SPECIAL OFFBOARDING INFORMATION

INSTRUCTIONS

- You should receive a box or boxes with a return shipping label.
- **NOTE:** The return label will be a UPS return label.
- Remove any extra hardware you have purchased and installed on your computer. Refer to the list at the end of this document for items that can and cannot be returned as part of this special offboarding effort.
- Use the shipping box to pack up your old computer if the size is compatible. You may also use a box that you already have available (like an Amazon-style delivery box) to pack up and return your computer if the size is compatible and you have sufficient packing materials to avoid damage during shipment.
- Pack the computer to minimize the risk of damage:
    - If you still have the packing material that was included with your computer, use that.
    - If you are using your own packing material, ensure the container is sturdy, packing material is around all sides, and the container is securely sealed. You should not be able to shake the contents of the shipping box once you have the box sealed securely.
    - **NOTE: DO NOT USE** Styrofoam popcorn, peanuts, or shredded paper to pack the box, as this may damage the equipment. Packaging tips are available from the UPS at https://www.ups.com/packaging.

    - Apply the **Return Label** to your box. Please ensure all previous shipping label(s) are removed or covered.
- On the outside of the shipping box, using a suitable marker, write the name of the USDA Agency to which the equipment belongs.
- Your box should be picked up by UPS or dropped off at a UPS location (Find a UPS Location at https://www.ups.com/dropoff). Please note that UPS is the ONLY carrier to be used.
    - **NOTE:** Laptops contain lithium batteries and may not be accepted at all return carrier locations. It is recommended that you contact the specific carrier (UPS) office location to make sure they can accept the shipment before visiting the location. If you have any issues locating a carrier drop-off location, you can request additional support using the Enterprise Depot Support Group Contact Form (https://forms.office.com/g/6qrCSj9ctK).

ACCEPTABLE ITEMS LIST

What can be Returned to the Depot for this Special Offboarding effort?

YES

ACCEPTABLE ITEMS:

- ✓ Desktop and Laptop Computers
- ✓ Tablet / Thin Client Devices
- ✓ Power Cords
- ✓ Keyboards
- ✓ Mice
- ✓ Docking Stations
- ✓ Computer Bags and Backpacks
- ✓ External Hard Drive / USB Drive
- ✓ External Card Reader
- ✓ Any mobile devices
- ✓ Hardware License Keys (Dongles)
- ✓ Specialized Keyboards or Specialized Mice
- ✓ Printers and Monitors **(additional boxes can be requested)**

NO

DO NOT INCLUDE:

- ✗ Government-Furnished Credit Card
- ✗ ID / Inspection Badge / LincPass / PIV Cards
- ✗ IT Infrastructure Equipment (Routers, Servers, Switches, etc.)
- ✗ Any Non-IT Equipment