

REUZEit



Supplier Guide

List items, complete their profiles, schedule pickups and follow them through the sales pipeline.

Version 1.2 · June 2026

30 step-by-step use-cases · from the REUZEit Knowledge Center

Supplier Guide — contents

This guide collects every supplier how-to from the REUZEit Knowledge Center as one printable reference. Each use-case below pairs a screenshot with the exact steps from its short video. Watch any clip live at reizeit.com/knowledge-center.

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Supplier Guide

List items, complete their profiles, schedule pickups and follow them through the sales pipeline. Each use-case below opens with a short background on what the feature does, then walks you through it step by step with a screenshot of every step.

1 How to become a supplier

Turn any buyer account into a supplier account by accepting the agreement.

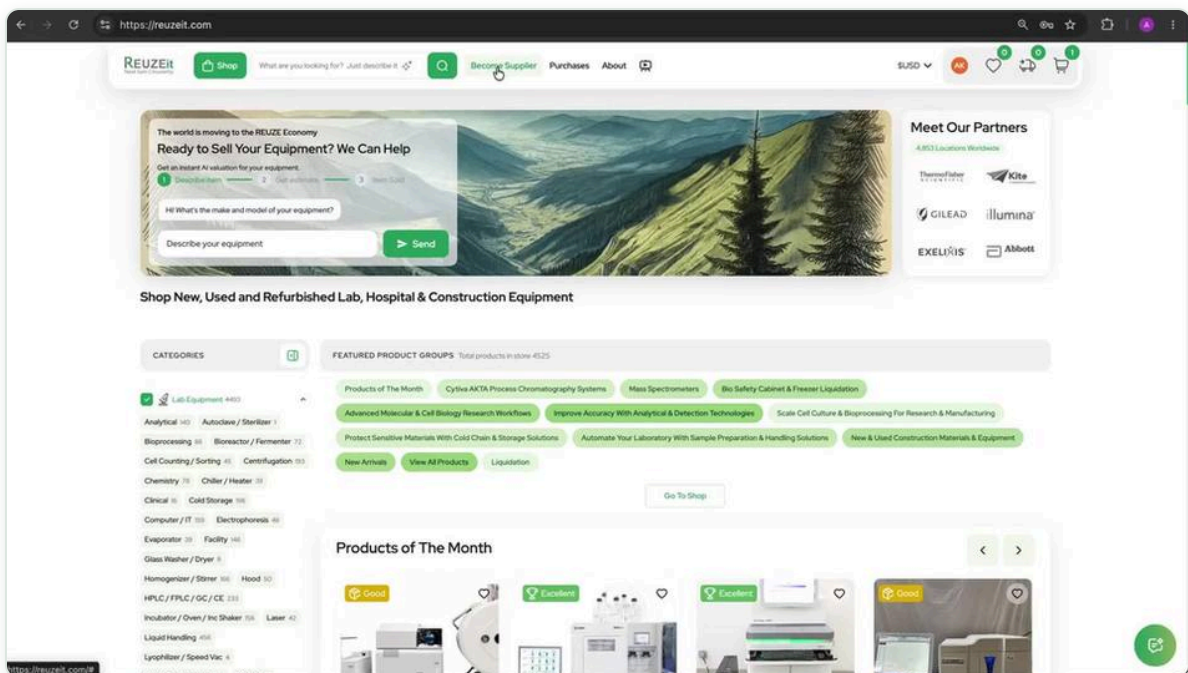
BACKGROUND

In this one I'll show you how any registered buyer can become a supplier - just accept the agreement and activate your seller account, and we can manage, sell, redeploy, store or recycle your equipment. When you create an account as a buyer, there's a simple way to become a supplier. Any registered user with basic login information can become a supplier. This is the Become Supplier button. When you click the button, you see the agreement. We have an agreement for the supplier, and you can accept and activate the seller account. Seller and supplier are technically the same thing. A supplier is an organization or individual asking the REUZEit network to manage their equipment. We can sell the equipment, redeploy it, store it, or recycle or donate it. If you have something to sell, or something to give us to manage, you're more than welcome to activate the supplier account.

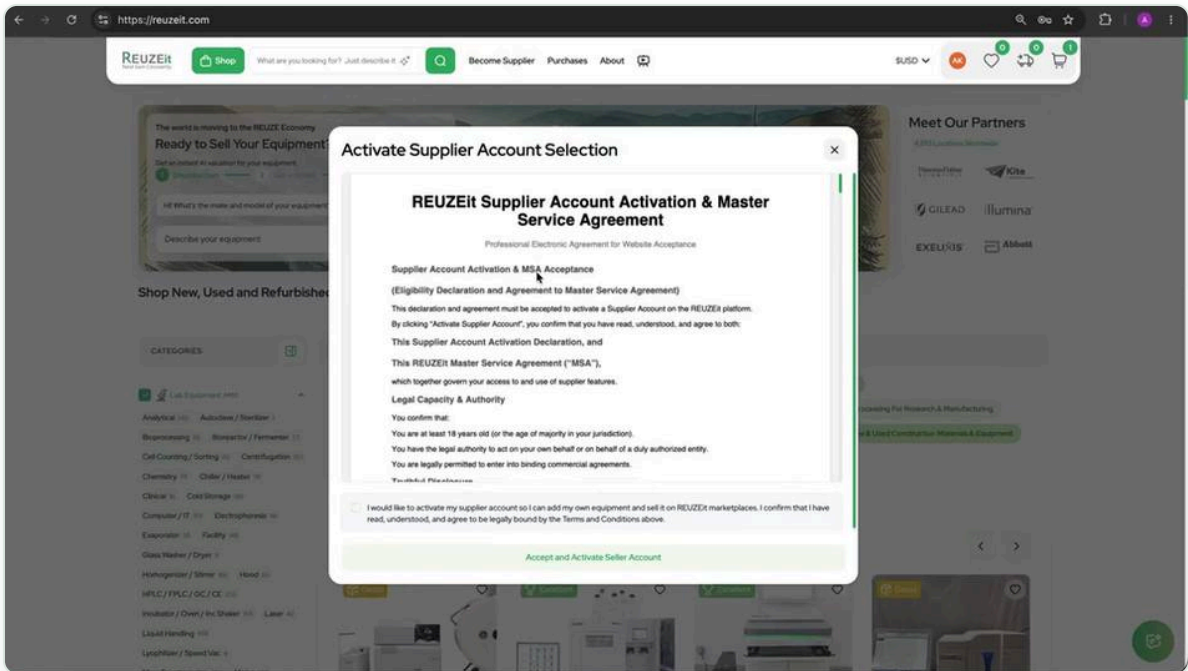
► **Watch the clip:** reuzeit.com/knowledge-center/become-a-supplier

STEP BY STEP

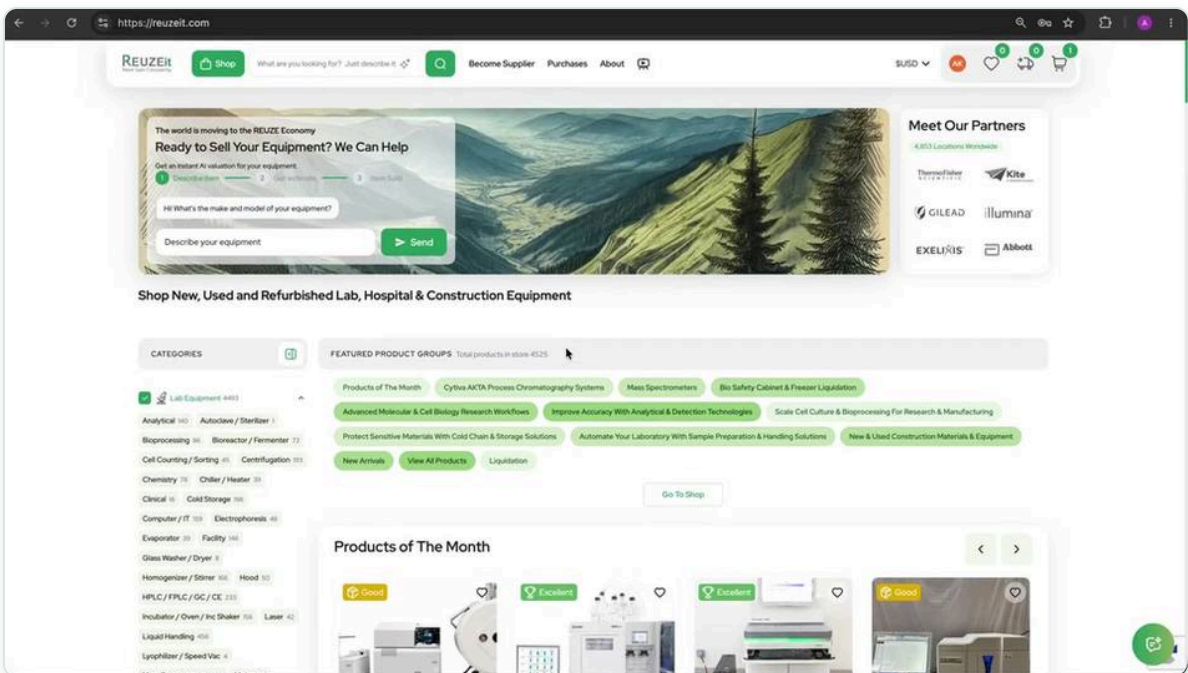
1 From your buyer account, click Become Supplier.



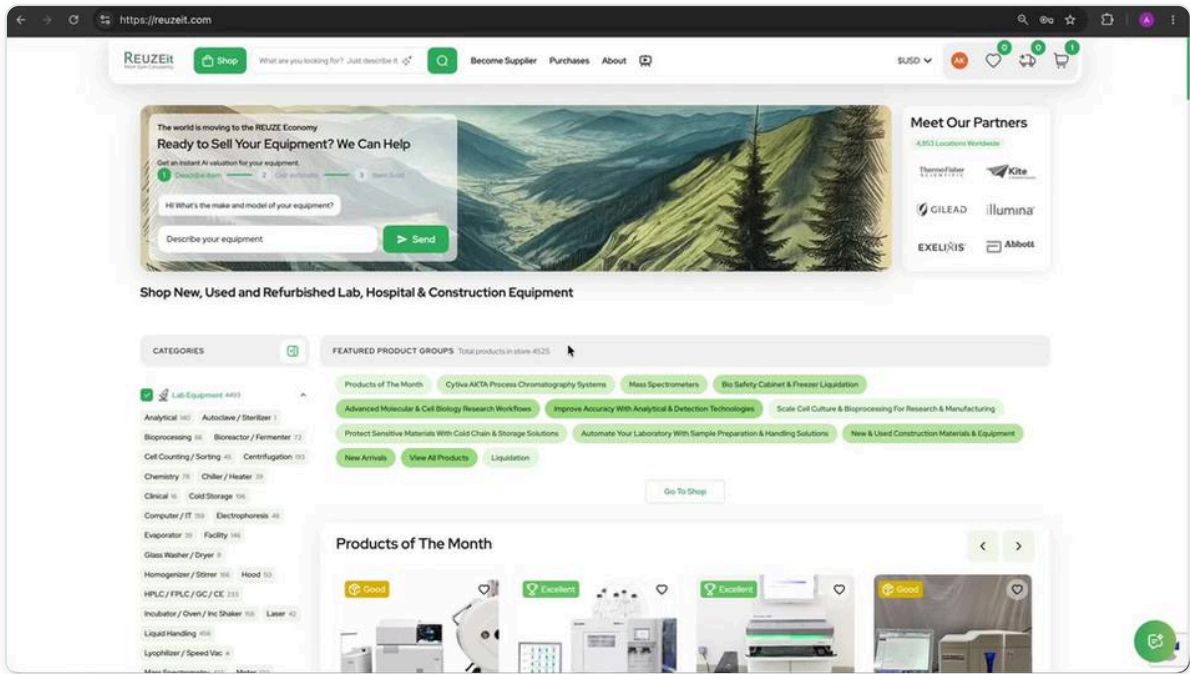
2 Review the supplier agreement.



3 Accept and activate your seller account.



4 As a supplier, REUZEit can sell, redeploy, store, recycle or donate your equipment.



2 How to get an instant equipment value estimate

Describe an item in a quick chat and get an approximate AI value estimate.

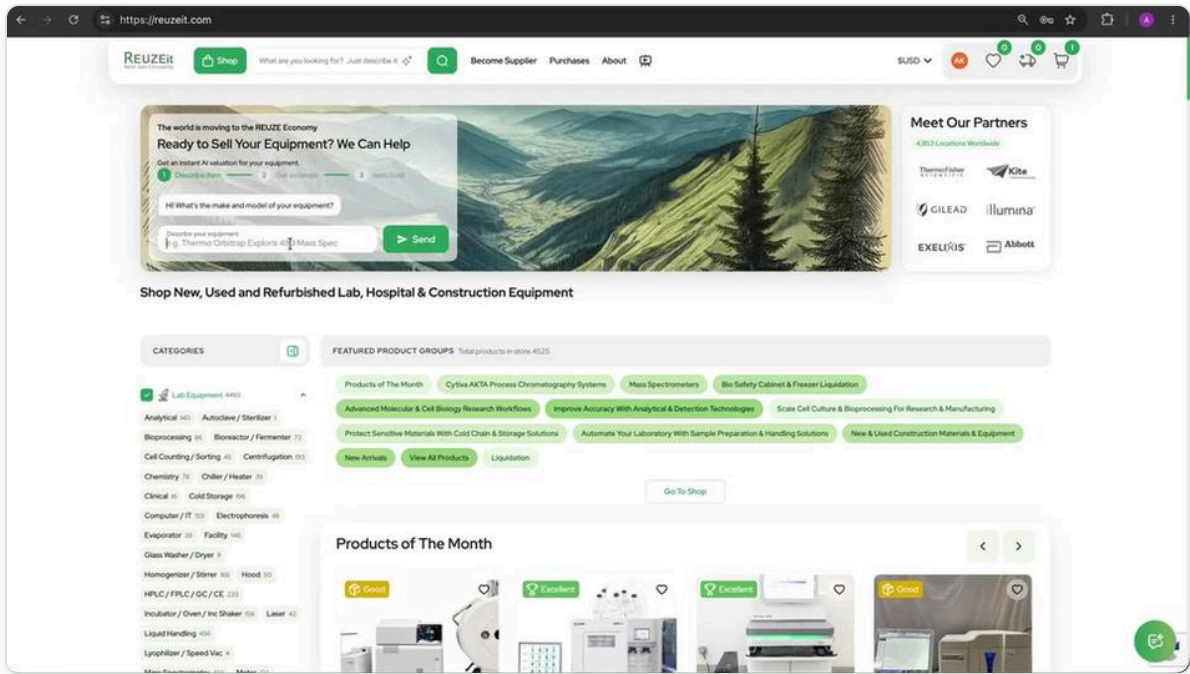
BACKGROUND

Here I'll show you the Ready to Sell widget. Answer a few quick questions about your equipment and you'll get an approximate value estimate - an easy first step to selling through us. The last thing here is the Ready to Sell Equipment widget. You can say, for example, I have a mass spectrometer from Thermo. It's a little chat. It asks: what is the main model you have? A mass spectrometer. What is the condition? Let's say good. What is the manufacturer year? Twenty twenty. This is a little chat for someone interested in checking how to sell a product through us and become a supplier. In a moment, the system redirects you to a page showing an approximate estimate of your product's value, with some basic information. Of course it's a very high-level estimate, it definitely needs more detail, but this is an easy way for new suppliers to get started and create a supplier account with us.

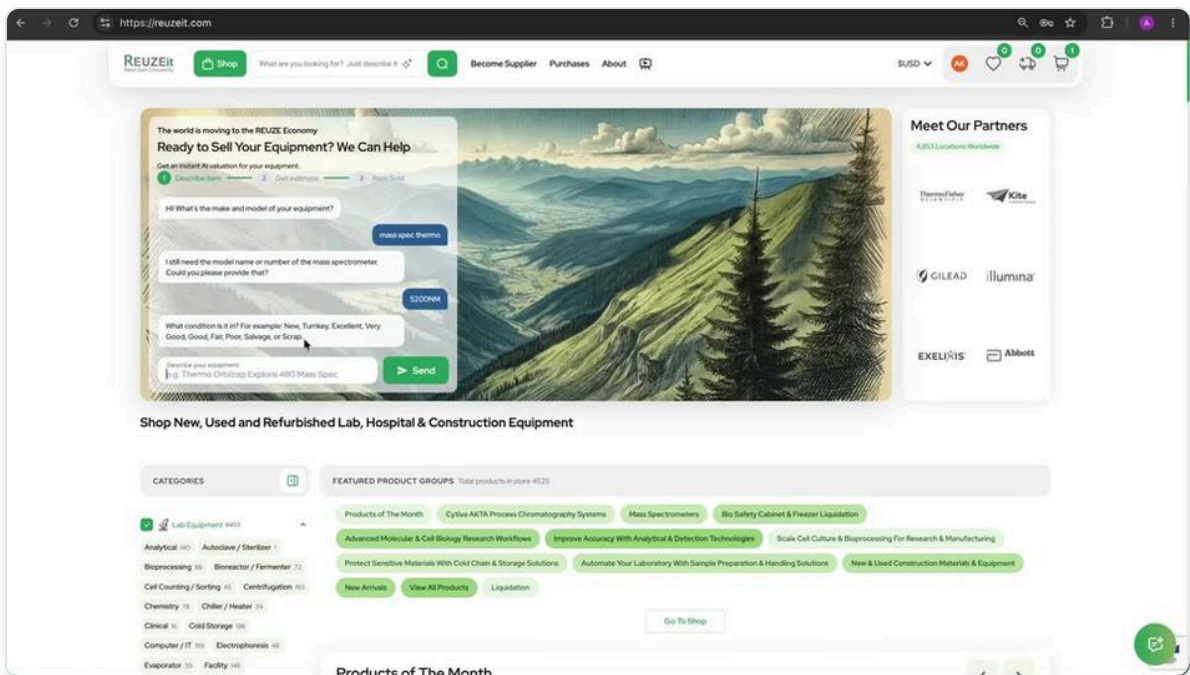
► **Watch the clip:** reuzeit.com/knowledge-center/instant-value-estimate

STEP BY STEP

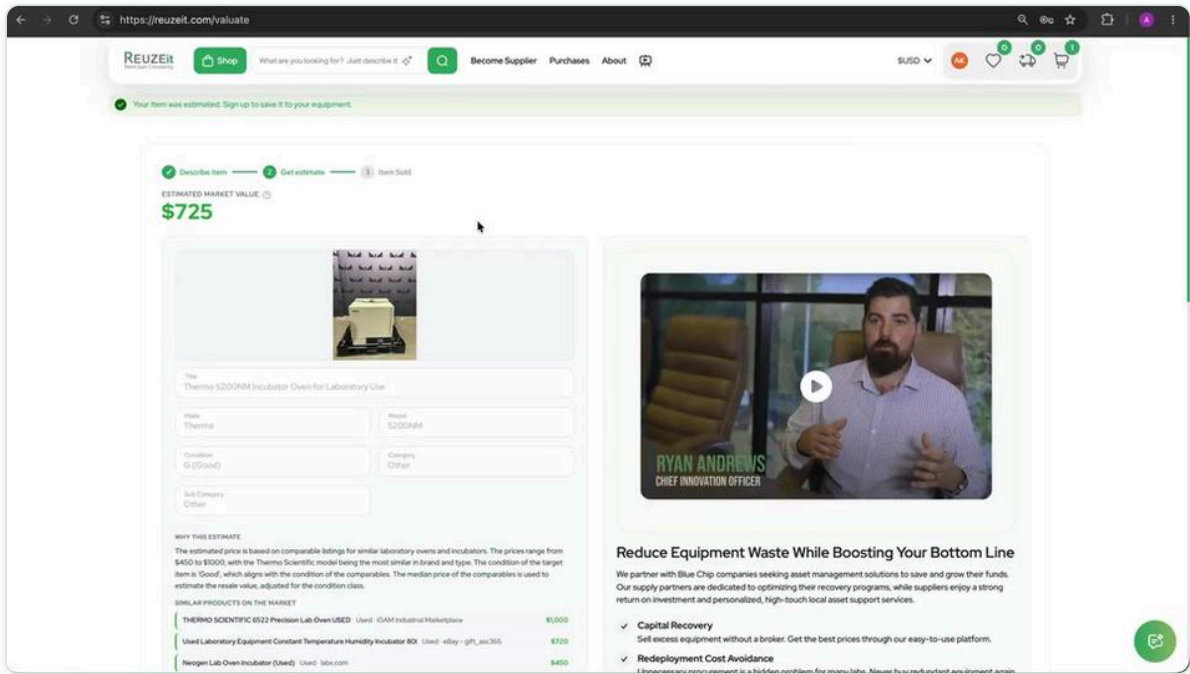
1 Open the Ready to Sell Equipment widget on the home page.



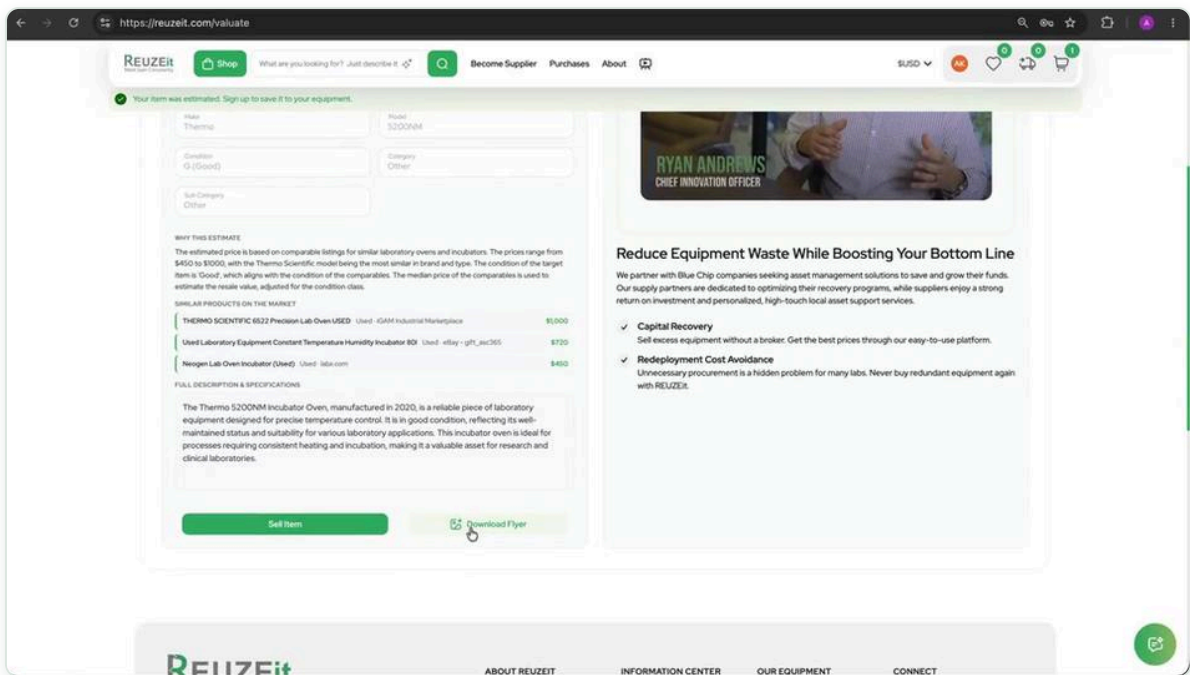
2 Answer the quick chat: make, model, condition and manufacturer year.



3 Get an approximate AI value estimate with basic information.



4 Download the flyer or continue to create a supplier account.



3 How to work with the supplier network

What a supplier is and what the reuse it network can do with your equipment - analysis, pickup and every disposition option.

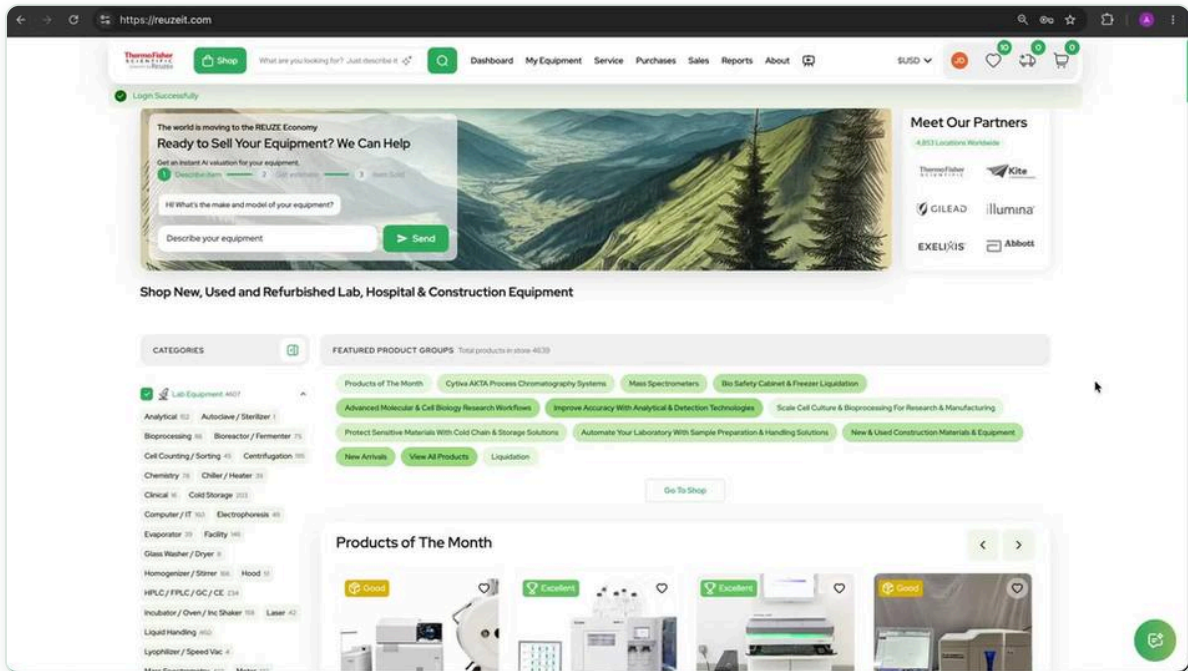
BACKGROUND

Before we dig into the tools, here's the big picture - what a supplier is on REUZEit, and what our network can actually do with your equipment, from analysis and pickup all the way to consignment, redeployment, recycling or a local sale. A supplier is someone who gives us access to their inventory, and asks us, or our partner network, to handle the disposition and manage that inventory for them. The inventory management process includes the analytical side. We analyze the market value of each item, and give you the tools to manage your inventory digitally. You can also request a pickup. Our partners, or our own white-glove team, will pick the item up from you and bring it to one of our facilities, and apply whatever service you want. As I mentioned, that can be consignment, redeployment, storage, recycle or donation - or a local sale, where we start selling the item locally without a pickup at all.

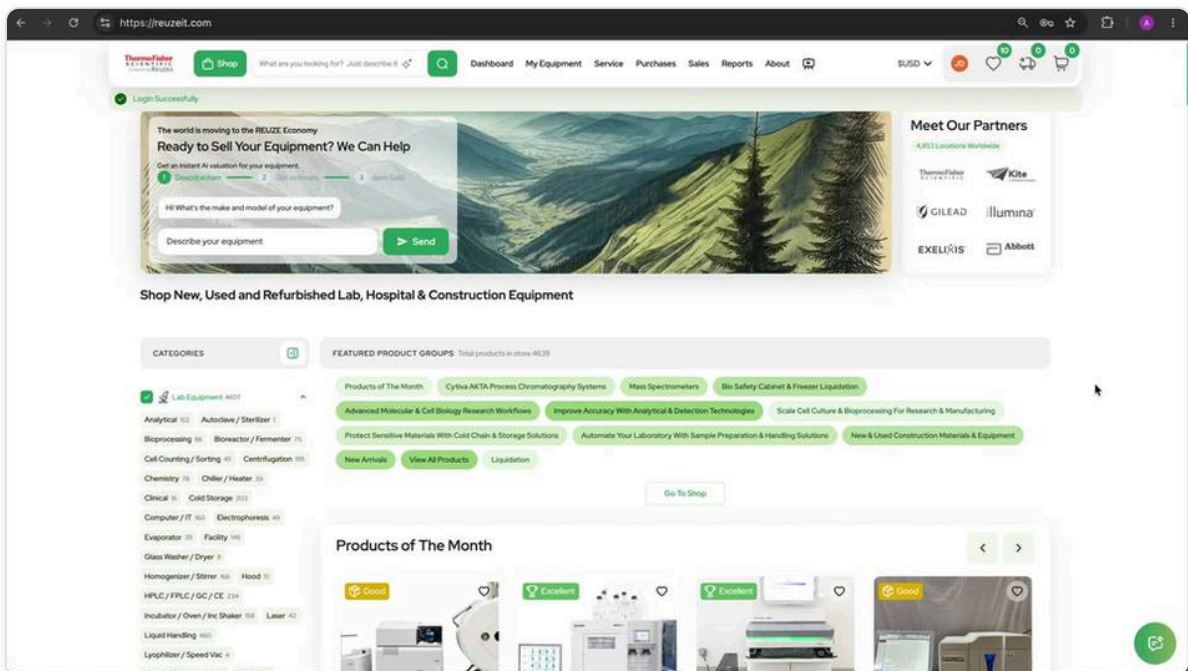
► Watch the clip: reizeit.com/knowledge-center/how-the-supplier-network-works

STEP BY STEP

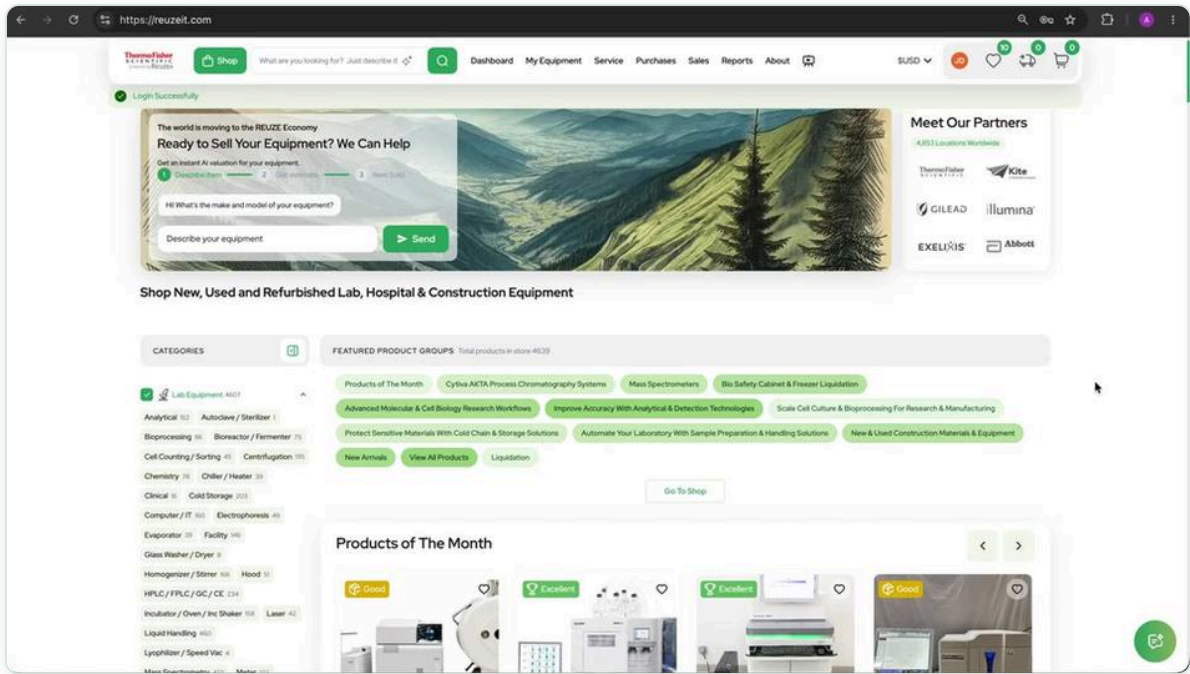
1 Understand the supplier role: you give the network access to your inventory.



