

**HEWLETT PACKARD ENTERPRISE COMPANY**

**ASIA PACIFIC JAPAN LOGISTICS**

**STANDARD OPERATING PROCEDURE FOR APJ  
REBOXING**

**FOR**

**LOGISTICS SERVICE PROVIDERS**

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## **Introduction.**

This standard operating procedure describes the three situations in which HPE is asking our Logistics Service Providers (LSPs) to rebox HPE solutions in the APJ region: (a) damage to the packaging during transit ("Damaged Package Reboxing"), (ii) opening and resealing or replacement required due to first article inspection, sample audit, or product screening as required by HPE, or as a result of requirements of governmental authorities ("Inspection Reboxing"), or (iii) resealing or replacement required following insertion of local materials required for shipments to Japan ("Japan Localization Reboxing") and the procedures for inspecting, unboxing and resealing or reboxing of HPE shipments where reboxing is desired by HPE. LSPs must follow these processes to insure that reboxing occurs only where proper and necessary and that such reboxing is compliant with the law and HPE Policy.

## **A. Damaged Package Reboxing**

### **1. Purpose and Scope**

- 1.1 This section outlines the procedures to be used by HPE Logistics Service Providers ("LSPs") for the reboxing of HPE products that do **not** appear to have been damaged during freight movement, but for which the box has scuff marks, scratches, crumpling, holes or other minor cosmetic markings that may cause the customer to reject a conforming shipment for no other reason than the blemishes on the box. Reboxing under this section is only approved for shipments designated to customer or partners in the following designated HPE APJ countries): Hong Kong, India, Indonesia, Japan, Korea, Malaysia, Philippines, Singapore, Taiwan and Thailand.
- 1.2 The LSP will be responsible for determining if reboxing is necessary and will perform the reboxing process.
- 1.3 Boxes having security labels with serial numbers cannot be reboxed under this provision and products in such boxes must be shipped to the customer unopened in the original box or put to a non-shippable storage location, as directed by HPE. LSP must contact HPE for instructions.

### **2. Prior to Reboxing**

- 2.1 Packaging parts, including all required material, new cartons, internal packaging, new product/shipping labels, security tape, and other packaging materials consistent with the original packaging ("Reboxing Material") must be sourced from suppliers on the HPE Approved Vendors list. LSP is responsible

- at its sole cost for obtaining the Reboxing Material before carrying out the reboxing.
- 2.2 For each unit that need to be reboxed, photos must be taken of 4 sides of the box and also the top of the box. These photos need to be retained for a period of one year.
  - 2.3 If a box only displays exterior cosmetic damages (limited to scuffs, lightly creased lines, or scratches), no approval is needed from HPE before reboxing is undertaken. For all other types of damage (larger creases, crumpling, holes), the LSP will seek prior approval from HPE by producing the photos of the box taken under Section 2.2. HPE must provide written approval to rebox. If HPE does not provide such an approval and does not provide alternative direction to the LSP, the LSP should ship the product in its original packaging.
  - 2.4 Prior to reboxing, LSP shall allocate a secure and clean space inside the warehouse where the products are stored for the act of reboxing (the "Reboxing Area"). The Reboxing Area must have unfettered view to monitoring by CCTV or other video security system. Video footage should be kept for a minimum of 1 month as part of the Reboxing Records (defined below).

### **3. Reboxing Procedure**

- 3.1 LSP to place the required Reboxing Material and product for reboxing at the Reboxing Area next to an empty wooden pallet.
- 3.2 LSP, with a box cutter, will cut open the security tape on the top of the affected carton. (Note: Security tape is blank tape with white stripes used to secure the box that does not include any serial number. This is different than a security label, which is a label with serial number. Packages with security labels should be returned to the customer in accordance with Section 1.3 above.)
- 3.3 Opening the flaps of the affected carton, LSP to carefully remove the internal packaging and internal contents of the affected carton and place all on the wooden pallet at one side of the affected carton. In addition, LSP to remove the MRP price label (applicable for shipments to India only) and any other labels (collectively, "Labels") from the original box and carefully set aside. If any Label is damaged during removal, then LSP shall notify HPE and request a replacement.

- 3.4 LSP to cut open the security tape at the bottom of the affected carton, flatten the affected carton and dispose of it unless HPE advises that the affected carton should be maintained with the other Reboxing Records.
- 3.5 LSP will inspect the product which had been taken out of the box. LSP will check for scratch mark, indentation or crack on the unit. If a defect is found, the product should be put aside in a non-shippable area and rebox should not be done. HPE should be consulted on next steps.
- 3.6 LSP gets the new carton and forms it for packing, taping the bottom of the new carton with the security tape.
- 3.7 LSP places the internal contents and packaging back into the new carton. LSP to ensure that the wooden pallet is empty of contents and all contents are placed into the new carton.
- 3.8 LSP seals the top of the new carton with new HPE security tape and pastes the product label, shipping label, overpack label, and all other Labels onto the side of the new carton.
- 3.9 If the reboxing is undertaken because damage to the packaging is discovered when the shipment first arrives in the warehouse, then upon completion of the reboxing the reboxed unit should be returned to storage. If the reboxing is undertaken because packaging damage is discovered prior to shipment to a customer, then upon completion of the reboxing the reboxed unit should be moved to the shipping area in preparation for delivery.
- 3.10 Proceed with points 3.1 to 3.8 if there are more cartons required to be reboxed.

