the snapshot.
- **Verified**: scanned where expected.
- **Wrong place**: found somewhere else.
- **Moved after snapshot**: legitimately moved since.
- **Missing**: not found.
- **Unexpected scans**: found but not expected here.

HOW TO DO IT

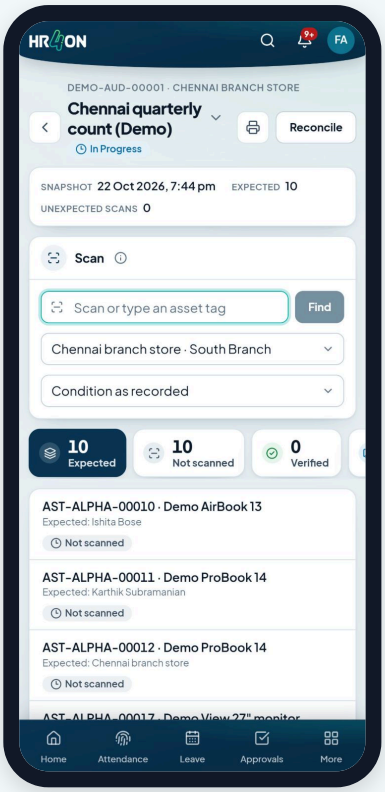
1. Open the audit.
2. Under **Scan**, scan or type the **Asset code**, choose where it was **Observed at (store)** and its condition, and select **Find**.
3. When you have finished, select **Reconcile**, give an explanation for each difference and **Resolve** it.
4. Select **Close Audit**.

> **TIP**
> - Scan with a phone as you walk round; the list updates as you go.



ON YOUR PHONE

The same screen on a phone. Menus collapse into the bottom bar and the ··· button.



09 Exit recovery and clearance

When someone leaves, HR4ON adds a **Return company assets** task to their exit clearance and assigns it to you. Their exit cannot be completed until it is done.

9.1 Your exit clearance tasks

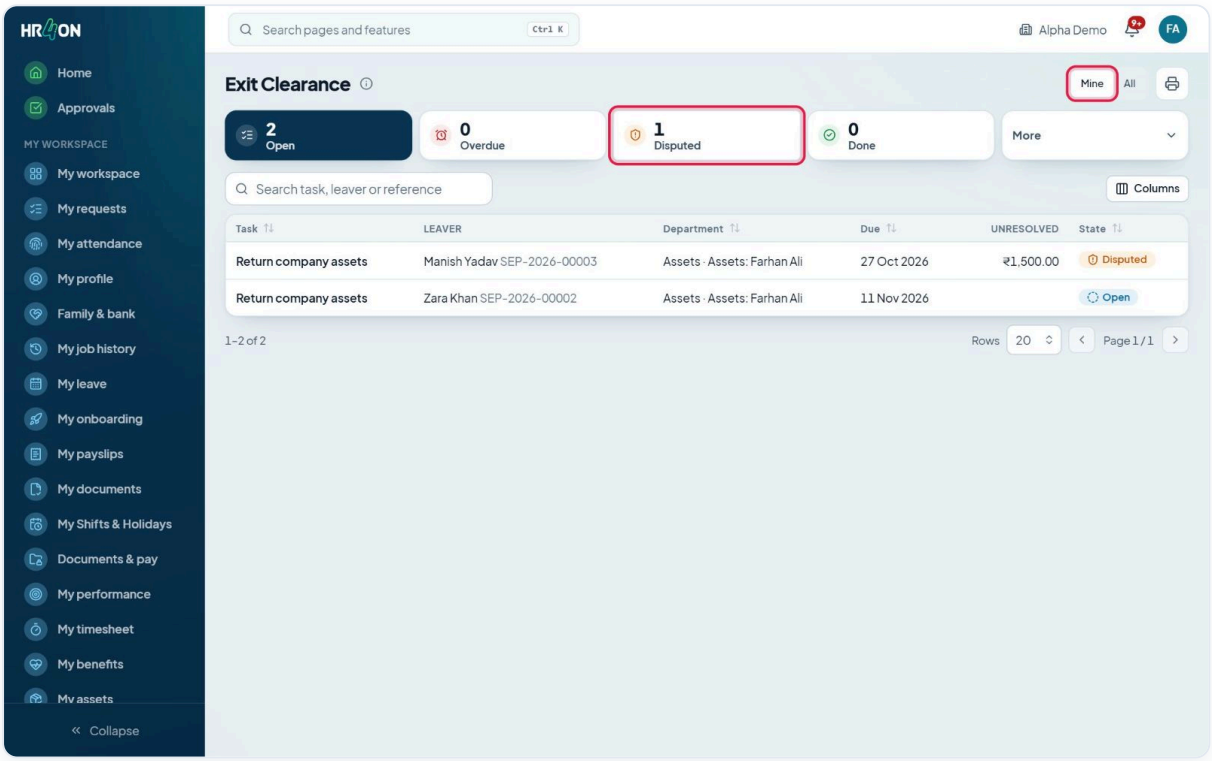
See every leaver who still holds company assets, with the due date and any unresolved amount.