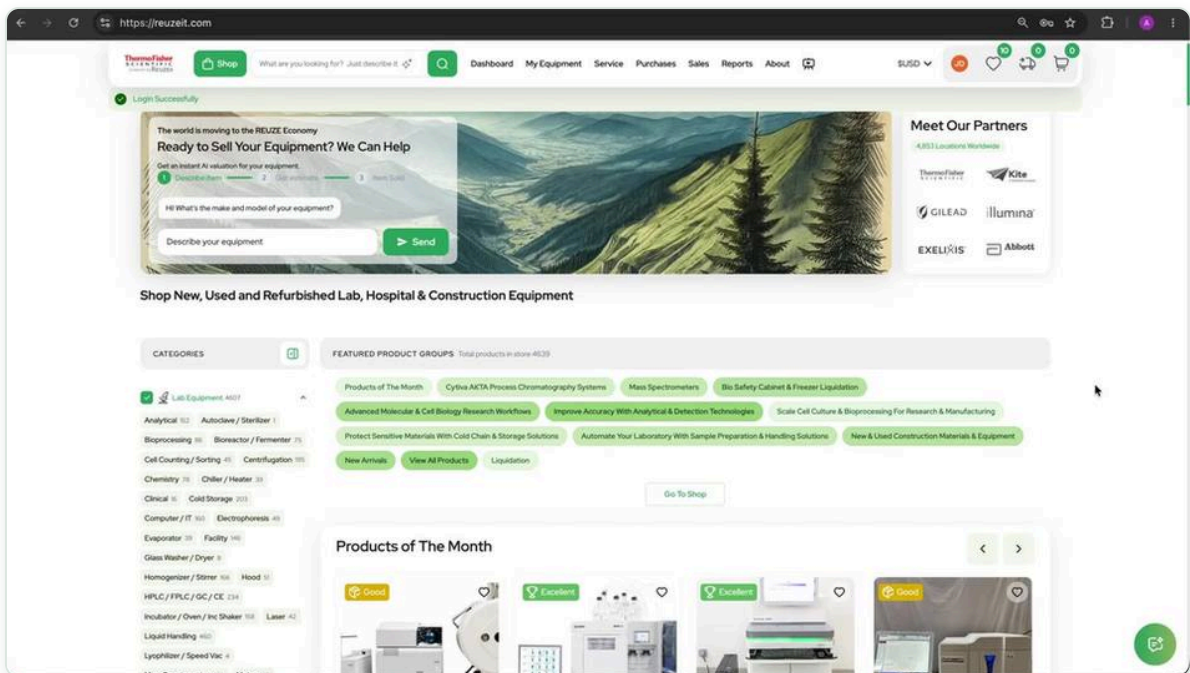
2 The network analyzes each item's market value and manages it digitally.



3 Request a pickup and our white-glove team brings items to a facility.



4 Choose a disposition: consignment, redeployment, storage, recycle, donation or local sale.



4 How to log in as a supplier

Sign in with single sign-on (Office 365 / Okta) by email, or with a username and password.

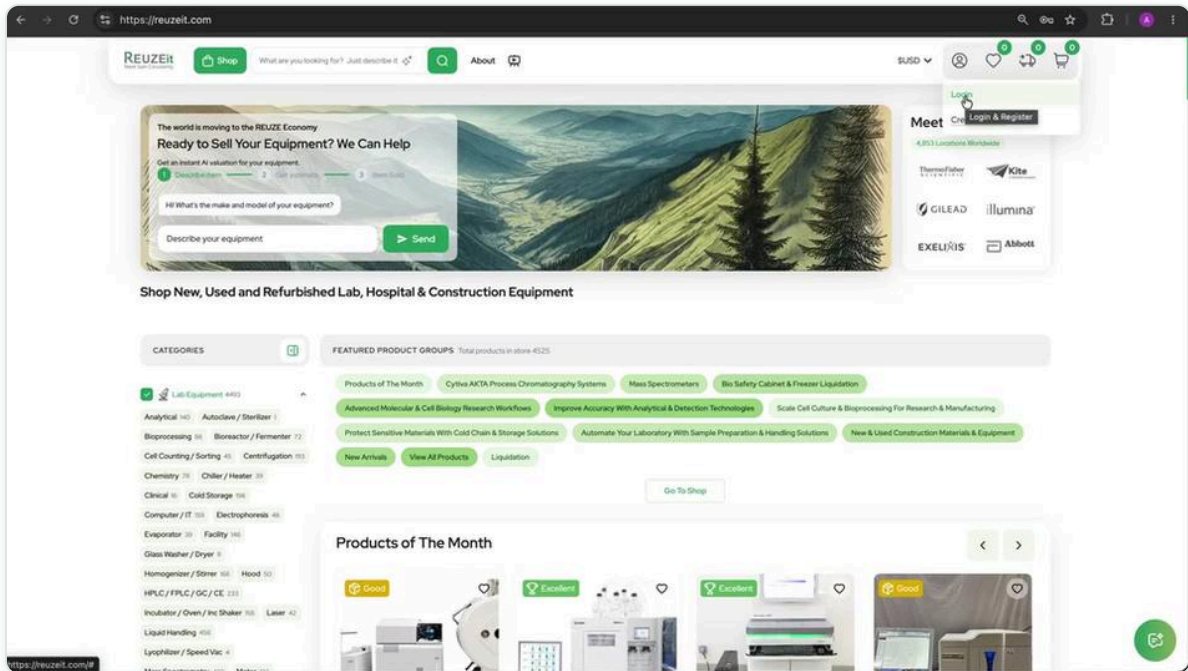
BACKGROUND

In this video I'll show you how a supplier logs in. Type your work email and the system detects your company's single sign-on - like Office 365 or Okta - or you can use a username and password. Now we'll focus on the supplier account. Suppliers might be one of our keystones: Thermo Fisher, Gilead Kite, Illumina, Abbott, and others. First, you need to log in. When you click Log In, you have several options. When you type your email, the system automatically recognizes what single-sign-in options you might have. For example, if you're a Thermo Fisher user, you'll see Log In with Office 365. It depends on what each company supports; some support Okta, some Microsoft. You can just type your email and click Log In to sign in to the portal as a supplier. In my case, for this demo, I'll use login and password. You can always use login and password, and sign in.

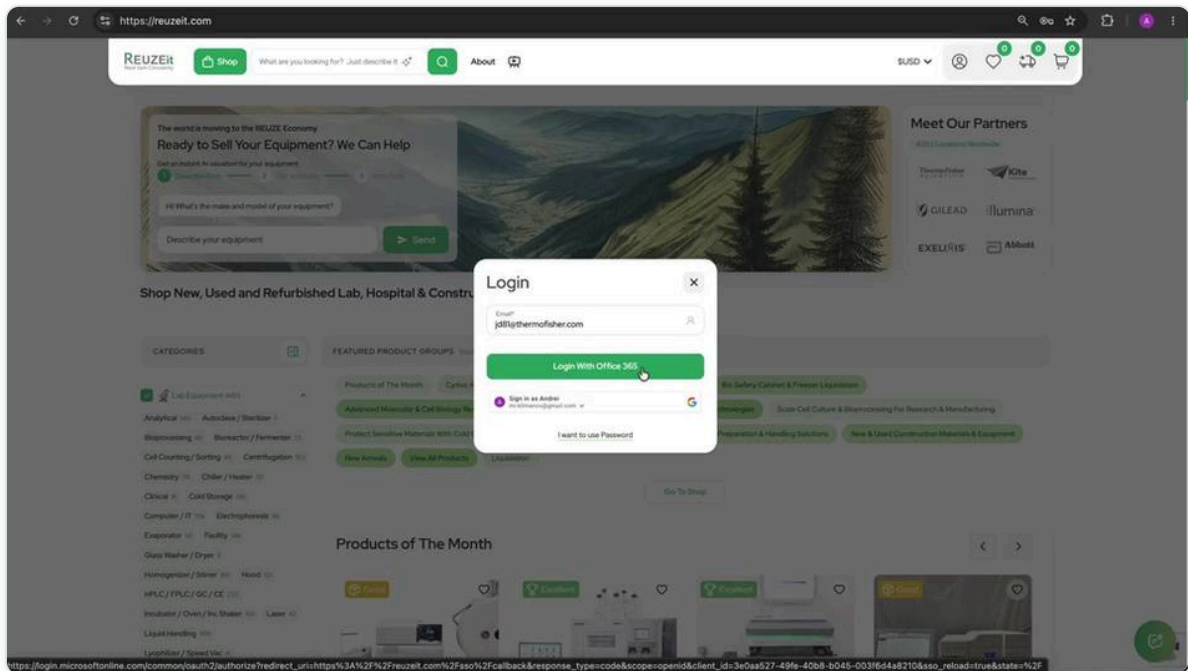
► Watch the clip: reuzeit.com/knowledge-center/supplier-login

STEP BY STEP

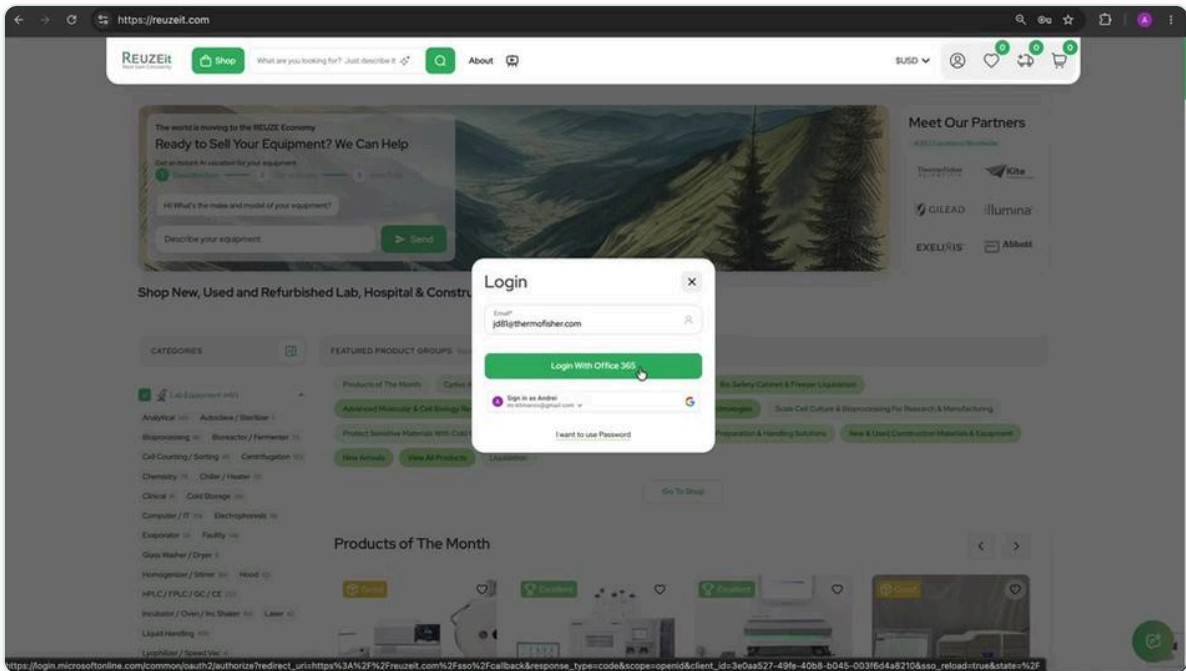
1 Click Log In and enter your work email.



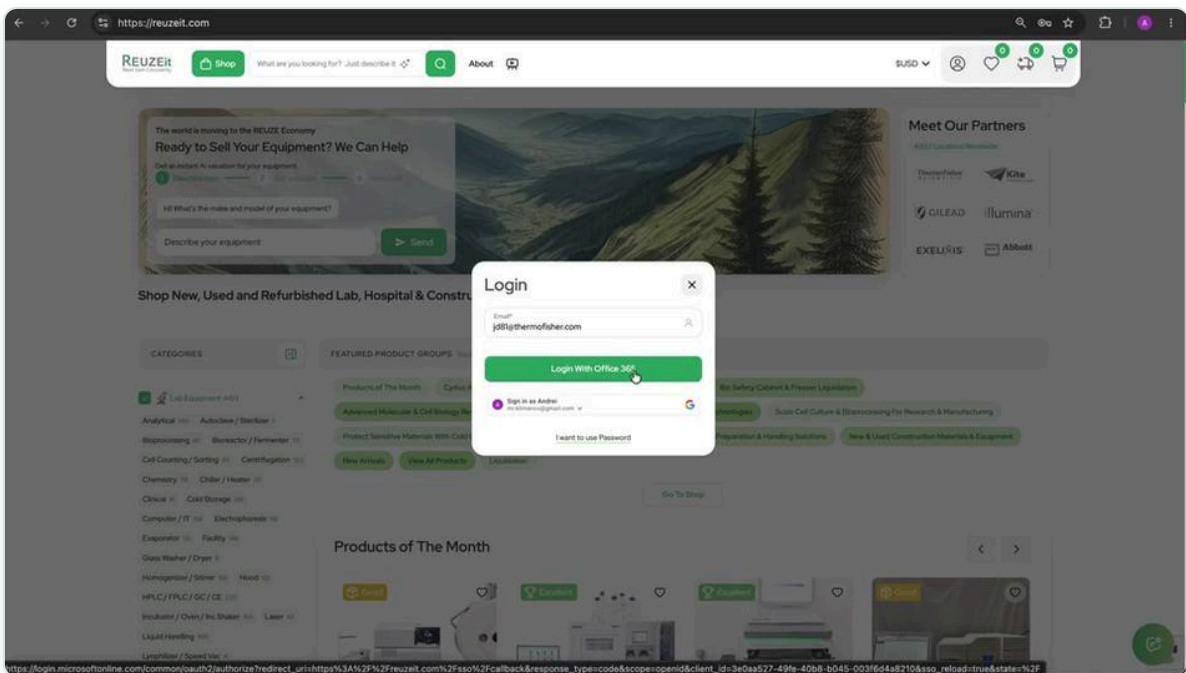
2 The system detects your company's single sign-on (e.g. Office 365 or Okta).



3 Sign in with SSO, or use a username and password.



4 You land in the supplier portal under your company.



5 How to use the supplier dashboard

Your portal home: asset recovery, pickup calendar, hot links and request lists.

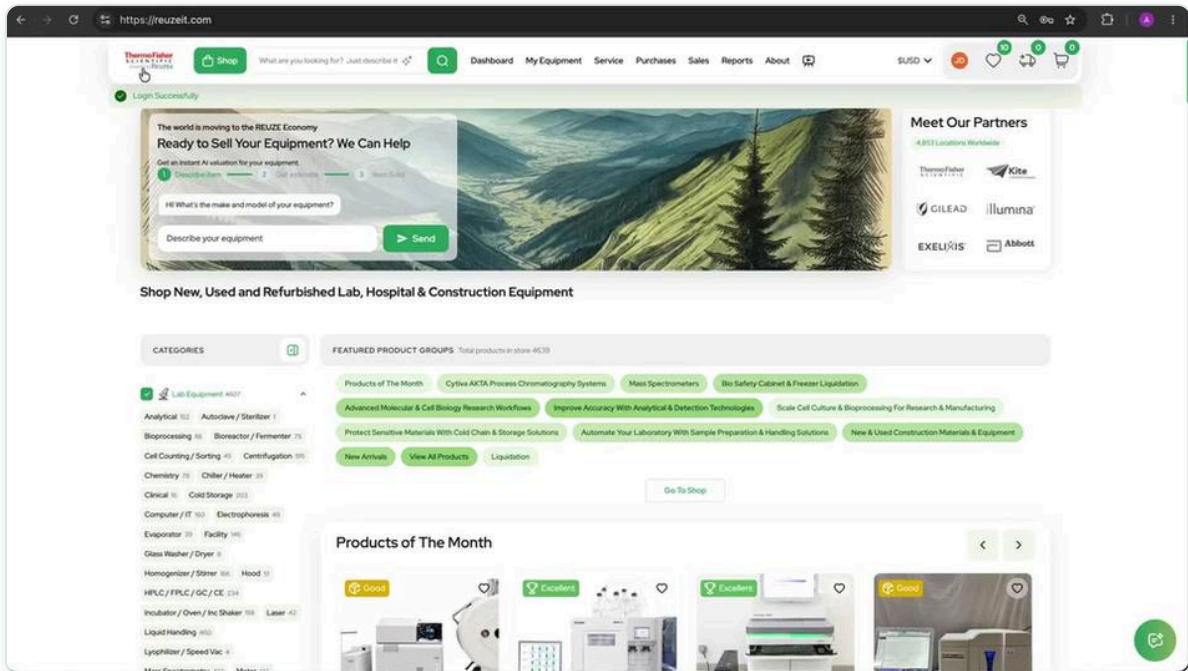
BACKGROUND

Here I'll tour the supplier dashboard - your portal home. It summarizes everything: asset recovery, the pickup calendar, quick hot links, and all your request lists in one place. When I log in as Thermo Fisher, I can see the Thermo Fisher logo here, which means I'm now operating as a Thermo Fisher user. There are many more menu items: a dashboard, My Equipment, Service, Purchases, Sales, and Reports. Let's start with the dashboard. This is the summarization of the entire supplier portal. We have asset recovery information, instructions on what it means and how it's calculated, for the month, three months, a year, or all time. And we have a pickup calendar. We have hot links: pick up my equipment, shop equipment, evaluate my equipment, help me source equipment, sell or redeploy equipment, and recycle my equipment. And we have lists: projects, orders, support requests, source requests, disposition requests, my items, my pickups, and my programs.

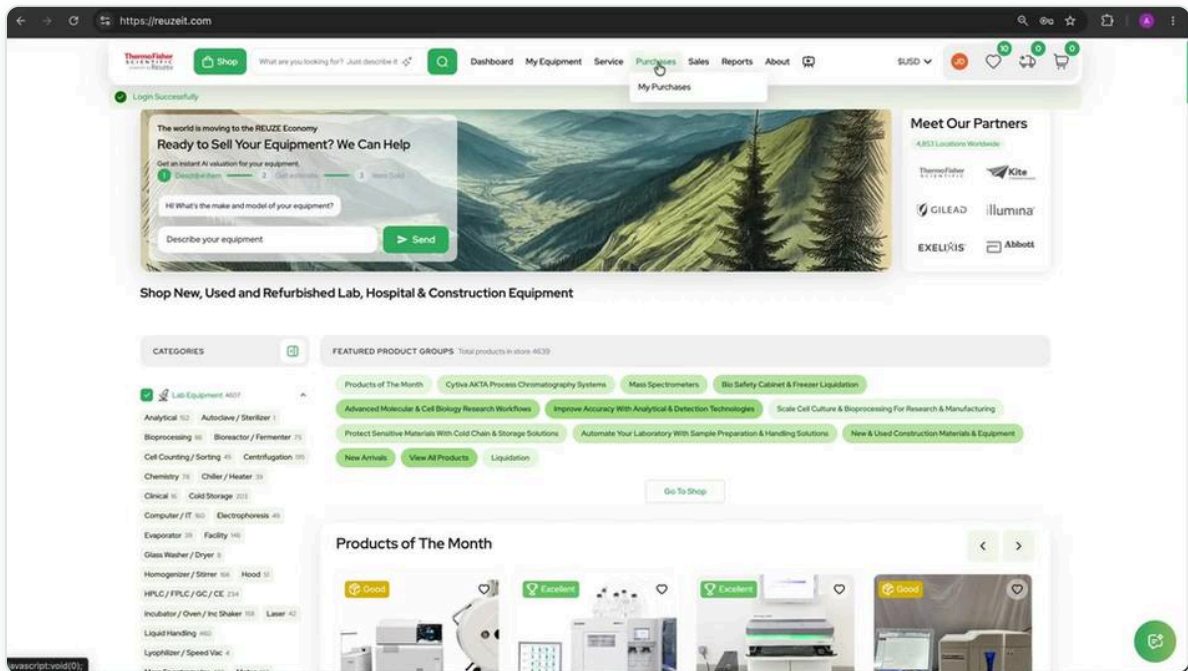
► Watch the clip: reizeit.com/knowledge-center/supplier-dashboard

STEP BY STEP

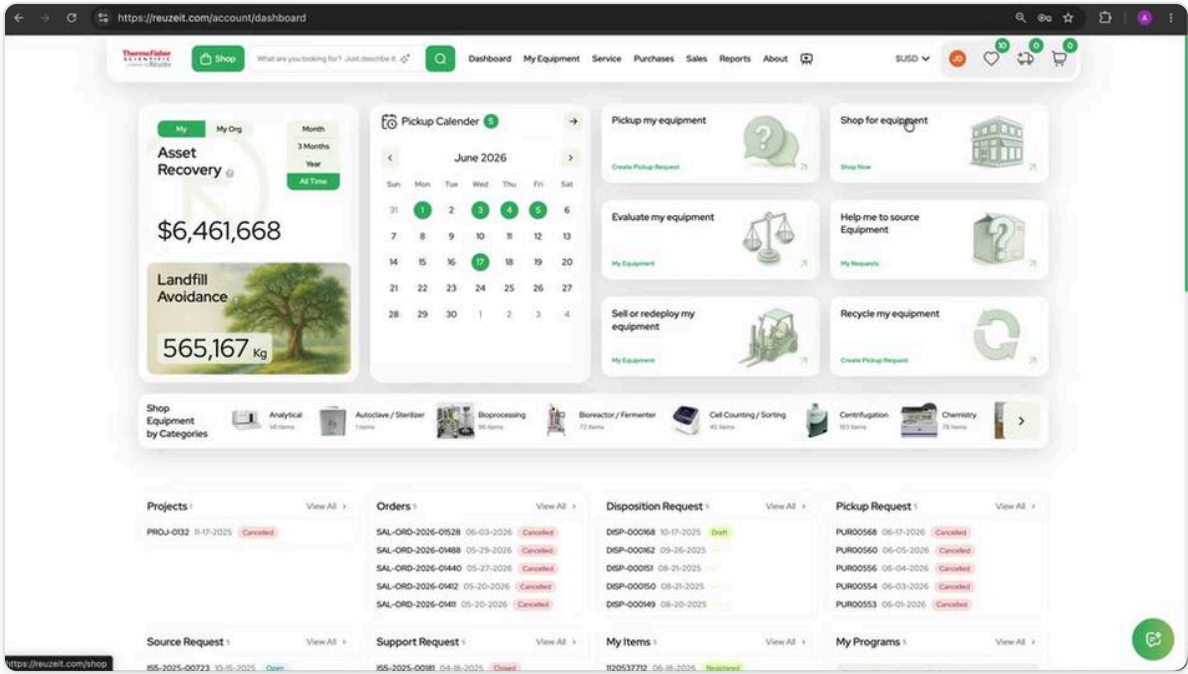
1 Confirm you're under your company by the logo in the header.



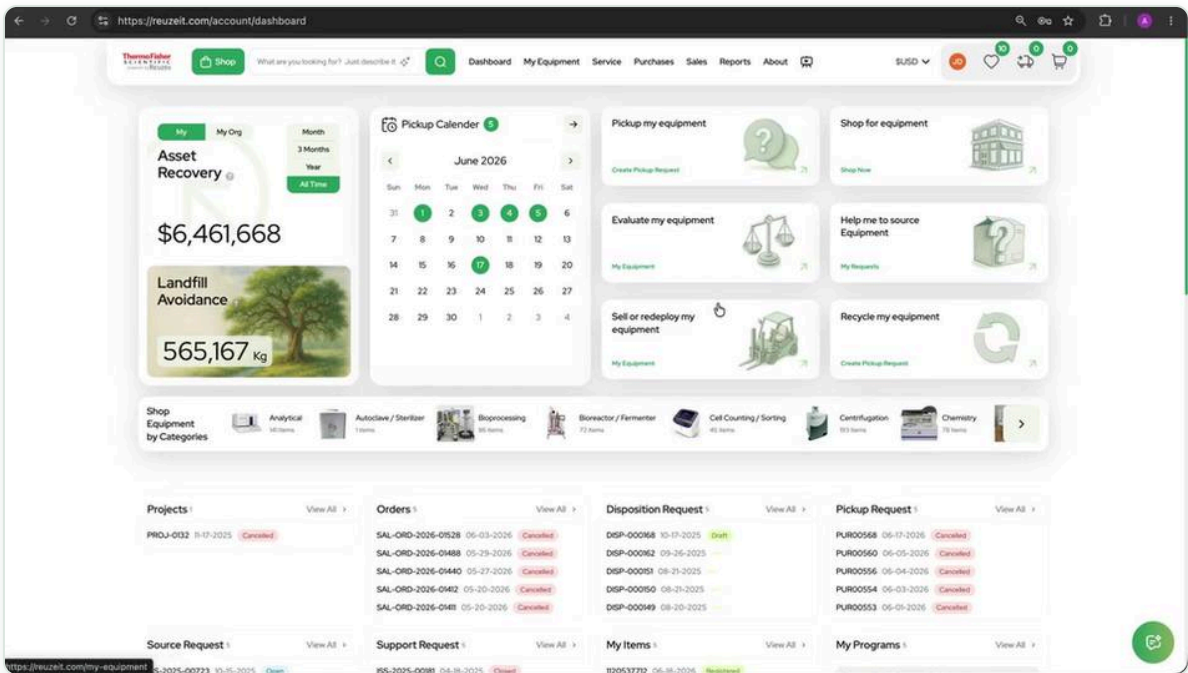
2 Open the Dashboard - the summary of your whole supplier portal.



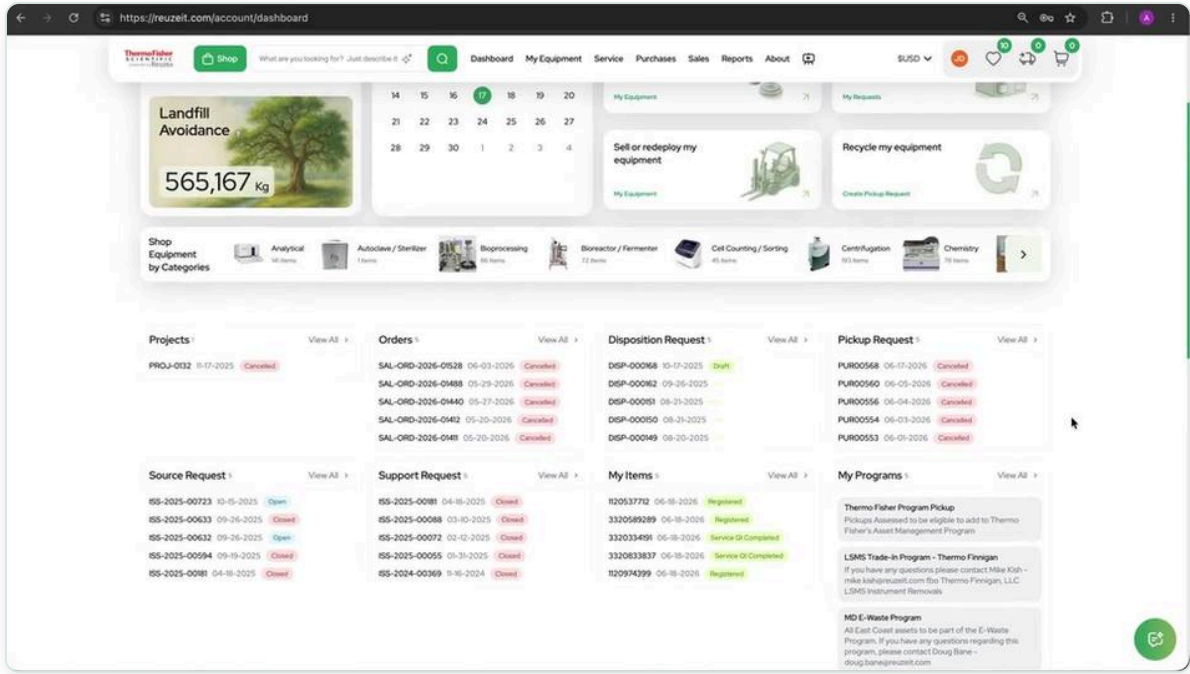
3 Review Asset Recovery for the month, quarter, year or all time.