#### **4. Maintenance of Reboxing Records**

- 4.1 LSP must record and maintain a data sheet and other related materials, including photographs, and the damaged carton, if applicable (the "Reboxing Records") for 6 months after the reboxing of a carton. Data sheet must include the following: Product Part Number, Serial Number, Box ID, Ship Reference (if applicable) and signature of warehouse supervisor monitoring the reboxing. LSP must maintain the CCTV video footage of the Reboxing Area during the reboxing process for a period of 1 month after reboxing of a carton.
- 4.2 Reboxing Records and the CCTV video footage must be forwarded to HPE by close of business on any day reboxing activity is done.

## **B. Inspection Reboxing**

### **1. Purpose and Scope**

- 1.1 The purpose of this section is to outline the procedures to be taken when a product must be removed from a box and later placed back into the box because (a) HPE notifies LSP that first article inspection (“FAI”), a sample audit, or product screening is required, or (b) such removal and replacement is necessary in order to comply with requirements of applicable governmental authorities. HPE will require FAI in each instance of first shipment of a new product. Product screening and sample audits can be done at any time in HPE’s discretion.
- 1.2 Boxes having security labels with serial numbers cannot be reboxed and must be shipped to the customer unopened in the original box or put to a non-shippable storage location, as directed by HPE. LSP must contact HPE for instructions.

### **2. Prior to Opening & Reboxing**

- 2.1 Upon instructions from HPE, LSP will pick the required boxes to the Reboxing Area under the warehouse CCTV, in accordance with Part A, Section 2.4 above.
- 2.2 LSP must prepare the Reboxing Material needed to reseal the box in accordance with Part A, Section 2.1 above.

### **3. Inspection Procedure**

- 3.1 LSP to place the Reboxing Materials and affected boxes in the Reboxing Area.
- 3.2 LSP, with a box cutter, will cut open the security tape of the box. (Note: Security tape is blank tape with white stripes used to secure the box that does not include any serial number. This is different than a security label, which is a label with serial number. Packages with security labels should be returned to the customer in accordance with Part A, Section 1.3 above.)
- 3.3 Opening the flaps of the affected carton, LSP to carefully remove the internal packaging and internal contents of the affected carton and place all on the wooden pallet at one side of the affected carton.
- 3.4 LSP will perform and/or facilitate the FAI, sample audit, product screening, as applicable, and/or other inspections as required by HPE and governmental

authorities. If LSP has questions about the inspections required or how to complete them, LSP to consult with HPE.

- 3.5 Once the checks are completed, LSP will place the internal contents and packaging back into the carton box. If the original carton box is damaged, LSP will contact HPE for instructions on whether to use a new box. Prior to sealing, LSP to ensure that the wooden pallet is empty of contents.
- 3.6 LSP to seal the top of the carton with new HPE security tape.
- 3.7 Proceed with points 3.1 to 3.6 to complete the inspection activity of all boxes.

#### **4. Maintenance of Reboxing Records**

- 4.1 LSP must record and maintain the Reboxing Records for 6 months for the damaged carton/s that were reboxed. Data sheet must include the following: Product Part Number, Serial Number, Box ID and signature of warehouse supervisor monitoring the reboxing. LSP must maintain the CCTV video footage of the Reboxing Area during the reboxing process for a period of 1 month after the reboxing.
- 4.2 Reboxing Records must be forwarded to HPE by close of business on any day reboxing activity is done.

### **C. Japan Localization Reboxing**

#### **1. Purpose and Scope**

- 1.1 The purpose of this section is to outline the procedures to be taken when the box has to be opened to allow the LSP to insert additional items required for shipment of the unit in Japan, as instructed by HPE. This Part C shall only apply to shipments to Japan.
- 1.2 Boxes having security labels with serial numbers cannot be reboxed and products in such boxes must be shipped to the customer unopened in the original box or put to a non-shippable storage location, as directed by HPE. LSP must contact HPE for instructions.

#### **2. Prior to Opening & Resealing**

- 2.1 Upon instructions from HPE, the LSP will pick the required boxes to the Reboxing Area under the warehouse CCTV, in accordance with Part A, Section 2.4 above.

- 2.2 LSP must prepare the Reboxing Material and the required material needed to reseal the box in accordance with Part A, Section 2.1 above.
- 2.3 LSP must also prepare the localization items for insertion into the carton, as instructed by -HPE. If LSP has questions about localization items to be included, LSP must contact -HPE.

### **3. Insertion of Localization Items**

- 3.1 LSP to place the Reboxing Materials and affected boxes in the Reboxing Area.
- 3.2 LSP, with a box cutter, will cut open the security tape of the box. (Note: Security tape is blank tape with white stripes used to secure the box that does not include any serial number. This is different than a security label, which is a label with serial number. Packages with security labels should be returned to the customer in accordance with Part A, Section 1.3 above.)
- 3.3 Opening the flaps of the affected carton, LSP to insert carefully the localization items into the box.
- 3.4 After the localization items have been inserted into the box, LSP will seal the top of the box with new HPE security tape.
- 3.5 Proceed with points 3.1 to 3.4 to complete the insertion activity as required.

### **4. Maintenance of Reboxing Records**

- 4.1 LSP must record and maintain the Reboxing Records for 6 months for the cartons that were reboxed following insertion of localization items. Data sheet must include the following: Product Part Number, Serial Number, Box ID and signature of warehouse supervisor monitoring the reboxing.
- 4.2 Reboxing records must be forwarded to HPE by close of business on any day reboxing activity is done.