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**Aaron Zeper**

- CEO of DMD Systems Recovery
- 25 Years of IT Services Leadership
- Companies: IBM, Tech Data, Insight, & Calero
- Services:
  - Software Implementation
  - Software Asset Management
  - IT Asset Disposition
  - Expense / Spend Management
  - Lifecycle Services

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**Agenda**

1. Introduction
2. Purpose
3. Select Under the Cover ITAD Practices
  1. Financial
  2. Social Responsibility
  3. Processing
  4. Company
4. Recap

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## Outcome

- What red flags to look for
- What questions to ask
- The contract terms to demand
- Changes you need to make

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## Why I Chose this Topic

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## **\*\*Disclaimer\*\***

These are actual tactics.  
Used everyday by many ITADs

However  
"the names have been changed to  
protect the guilty"

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## Financial




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## Revenue Share



Attractive Revenue Share Percentage





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## Revenue Share



Consignment Model

- Aligns you and your ITAD
- Serial number reporting by asset with sale price and channel
- Actuals, not Hypotheticals
- Understand where and why company chooses the sales method / channel
- Ask for detail on FMV model and the actual calculations

How to improve



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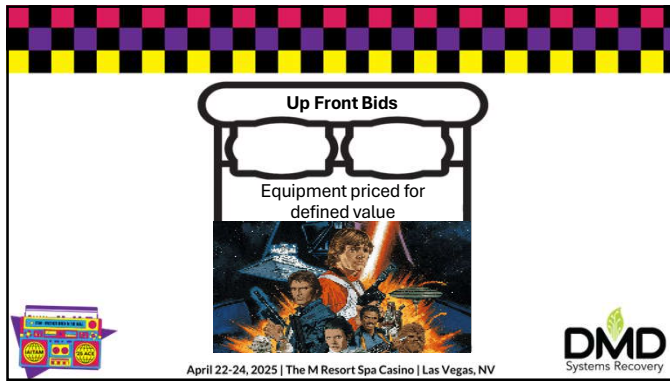
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**Up Front Bids**

Equipment priced for defined value

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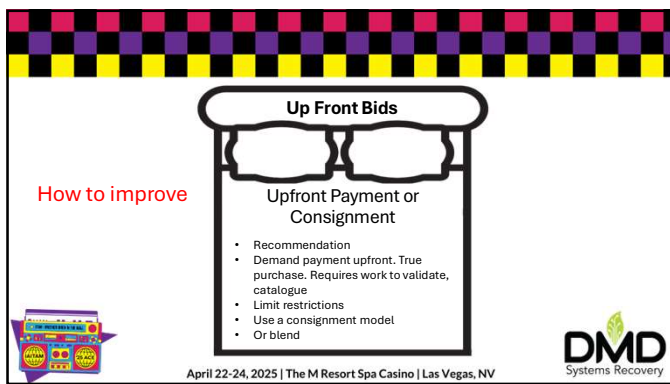
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**Up Front Bids**

**How to improve**

Upfront Payment or Consignment

- Recommendation
- Demand payment upfront. True purchase. Requires work to validate, catalogue
- Limit restrictions
- Use a consignment model
- Or blend

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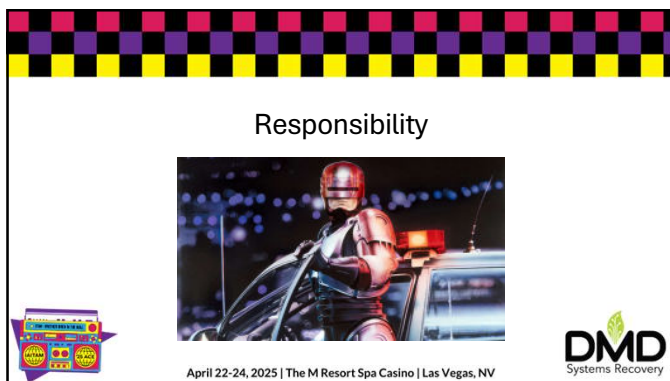
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**Responsibility**

