SOP: Onsite I.T. Asset Collection
Non-Leased Assets

CREW CERTIFICATION: Only crews with at least one Certified I.T. Asset Handler may be dispatched to perform I.T. asset pickups.

CREW SIZE: The number of assets onsite determines the number of crew members required:

- Up to 900 lbs or 30 assets (whichever comes first) = 1 crew member
- EXCEPT: 2 crew members are required if: any one asset weighs more than 80 lbs that is not on wheels; OR any one asset on wheels weighs over 250 lbs.
- 901 – 2999 lbs or 31 - 100 assets (whichever comes first) = 2 crew members
- 3000 – 4499 lbs or 101 to 200 assets (whichever comes first) = 3 crew members
- Over 4500 lbs or over 200 assets (whichever comes first) = 4 crew members

More than 4 workers are not recommended because limited space will decrease each person’s efficiency.

At least one member of each crew must have completed the online certification process before executing onsite IT Asset Recovery jobs.

TIME: Expect to package between 20-30 assets per hour per person, including setup time and scanning/labeling. Therefore, a pickup of 100 pieces should take 2 people 2-2 ½ hours. Likewise, a 200 asset pickup should take 3 people between 2-2 ½ hours.

Make sure you have enough time to complete the task in one day. Pickups over 600 assets may have to be scheduled over multiple days.

PACKING MATERIALS: The number of assets onsite determines the supplies that need to be brought to the pickup location.

QUALITY:

- **Stretch film**: must be at least 100 Gauge. (Allow 300 ft/pallet for 20 rounds)
- **Boxes**: 275# Double-walled corrugate
- **Bubble wrap**: ½” Industrial wrap, 18” Width
- **Cardboard slip sheets**: must be double-walled at least 350 #
  (Min. size: 40” x 40” Max size: 40” x 48”)
- **Pallets**: must be either new or without damage, and must be 40” x 48”

- **DO NOT USE CHEP PALLETES.**
QUANTITY:
(Add 20% to the customer’s estimate to cover extra assets)

- **PALLETS** – 1 pallet / 42 CPUs
  - 1 pallet / 27 CRT monitors
  - 1 pallet / 36 LCD/flat screen monitors
  - 1 pallet / 120 laptops (12 MultiPaks/pallet)
  - 1 pallet / 12 printers

  *Minimums: bring 2 Pallets/job or 1 pallet per asset type when there’s more than 6 of that type*

- **BOXES:** 275# DOUBLEWALLED CORRUGATE
  Bring 1 Box / 4 LCD monitors **AND** 1 Box / 10 LAPTOPs

  *Minimum: 3 boxes*

- **BUBBLE WRAP** for Flat Screen Monitors & Laptops:
  Bring 3 FT/LCD **AND** 3FT/LAPTOP

  *Minimum 50 FT*

- **SLIP SHEETS** - 1 SLIP SHEET FOR EVERY 6 ASSETS
  *(except laptops and flat screens)*

- **SHRINKWRAP** – 300 ft / pallet – *Minimum 600 FT or 1 standard roll*

- **PACKING TAPE** – *Minimum 1 roll*
  Bring 1 roll/100 LCDs **AND** 1 roll/100 LAPTOPs

- 1 **HAND CART** / 150 assets

- 1 **TWO-WHEELED DOLLY** / 200 assets

- 1 **SCANNER KIT** / 300 assets

**LIFTGATE:** If the pickup location does not have a dock, a liftgate truck will be required. Ensure that the liftgate is large enough to hold a full pallet plus pallet jack. Use of a liftgate requires extra time, so budget your time accordingly.

*If a liftgate is required, count on the majority of the labor being performed outside, so bring large tarps to prepare for weather.* Load each pallet into the truck as it is completed to limit exposure to the elements.
PROCEDURES

1) **ONSITE:** Upon arrival at the pickup location, locate the used equipment that is to be picked up and find a suitable location to work.

2) **SCANNING ASSETS:**

   Asset = CPU, CRT Monitor, Flat Panel Monitor, Laptop, Box of keyboards, mice.

   Apply the Barcode Tags to each asset.

   ![Barcode Tag Image]

   **DO NOT COVER UP ANY OTHER ASSET TAG OR BARCODE WITH THESE LABELS.**

   While one person is labeling, the other should scan assets.

   a) Some jobs may require you to scan or enter the customer’s asset tag number. If the barcode doesn’t scan, enter the number manually.