WHAT YOU SEE

- **Open**: still to do.
- **Overdue**: past the due date (usually the last working day).
- **Disputed**: the leaver disagrees, for example about a charge.
- **Done**: cleared.

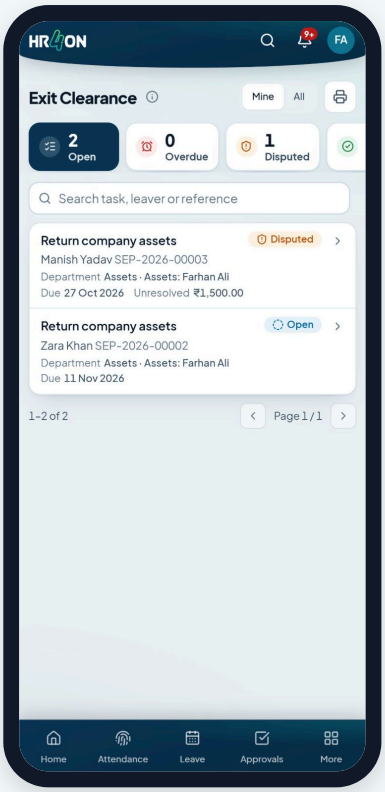
HOW TO DO IT

1. Open **Exit Clearance** in the People menu.
2. Choose **Mine** to see only your tasks.
3. Select a task to open the leaver's case.



ON YOUR PHONE

The same screen on a phone. Menus collapse into the bottom bar and the ··· button.