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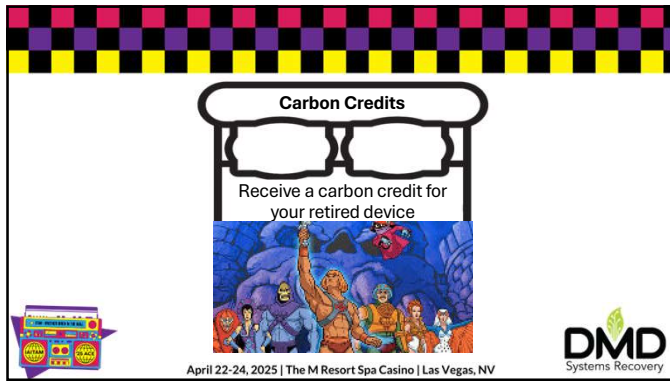
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**Carbon Credits**

Receive a carbon credit for your retired device

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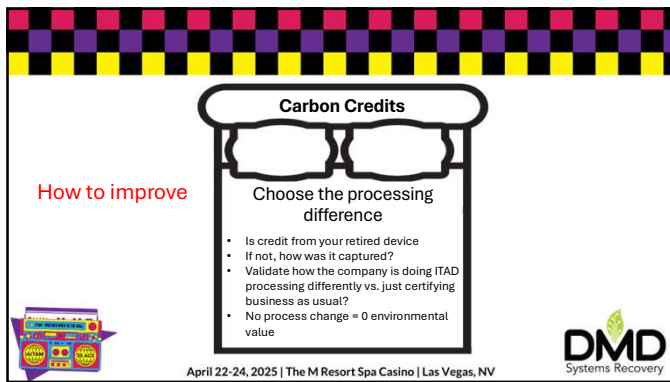
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**Carbon Credits**

How to improve

Choose the processing difference

- Is credit from your retired device
- If not, how was it captured?
- Validate how the company is doing ITAD processing differently vs. just certifying business as usual?
- No process change = 0 environmental value

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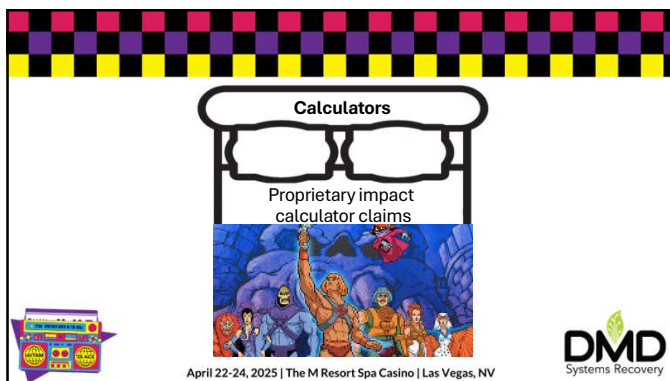
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**Calculators**

Proprietary impact calculator claims

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**Calculators**

**How to improve**

Capture raw data for **YOUR** impact calculations

- Clarify what data you need
- Understand what & why you are quantifying
- Use your ITAD's Impact Report with specific SASB or ESRs reporting and use those numbers in your reporting
- Change behavior not reporting

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**Processing**

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**Freight**

Normally cost or cost-plus model

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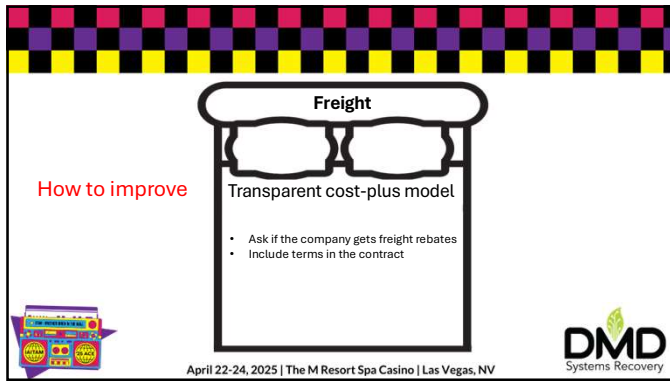
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**Freight**