4 Use the hot links: pick up, shop, evaluate, source, sell, recycle.



5 Jump into your lists: projects, orders, requests, items, pickups, programs.



6 How to use My Equipment (your inventory list)

Your internal inventory list: search, filter, export, table view and key columns.

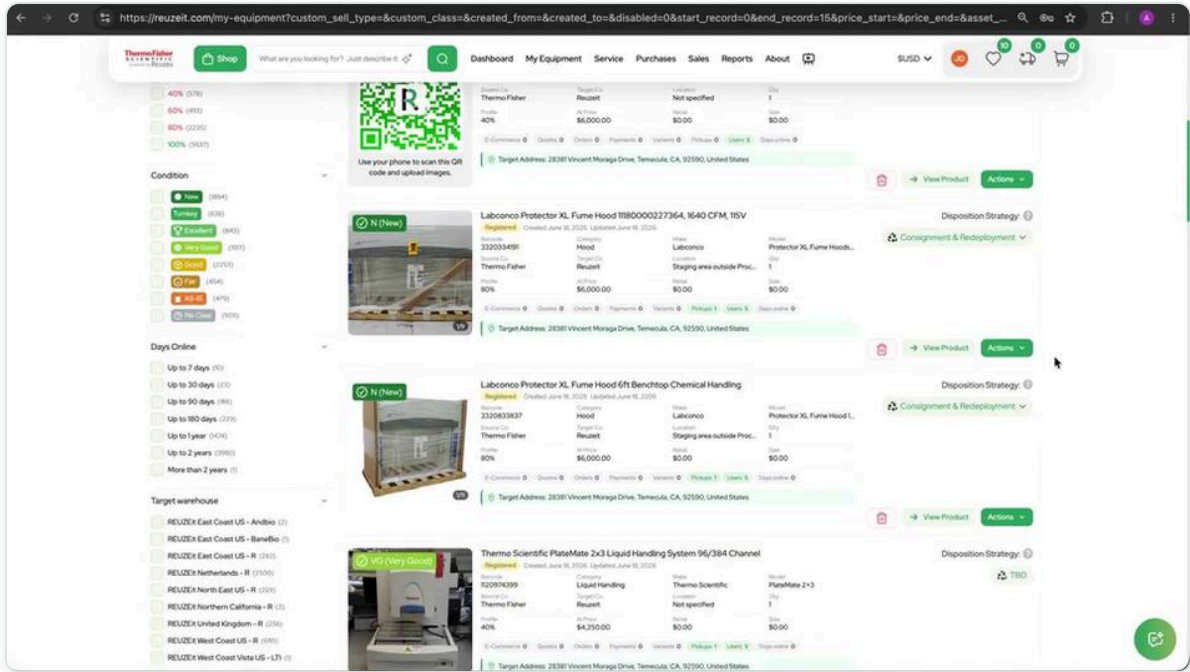
BACKGROUND

In this video I'll walk through My Equipment - your internal inventory list. You'll see how to search and filter it, export it, switch to the table view, and read every column and status. Let's go to My Equipment. This is the main page for a supplier user, where you see all your inventory. This is not a shop; it's your internal inventory list, not automatically published. It depends on your role. We have a supplier admin and a supplier user. A user sees only the items they created and added; an admin sees the full list of items that belong to their company. On top you have the Add Items section, with four different ways to add: one by one, scan a data plate, from a table file, or from a description. Here's the list, with a search bar; you can search for a specific item. On the left you see applied filters, and you can clear filters anytime. We have basic sorting, and an Export button. When you click it, the system asks your email and sends you the full list of products in your My Equipment. We also have a full table view of your products, with full functionality. You can resize and reorder the columns the way you want. Some items have a condition and a photo; some have no pictures - instead there's a QR code, and I'll explain how to deal with that. Here we have the title, status, created and updated dates, barcode, category, make, model, source and target company, location, quantity, profile completion, AI price, retail price, and sales price, plus a disposition strategy per item. On the left we also have asset status filters - registered, processed, published, ordered, paid, shipped, delivered - and profile completion, condition, days online, target warehouse, target company, reseller, source company, disposition strategy and categories.

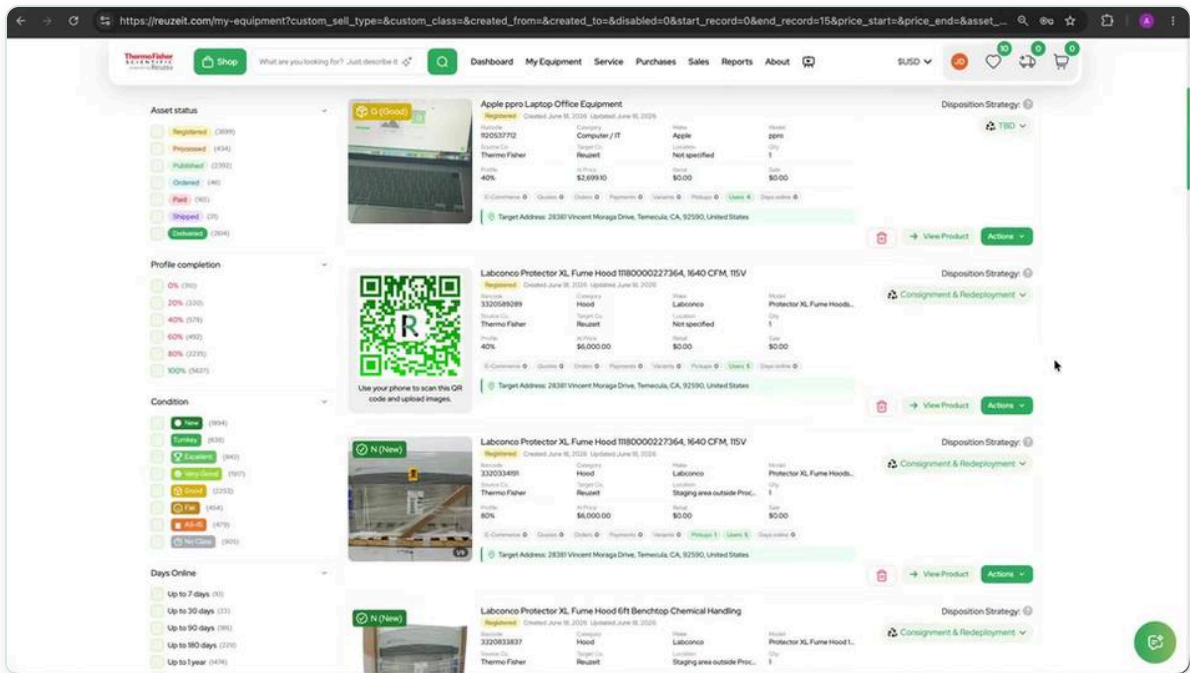
▶ Watch the clip: reuzeit.com/knowledge-center/my-equipment-list

STEP BY STEP

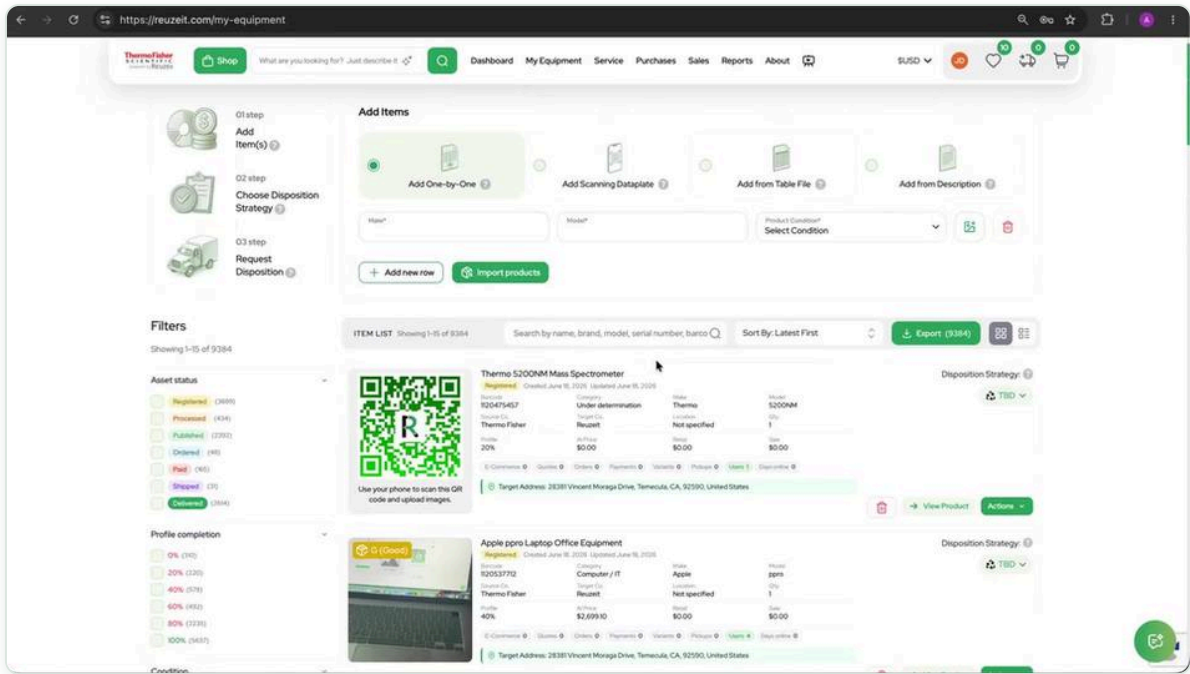
1 Open My Equipment - your internal inventory, not a public shop.



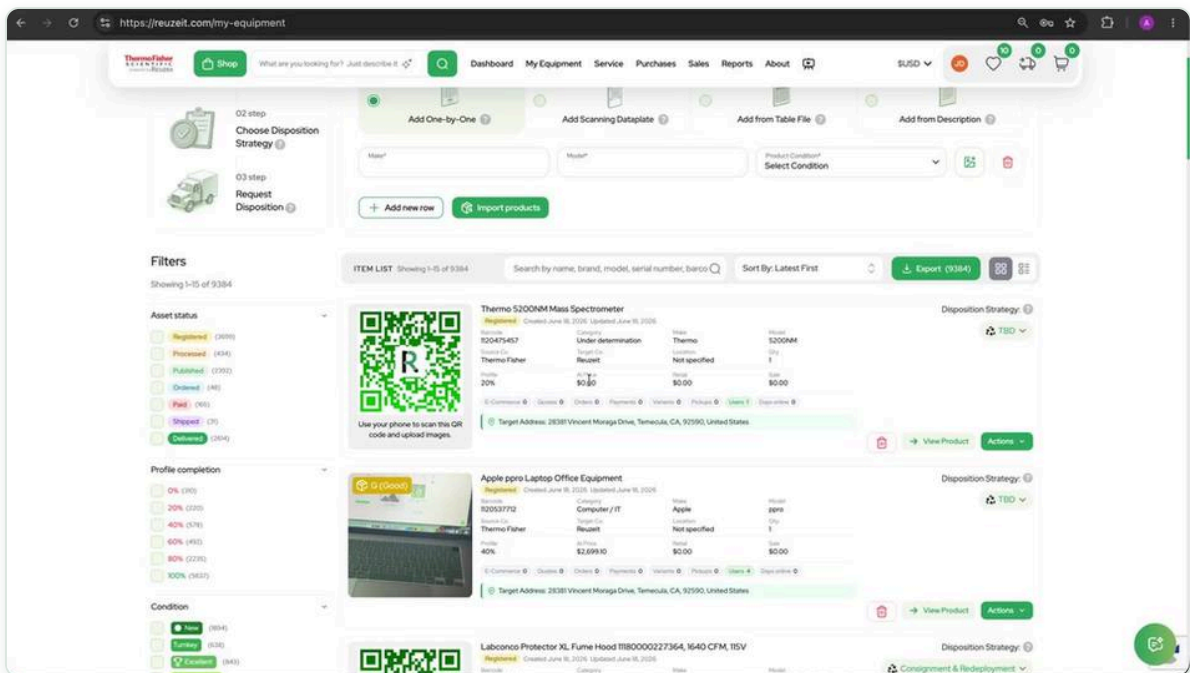
2 Remember the role rule: users see their own items, admins see the whole company.



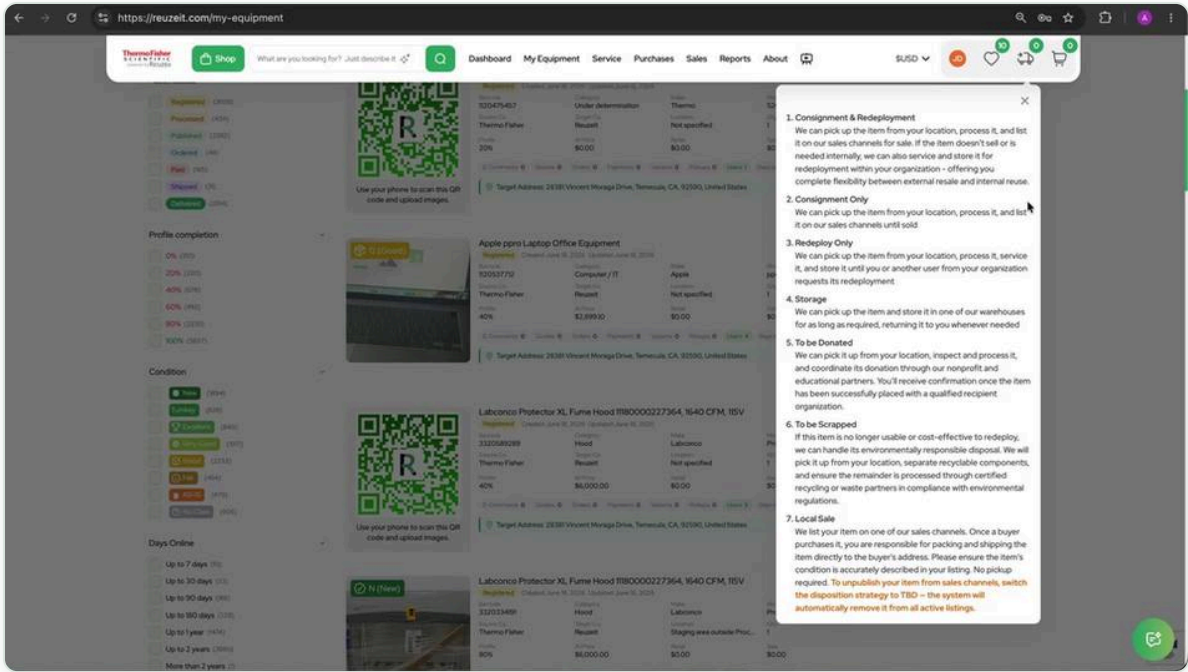
3 Search and filter the list, and clear filters anytime.



4 Export the full list to your email, or switch to the resizable table view.



5 Read each row's columns - status, completion, AI price - and its disposition strategy.



7 How to use statuses, filters & tags in My Equipment

The status flow every item moves through, plus the filters and per-item tags you use to slice your inventory.

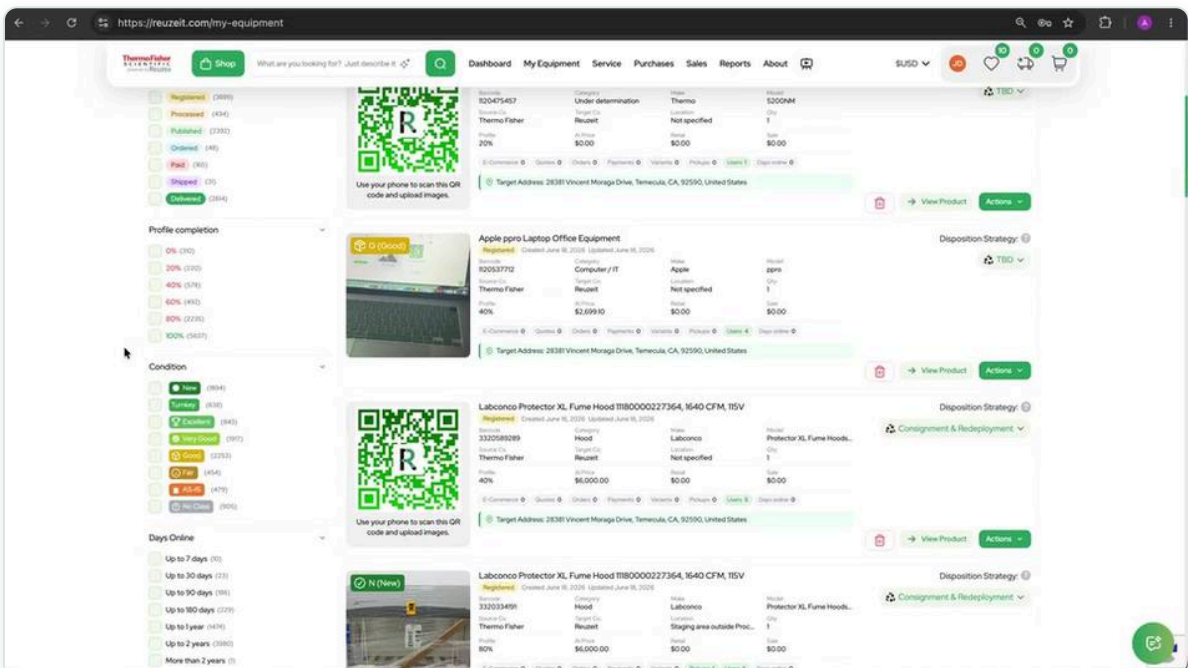
BACKGROUND

In this short clip I'll zoom into the My Equipment list itself - the status flow every item moves through, and the filters and tags you can use to slice your inventory the way you need. Along the side you have the full set of filters. Asset status runs through registered, processed, published, ordered, paid, shipped and delivered, plus a profile completion from zero to one hundred. You can also filter by condition, days online, target warehouse and target company, reseller, source company, disposition strategy, categories and warranty. And each item carries tags - its e-commerce channels, quotes, orders, payments, variants, pickups, the users who can see it, and how many days it has been online.

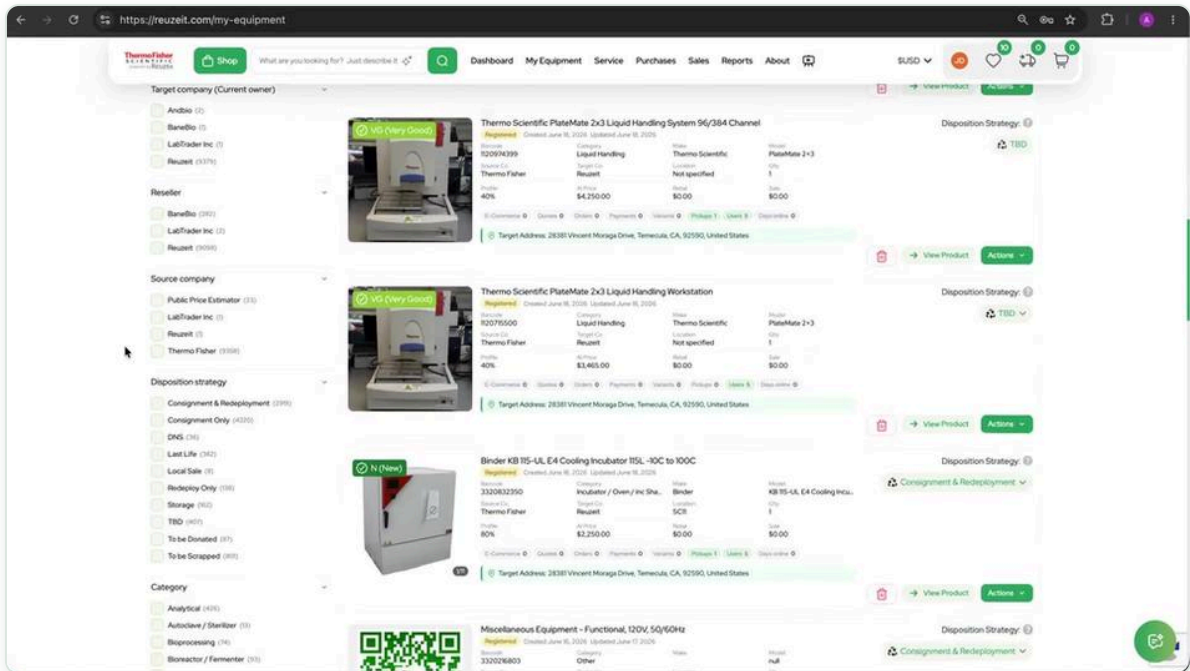
▶ Watch the clip: reuzeit.com/knowledge-center/my-equipment-statuses-and-tags

STEP BY STEP

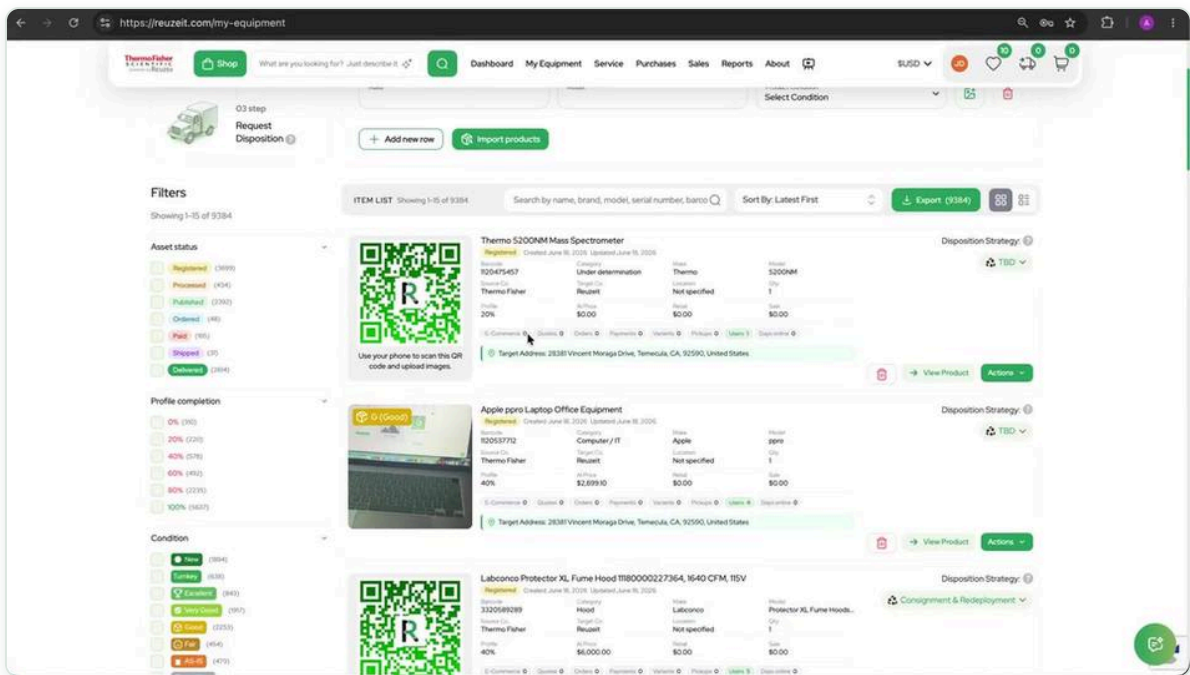
1 Read the asset status flow: registered, processed, published, ordered, paid, shipped, delivered.



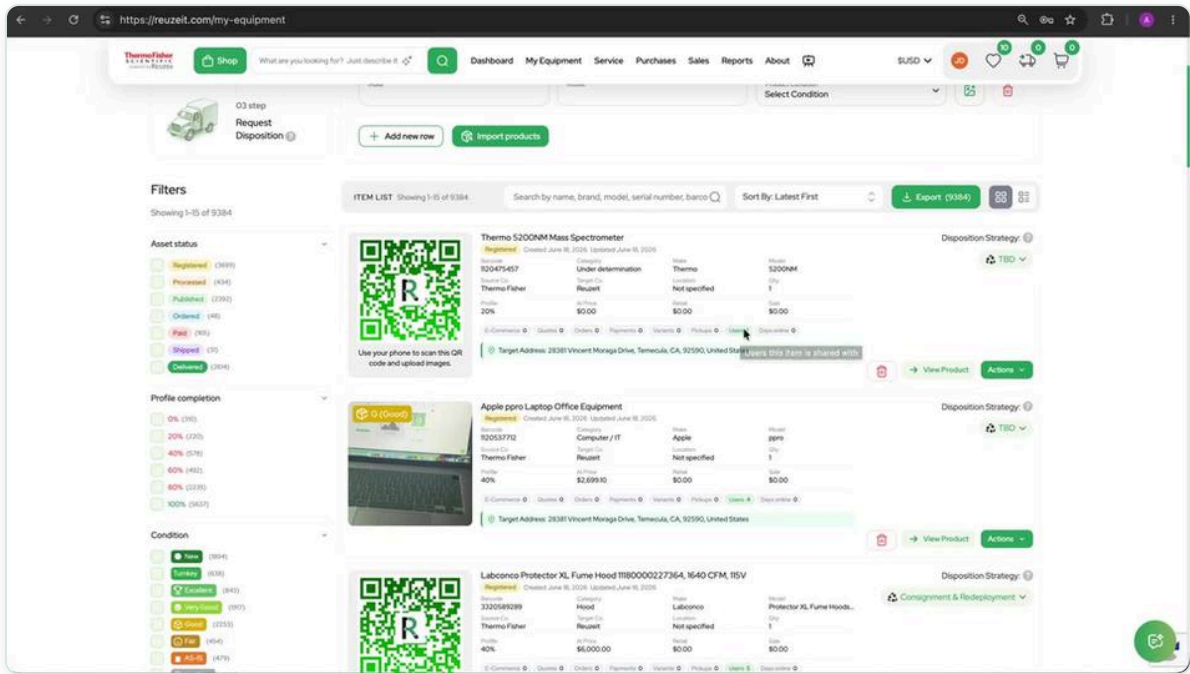
2 Use profile completion to see how finished each item is.



3 Filter by condition, days online, warehouse, company, reseller, disposition and categories.



4 Read each item's tags: channels, quotes, orders, payments, variants, pickups, users, days online.



8 How to add an item one by one

Type make, model and condition, and AI builds the item profile and price for you.

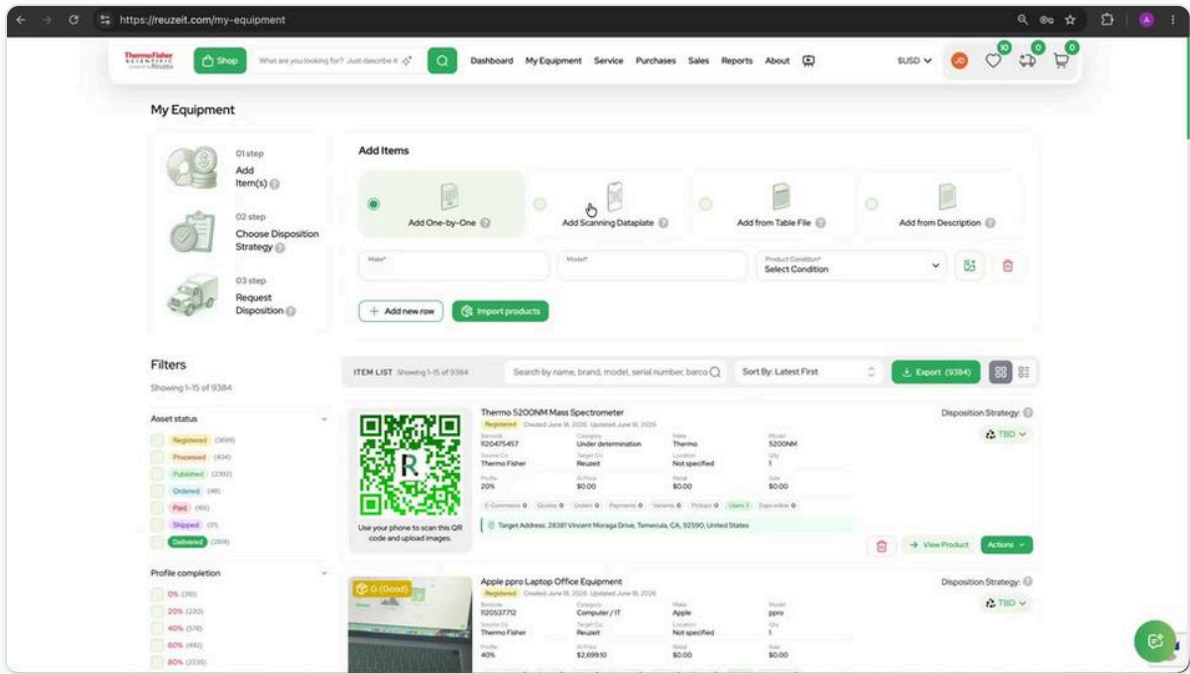
BACKGROUND

Here I'll add an item the simplest way - one by one. Just type the make, model and condition, and the system builds the profile and an early price estimate for you automatically. Before you ask the REUZEit network to do something with an item, first we need to know what the item is. Step number one is Add Item. For example, I have an Apple MacBook Pro in, let's say, very good condition. I click the simple Add button. The system previews it. It recognized it's an Apple MacBook, very good condition. I click Import, and the item immediately appears at the top of your list. The title changes. Based on the basic make, model, and condition I provided, the system recognizes the basic information. It recognized it's a computer in IT, and estimated the market value at around three hundred dollars. Very approximate, but it's always building the profile. You can click on it and jump to the profile itself. This is the profile of the item - the same thing, but more detailed.