9.2 Clear the assets task

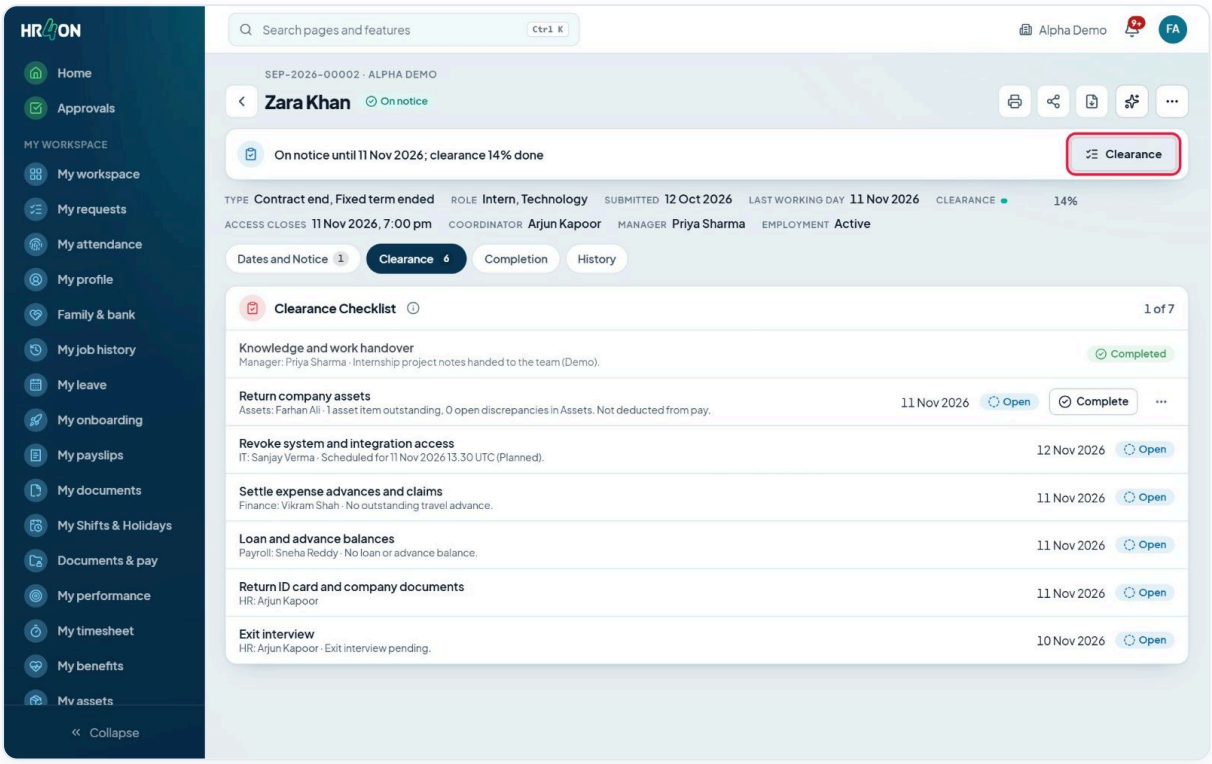
Check the leaver's holdings, receive everything back, and then complete the task.

HOW TO DO IT

1. Open the leaver's case and the **Clearance** tab.
2. Receive each asset back as described in the Returns chapter.
3. When everything is back, complete your task with an evidence note.
4. If something is not returned, record the loss (see the next section). Use **Task actions** to **Record Dispute**, **Waive**, **Escalate** or **Reassign or Change Due Date**.