   ![Asset Tag Image]

   b) You will be prompted to indicate the type of asset and its brand.

   c) Scan the asset serial number on the back of the asset;

   **NOTE:** The correct number / barcode to scan on Dell CPUs will match the “Service Tag” number as shown below:

   ![Service Tag Image]
d) Rate the asset condition: **Damaged / No Damage**

e) The scanner will prompt you to take a photograph of any asset that is **Damaged** using the built-in digital camera on the scanner.

f) Extras include keyboards, mice, cords, and miscellaneous materials; they are to be boxed and each box counts as one asset (and requires a Barcode Tag to be scanned).

g) ASSETS SHOULD BE PALLETIZED IMMEDIATELY AFTER SCANNING. This will avoid duplication or confusion about which assets have already been recorded. Press **Label/Photograph Pallet** onscreen to create a Pallet ID label and photograph a finished, wrapped pallet.

3) **PALLETIZATION STANDARDS:**

- Monitors and CPUs are palletized separately.
- **USE A SLIP SHEET ON EACH LAYER OF ASSETS, INCLUDING THE FIRST LAYER ON THE PALLET.**
- Boxes of Extras can be added to the top of Monitor or CPU pallets.
- **IF IT IS POSSIBLE TO SECURELY PACK ALL ASSETS ON A SINGLE PALLET (or LEFTOVER ASSETS AFTER PACKING ASSET TYPES SEPARATELY) DO SO.**
- **MAKE SURE THAT IF THERE ARE LAPTOPS IN THE MIXED LOAD, NO HEAVY ASSETS ARE PLACED ON TOP OF THEM.**
- **MAXIMUM 5 FT HIGH (60") PER PALLET.**
- Apply extra shrinkwrap to single pallet loads to further ensure minimal load shifting during transport.
- There can be no overhang beyond the edges of the pallet.
a) **Packaging Procedures for Monitors** (For each step see the corresponding photo)

**THE MAXIMUM NUMBER OF LAYERS FOR CRTs IS 3 / PALLET.**

If there are different types and sizes of monitors, each layer should contain only the same type. The top layer can contain unmatched monitors if necessary.

**Steps:**
1. Place regular size pallet on ground – 48” x 40”
2. Place one layer of cardboard on top of pallet
3. Place monitors faced down on the cardboard:
   - For 15” Monitors place **nine monitors** faced down on the cardboard
   - For 17” Monitors place **six monitors** faced down on the cardboard
   - For 19” Monitors place **six monitors** faced down on the cardboard
   - For 21” Monitors place **four monitors** faced down on the cardboard
   **Note:** When placing monitors on the cardboard it is important to place the monitor bases facing out. Also, make sure monitor cords are wrapped around monitor bases.
4. Then place another piece of cardboard on top of the 1st base of monitors.
5. Place another layer of monitors face down on the cardboard
   **Note:** Make sure the monitor bases are facing out.
6. Then place another piece of cardboard on top of the 2nd base of monitors
7. Place final layer of monitors face down on the cardboard
   **Note:** Again, make sure the monitor bases are facing out.
8. Tightly shrink-wrap the monitors. Shrink-wrap a minimum of 3 times/layers to ensure stability.
9. Make sure shrink-wrap connects to the pallet to prevent shifting while product is in transit.
b) **LCD (FLAT SCREEN) MONITORS** must be wrapped in bubble wrap and boxed.

![Diagram of how to wrap and tape flat screen monitors](image)

Place in the box on their stands with screens facing each other, and backs together.

**NEVER PACK WITH THE BACK OF ONE MONITOR AGAINST THE SCREEN OF ANOTHER.**

Also place bubble wrap between monitors in the box to avoid damage.

![Image of monitors wrapped and placed in a box](image)

Depending on size, 4 flat screen monitors should fit in a 24” x 18” x 18” box.

Take note of the count and type of assets on the pallet before shrink-wrapping.
c) **CPUs** are stacked according to the size of the CPU, with the largest going at the bottom of the pallet. **MAXIMUM 5 FT HIGH (60") or 7 LAYERS PER PALLET.**

**USE A SLIP SHEET BETWEEN EVERY LAYER OF CPUS TO AVOID LOAD SHIFTING.**

**CPUs – Max. overall height: 7 layers or 5 ft.**

- **SERIAL NUMBERS FACING OUT**
- **Each layer must be level**

**Cardboard slip sheet between each layer**

**Pallet**

Each pallet must be wrapped securely with shrink wrap, with at least 3 layers covering the entire pallet.