**How to improve**

Transparent cost-plus model

- Ask if the company gets freight rebates
- Include terms in the contract

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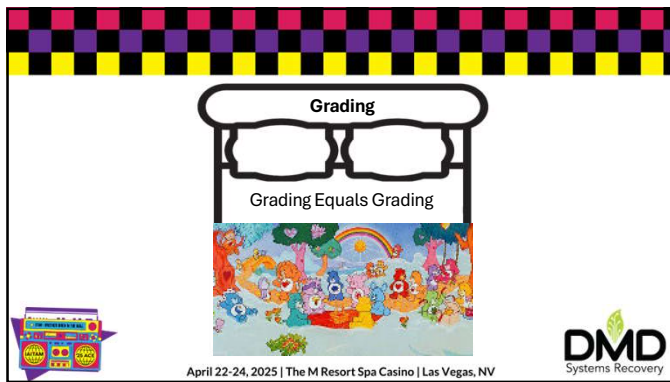
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**Grading**

Grading Equals Grading

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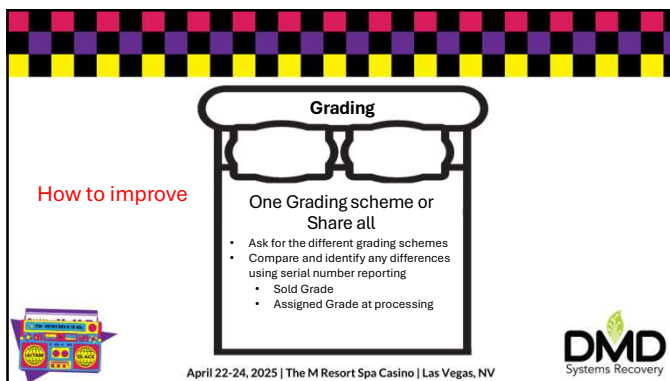
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**Grading**

**How to improve**

One Grading scheme or Share all

- Ask for the different grading schemes
- Compare and identify any differences using serial number reporting
  - Solid Grade
  - Assigned Grade at processing

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**Chain of Custody**

Company claims their own fleet, in-house shredding, & premier chain of custody

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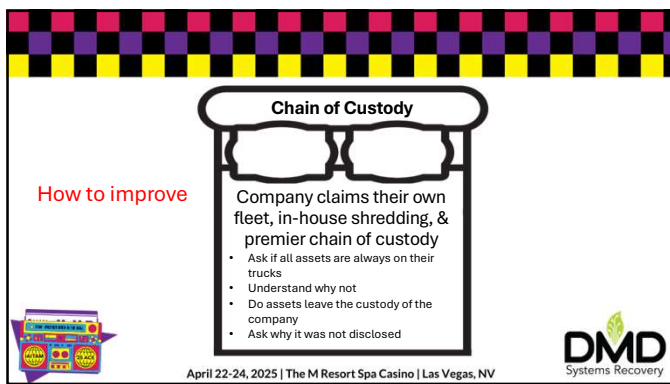
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**Chain of Custody**

Company claims their own fleet, in-house shredding, & premier chain of custody

- Ask if all assets are always on their trucks
- Understand why not
- Do assets leave the custody of the company
- Ask why it was not disclosed

How to improve

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**Company**

KEEP OFF MY REAR I'M EXPLOSIVE!