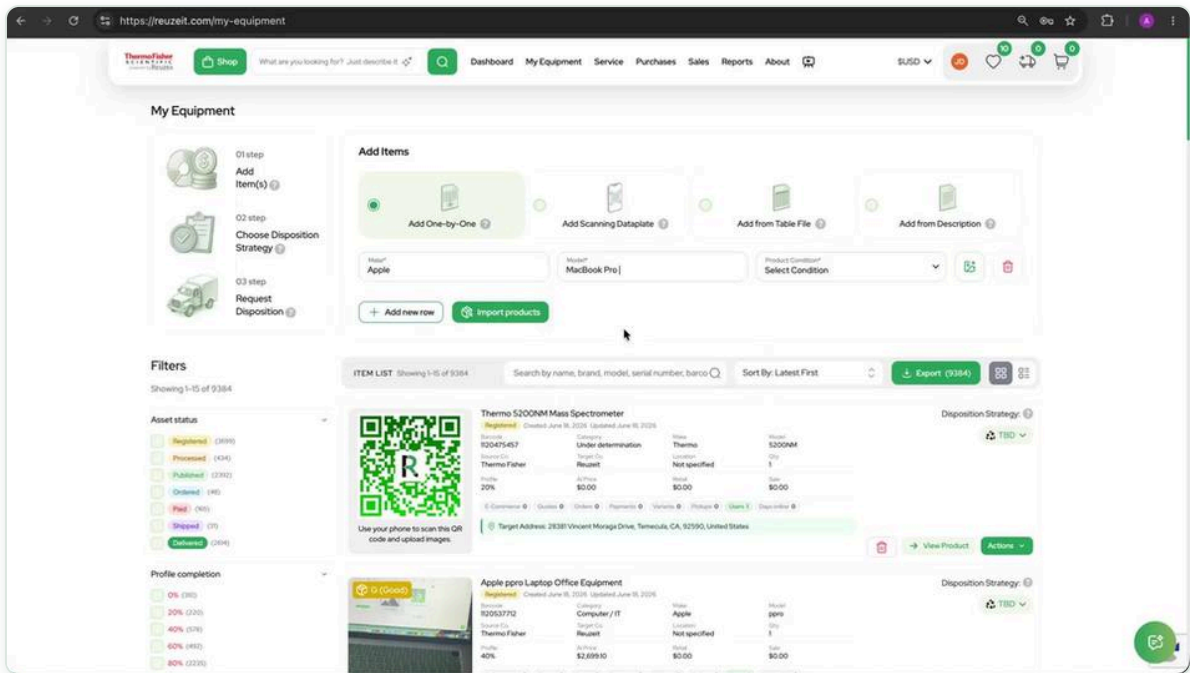
► Watch the clip: reuzeit.com/knowledge-center/add-item-one-by-one

STEP BY STEP

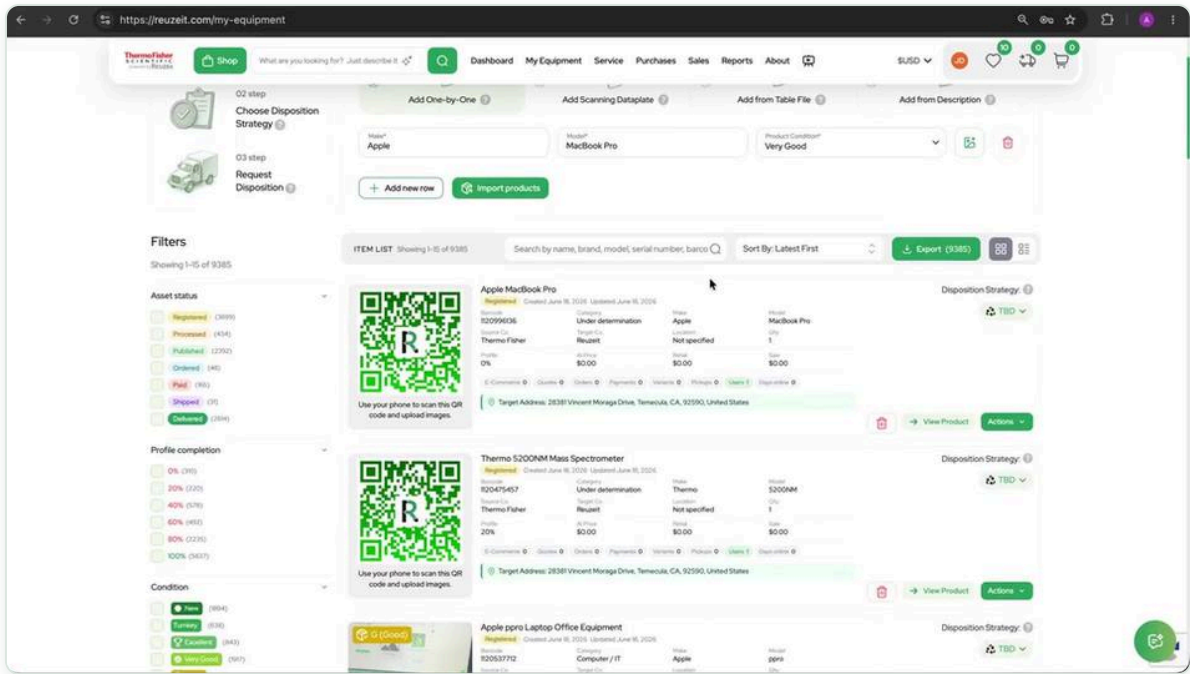
1 In My Equipment, open Add Items and choose one by one.



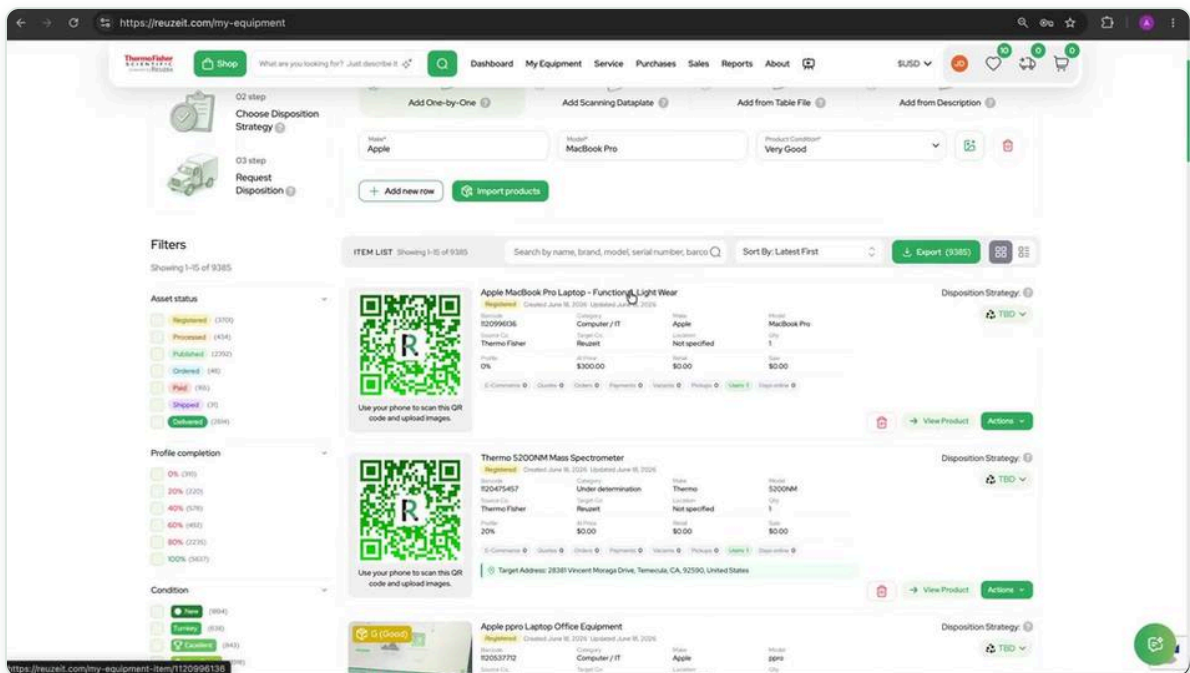
2 Type the make, model and condition (e.g. Apple MacBook Pro, very good).



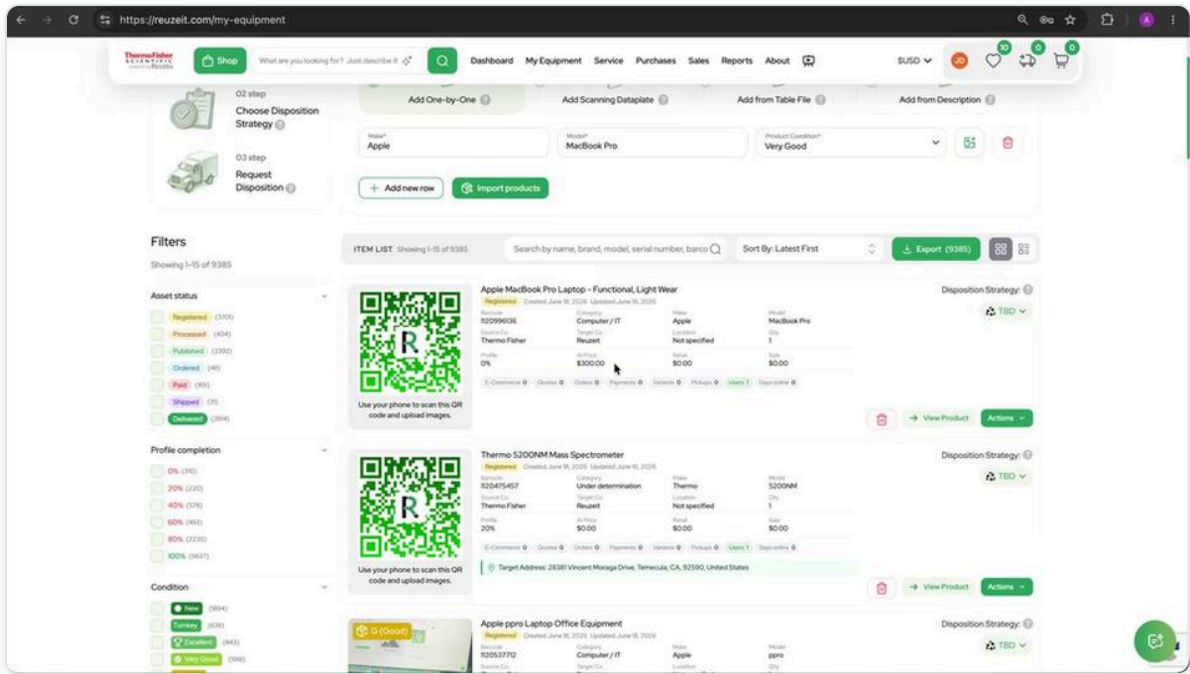
3 Review the preview and click Import.



4 The item appears on top of your list with an AI-recognized title and price.



5 Click it to open the full item profile for more detail.



9 How to use the item profile & set where it ships from

Read the item profile, set your source warehouse in My Account, and see the price justification.

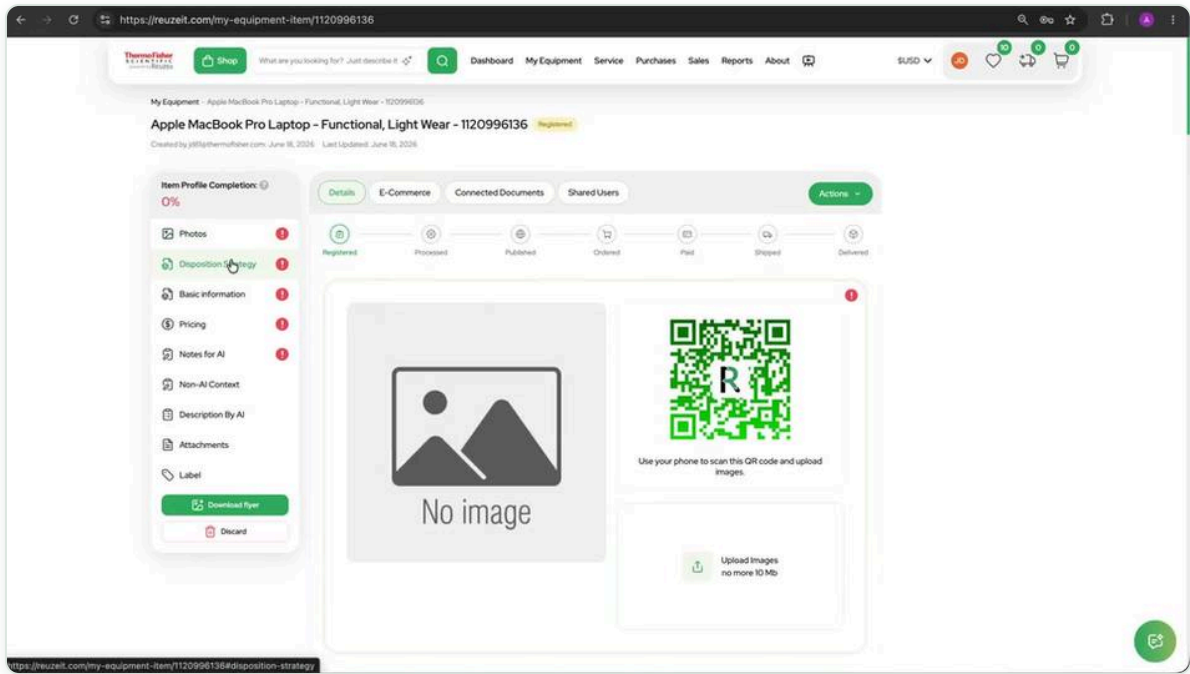
BACKGROUND

In this video I'll open the item profile in detail - the completion score, photos, the price justification, and the source warehouse it ships from, which you set once in My Account. This is the profile of the item. You have an item profile completion, photos, a disposition strategy, basic information, pricing, and notes for AI. There's a status timeline: processed, published, ordered, paid, shipped, delivered. And tabs on top - e-commerce, where this item is published to sell, and connected documents. There's a shared-users tab - you can add a user here so they can see this item too. In this case, right now, it's just me. And there's an action button to add this item to a pickup request. In the product info you have the title, warranty, dimensions, and the source warehouse - where it's coming from. That's actually your location, where you are right now. You need to make sure you set up your source warehouse location in My Account. If you go to My Account, you have a warehouse. We recommend you set up your location - where you as a user are located, or the location you work on behalf of. Then any item you create has that warehouse as its source, and the target warehouse the system automatically recognizes as REUZEit - you don't need to worry about that. We have pricing - a three hundred dollar estimated price. The system gives you the justification for why this price is fair, with similar-product links you can click and investigate online.

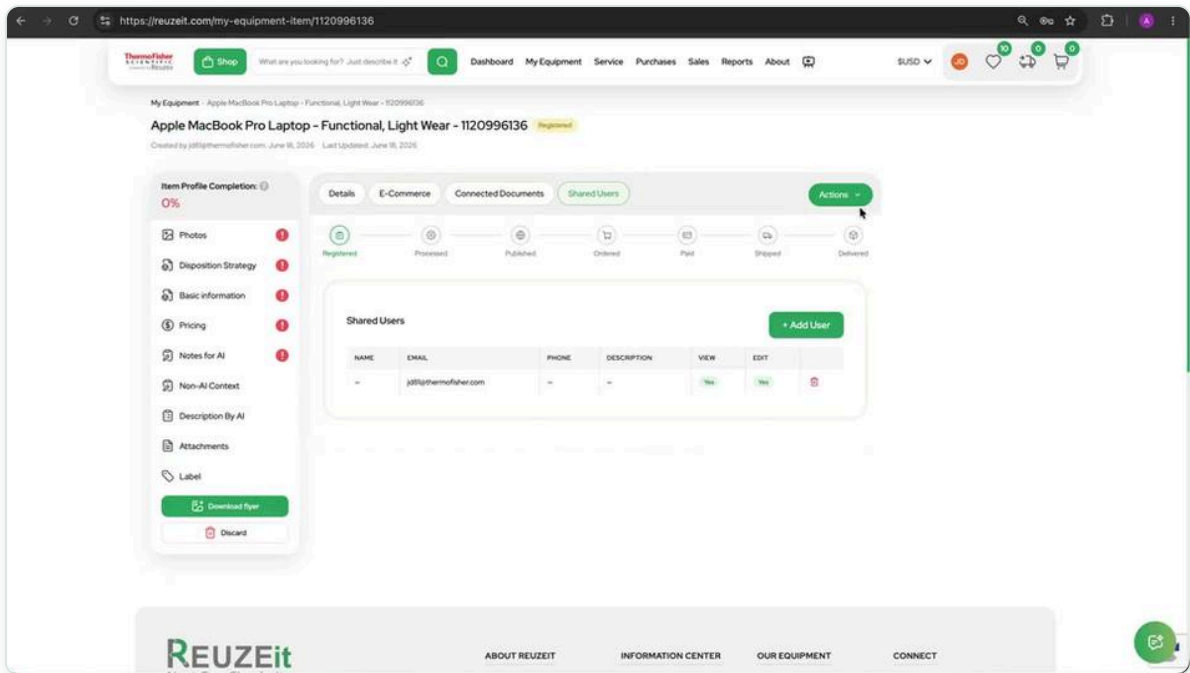
► Watch the clip: reuzeit.com/knowledge-center/item-profile-source-warehouse

STEP BY STEP

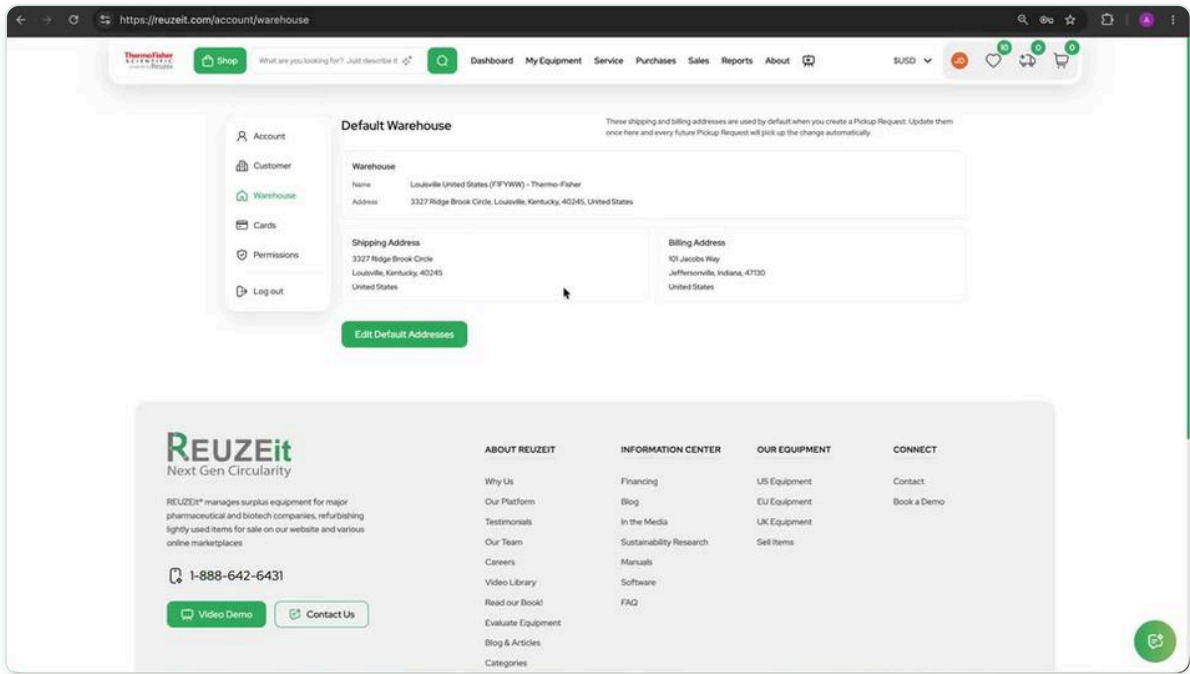
- 1 Open an item to see its full profile - completion, photos, pricing, timeline.



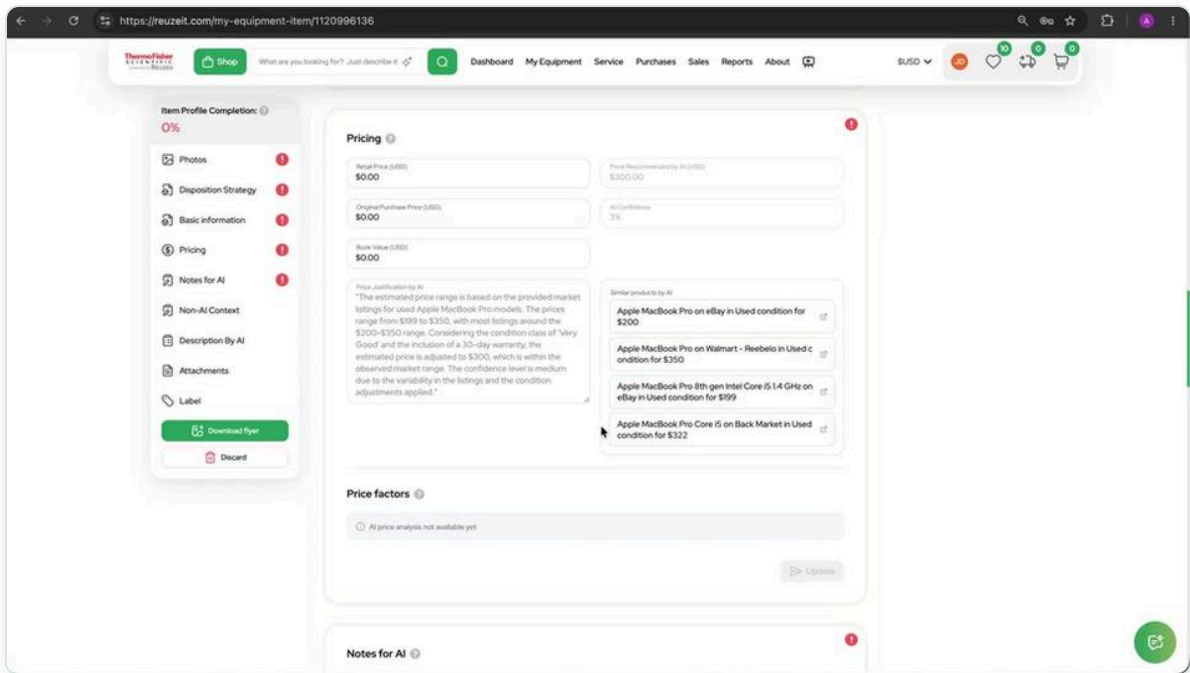
- 2 Check the source warehouse: it's your own location.



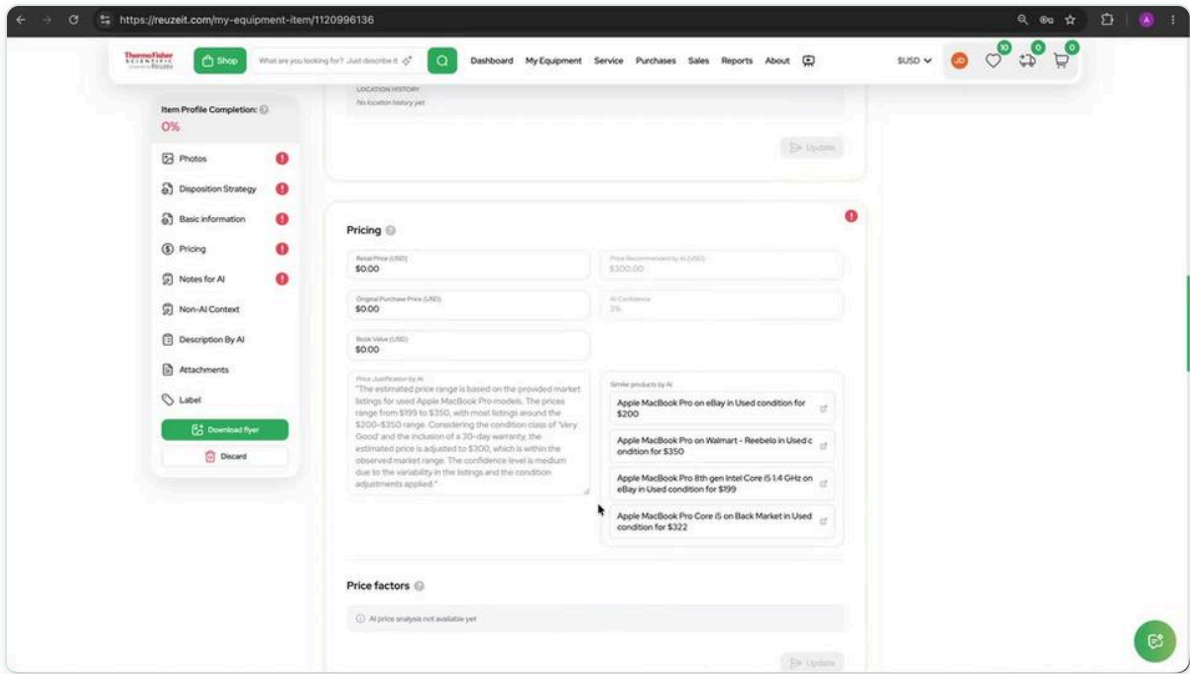
3 Set your location once in My Account under Warehouse.



4 New items then use your warehouse as source; target is set to REUZEit automatically.



5 Review the price justification and the similar-product links.



10 How to add items by scanning a data plate

Scan an item's QR with your phone, photograph the nameplate, and AI reads it into a profile.

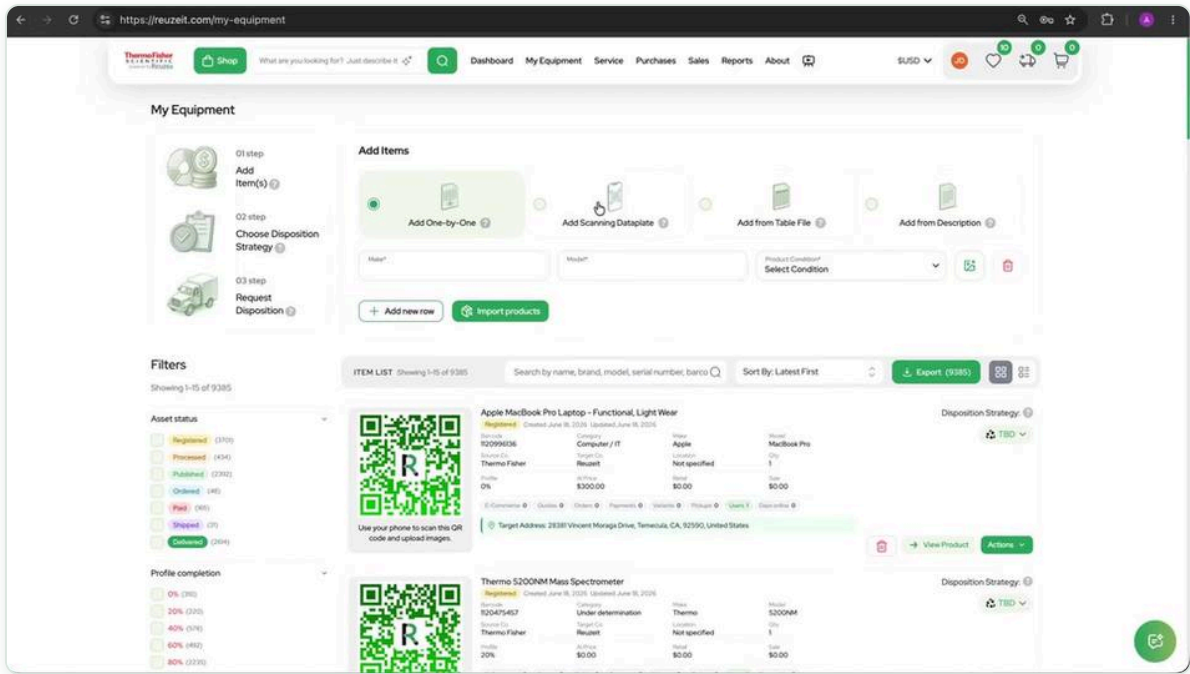
BACKGROUND

Here I'll show you the data-plate scan. Scan a QR code with your phone, photograph the item's nameplate, and the AI reads the details straight off the plate into a full profile. Let me show you the next way to add items: Add by Scanning a Data Plate. I'm going to scan this QR code with my smartphone. The smartphone gives me a link to proceed to, and asks to activate the camera. With the camera, you scan the data plate of the product you want to add. For example, I'll scan the data plate of my mouse - it can be any data plate. It recognized it's an HP, it's a laptop. It's a little blurry, and you can redo it if the system doesn't recognize it, but it captured the HP and some voltage. You use this add-product-from-data-plate feature: scan with your smartphone, proceed to the link, activate your camera, and take pictures of the product's data plate. The system tries to recognize this automatically. In the Notes for AI, you see what it captured from the image - dimensions, serial number, voltage, watts - all from one blurry image. Based on this, the system already builds a full description of the product. It might not be very accurate at first, but as you update the Notes for AI, the system generates a beautiful, accurate description.