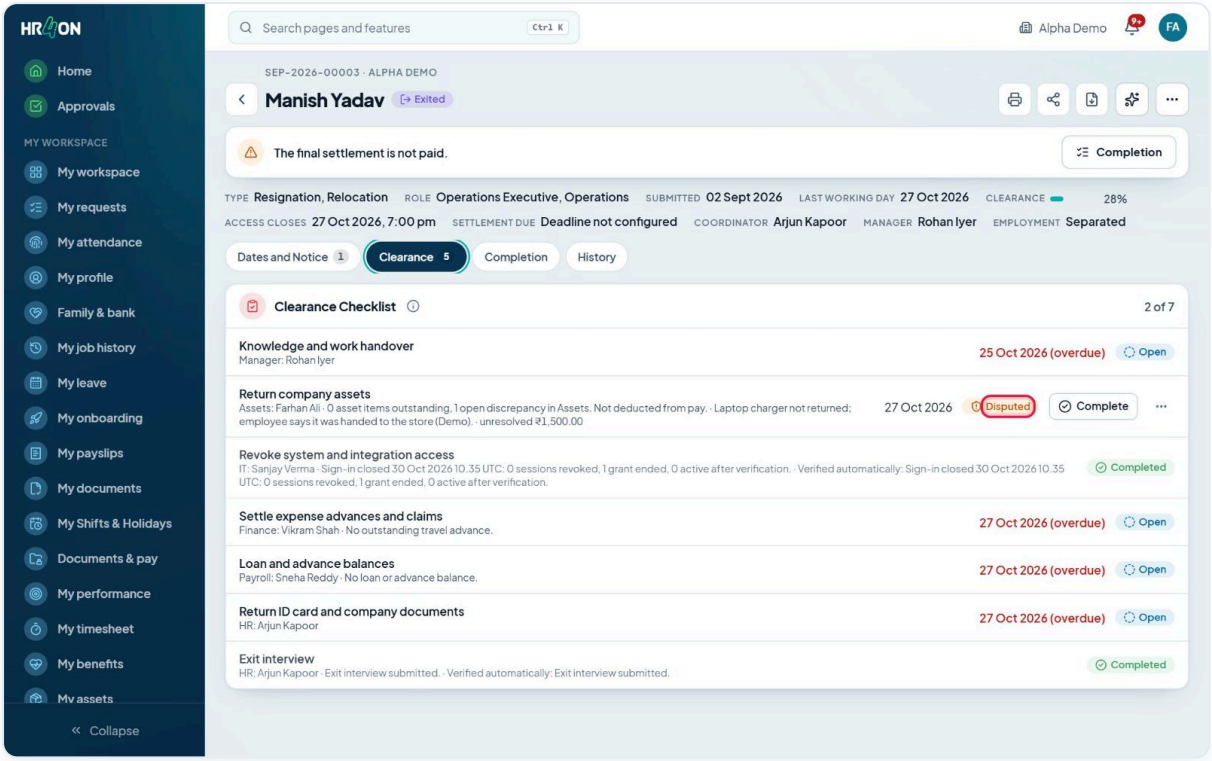
GOOD TO KNOW

- Any unresolved amount goes into the leaver's final settlement once a recovery is approved.



9.3 A disputed clearance

Here a leaver returned a laptop without its charger, and the recovery amount is disputed. The task stays **Disputed** until HR and finance decide.



10 Loss, damage and recovery claims

When an asset is lost, damaged or stolen, record it straight away. Finance and HR then decide whether to recover the cost from the employee.