**Always tie shrink wrap to pallet to start. Secure assets to pallet with shrink wrap.**

MAKE AT LEAST 20 ROUNDS (or 3 Layers covering entire pallet) AND END WITH A CRISS-CROSS PATTERN ON EACH CORNER TO AVOID LOAD SHIFTING.

Take note of the count and type of assets on the pallet before shrink-wrapping.
d) **LAPTOPS** are packaged separately in boxes. There are two acceptable methods of packing laptops. One is to use a shipping kit specifically designed for laptops, or secondly, to use bubble wrap and pack snugly in a standard box.

**NOTE: Laptops must ship standing on edge, not flat.** If laptops are flat, screen damage will occur from the keys being pressed against the screens in transit.

Each laptop must be tagged and scanned separately before packing.

**Check for Damage:** Before tagging and scanning, make sure to open each laptop in order to properly rate a laptop’s condition. A laptop should be rated as POOR if you find any of the following:

- Cracked or deeply scratched display screen
- Cracks near the hinges or on outer case/shell
- Broken latch (that keeps the laptop closed)
- Missing or damaged keys on the keypad

**Packaging Laptops:**

**SLOTTED BOX OPTION:** A padded, slotted laptop shipping kit offers the best protection for shipping 4 or more laptops. If a slotted laptop shipping kit is available, begin by assembling the laptop box. Once it is assembled with foam and a cardboard pad in the bottom and slotted divider, it looks like this:

i. Insert each laptop into the divided slot (maximum of 10 per box.)

ii. Place all of the laptop accessories in the provided accessory tray, and place it on top of the slotted divider.

iii. Once the box has been filled, close the box with the top half, and apply security tape.
BUBBLE WRAP OPTION: Wrap laptops in bubble wrap and pack them securely in standard 350# double-walled corrugate boxes. Depending on laptop size, 10 laptops should fit in a 24” x 18” x 18” box.

- Place 2 layers of bubble wrap on the box bottom.
- Wrap laptops on all sides but the edge with the latch (where you open it).
- Allow at least 3 ft of wrap per laptop.
- **Laptops must stand on edge to avoid damage.**
- Pack with the latch of the laptop facing up.
- Pack laptops side by side with enough bubble wrap on all sides so they cannot fall over in transit.

Take note of the count and type of assets on the pallet before shrink-wrapping.

4) PALLET LABELING: Once a pallet is complete, complete the Pallet ID labels for each pallet. (2 labels per pallet)

a) Each pallet label must contain the following information:

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CLIENT REF#: 
CARRIER ORDER#: 
PALLE WT: 
PALLET ___ OF ___
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b) Press the “Label/Photograph Pallet” button on the Scanner screen, and follow all the instructions.

c) You will be required to take a picture of each pallet. Make sure the photo shows how securely the pallet is wrapped.
5) **CLOSING THE JOB:** Once all assets have been scanned and all pallet labels completed and all pallets photographed, press “Close the job” onscreen. You will be required to get a signature and email address from the customer. Please ask them to sign slowly on the scanner screen. Type in the customer’s last name as instructed.

   a) The final screen shows all the information that has been entered into the scanner. Please confirm and press the “Done” button.

   b) Press “Administration” onscreen, then press SYNC to upload the day’s completed job data before you leave the job site.

   c) Press “Administration” onscreen, then “Shut Down” to turn off the scanner.

6) **NOTIFICATION:** Upon completion of the job, please call the LP call center and advise on the status of the job and for further instructions.

7) **RECORDING WEIGHT:** Under most circumstances the shipment will then be taken to your local terminal. At this point each pallet must be weighed and recorded on the pallet label, and the total shipment weight must be recorded on the BOL and reported to the LP by calling the LP call center.

8) **BILL OF LADING:** When the pallets arrive at the local LP terminal, a BOL will be filled out for this order. The information that will be contained in this BOL includes:

   a) Reference#

   b) LP Order#

   c) Weight of each pallet by pallet number.

   d) In addition, the weight must be written on the pallet itself for every pallet of the order.

   **IT IS VERY IMPORTANT THAT THE WEIGHT ON THE BOL AND THE WEIGHT ON THE PALLET ARE ACCURATE!**

9) **PARTIAL ORDERS:** No partial orders will be shipped.

10) **CONSOLIDATION:** Orders may be consolidated until the LP Terminal has a full truckload. At that point a Master BOL will be created that has every Reference#, LP order# and the number of pallets on each order. It will also contain the LP Load# of the truckload going to final destination. The Master BOL as well as every individual Order BOL will go with the Driver for verification by the destination facility. Orders must be delivered to their final destination within 10 business days of pickup.