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**Certifications**

We are R2v3, eSteward, NAID

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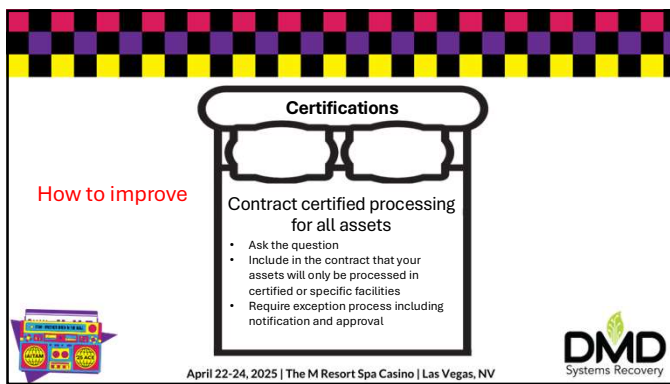
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**Certifications**

How to improve

Contract certified processing for all assets

- Ask the question
- Include in the contract that your assets will only be processed in certified or specific facilities
- Require exception process including notification and approval

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**Locations**

More Locations = Lower Freight Cost & Environmental Impact

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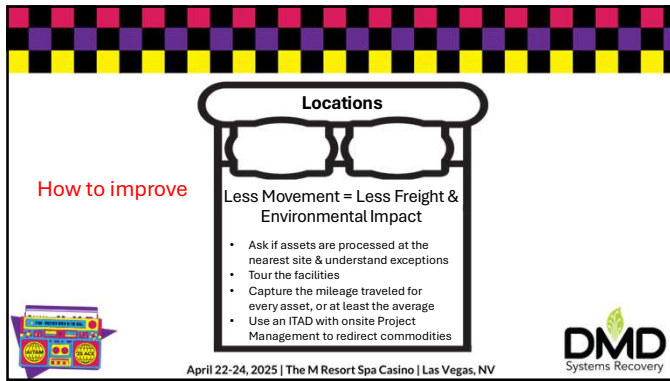
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**Locations**

**How to improve**

**Less Movement = Less Freight & Environmental Impact**

- Ask if assets are processed at the nearest site & understand exceptions
- Tour the facilities
- Capture the mileage traveled for every asset, or at least the average
- Use an ITAD with onsite Project Management to redirect commodities

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**eWaste Programs**

**Company highlights eWaste management solutions**

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**eWaste Programs**

**How to improve**

**Choose Reuse First™**

- Understand your assets – do they have resale value
- If not, find the best recycler
- If so, choose a Reuse-First™ company

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Bonus

SAVED BY THE BELL

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Platitudes

We focus on the circular economy

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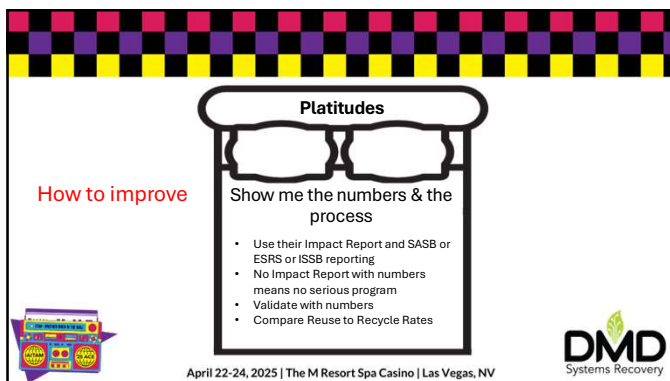
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How to improve

Platitudes

Show me the numbers & the process

- Use their Impact Report and SASB or ESRs or ISSB reporting
- No Impact Report with numbers means no serious program
- Validate with numbers
- Compare Reuse to Recycle Rates

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**Top 10 List**



1. Use a consignment model
2. Upfront quote gets upfront payment
3. Environmental Impact is all about show me the numbers
4. Proprietary Calculators means proprietary formulas – show me the numbers
5. Freight Rebates - Cost is cost. If you want to be transparent, be transparent

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**Top 10 List**



6. Grade all students / assets on the same scale
7. Chain of Custody extends through every link
8. Certifications apply to those certified
9. Locations are where the work takes place
10. Use eWaste solutions for eWaste, use ITADs for Services

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**Simple Recap**

- Don't Assume
- Ask
- Get it in Writing
- Reward Transparency and Honesty with your Business

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# Connect with Me!



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