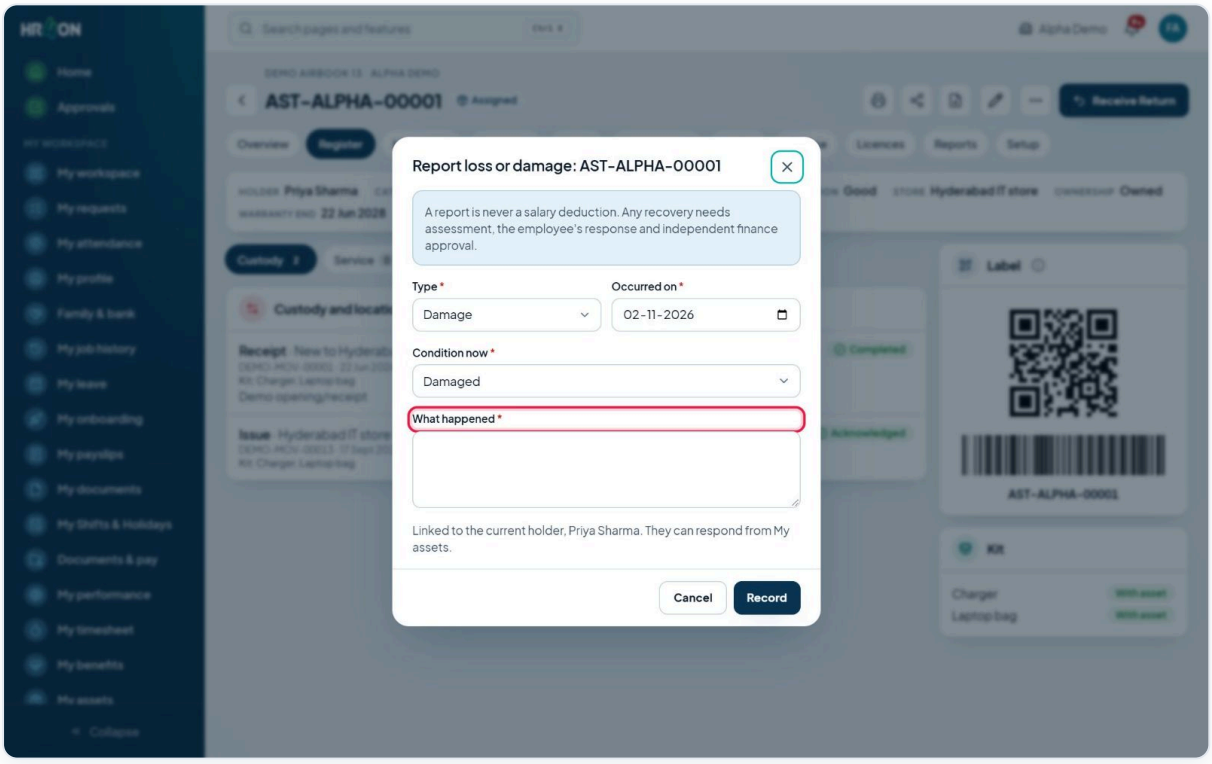
10.1 Report loss or damage

HOW TO DO IT

1. Open the asset and choose **More actions**, then **Report loss or damage**.
2. Choose the **Type**: **Damage**, **Loss** or **Theft**.
3. Enter when it **Occurred on**, the **Condition now** and **What happened**.
4. Select **Record**.

GOOD TO KNOW

- The employee is asked for their side before any recovery is proposed.
- Lost or stolen phones and laptops must also be reported to IT so they can be locked or wiped.



10.2 Recovery claims

Loss and damage cases are assessed on the **Finance** page. A recovery is proposed against the asset's value and sent for approval.

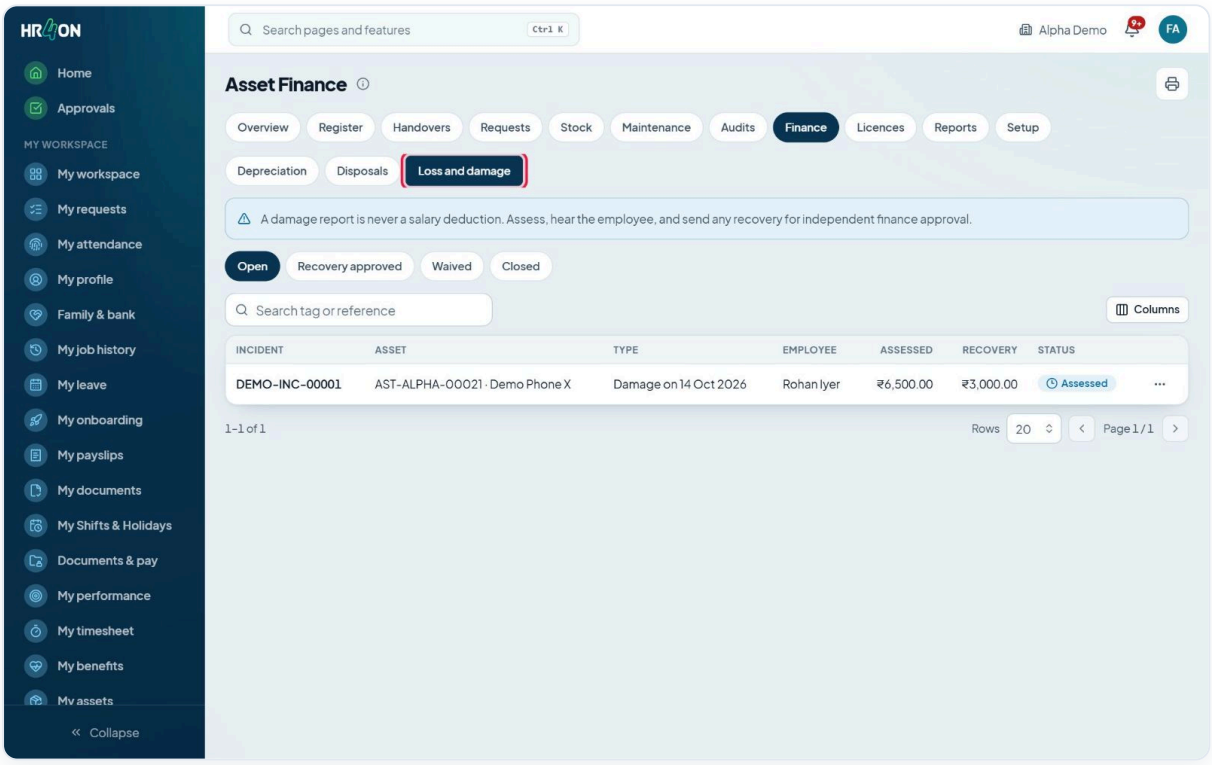
WHAT YOU SEE

- **Assess**: decide the amount, with the **Assessment basis**.
- **Send recovery for approval**: the recovery goes to an approver; once approved it can be taken through payroll or the final settlement.
- **Waive** or **Close without recovery** when no charge is fair.

