

## Packing the Equipment



### Highlights

- ***PCs that are incorrectly packed can incur costly damage while in transit. Our packing guidelines will minimise the chance of damage and additional damage billing charges***
- ***Proper labelling enables us to identify your asset and minimises the time spent reconciling it to your terminating lease***
- ***Please ensure that each box containing a returned asset has an identification label which clearly displays your Return Note Number (RNN)***

### Proper labelling

The source of many end of lease (EOL) issues is directly related to properly identifying returned assets.

We take pride in our end of lease policies and capabilities, such as EOL notification and asset-level decision-making that allow you to determine the best disposition for each asset. However, many of the PCs returned to us are 'unexpected'. That means, either we have not received notification that they are being returned, or there is inadequate information included with the shipment to identify the lease assignments. If we cannot match the asset returned to the asset you meant to return, billing will continue on the leased asset, creating extra billing, and credit and reconciliation issues. Please also ensure that you return

only those items that relate to your terminating lease schedule. Due to the high volumes of equipment received at our Asset Recovery Centre we are unable to return equipment shipped in error and we will invoice you for the disposal of any additional machines received. All equipment relating to the terminating lease should be returned in one shipment to avoid delays in reconciling returned equipment.

The solution is simple – each box containing a returned asset must have an identification label with the following information:

1. *Company Name*
2. *Number of machines in box*
3. *Machine Types, Models and serial numbers*
4. *Your unique Return Note Number (RNN)\*.*

\*When you notify us of your returns decision you will be sent a Returns Confirmation Letter which will include your Return Note Number (RNN). It is very important that you retain this letter as it will be used in the process of scheduling your return. Please ensure that a copy of the letter is included with your return. For security reasons, the designated returns location is unable to accept delivery without this.

### **Palletising**

If you are shipping larger quantities of assets, palletising may be more cost-effective. Please read the information on palletising contained in the "Shipping and Receiving" section of this guide.

### **Unit packing**

PCs that are incorrectly packed can incur costly damage while in transit. Our packing guidelines will minimise the chance of damage and additional damage billing charges.

### **In general:**

- *The boxes should be large enough to allow three to four inches of space between the unit and any side*
- *Seal box with tape*
- *Attach an identification label to the side of all boxes with cellophane tape. Make sure the label is securely attached and will not fall off during shipping and handling.*

### **Laptop:**

- *Place a small square of thin card/ thick paper between keyboard and lid*
- *Wrap unit in 'large bubble' bubble wrap. Secure with tape*
- *Place unit in box on its end, not flat. Ensure no more than three layers of machines within a box*
- *Wrap auxiliary units (AC adapter and so on) in bubble wrap and place in box with the laptop*
- *Boxes may then be stacked on pallets.*

### **Monitor:**

- *Wrap monitor in bubble wrap*
- *Place monitor in box laying on its side (not on its pedestal)*
- *Add power cord and signal cable. Pack so as not to damage the screen*
- *Be certain to include pedestal base/tilt-swivel stand*
- *Ensure pedestal base is securely attached*
- *Ensure stacking on pallet no more than two high with adequate packing between layers*
- *Ensure screens are not stacked face down on pallet.*

### **Printer:**

- *Remove toner cartridge and place in plastic bag. Seal bag with tape*
- *Wrap detachable paper-handling devices in bubble wrap and secure with tape*
- *Secure paper feeding devices with tape*
- *Wrap printer in bubble wrap and secure with tape. Place printer, toner cartridge, paper-handling and paper feeding devices in box.*



**Desktop:**

- *Place unit in plastic bag. Seal with tape. Wrap unit in bubble wrap. Secure bubble wrap with tape*
- *Place unit in box and add packing material (paper, cardboard, polystyrene to limit movement)*
- *Place unit, keyboard, power cord and mouse in box*
- *Ensure stacking on pallet no more than four high.*

**Server:**

- *Remove component from rack and place in plastic bag. Seal with tape. Wrap component in bubble wrap. Secure bubble wrap with tape. Place component in cardboard box*
- *Place unit, keyboard, power cord and mouse in box*
- *Wrap rack in bubble wrap. Seal with tape. Secure rack to pallets.*





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