

# A+ Education Trade-In Program

Managed by PowerON Services, Inc.



## Working = Value

Higher education and K-12 customers have the opportunity to trade-in **working** used devices for cash back toward the purchase of new products. Trade-in helps to reduce the cost of a refresh while maximizing the value of old devices.

## Customer Benefits

- Recoup value from investment
- Offset cost with cash back for greater savings
- Secure data destruction in full compliance with leading industry standards (NIST SP 800-88, NIST SP 800-122, and HIPPA Compliant)
- Shipping and packaging materials included

## HOW IT WORKS



### Get a Quote

Simply provide the model and quantity. A quote will be prepared and sent by email. Accept the quote using the eSign feature, or print, sign, scan, and email the signed quote document back to PowerON.



### Ship it Free

PowerON provides free shipping and packaging materials. End-to-end logistics is coordinated by PowerON. We use trusted carriers and track each shipment to protect the device while in transit.



### Get Paid

Upon arrival each device undergoes data destruction. Then trained technicians audit the device to confirm its condition. Expect to receive payment within two weeks, after PowerON receives the equipment.

## Eligible Products

Includes all leading brands and models. Equipment must be in working order to be eligible for trade-in. Devices must power on, have a functional display with no cracked glass and no defective internal components.

- Laptops & 2-in-1 PCs
- Desktops & All-in-Ones
- Tablets
- Mobile Phones
- Portable Media Players (iPod Touch)
- Servers (contact PowerON directly)

## Logistics

PowerON offers four methods for return logistics.

1. Return shipping label (e.g. Client has boxes to package)
2. Send packaging with shipping labels
3. FedEx pack and ship (e.g. Client brings device in to be packed and mailed out)
4. White glove (e.g. Generally large volume quotes. PowerON coordinates with freight company for onsite packing and pick up.)

## Three Ways to Get a Quote/Bid

1. Request quote/bid from your Sales Rep
2. Call **866-635-5776** for the PowerON A+ Deal Desk
3. Email request for quote/bid to [aplus@poweron.com](mailto:aplus@poweron.com)

## Who is PowerON Services, Inc.?

Since 1994, PowerON Services, Inc. has been at the forefront of strategic electronic reuse and recycling innovations. PowerON is an active partner of several major computer manufacturers supporting consumer, small business, enterprise, and education customers.

PowerON holds the following certifications:

- ISO 9001:2015
- OHSAS 18001:2007
- ISO 14001:2015
- R2:2013

## Frequently Asked Questions (FAQ)

### **How do I get a quote/bid for the customer?**

There are three ways to get a trade-in quote/bid.

1. Online - Education Sales Reps can request an authenticated link (provided by PowerON) to access the trade-in dashboard. Click the “New Quote” tab, enter customer information, add items, and send to “Acceptance Email” to your customer.
2. Phone - Call 866-635-5776 for the PowerON Deal Desk. Please have customer, device, and quantity information ready. The Deal Desk will create your a quote/bid and email to your customer.
3. Email - Send a completed “Trade-In Details” form (PowerON-EDU-TradeInDetails.pdf) to [aplus@poweron.com](mailto:aplus@poweron.com), or attach a spreadsheet containing product details. The Deal Desk will create your a quote/bid and email to your customer.

### **What if I can't find a device?**

If the device does not appear or is not listed, it does not qualify for the trade-in program. However, new/old devices are added/removed from the program. Please contact PowerON if you have a question about a specific product's eligibility for trade-in.

### **How does a customer ship the devices to PowerON?**

Once the quote/bid has been accepted, PowerON will coordinate shipping with your customer.

### **How will the customer be paid for their equipment?**

There are two payment options.

1. Credit on Account - PowerON sends Partner funds for the trade-in value. Partner will issue a credit memo for the trade-in value to the customer. Partner's accounting will inform you that a credit memo was created.
2. Check - PowerON will mail a check directly to the customer. (Most common method for education customers)

### **When does PowerON issue payment?**

Your customer will receive payment equal to the final value within two weeks after PowerON receives the equipment. Final value is determined by the condition of the equipment.

### **What happens to customer data?**

Once received at PowerON's facility, PowerON will fully and permanently destroy all customer and use-related data. PowerON recommends the customer perform a complete backup and data wipe (erasure) of all the information on the old devices. Data destruction in full compliance with leading industry standards (NIST SP 800-88, NIST SP 800-122, and HIPPA Compliant).

### **Does the Trade-In Partner administer the program?**

No. Partner contracts with PowerON Services, Inc. to administer and manage the A+ Education Trade-In Program.

## Process Flow

