Sprout

START

Service request entered by user

Rush request (<7-10 day **turnaround**)?

- Yes → Load stamped with **RUSH REQUEST** and prioritized over others in queue
- No → Type

Type
- Disposal → **Tier**
- Redeployment → Sprout picks, packs, ships reserved assets back to designated delivery point and notifies IT Asset Manager
- Supplies Delivery ONLY → Contact IT Asset Manager

Tier
- **I or II** → Labor assistance needed?
- **III** → Add'l packing supplies needed?
- **IV** → On-Site Destruction

On-Site Destruction:
Sprout schedules driver, technician, and mobile shredder, and system notifies user

Driver and technicians arrive on site, logging roundtrip travel time and on-site time per person per labor tier, and serialize HDs and count tapes and CDs before shredding

Add'l packing supplies needed? (Tier III)
- Yes → Sprout prepares necessary on-site supplies (pallets, shrink wrap, load straps, pallet jack, etc)
- No → Sprout schedules White Glove pickup (scanner, laptop, and wi-fi hotspot) and system notifies end user

Driver, technicians, and laborers arrive on site, logging roundtrip travel time and on-site time per person per labor tier, and reconcile in-scope assets to user's asset list, packing/preparing in-scope and other assets for safe shipment

Labor assistance needed?
- If Yes, **Tier II** → End user describes in detail the secured and palletized assets that need to be moved from existing place to truck
- If no, **Tier I** → End user confirms weight and dims of each pallet

End user uploads picture of each prepared pallet that needs driver-assisted loading

Add'l packing supplies needed?
- Yes → Sprout prepares necessary on-site supplies (pallets, shrink wrap, load straps, pallet jack, etc)
- No → Sprout schedules driver-assisted pickup, and system notifies end user

Driver and laborers arrive on site, logging roundtrip travel time and on-site time per person per labor tier, and pack and prepare assets for safe shipment

On-site user verifies and signs Asset Recovery Pickup Form

Tier I path:
End user confirms weight and dims of each pallet

Sprout schedules LTL pickup, and system notifies end user

Pickup is completed, and signed BOL is uploaded to portal

Asset registration of in-scope assets is completed, and signed BOL is uploaded to portal

Settlement is completed and load is moved to Approved status for billing / payment

Sprout issues to on-site user a signed Certificate of Destruction (with serials for HDs and counts for tapes & CDs)

END

Definitions

Rush request: service in < 3 business days from date of request

Turnaround: normally, 5 business days from date of request to schedule, and 5 business days from date to service

Tier I service: driver ONLY loads truck (no packing, palletization, or moving required)

Tier II service: packing, palletization, and moving required but NO on-site registration or reconciliation of assets

Tier III service: on-site reconciliation is needed in addition to packing, palletization, and moving

Tier IV service: full inventory and production of asset list required, followed by on-site reconciliation in addition to packing, palletization, and moving