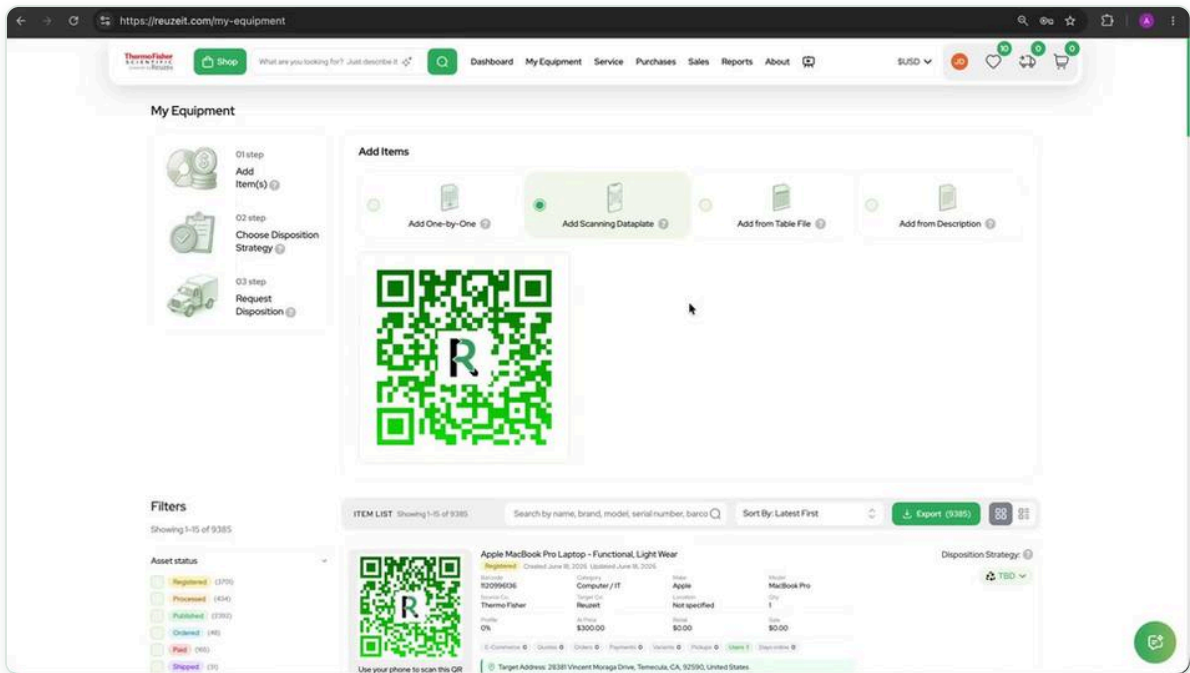
▶ Watch the clip: reuzeit.com/knowledge-center/add-item-data-plate

STEP BY STEP

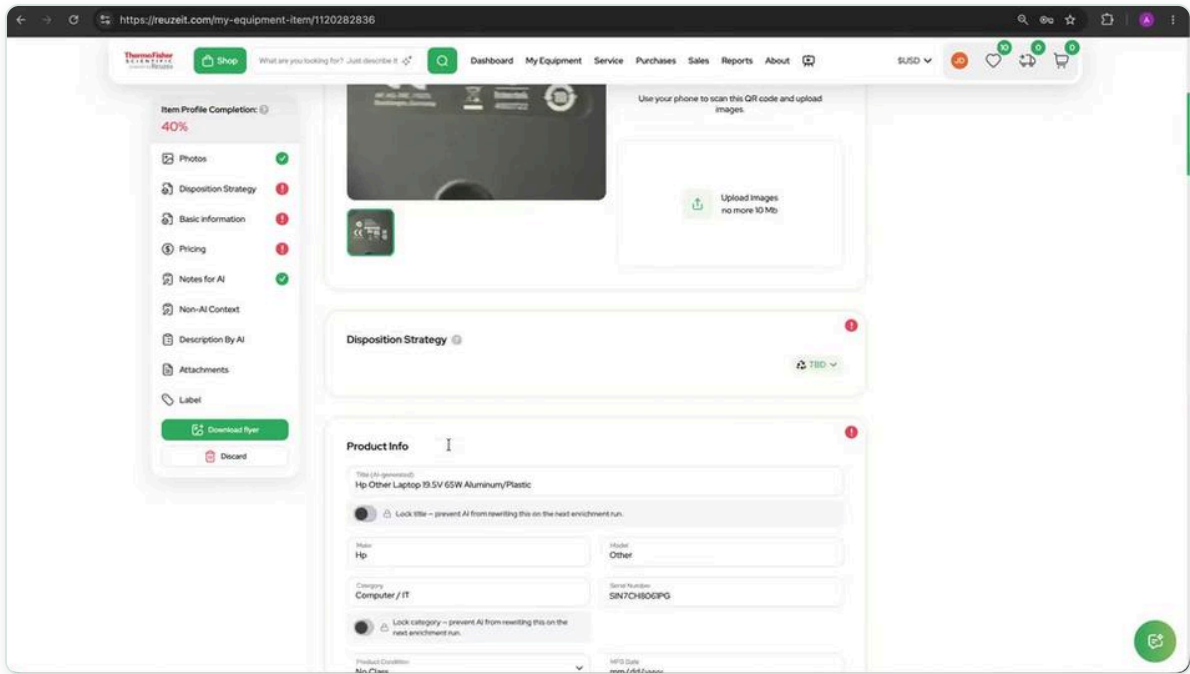
1 In Add Items, choose Scan a Data Plate.



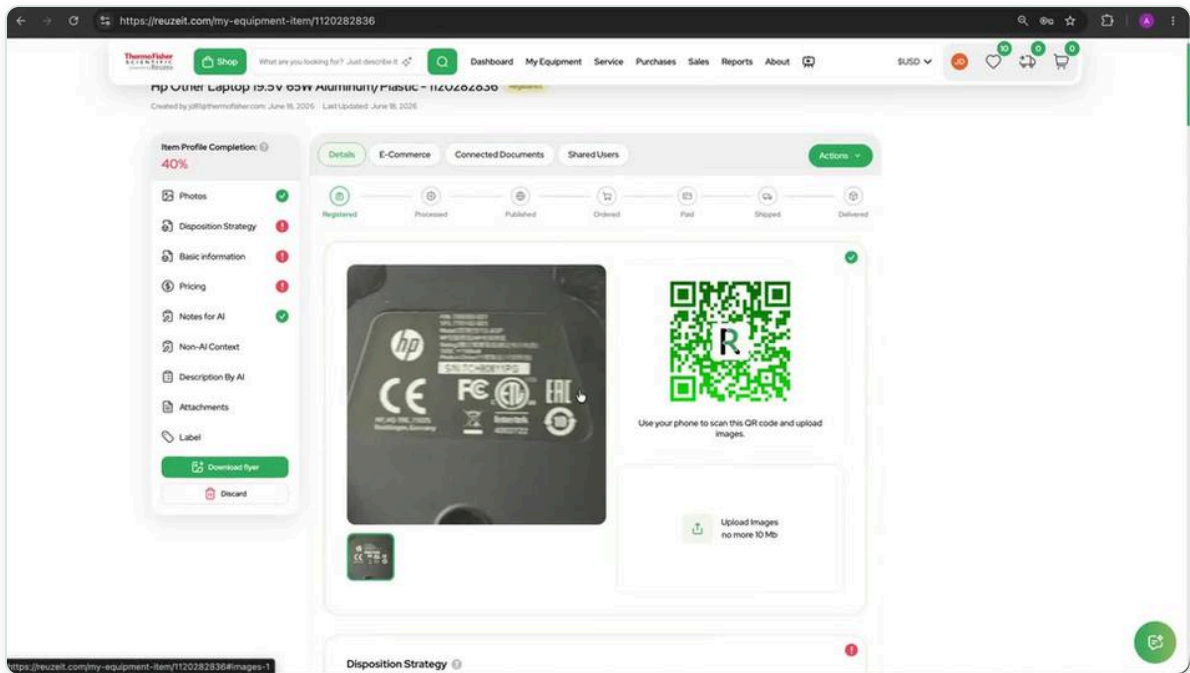
2 Scan the on-screen QR code with your phone and open the link.



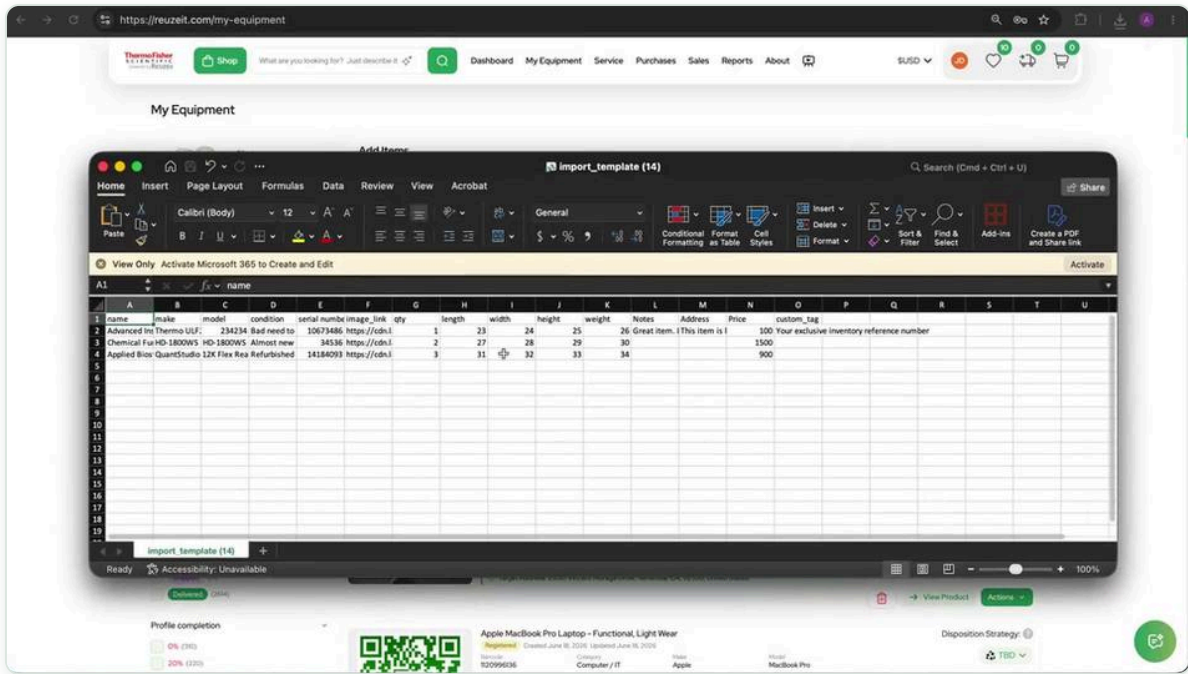
3 Allow the camera, then photograph the item's data plate / nameplate.



4 AI reads the plate - make, serial, voltage, dimensions - into the Notes for AI.



5 The system builds a full description; refine the notes to sharpen it.



11 How to add items by importing a spreadsheet

Upload any Excel or CSV - even unstructured - and AI maps the columns and enriches each item.

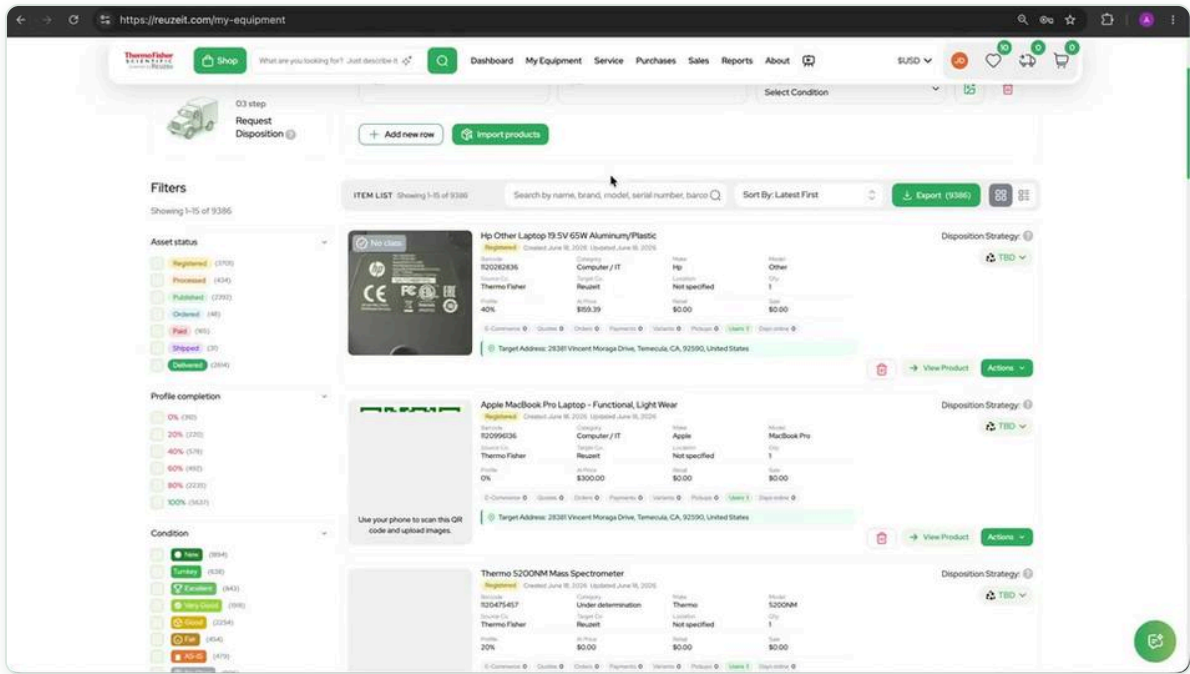
BACKGROUND

In this one I'll import a spreadsheet. You don't even need a structured template - upload any Excel or CSV and the AI figures out your columns and enriches every item with pricing and a description. Next, we have a template of products; you can download the Excel template. But the beauty is you don't actually need a structured template, because we use AI. The AI tries to understand where in your Excel you have make, model, condition, image link, and serial number, even if the columns are named or structured differently, or there are extra columns. I'll use my template and import the products. The system analyzes and scans the file, trying to recognize what products are there and which fields match. It recognized the image links for all three, the condition, make, model, weight, available quantity, serial numbers, and price. I'll remove two of them, add this one, and click Import. Import successfully requested - your items will be added shortly. Actually it's seconds, not minutes. The system adds the item from the Excel. Let me reload the page, and after refreshing, the item appears here. This is what I added from the Excel file, and the same way you can add your products and immediately get enriched information - the system even re-estimated the price well above what we entered.

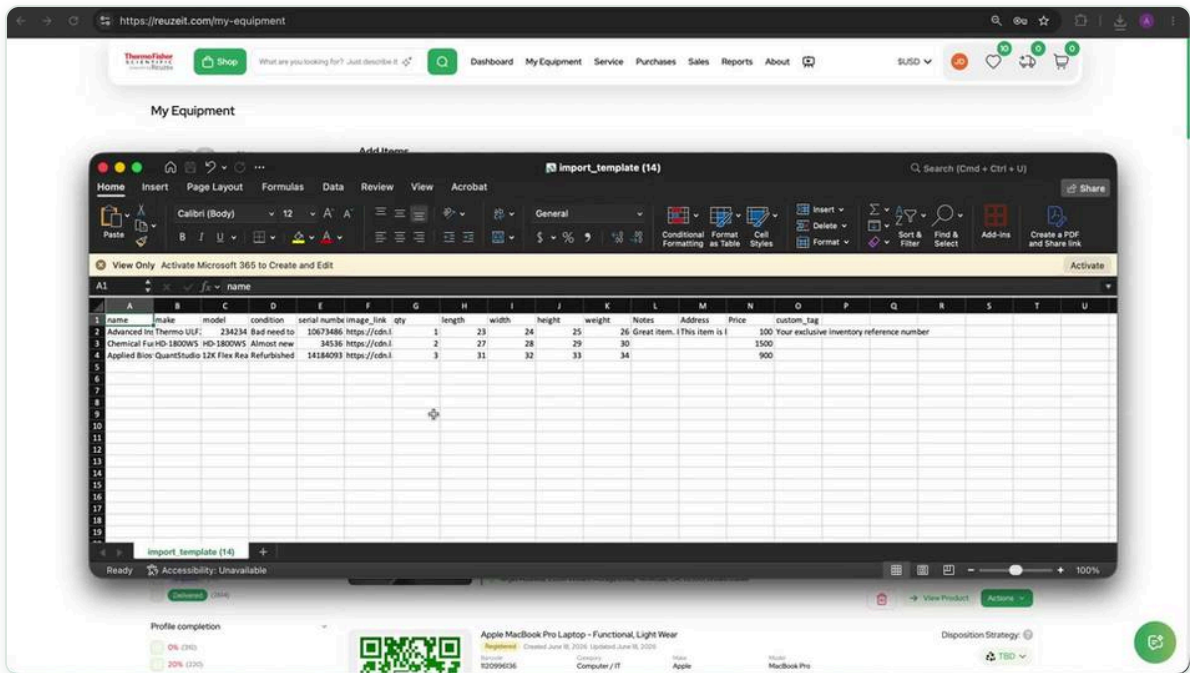
► **Watch the clip:** reuzeit.com/knowledge-center/add-item-spreadsheet

STEP BY STEP

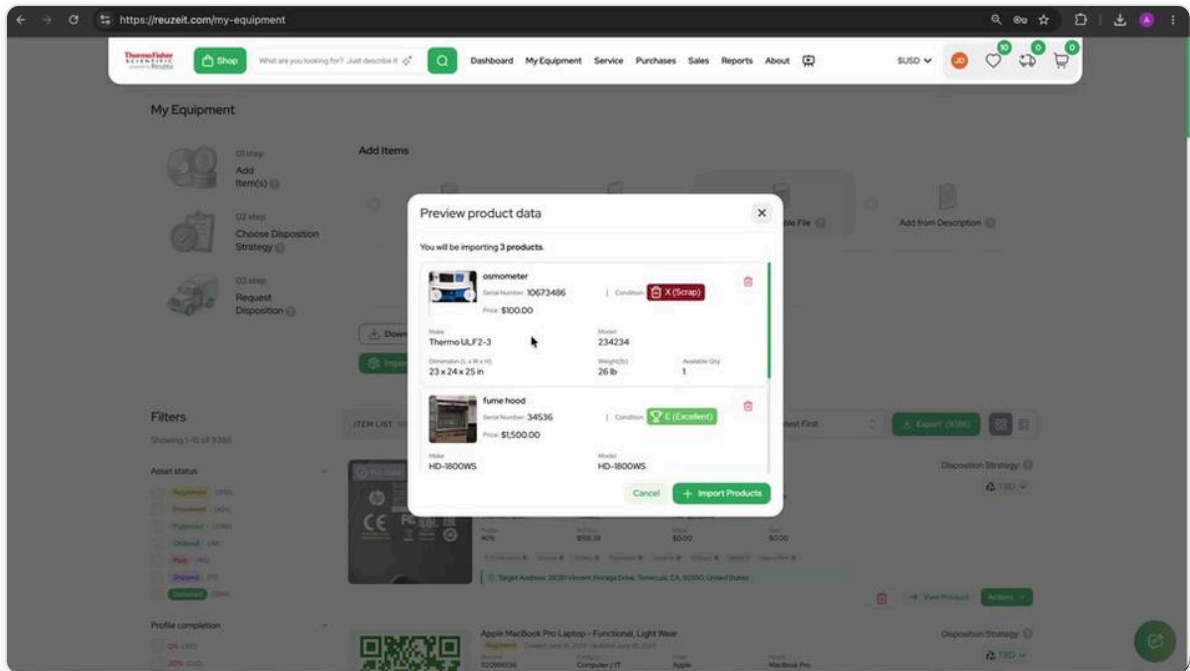
1 In Add Items, choose import from a table file.



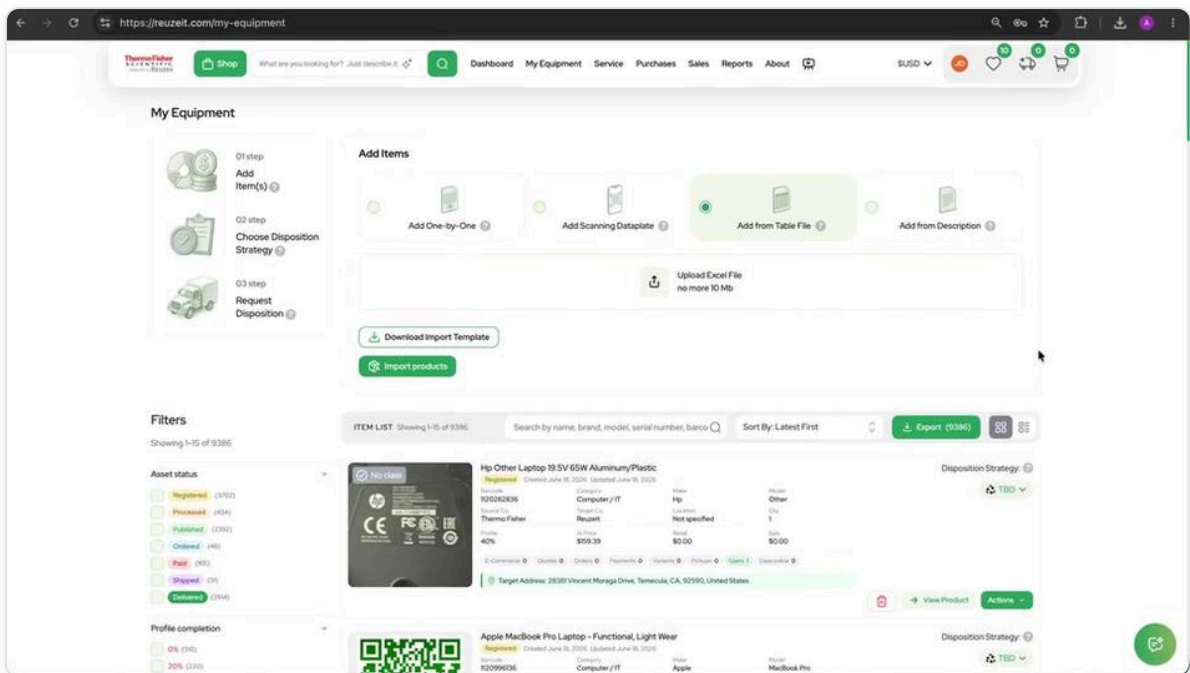
2 Upload any Excel or CSV - a structured template is optional, AI maps the columns.



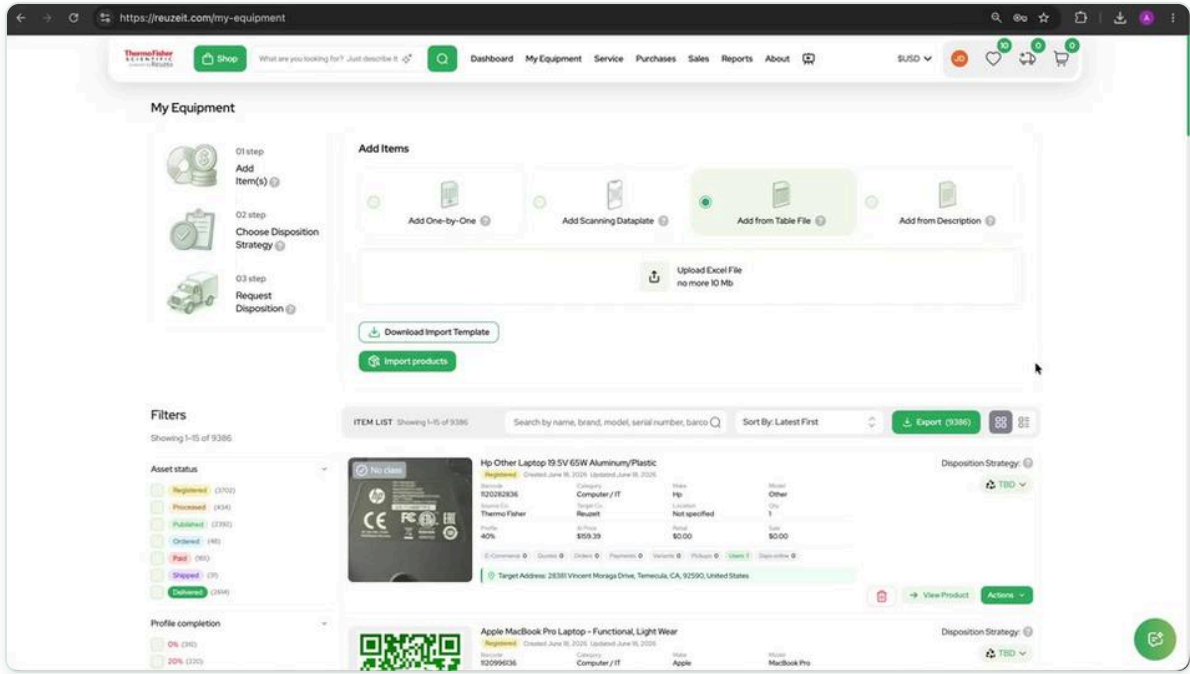
3 Review the detected fields: make, model, condition, image link, serial, quantity, price.



4 Deselect any rows you don't want and click Import.



5 Items appear in seconds, already enriched with AI pricing and descriptions.



12 How to add an item from a description

Type a plain sentence describing the item and AI extracts the make, model and condition.

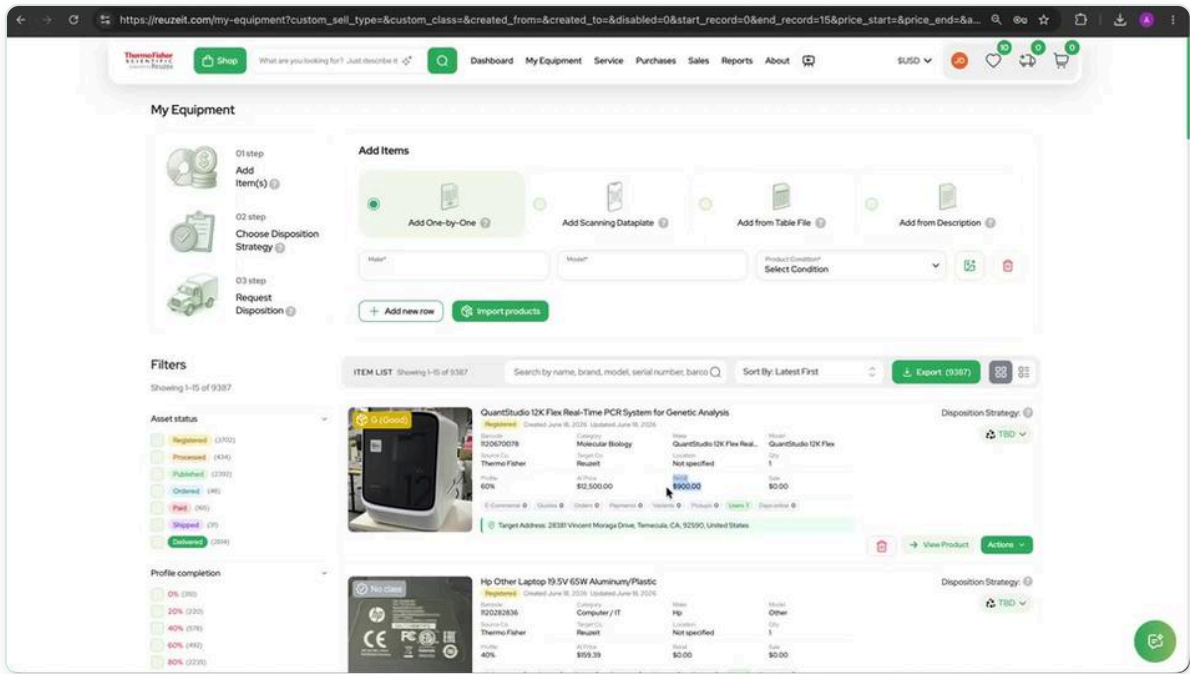
BACKGROUND

Here's the fourth way to add an item - just describe it in plain words. Type a sentence about what you have and the AI pulls out the make, model and condition and adds it to your list. The last way to add an item to this list is Add from Description. Let me do this: Apple MacBook Pro, five hundred gigabyte hard drive, in poor condition, not working. You just describe what you have. The system recognizes the structured information from your text. It's not a lot - it's a MacBook Pro, Apple make, condition poor - that's pretty much it. You click Import, and this way you also add the item to your My Equipment list, and in a moment it shows in your list. In a second the system sets a twenty-five dollar AI price - because it's not working, it's worth almost nothing - but that's fine, you've added the item this way.