HOW TO DO IT

1. Open the **Finance** tab and select **Loss and damage**.
2. Open the case and use its actions.

> **GOOD TO KNOW**
> - A recovery cannot be more than the cap set by your organisation (a percentage of book value).

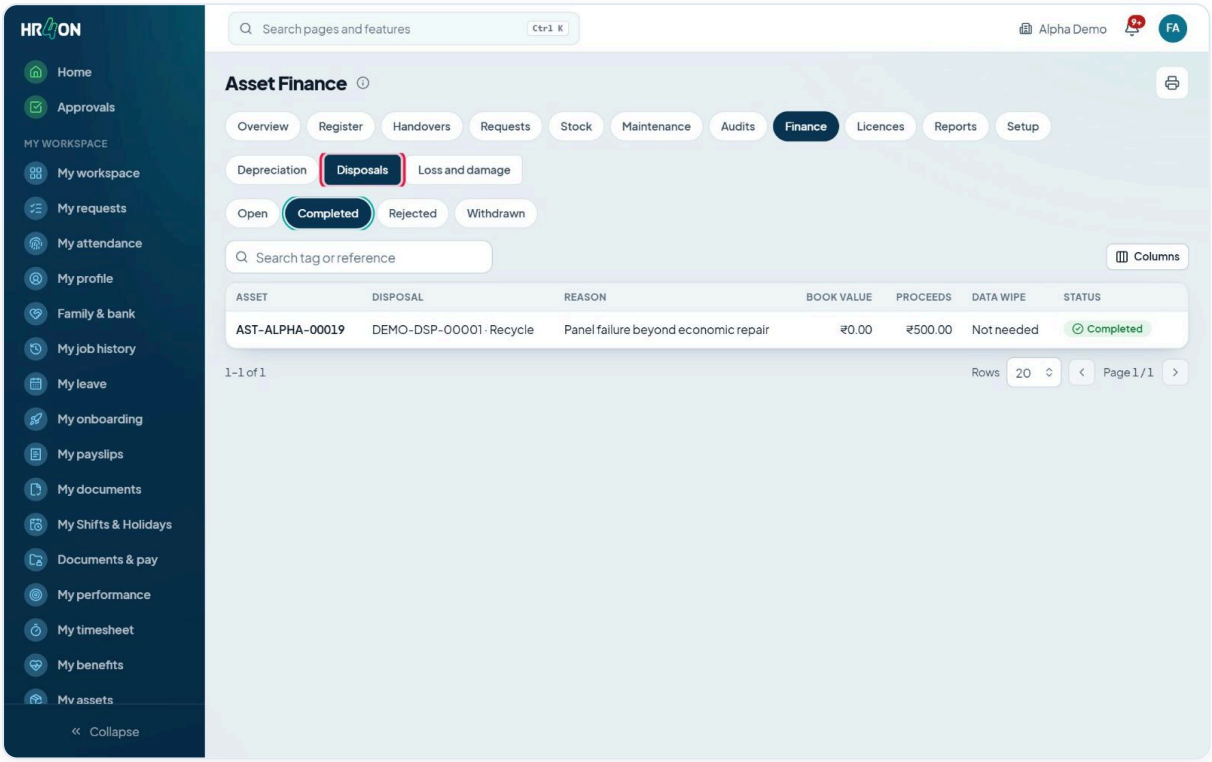


10.3 Retire and dispose

At the end of its life an asset is retired. Laptops and phones need a data wipe certificate before disposal.

HOW TO DO IT

1. Open the asset, choose **More actions**, then **Retire / dispose**.
2. Choose the method and give the reason, then select **Request Disposal**.
3. When it is done, the disposal is completed on the **Finance** page under **Disposals**, with **Record data wipe** and **Upload wipe certificate** where needed.



