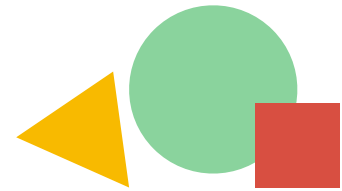


This is a living document that is subject to change, revision and evolution.



Glossary:

ACQ: An item purchased and assigned to an order assignment for immediate fulfillment.

Subitems	Link	Item Status	(opt) Tracking	ID
#158953 Tuttnauer 2540M Manual Sterilizer	https://www.ebay.com/vod/FetchOrder...			833942393

Acme Accessory Box: a customized box (generally small in nature, designed to hold accessories, cables, and other peripheral items that would otherwise be lost or discarded in a large container.

Packing Peanuts: A void fill in granular form used in Acme packaging to remove space within a package containing an item.



Cardboard Container: a box used to secure an item for transport.

Kraft Tape: An industrial paper, measuring approximately 3 inches in width with an adhesive backing activated by water lubricant, used to seal and secure containers.

Bag Sealer: a device that utilizes a metal heating element and silicone press to briefly heat and seal plastic by bonding the molecules.

Cleaning Specialist: An Acme Revival team member position, designated exclusively for cleaning procedures of items.

Documented: Photographed per mobile device, and uploaded to **Monday** (software task management).

Forced Air: Pressurized air directed into hose and tube used for intense removal of dust or other surface artifacts when applied.

Return: An item being returned to an Acme Facility per a prepaid shipping for further action.

Soy Foam: A custom cut piece of foam, created from plant based materials used to provide padding and shock absorbency within the packing container.

Heat Gun: A electrical powered handheld tool that directs very hot air through a metal tube. Generally used to shrink or condense materials such as plastics or rubber.

Suppl(ly)ies: An item intended for use by the company and staff that will last fewer than 1-year of use.

Inbound Diagnostic Room: A single room dedicated for inbound boxes, and device diagnostic evaluation/check-in.

Inbound Table: A table, or rollable flat-surface (with AC power) designated for check-in of inbound devices.

Monday: Acme Revival's task management software, hosted in the internet cloud.

Operating to Factory Specifications: Functioning, or working, to the stipulations and provisions of the factory or source of the device manufacturer. In short, "Good Working Condition."

Serial Number: An identifying mark- generally a multi-digit number or series of characters or numerals found in an inconspicuous locations on an item.

Acme Water: A surfactant compound of 25% water, 40% iso alcohol, 25% white vinegar and 10% Sodium Lauryl Sulfate Soap

Iso Alcohol: Pure White Vinegar with 5%-6% acidity. Primarily used to remove odors

Ultra-Cut Compound: micro abrasives (in paste form) for removing scratches, defects, stains and severe swirls/adhesives.

I. Inbound

Devices arrive via general courier service (FedEx, USPS, UPS, USPS, DHL) and should be promptly brought to the **Inbound Diagnostic Room**. Devices shall not be left in other miscellaneous locations, and certainly not outdoors.

Containers should be opened, recorded, and undergone diagnostic evaluation within 24 hours of arriving- however should ideally be checked-in immediately.

Inbound Devices generally fit into the following categories: **ACQs, Returns, Supplies, Miscellaneous Items**.

Regardless of the status, the device should be checked in through the following procedure:



1). The package, or container shall be opened carefully using a sharp tool (knife). Packaging materials shall be discarded and the item removed of its packing contents. This process should be **documented**.

Items may be heavy, and as such, if weighing greater than 55lbs, must be carried and unpacked with the assistance of an additional team member.

2). The item, free of its transit container/package shall be placed on an **Inbound Table**, and connected to a power source (if applicable). The item should be powered on.

3). The item (and its ancillary systems or accessories) shall be thoroughly inspected, checked for defects, and operated/navigated to ensure operation. The device, unless indicated as a **Return**, should be **operating to factory specifications**. This step should be documented, particularly, detailing specific defects, damage, cosmetic imperfections or other key information that may effect the ultimate fulfillment of an item. Further, the **serial number** should be photographed.

4). Should the item be operating to factory specifications, the item may be given to **Cleaning Specialist** for further work. Should the item fail to operate to factory specifications, or posses flaws- including serious cosmetic imperfections, the device should be returned to the vendor- unless in cases of **Return**.