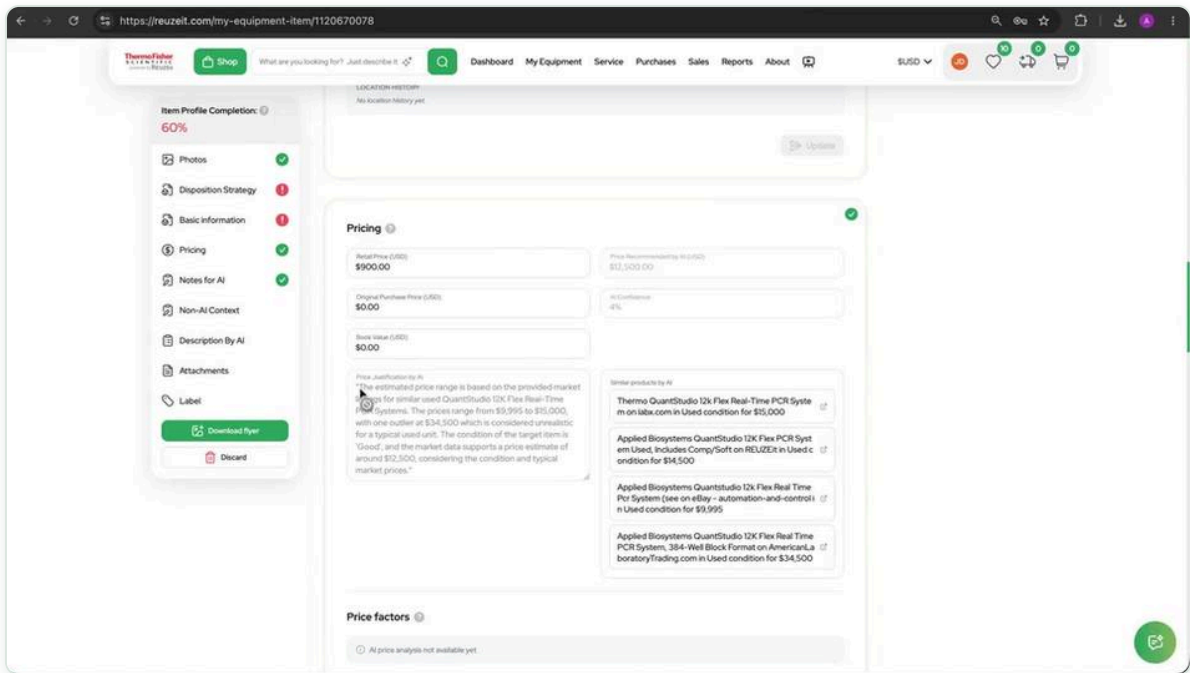
► Watch the clip: reuzeit.com/knowledge-center/add-item-from-description

STEP BY STEP

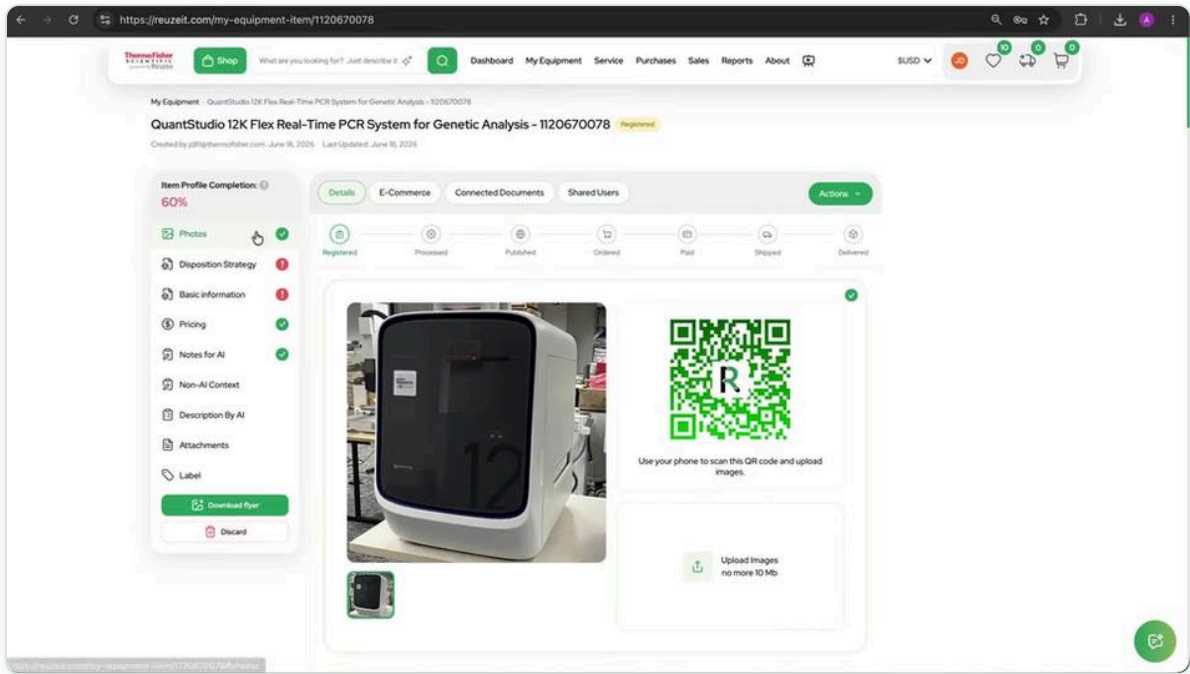
1 In Add Items, choose Add from Description.



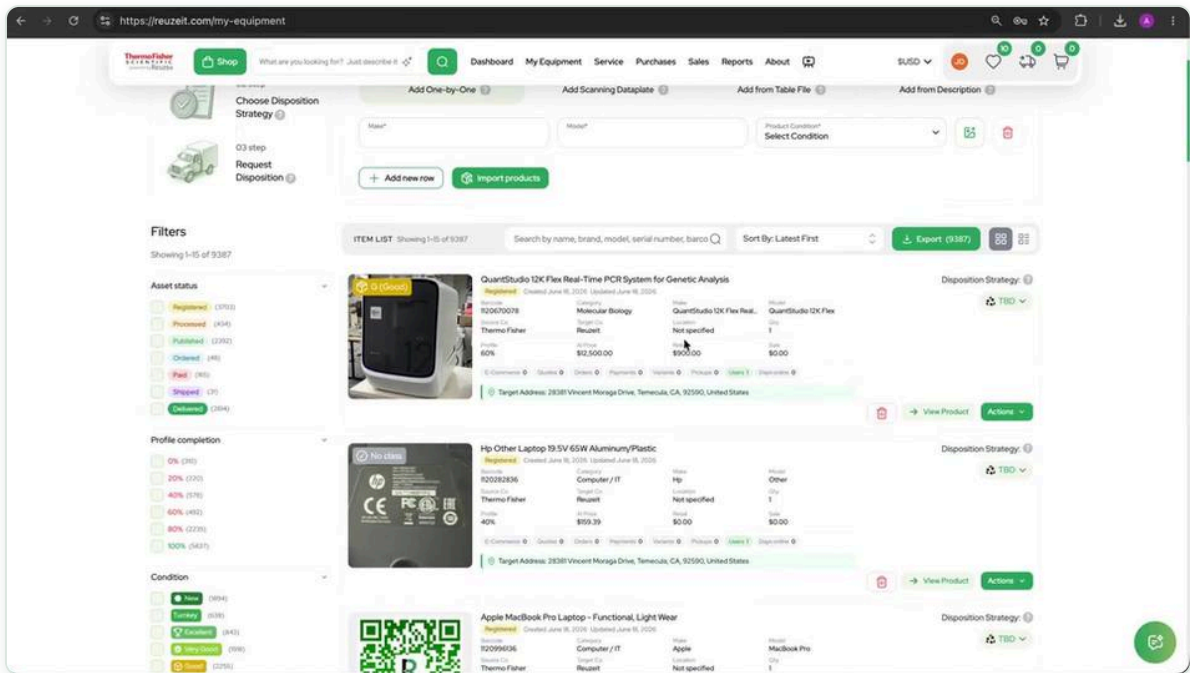
2 Type a plain sentence (e.g. 'Apple MacBook Pro, poor condition, not working').



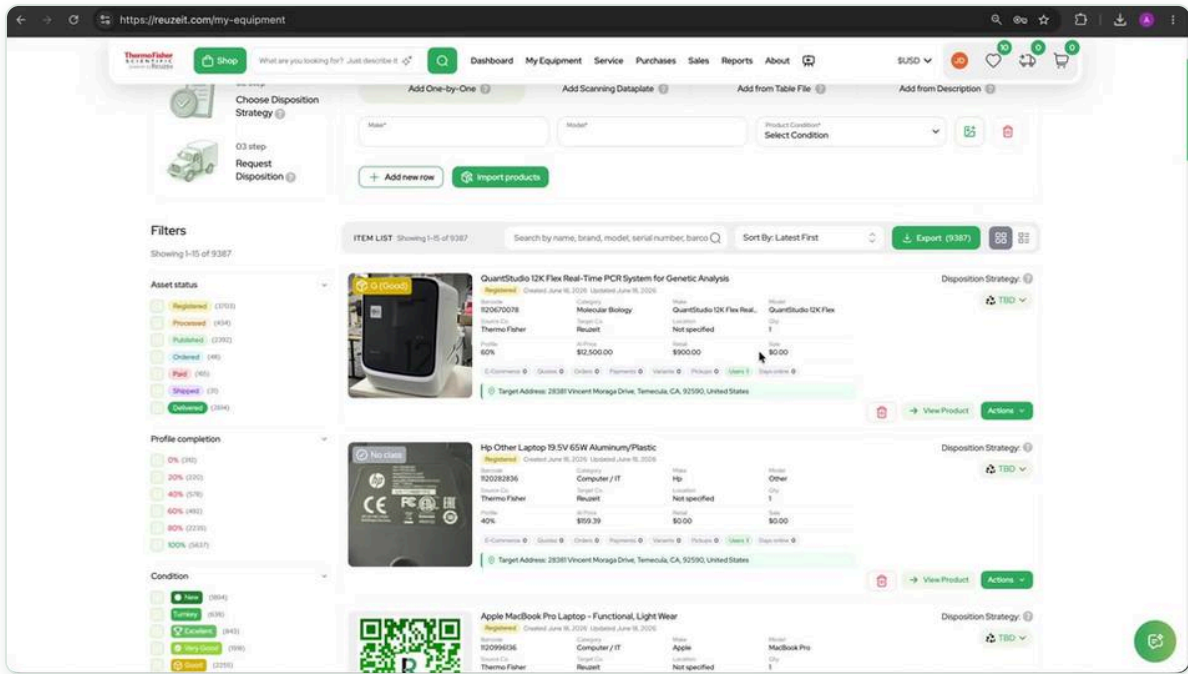
3 The AI extracts the make, model and condition.



4 Click Import to add it to your My Equipment list.



5 An early AI price is set automatically - refine it later.



13 How to add photos by scanning a QR code

No photos on your computer? Scan the item's QR with your phone and capture images directly.

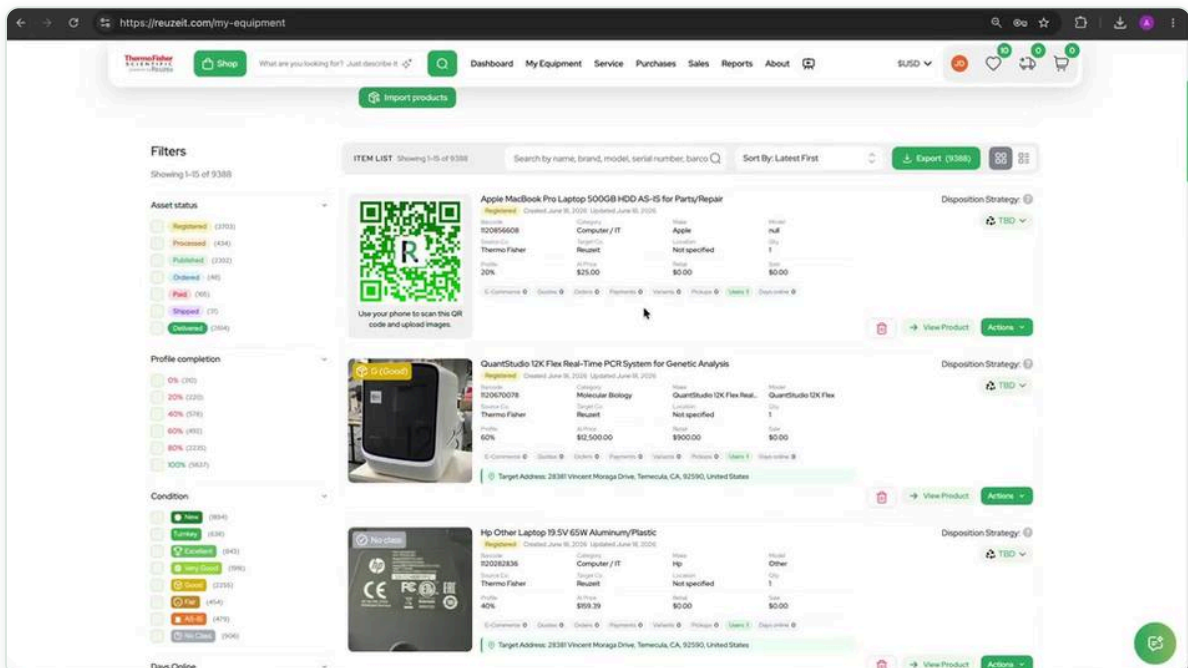
BACKGROUND

In this short one I'll show you the easiest way to add photos. You don't need the images on your computer - just scan the item's QR code with your phone and capture them straight into the profile. We provide an easier way to add images of your products - you don't necessarily need them on your local machine. Using this QR code, if you scan it, the system opens the camera on your smartphone, you capture the image, and in a second that image becomes part of the profile. It's a very easy way to add images. I just added the image this way, and the system says the profile completion is now forty percent.

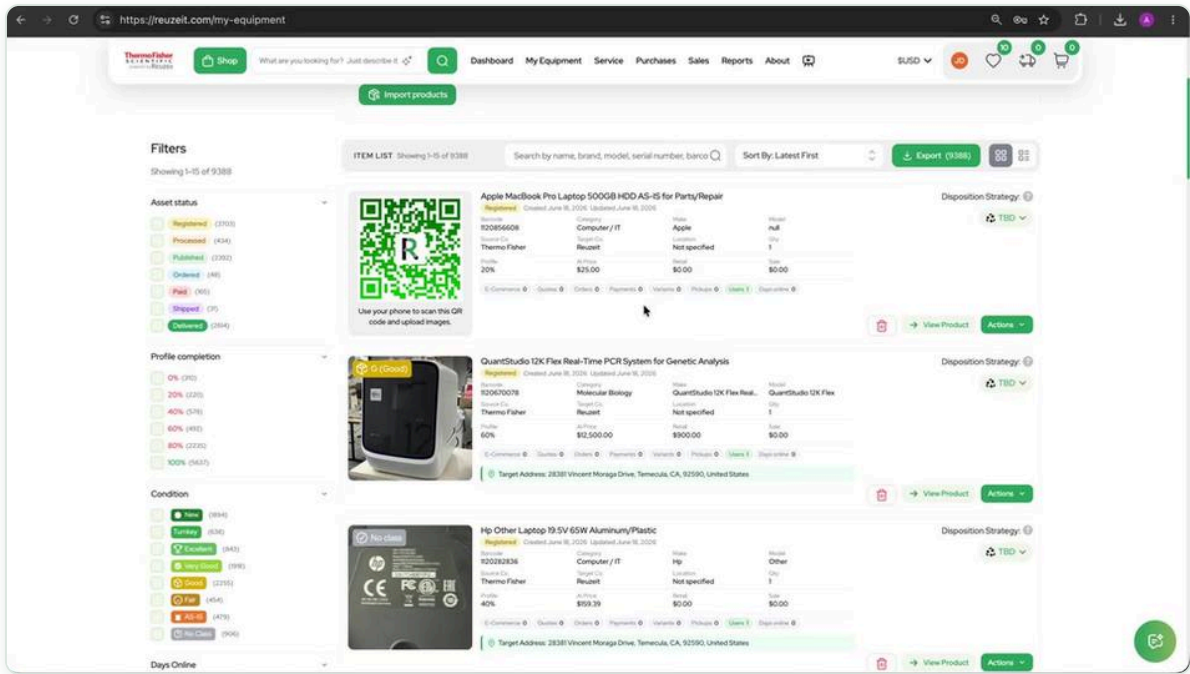
▶ Watch the clip: reuzeit.com/knowledge-center/add-photos-by-qr

STEP BY STEP

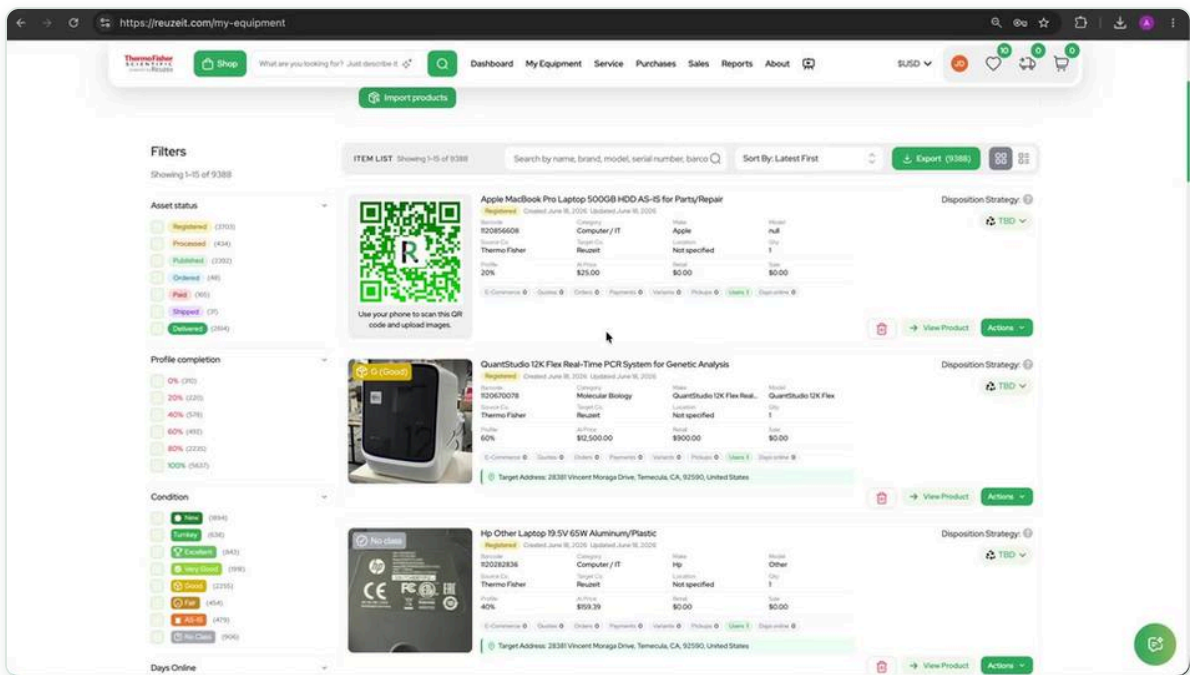
1 Open the item and find its QR code for photos.



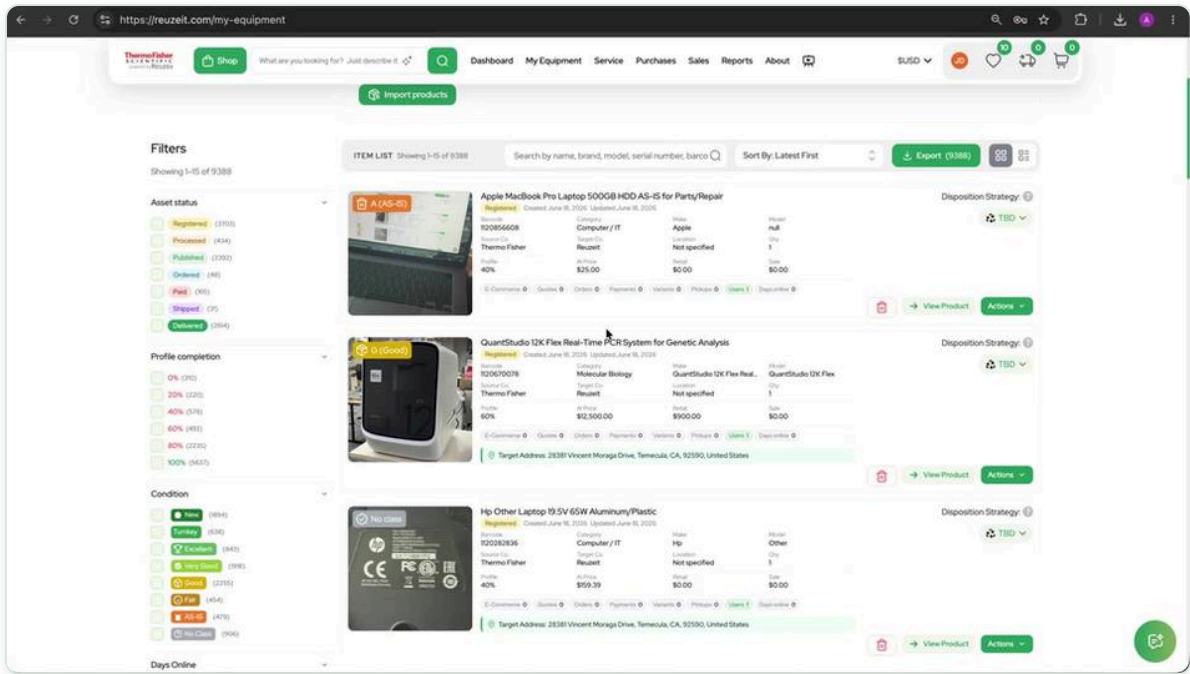
2 Scan the QR code with your phone to open the camera.



3 Capture the product image directly from your phone.



4 The photo attaches to the profile in seconds and raises the completion score.



14 How to improve the AI price & description (Notes for AI)

Add context in Notes for AI and watch the value estimate and description re-generate live.

BACKGROUND

Here I'll show you the Notes for AI field. Add context - especially about condition - save it, and watch the AI re-estimate the value and rewrite the description, getting sharper with every edit. Let's go back to the profile and look at the Notes for AI. The tooltip explains: add additional notes to give the AI more context. Once you change this and save, the AI enhances the item profile with a more accurate market value and description. What you say here is very important, especially about condition. Let me change my mind and say: Apple MacBook Pro in good condition, fully working, the battery is fully working and has tons of life. We updated the item, and in the top corner you see AI enriching your item. The AI is rethinking what you just said. Anything you update matters. Let me add more context and remove the word functional. After each update, the AI re-enriches. Let's see what it says about the price now. It's a recommendation price. The AI finds similar products on the internet and gives you real links to listings of similar condition. The more information you add every time you update, the more accurate the estimate becomes. We also get a description by AI. This is how you add and manage your My Equipment list.

► Watch the clip: reuzeit.com/knowledge-center/improve-ai-price-notes

STEP BY STEP

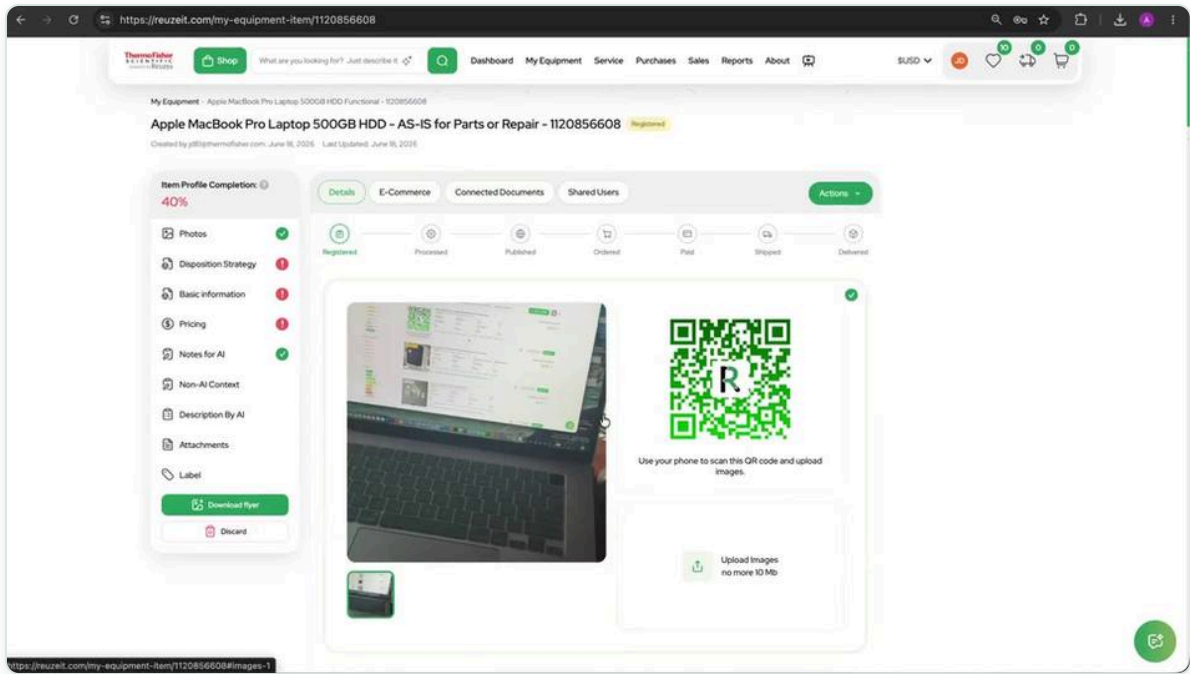
1 Open the item profile and find the Notes for AI field.

The screenshot shows the 'Product Info' section of an item profile. The left sidebar indicates 'Item Profile Completion: 40%' with a list of fields: Photos (checked), Disposition Strategy (red), Basic information (red), Pricing (red), Notes for AI (checked), Non-AI Context, Description By AI, Attachments, and Label. The 'Product Info' section includes fields for Title (Apple MacBook Pro Laptop 500GB HDD - AS-IS for Parts or Repair), Make (Apple), Model (null), Category (Computer / IT), Serial Number (Does Not Apply), Product Condition (AS-IS), MFG Date (mm/dd/yyyy), Weight, Quantity (1), Product Warranty (30-Day Warranty On Part), Minimum order quantity (1), Staff Center (REUSEIT Store Lab Equipment), Pickup Request, Project ID, Year of Purchase, and Consignment Asset Number. A 'Dimensions' section at the bottom has fields for Length (cm), Width (cm), Height (cm), and Weight (kg).

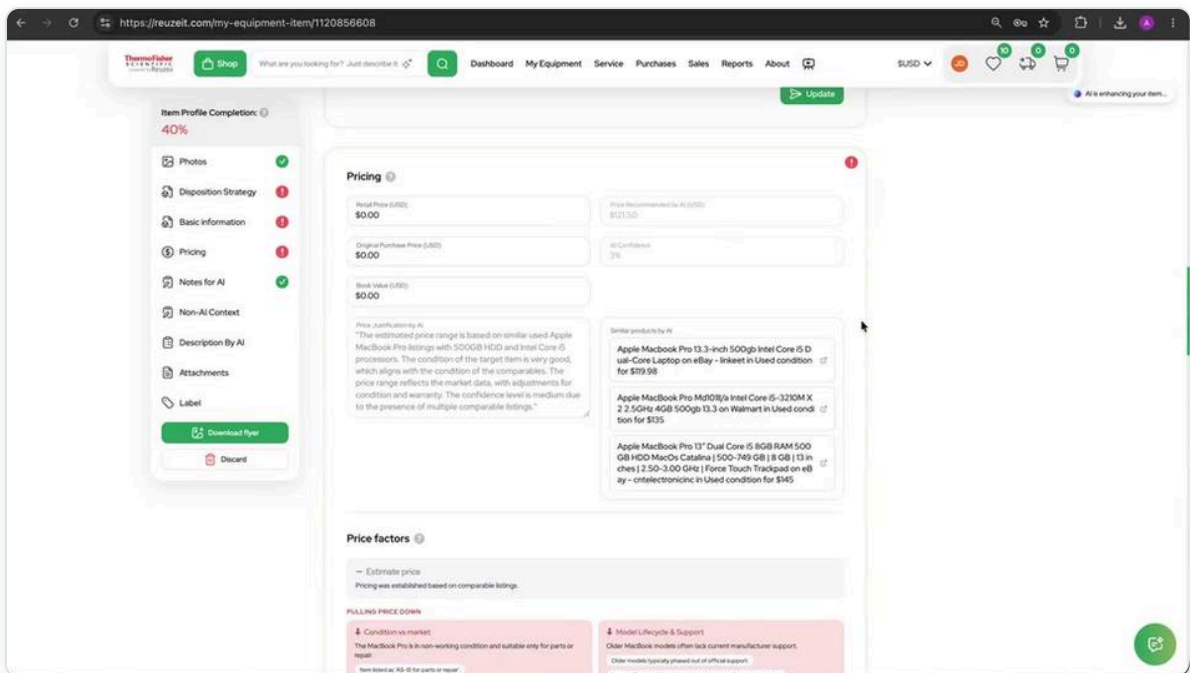
2 Describe the item and especially its condition in your own words.