11 Reports

Asset reports answer the common questions: what is where, who holds what, what is ageing or expiring, and what is still owed by leavers.

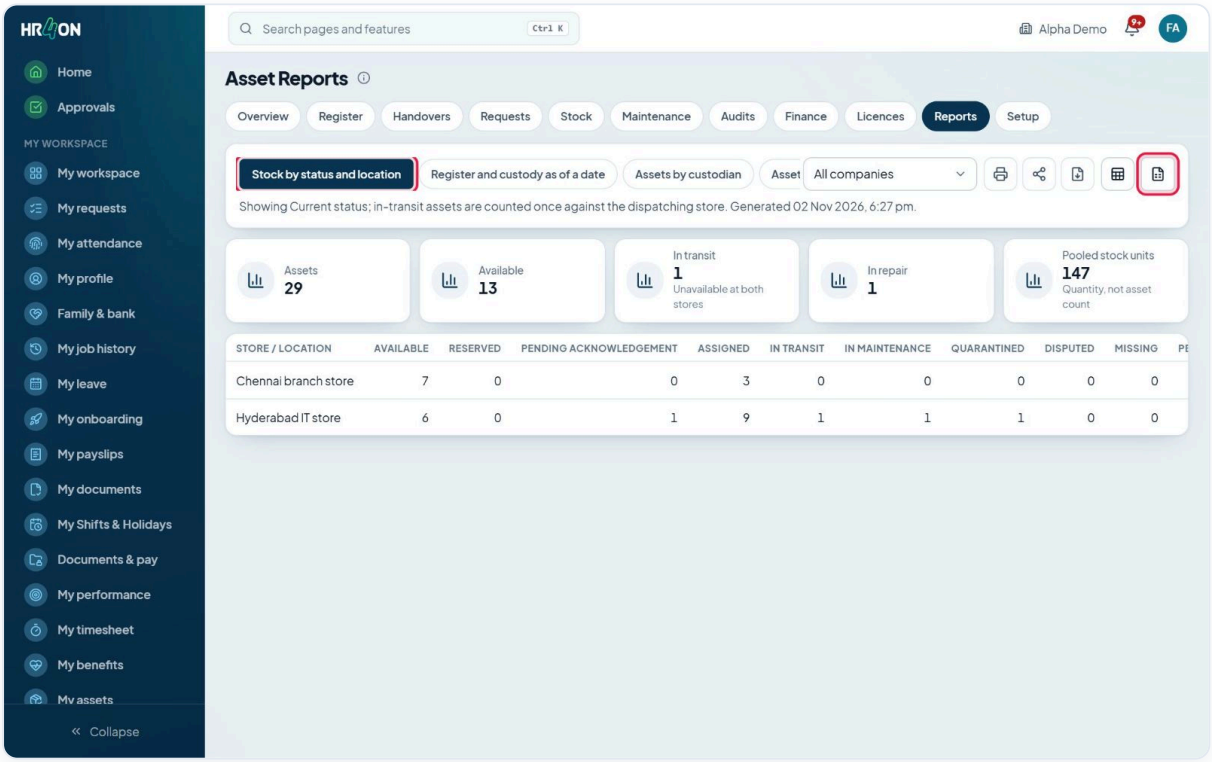
11.1 Run an asset report

WHAT YOU SEE

- **Stock by status and location**
- **Register and custody as of a date**
- **Assets by custodian**
- **Asset ageing**
- **Warranty, AMC, lease and licence expiry**
- **Audit discrepancies and unresolved returns**
- **Cost, depreciation and disposal reconciliation**
- **Employee clearance and approved recovery**

HOW TO DO IT

1. Open the **Reports** tab.
2. Choose a report on the left.
3. Choose the **Company** and, where offered, the **As of date** or **Window**.
4. Select **Download Excel** or **Download CSV**, or use **Print** for a PDF.