In some rare cases, items determined by a fulfillment supervisor to be "correctable" or resolvable within 1-hour of labor, may proceed to be serviced immediately, per the fulfillment supervisor



II. Cleaning

Concluding the Inbound check-in process, the item, and all of its accessories and/or ancillary systems shall be delivered to a **Cleaning Specialist**.

The **Cleaning Specialist** shall expeditiously, and methodically, prepare the items to its new-like state, or as close to its new-like state as possible, given the time restraints, and other limitations.

Should an item posses a serious cosmetic blemish, or operational flaw or defect, the item shall be returned to the Fulfillment Supervisor for revision.

Wipe Down

brief: a rigorous scrubbing of all surfaces and accessories using a terry cloth and/or the following solvents:

- Forced Air
- Acme Water
- Iso. Alcohol
- Acetone

(the above solvents are organized in order of necessary strength and vigor)

Some solvents, including acetone, may permanently remove or degrade surfaces beyond correction. Use only when circumstances permit.

Cut-Compound

brief: a mechanical procedure using micro abrasives (paste) and orbital polishers per 6200 rpm. Nearly all surfaces should be polished.

- Ultra-Cut Compound
- Sanding (grit 120-180)

Ultra-cut compound is typically most forgiving, and will not degrade materials beyond correction. The paste should be applied into a clear formula prior to buffing with orbital polisher.

Sanding should only be used in areas of necessary surface improvements not remedied by solvents or compounds.

Detail

brief: a meticulous cleaning—intensively and minutely, of small, obstructive, or otherwise specialized areas.

- Acme Water
- Ammonia Free Glass Cleaner
- Iso. Alcohol
- Acetone

Best used with hand tools capable of reaching specialized or obstructed areas.

Screens, lenses, mirrors, or other reflective or translucent surfaces should be cleaned with an ammonia-free glass cleaner, generally under pressure.

Final Check / Bagging

brief: a final check of the item, ensuring aggregate refurbishment to Acme Revival standards and consistency guidelines. .



All items, once properly cleaned, must be bagged and sealed immediately following. The ultimate goal of bagging an item, is to seal the item from outside elements, and to present a professional and neat packaging mechanism to impress the customer.

Various bag sizes with various volumes exist. The smallest possible bag, with only the necessary amount of volume should be used. Do not use necessarily large bags.

Bags with their largest dimension shorter than 15” should be sealed using the **Bag Sealer**. A **heat gun** may be further used to further refine the bag.

Items that require larger bags that cannot be sealed using the **Bag Sealer**, should be sealed using an industrial zip tie, cinching the bag tightly after being gathered at one end.

For bags sealed in this manner, items should be placed inside the open bag, with the base of the item resting on the base of the bag, and the open end of the bag towards the sky or the top of the item. The item should then be arranged to fit in the bag best— particularly, the corner of the item within the corner of the bag. The bag should be arranged, so that to *mold* to the item within.

Once placed, the bag should be gathered in one area so as to present the item as ‘tightly sealed’, with the bag forming around the item so as to not present wrinkling, waves, or bunching. The gathered ends of the bag should then be fastened with a zip tie and the excess plastic ends cut. A heat gun should be used to fuse the zip tie and melt the remaining bag ends.



III. Packaging + Shipping

The bagged item and its ancillary systems and/or accessories should be prepared for packaging and shipping as soon as possible.