The screenshot shows the 'Notes for AI' field in the item profile. The left sidebar is the same as in the previous screenshot. The 'Notes for AI' field contains the text: 'Apple macbook pro 500gb HDD in good condition - fully working The image shows a laptop with a product listing on the screen, but specific make or model details are not visible.' Below this field is an 'Update' button. The 'Non AI Context' field is empty, and the 'Description By AI' field contains a detailed description: 'This Apple MacBook Pro, equipped with a 500GB HDD, is currently in non-working condition and is sold AS-IS. It is ideal for those seeking parts or for individuals with the expertise to undertake repairs. The laptop is not functional, and specific model details are not visible. It does not include any power cables, software, or user manuals. This item is valuable primarily as a parts'

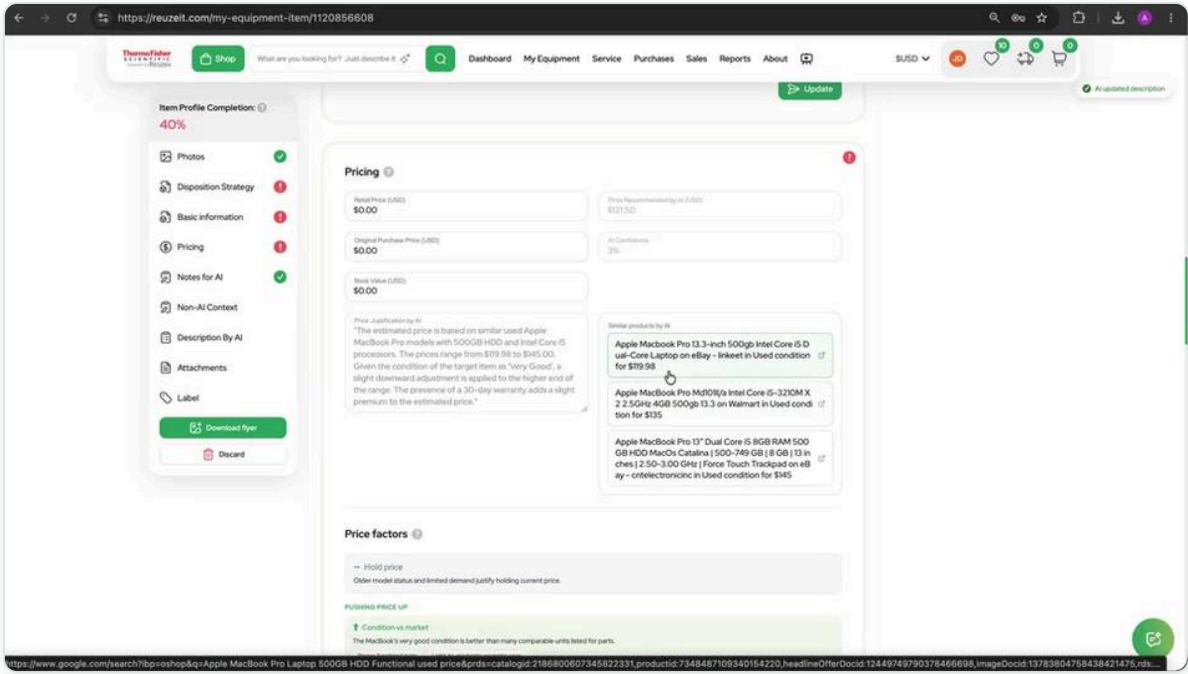
3 Save - the AI re-enriches the profile (watch 'AI enriching your item').



4 Each edit re-estimates the value and rewrites the description.



5 Compare the recommended price against the real similar listings it links to.



15 How to choose a disposition strategy

Tell us what to do with each item: consign, redeploy, store, donate, scrap or sell locally.

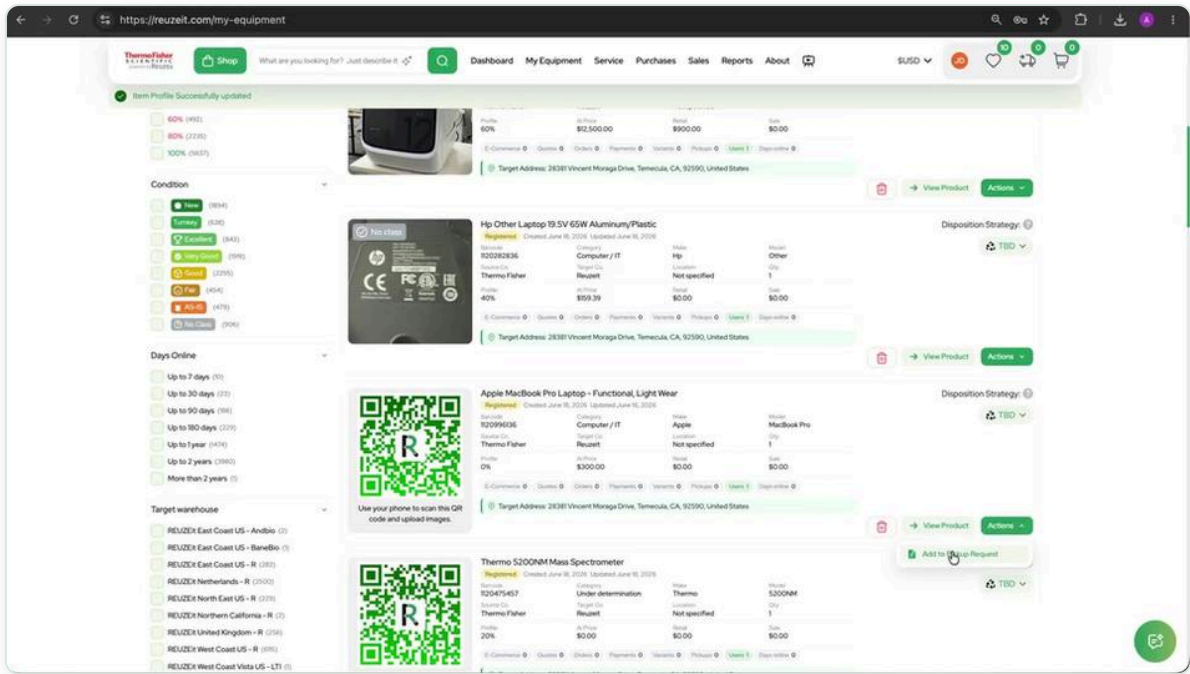
BACKGROUND

In this video I'll show you the disposition strategy - the one thing we ask for each item. It's simply what you want us to do with it: consign, redeploy, store, donate, scrap or sell locally. This item has an Action button, the same one in the item profile. This item is at zero percent completion and missing a lot, but I'm ready to add it to a pickup request. When you click Add to Pickup Request, it asks for a disposition strategy. That's the only thing we ask for here: what do you want us to do with this item? The options are consignment and redeployment, consignment only, redeploy only, storage, to be donated, to be scrapped, or local sale. Let's say consignment only - you're asking us to pick up this item and sell it. We pick up the item and list it on a sales channel until it's sold. You select it, then click Add to Pickup Request, and confirm yes.

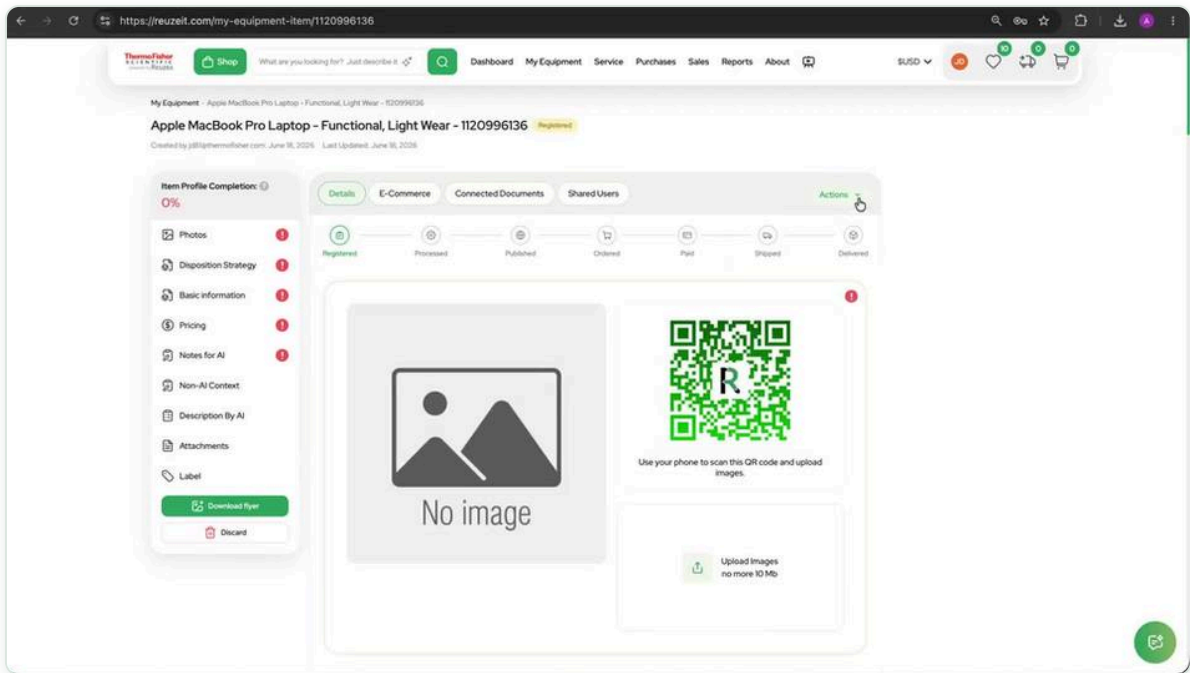
▶ Watch the clip: reuzeit.com/knowledge-center/choose-disposition-strategy

STEP BY STEP

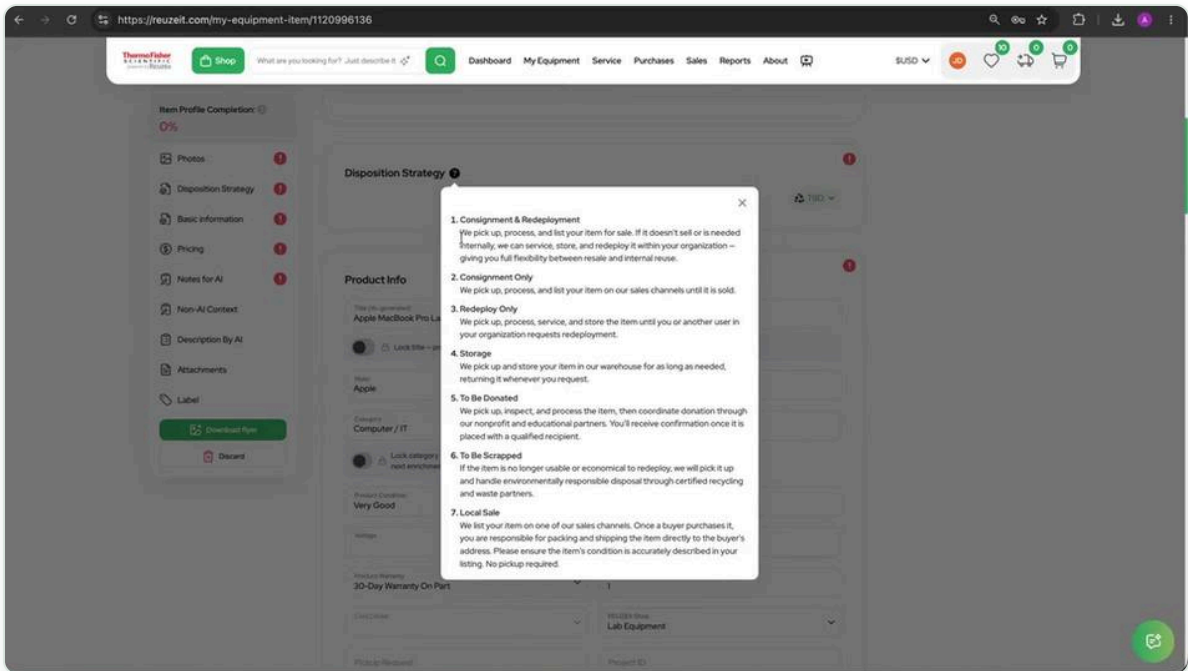
1 Open an item and click the Action button, then Add to Pickup Request.



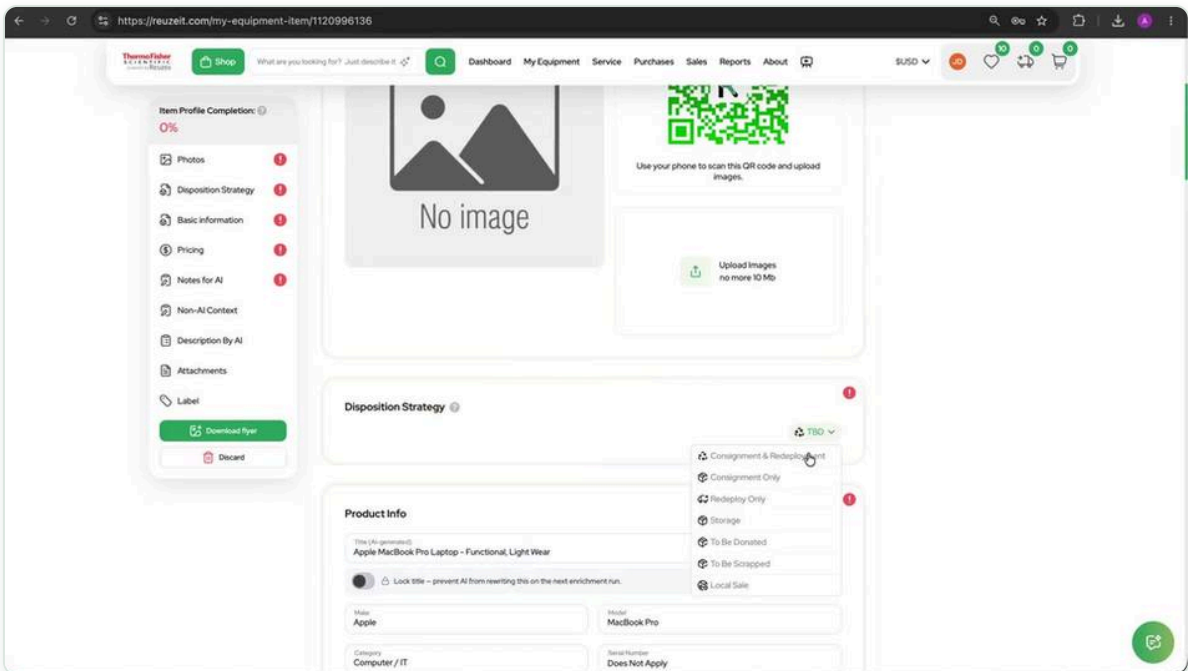
2 Choose a disposition strategy - what you want us to do with the item.



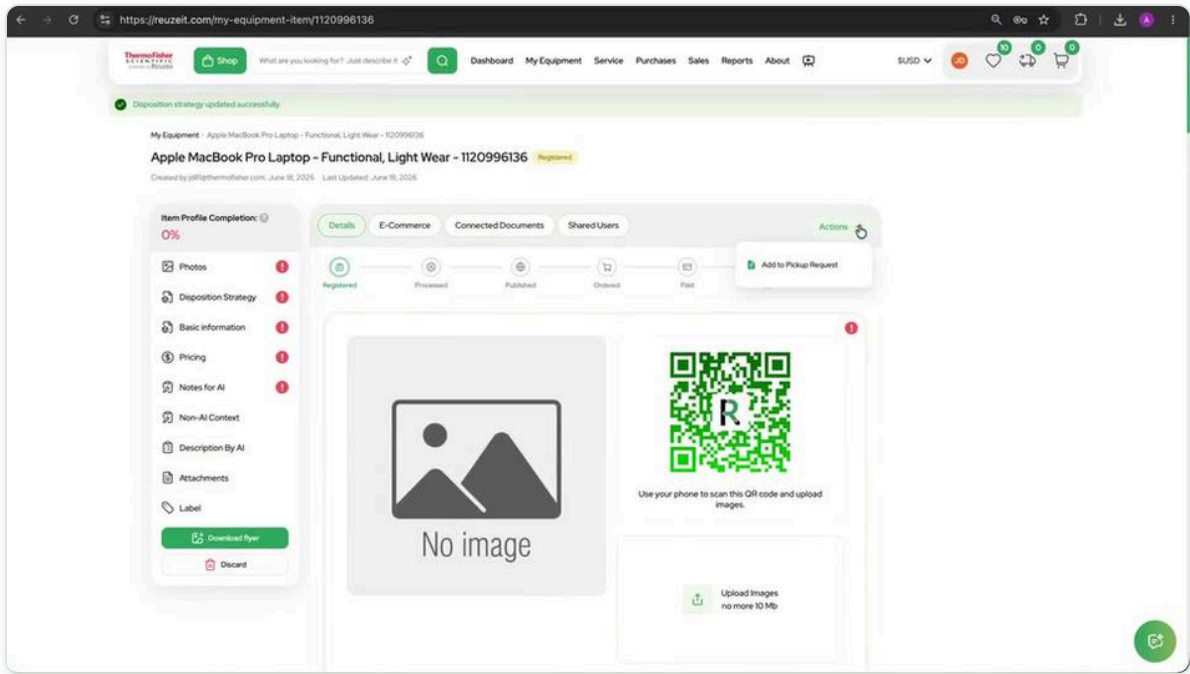
3 Pick from consignment, redeploy, storage, donate, scrap or local sale.



4 For example, choose consignment only to have us pick it up and sell it.



5 Confirm to add the item to your pickup request.



16 How to create a pickup request

Collect one or many items into a single draft pickup request and fill in the details.

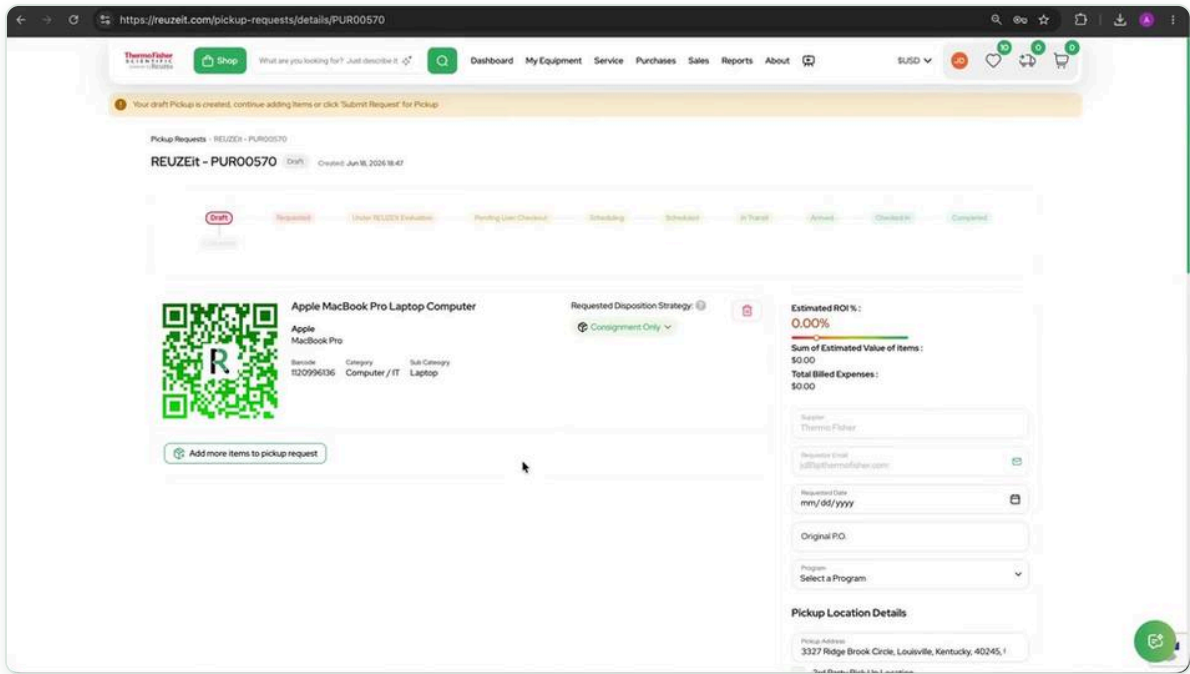
BACKGROUND

Here I'll create a pickup request. Adding an item starts a draft, and you keep adding items into that same draft, fill in the details, and watch the status track from draft all the way to completed. The system creates a new pickup request, number 570, in draft status. You can see the statuses: draft, requested, under user evaluation, payment, user checkout, scheduling, scheduled, in transit, arrived, checked in, and completed. This is full transparency for you. If you forget which pickup request you created, you can always go back to Services and find your pickup request list. This pickup request isn't submitted yet. It's in draft mode, which means it's still waiting for you to add more items. We're notified immediately when you create it. It shows: your draft pickup request is created. Continue adding items, or click Submit Request for Pickup. We have an estimated ROI - in our case zero percent, because it's the very beginning. This number changes down the road as we move forward. We recommend you complete the profile, because our client-service team who pick this up will contact you and ask the necessary questions anyway. Here we have a supplier, a requester, a date for when you want us to pick this up, your original PO if you have one, a program if it's related to one, and the pickup address. You provide some information and click Update. You're not submitting yet; you're still updating the draft of your pickup request. You're welcome to add more items. Let me add this item too - disposition strategy missing again - let's also sell this one. For this one I want you to scrap it, so I select recycle. I don't need it sold, but I'm still adding it to the pickup request to be scrapped. As soon as you have a draft, the system adds all products to the same draft. It doesn't create a new pickup request per item; it adds them into the same one.

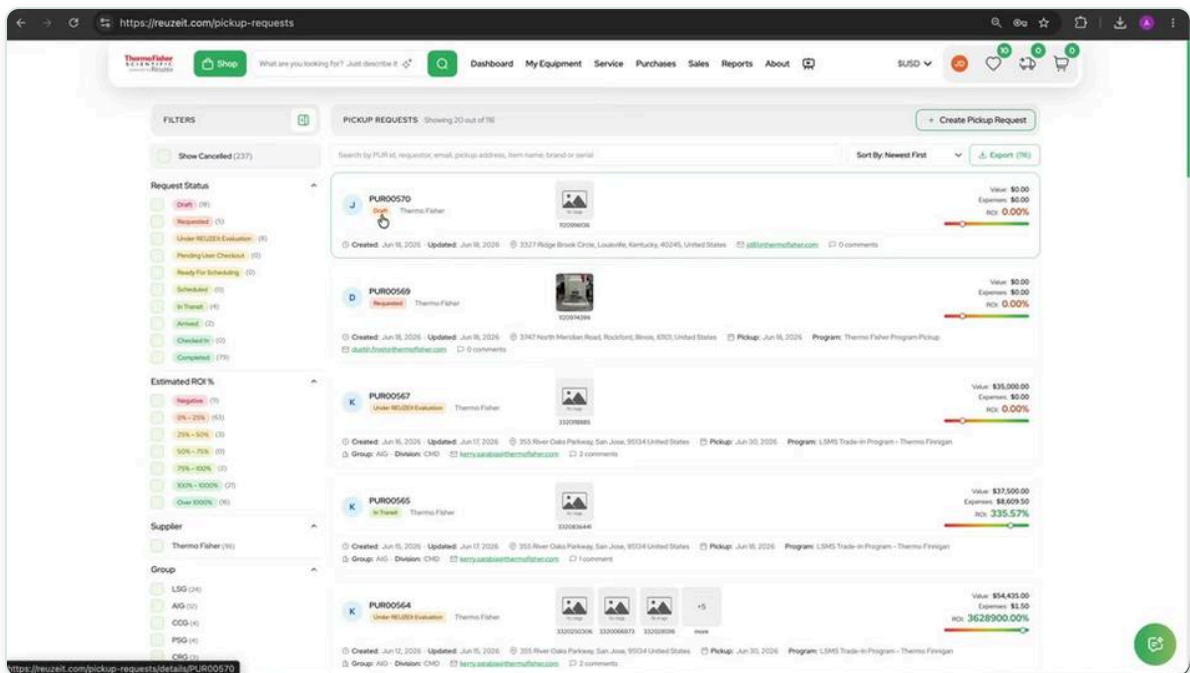
▶ Watch the clip: reuzeit.com/knowledge-center/create-pickup-request

STEP BY STEP

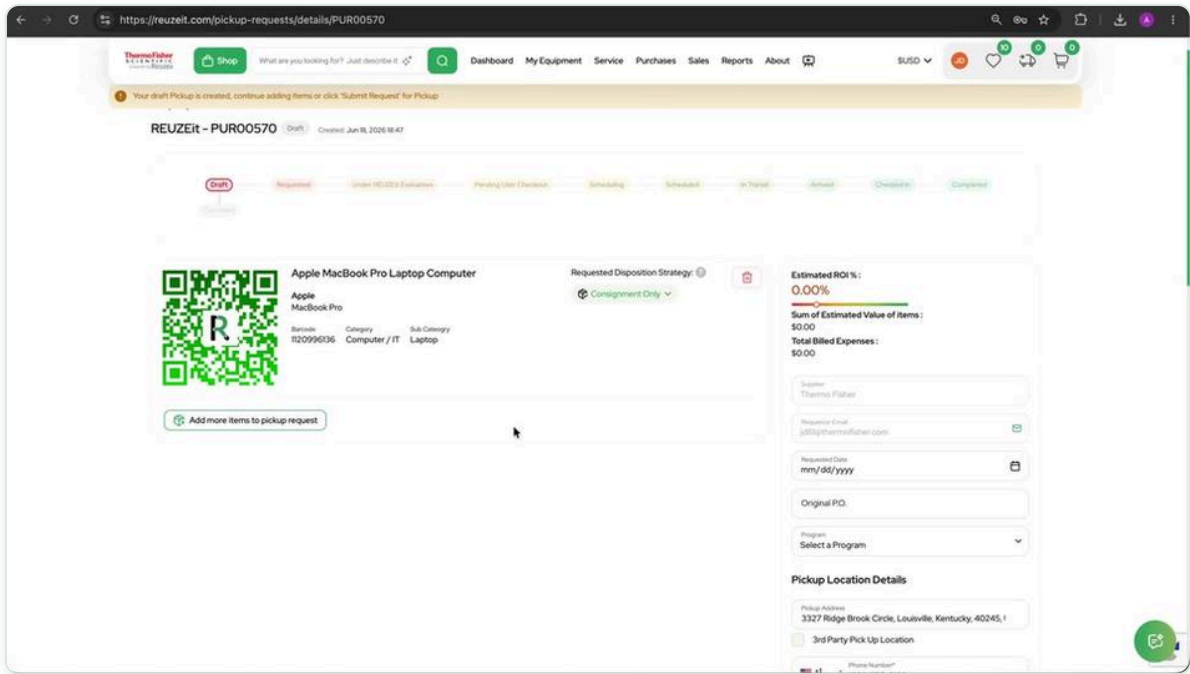
1 Adding an item to a pickup creates a draft request (e.g. PUR 570).



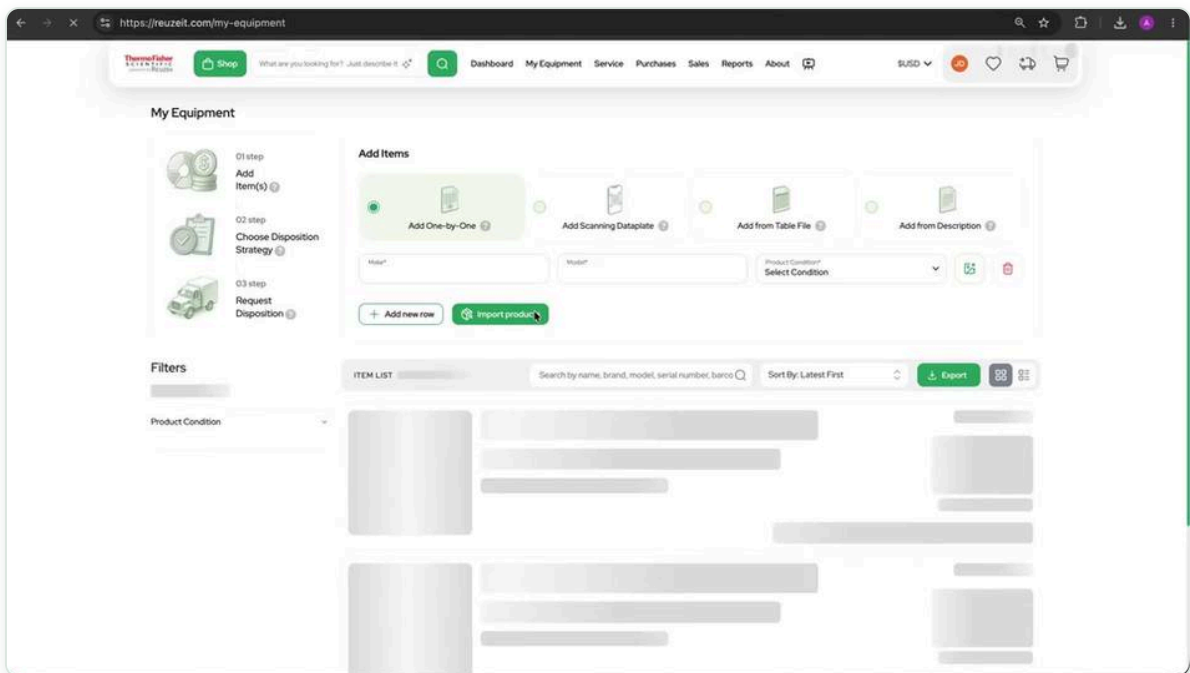
2 Watch the status track: draft, requested, evaluation, checkout, scheduling, transit, completed.