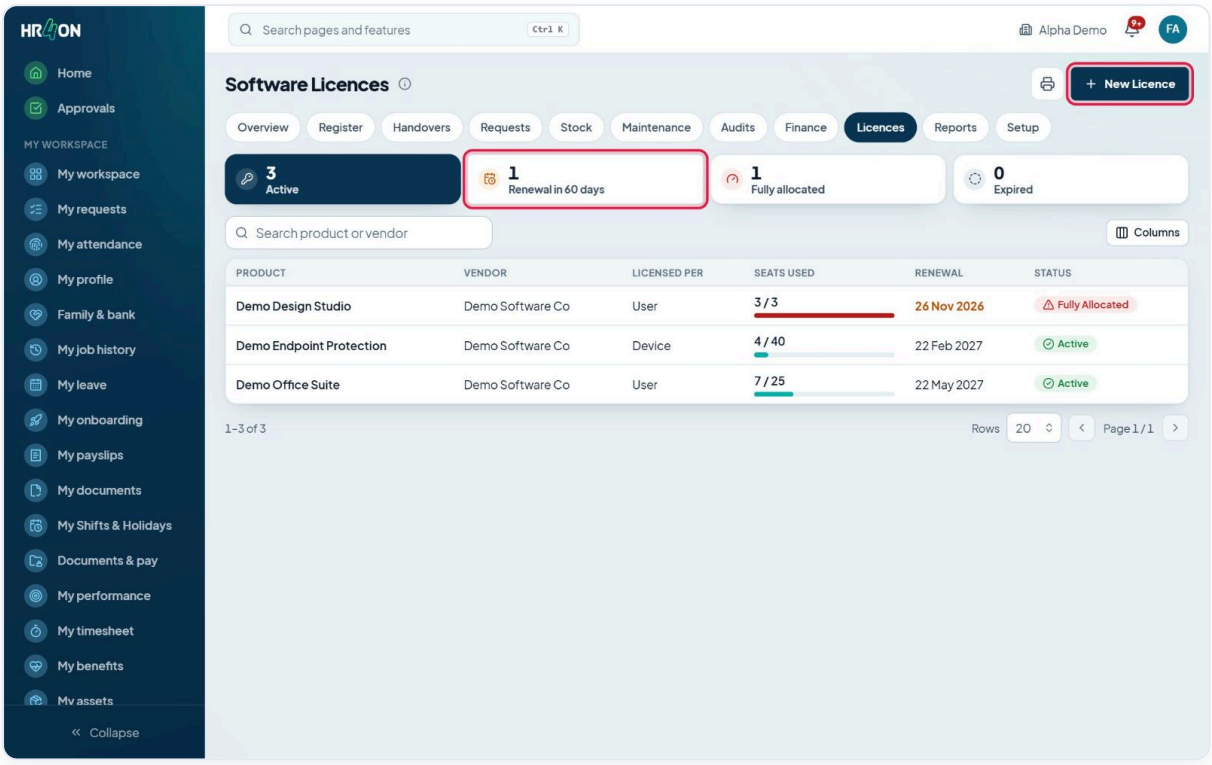


11.2 Software licences

Track software seats like assets: who has one, how many are free and when the contract renews.

HOW TO DO IT

1. Open the **Licences** tab.
2. Open a licence to **Assign** a seat to an employee or device, or **Reclaim seat**.
3. Use **Renew / Change Seats** at renewal time.



A Words used in this guide

Acknowledgement
The employee's confirmation that they received an asset and its accessories.

Asset tag
The unique number on an asset's label, such as AST-ALPHA-00001.

Custodian
The person accountable for an asset or a store.

Discrepancy
A difference between what should be there and what is, such as a missing charger.

Exit clearance
The tasks that must be finished before a leaver's exit is complete.

In transit
Dispatched from one store and not yet received at the other.

Kit
The accessories that belong with an asset, such as a charger and bag.

Net book value
What the asset is worth on the books after depreciation.

Partial return
A return where some accessories did not come back.

Pooled stock
Items tracked by quantity rather than one by one, such as headsets.

Quarantined
Held back from issue until it is inspected or repaired.

Recovery
An approved amount the employee pays towards a lost or damaged asset.

Snapshot
The list of assets an audit expects to find, captured when the audit starts.