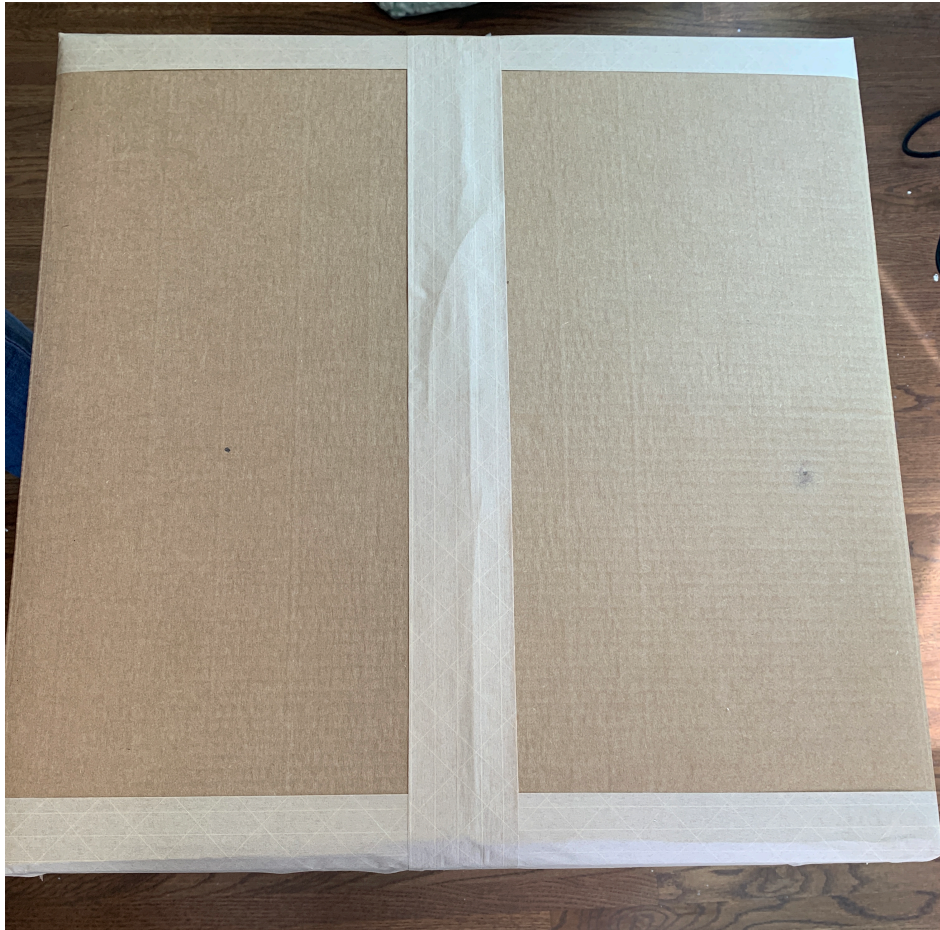
If an item possess accessories, the accessories should be placed within the smallest possible **Acme Accessory Box** so as to neatly contain the pieces.

The item itself, should be prepared for shipping in a **cardboard container (box)**, that is as small as possible, yet as large as necessary to ensure safe transit to its destination. As most items vary in size and weight, discretion should be used in this selection process.



The container should then be assembled and erected from its flat state, using **Kraft Tape**. The tape dispenser should be used to correctly measure the amount of tape necessary. Every container, regardless of size should be sealed with Kraft tape using the “H” method. Simply apply tape across all of the **boxes** open seams.

That will make an H-shape across the top and bottom of the container – hence the name.



Once the box is erected:

- 1). Insert the proper fitting custom **Soy Foam** piece to rest at the bottom of the container. It should fit snugly, or provide merely inches on each side. The packer should use discretion, and ensure the item being packed will never make contact with the ground and be immune from shock or vibration during transit.
- 2). Lower the bagged item into the container, so that the item's base is making contact with the inserted foam. Items should generally be packed in a "standing" position– never on their side or back, or top unless approved by a Fulfillment Supervisor. This process should be **documented**.
- 3). Once the item is securely in the container, **packing peanuts** should be dispersed into the container to fill all voids and open volume. The **packing peanuts** should be gently compressed and ensured to fill all open areas of the container.
- 4). The box should be closed so no void areas are present and sealed with Kraft Tape using the "H" method. The device is now ready for labelling.



Once the box is sealed:

The following labels must be adhered to every container containing an ordered item:

- a). courier shipping label (1)
- b). detailer identifier (3)

Upon discretion, the following labels may be adhered:



- c). UP Directional Label (2)
- d). Fragile Tags (5)

Should the container not possess the full fulfillment (order), the following labels should be adhered:

- e). Additional Accessories Ship Separate (2)

Some devices, especially those subject to specialized refurbishment, may have additional labels adhered upon discretion.

The container should be documented, and as required, include a photo of the shipping label and the identifier label in the same photo. The container is now ready to be given to the courier.

