



2101 East Union Bower Road
Irving, Texas 75061
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Fax: 972-721-0285
www.palnetusa.com

Please take a few moments to complete this questionnaire so that we can better understand your locations specific requirements. Please answer with as much detail as you can. We will quickly evaluate your responses and get back to you with a formal presentation of how we can best serve your needs.

RECYCLABLES QUESTIONNAIRE

Company: _____
Completed By _____
E-mail: _____
Phone: _____

GENERAL INFORMATION

- 1) What is your current process for handling recyclables at the DC? Provide a brief description.
 - a) Pallets _____
 - b) Corrugate _____
 - c) StretchWrap _____
 - d) Reusable Plastic Container (RPC's) _____
 - e) Break Pack Box (BPB's) _____
 - f) Other _____

- 2) Which recyclables are used to ship product to retail?
 - a) Pallets _____ RPC's _____
 - b) BPB's _____ Other _____

- 3) What is the current process for returning these recyclables from retail? _____

- 4) Do you currently track these recyclable items and where do you keep this information?
 - a) Yes (Explain Below) No





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5) Do you currently have a need for any of these items for reuse within the distribution center? If so, please provide a brief description of what type(s) of items are needed, approximately how many on a monthly basis and what the quality specifications for these items are.

6) Of the above where are these "safety stock" items stored?

PALLET INFORMATION

7) What are the approximate percentages and quantities of pallet types that are processed by your DC on a monthly basis?

| | | | |
|----------|---------|---------------|-----------------|
| a) CHEP | _____ % | _____ # total | _____ # surplus |
| b) PECO | _____ % | _____ # total | _____ # surplus |
| c) White | _____ % | _____ # total | _____ # surplus |
| d) Other | _____ % | _____ # total | _____ # surplus |

8) Do you participate in a pallet exchange program with your vendors?

- a) Yes No
- b) How many vendors? _____
- c) What % white wood pallets are returned as part of an exchange program? _____ %

9) Are your pallets sorted for type (CHEP, PECO, WHITE, OTHER) by your personnel or by third party? _____

10) If they are sorted by your personnel how are the surplus pallets removed or returned?

- a) CHEP _____
- b) PECO _____
- c) White _____
- d) Other _____

11) If they are handled by third party personnel how do they report this information to you?

- a) Manual Electronically Other





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- b) Do you have access to this information whenever you need to? Yes No
- c) What is the verification and reconciliation process? Provide a brief description.

- 12) If they are handled by third party personnel do they operate ON or OFF site?
a) ON OFF

- 13) If they operate ON site provide a brief description of their processes.

- 14) If they operate OFF site provide a brief description of their processes.

- 15) How are the surplus pallets removed or returned?

- a) CHEP _____
- b) PECO _____
- c) White _____
- d) Other _____

- 16) How do you pay for these services? Provide a brief description.

- 17) Do these services work?

- 18) How can they be improved?

OTHER INFORMATION

- 19) Is the corrugate handled by your personnel?

- 20) Is the corrugate returned on your equipment?

- 21) Is there a cost for this service?





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22) _____
Is the stretch wrap handled by your personnel?

23) _____
Is the stretch wrap returned on your equipment?

24) _____
Is there a cost for this service?

RPC & BPB INFORMATION

25) What are the approximate percentages and quantities of cartons/bins that are processed by your DC on a monthly basis?

| | | |
|----------|---------|---------|
| a) RPC's | _____ % | _____ # |
| b) BPB's | _____ % | _____ # |
| c) Other | _____ % | _____ # |

26) Are your RPC's and BPB's sorted for type (CHEP, IFCO, Orbis, Other) by your personnel or by third party?

27) If they are sorted by your personnel how are they removed or returned?

| | |
|----------|-------|
| a) CHEP | _____ |
| b) IFCO | _____ |
| c) Orbis | _____ |
| d) Other | _____ |

28) If they are handled by third party personnel how do they report this information to you?

| | | | | | |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| a) Manual | <input type="checkbox"/> | Electronically | <input type="checkbox"/> | Other | <input type="checkbox"/> |
| b) Do you have access to this information whenever you need to? | Yes | <input type="checkbox"/> | No | <input type="checkbox"/> | |
| c) What is the verification and reconciliation process? Provide a brief description. | | | | | |

29) If they are handled by third party personnel do they operate ON or OFF site?

| | | | |
|-------|--------------------------|-----|--------------------------|
| a) ON | <input type="checkbox"/> | OFF | <input type="checkbox"/> |
|-------|--------------------------|-----|--------------------------|

30) If they operate ON site provide a brief description of their processes.

31) If they operate OFF site provide a brief description of their processes.





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32) How are the RPC's or BPB's removed or returned by third party personnel?

- a) CHEP _____
- b) IFCO _____
- c) Orbis _____
- d) Other _____

33) How do you pay for these services? Provide a brief description.

34) Do these services work?

35) How can they be improved?

INFORMAL INPUT

36) From a global perspective what is your ideal process for managing and processing all of these reusable assets?

37) Do you see a benefit of having a corporate program with a single point of contact or do you feel these processes are best managed at the DC level?

- a) Corporate DC





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38) Please provide any other comments or concerns you may have regarding your reverse logistics program(s)?