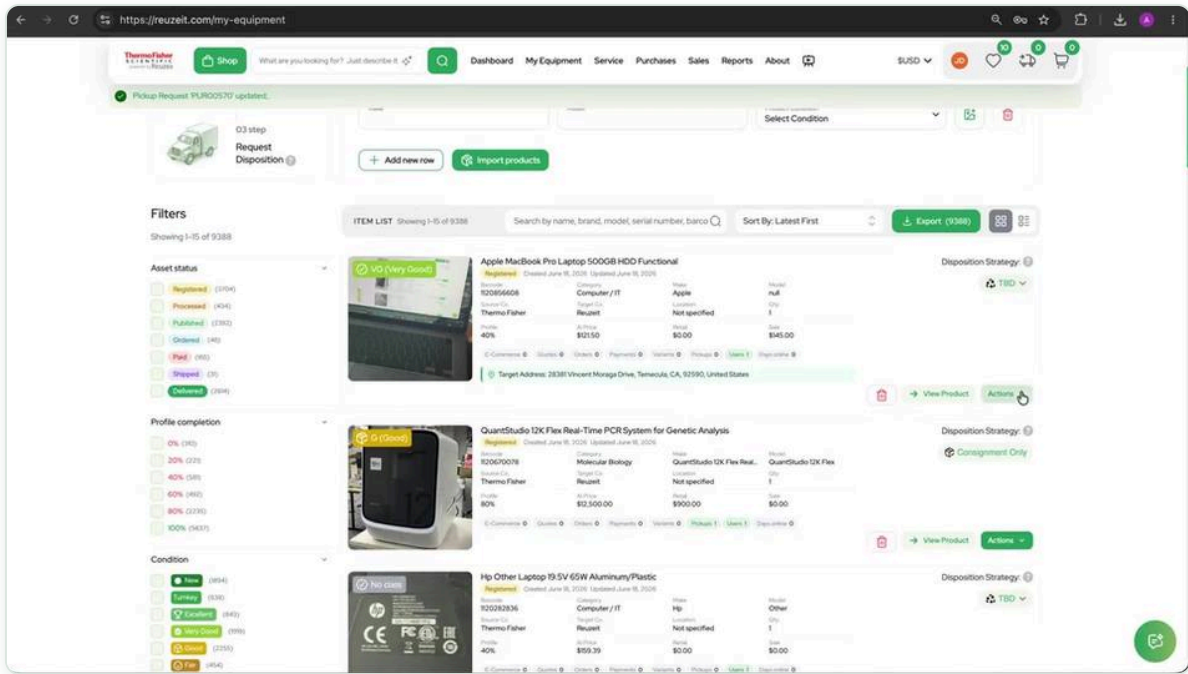
3 Fill in supplier, requester, preferred date, PO, program and pickup address, then Update.



4 Keep adding items - they all collect into the same draft, not separate requests.



5 Find the request anytime under Services, My Pickup Requests.



17 How to submit a pickup request

Meet the image requirement, confirm, and hand the request to the REUZEit team.

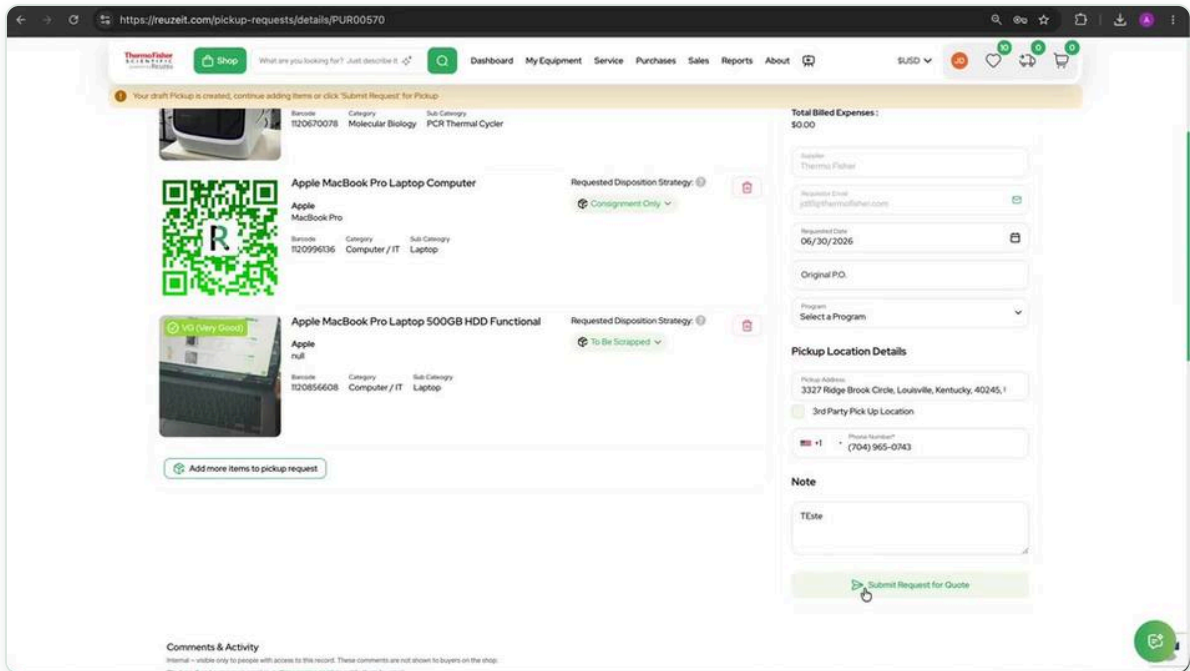
BACKGROUND

In this video I'll submit the pickup request. I'll cover the image requirement - items to be sold need a photo, items to be scrapped don't - the confirmation step, and what happens after you submit. You have one item to be scrapped and two on consignment only. When you're ready, click Submit Request for Quote. It says Image Required - the request can't be submitted because an item is missing a required image. Please ensure each item has at least one image. QR codes have been generated for all items without images, and you can scan the QR code to upload the image. If you select consignment and want us to sell it, we require an image before you submit. But if the disposition strategy is to be scrapped or recycled, we don't require an image. Now it's not complaining - it's updated. If it's to be scrapped, the system lets you submit without an image. Pickup request confirmation: once you submit, the details cannot be changed afterward. Our team will reach out to review your information and confirm the next step. Submit. After you submit, your job is technically done, because now we're working on it. On our side we can move it back to draft for you to add more items, or proceed forward. You can still add an image by scanning and taking a picture of the product, or, if it's a pallet of things, a picture of the whole pallet.

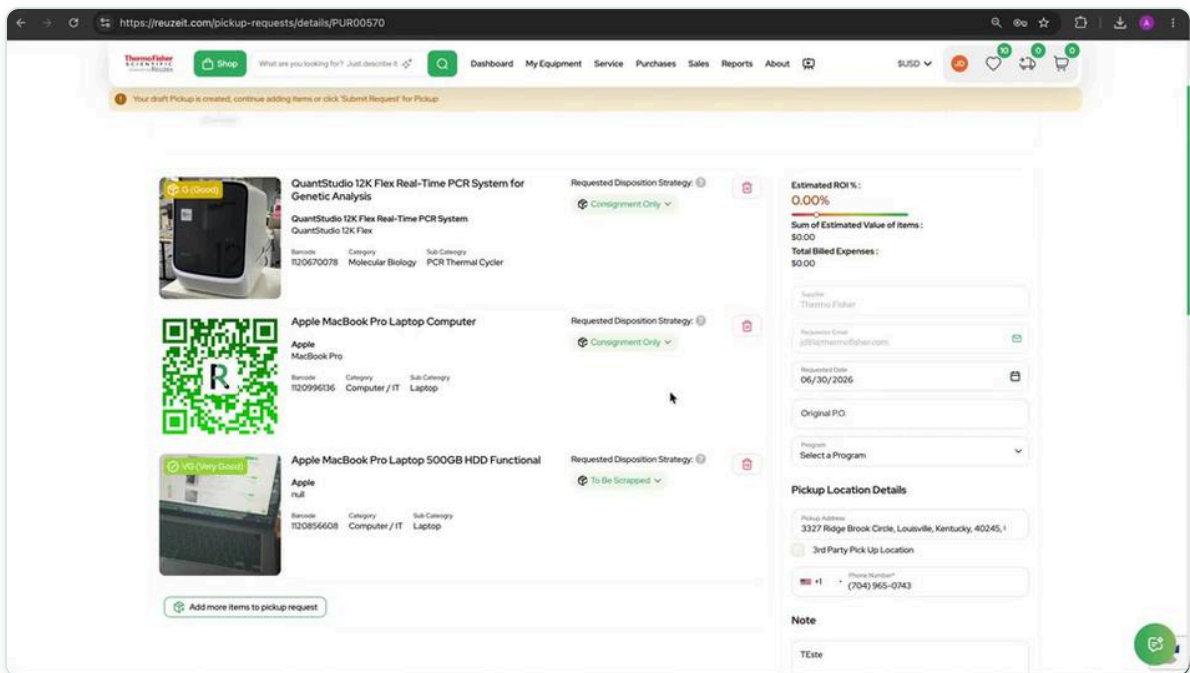
▶ **Watch the clip:** reuzeit.com/knowledge-center/submit-pickup-request

STEP BY STEP

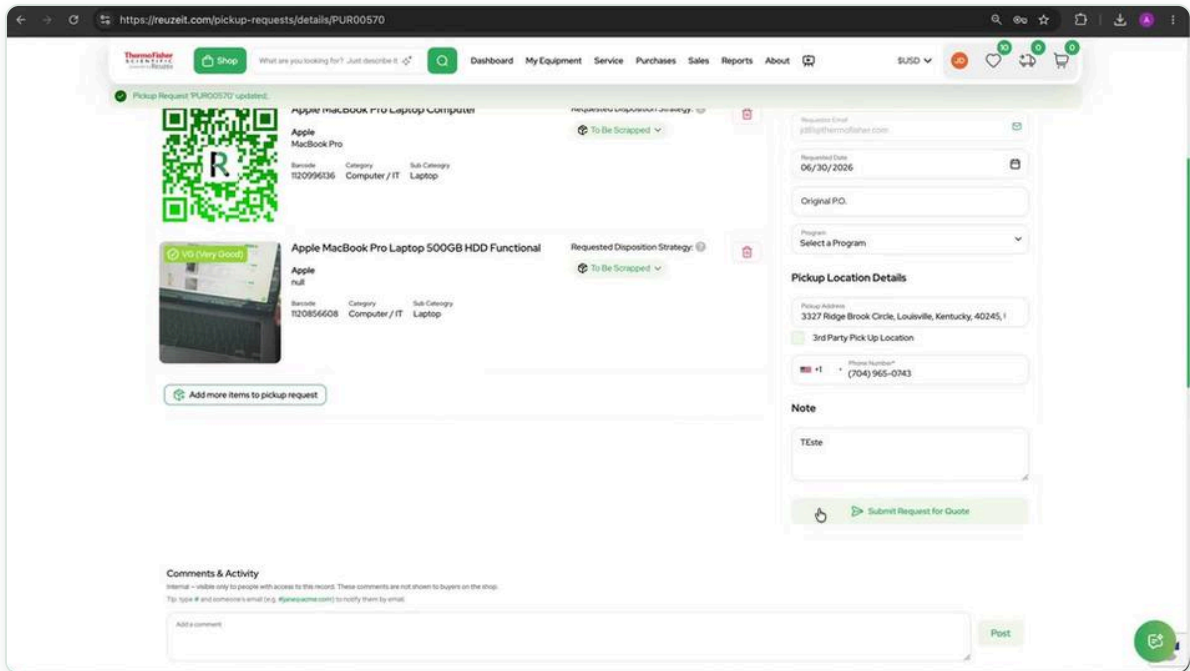
1 Click Submit Request for Quote when your items are ready.



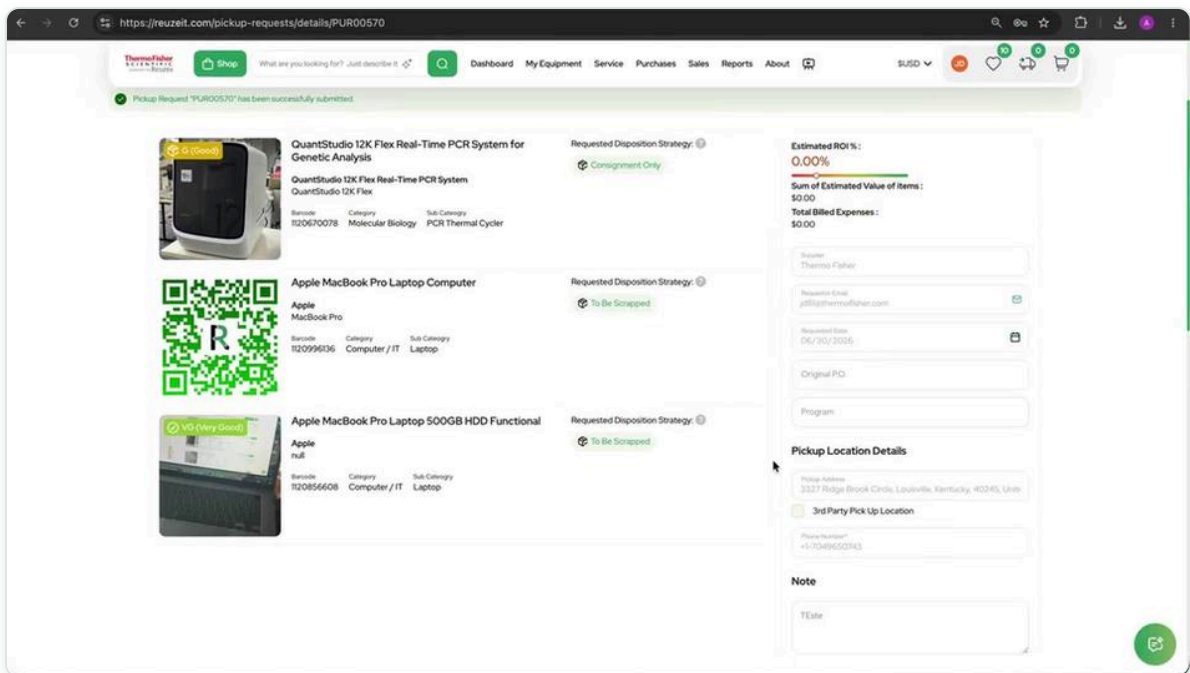
2 Add at least one image to each item you want sold (scan the generated QR to upload).



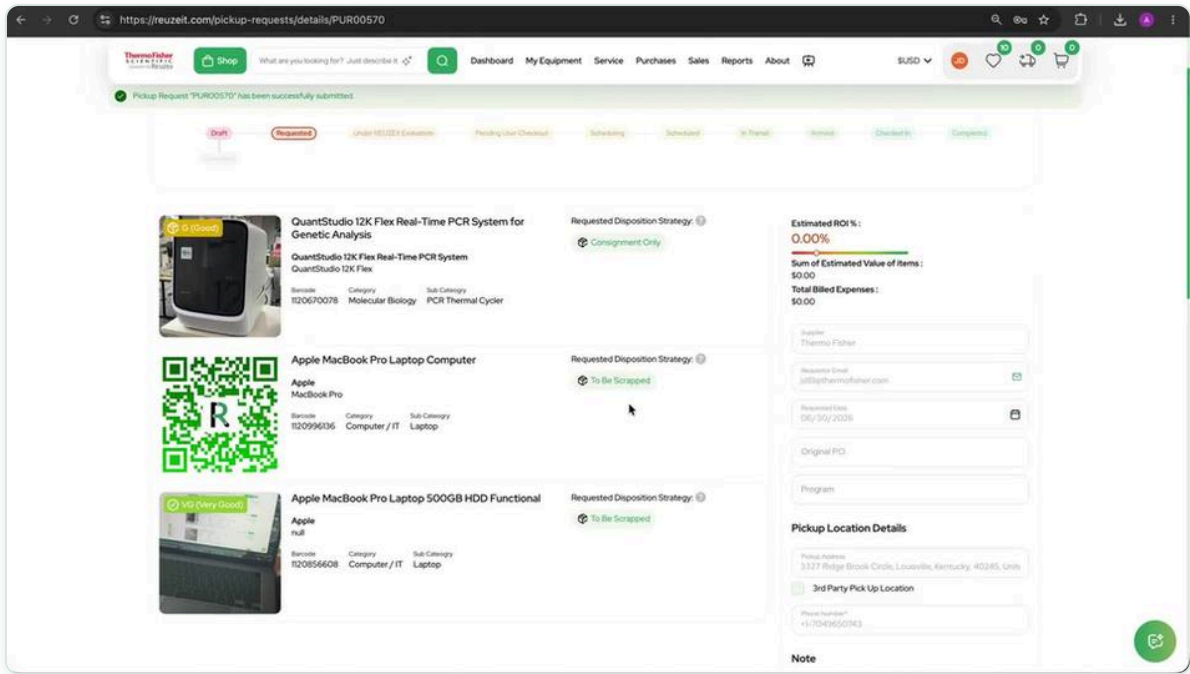
3 Items marked to scrap or recycle don't require an image.



4 Confirm - remember details can't be changed after submitting.



5 The REUZEit team takes over and reaches out to confirm next steps.



18 How to track ROI & work with the team on a deal

See the estimated ROI, work with our team during evaluation, and add items to make the pickup worthwhile.

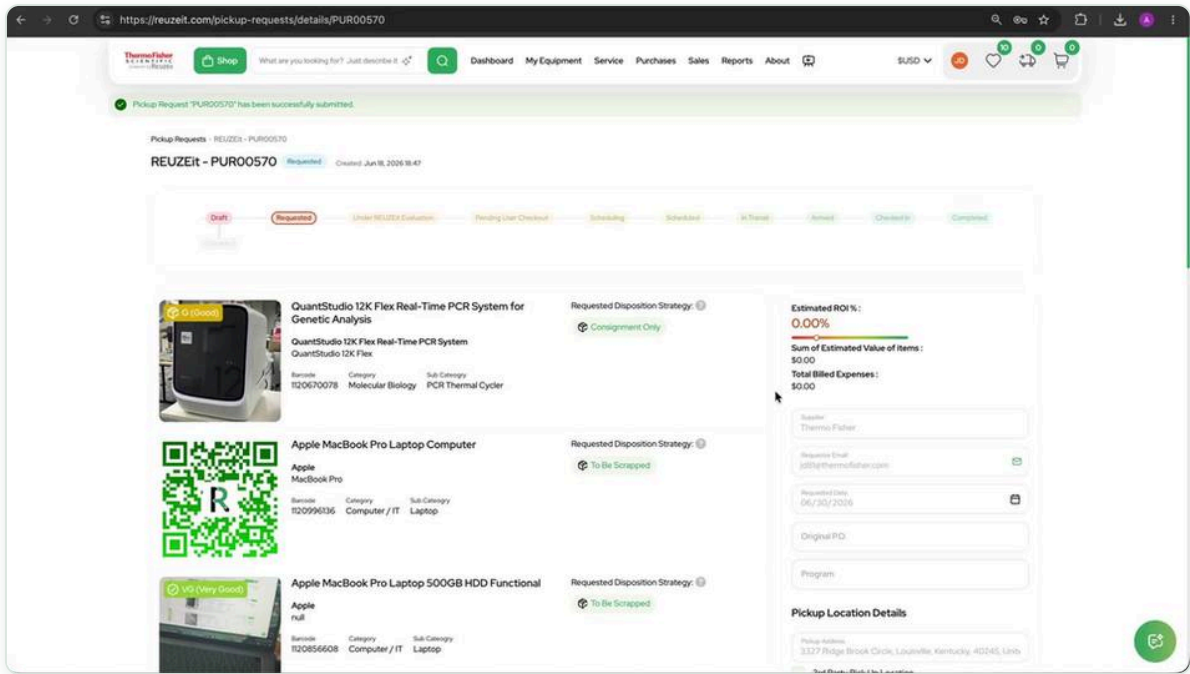
BACKGROUND

Here I'll show you the part behind the scenes - how we evaluate your pickup, estimate the return on investment, and work with you to add items so the economics of the pickup make sense for everyone. On our side we try to calculate the return of investment, and we give you an estimate of the quote for the service - we charge for the service of picking up, and we tell you how much it will cost. When our team starts working, we switch the item to the next step. Every time we move your pickup request forward, you get a notification. Right now it's under REUZEit evaluation. You don't need to do anything at this stage, but you know something is happening - we're analyzing what you sent us. Your estimated ROI changes as we work the numbers. In this case it's three point three six, which is very low. We want to see numbers like one hundred, two hundred, five hundred, a thousand percent - that's a great deal, where the pickup cost is small against the value of the item. When the ROI is poor, we recommend adding more items to significantly increase the value and the ROI of this pickup. Our team can release this pickup request back to you so you can keep adding items. Now it's back to draft, unsubmitted, so you can still change it. I'll add another item - let's make the economy of this pickup more valuable - and add it consignment only to the pickup request. Now the pickup has four items. Assume the fourth item is high value - it significantly improves the health, the ROI of this pickup. Now the estimated ROI jumps to over three hundred percent, which is the green zone. This is something you'd be interested in, and we'd be interested in, because we have the potential to sell it on the market for a fair price.

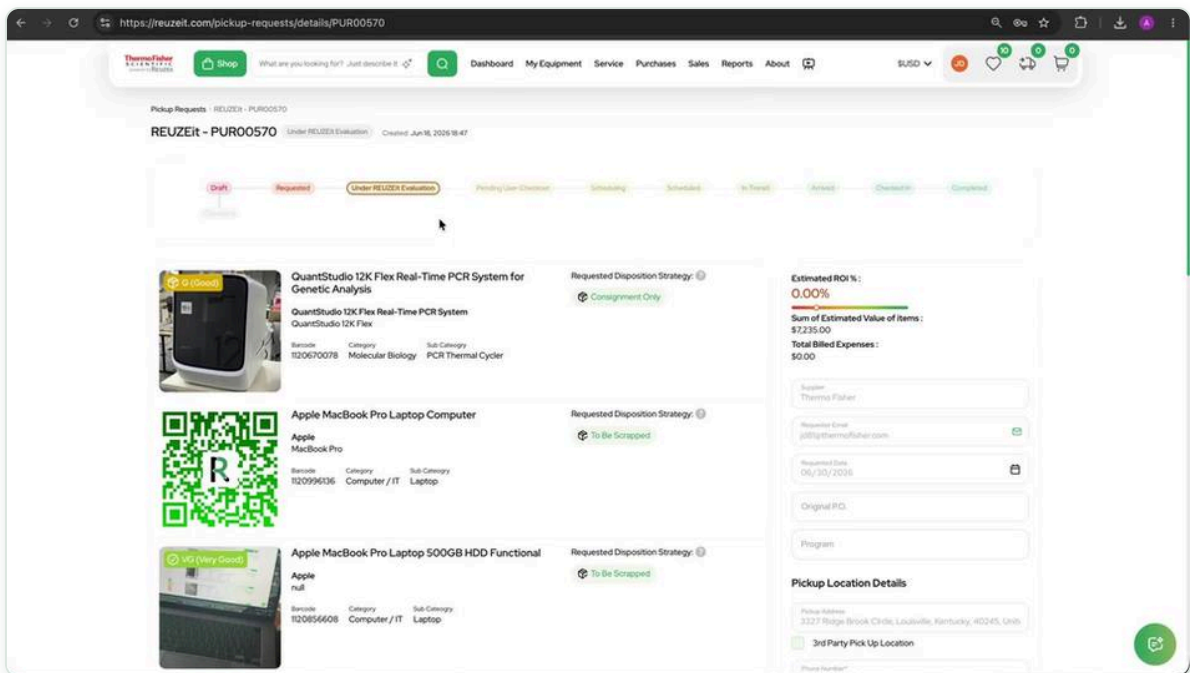
► **Watch the clip:** reuzeit.com/knowledge-center/roi-and-working-with-team

STEP BY STEP

1 After you submit, our team evaluates the pickup and estimates the ROI.



2 You get a notification each time the status moves forward.



3 A low ROI means the pickup cost is high against the value - we'll suggest adding items.

ThermoFisher
PUR00570
Under REUZEIT Evaluation
Created: Jun 18, 2025 18:47

Requested Disposition Strategy: Consignment Only

Estimated ROI%: 3.36%

Sum of Estimated Value of Items: \$72,335.00

Total Billed Expenses: \$7,000.00

Supplier: Thermo Fisher

Requester Email: j@thermo.com

Request Date: 06/30/2026

Original PO:

Program:

Pickup Location Details

Pickup Address: 3327 Ridge Brook Circle, Louisville, Kentucky, 40245, USA

3rd Party Pick Up Location

4 The team can release the request back to draft so you can add more.

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Original PO:

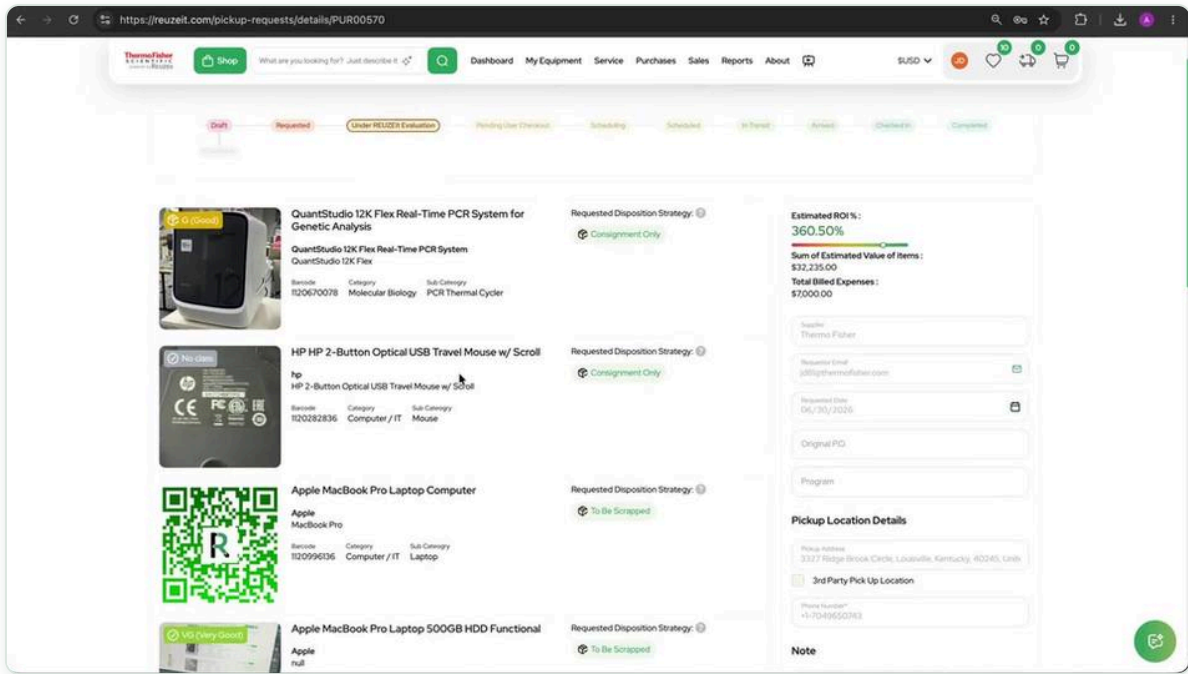
Program:

Pickup Location Details

Pickup Address: 3327 Ridge Brook Circle, Louisville, Kentucky, 40245, USA

3rd Party Pick Up Location

5 Add higher-value items to push the ROI into the green zone.



19 How to pay for a pickup (card or PO)

Once the quote is released, check out the pickup as a service and pay by card or purchase order.

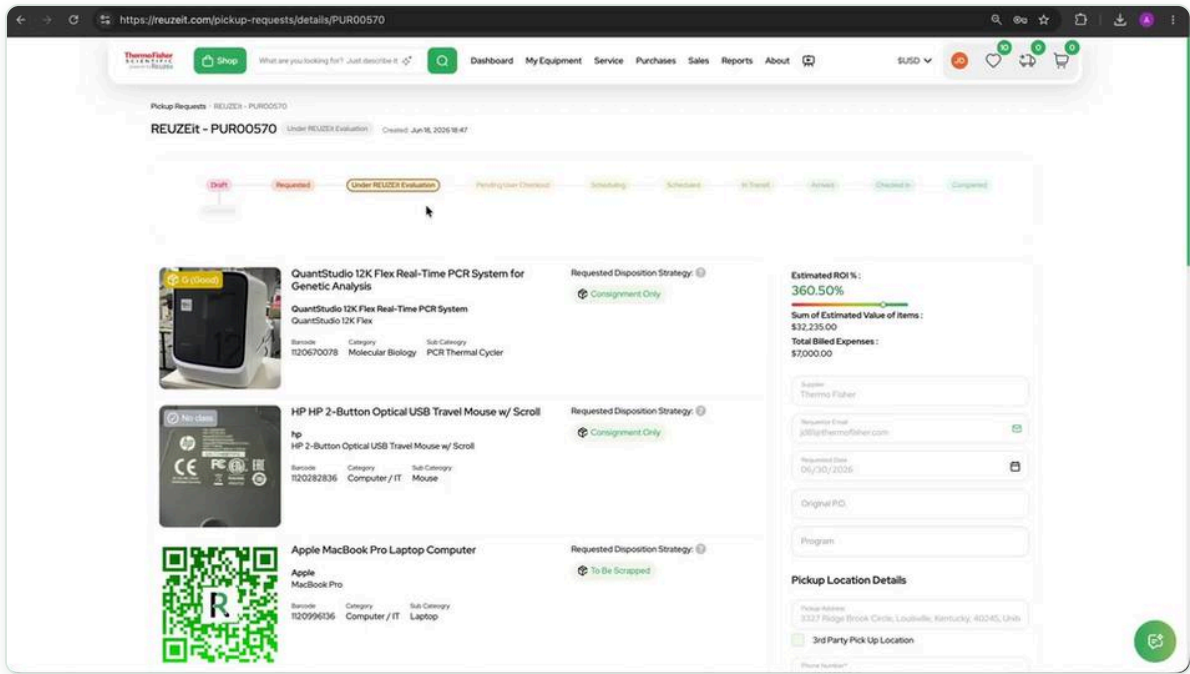
BACKGROUND

In this video I'll pay for the pickup. Once the quote is released you check out - you're buying the pickup service, not an item - and you can pay by card or upload a purchase order, the way our keystones usually do. Now we're under user evaluation, and we release the quote for you - you always get the email notification. Now the item is at pending user checkout, with a Proceed to Checkout button. At this stage you check out and pay for this pickup request. After clicking Proceed to Checkout, you're redirected to your cart to review your items and complete the payment. You go into the cart - it's a normal cart, but you're buying the services, the pickup, not the item. The cost here is seven thousand dollars, referenced to your pickup request 570. You can download the quote if you want to agree internally, then proceed to checkout. You have several ways to pay. You can pay by credit card, but usually our keystones pay with purchase orders - you can upload a blanket purchase order. I'll add a note and place the order.

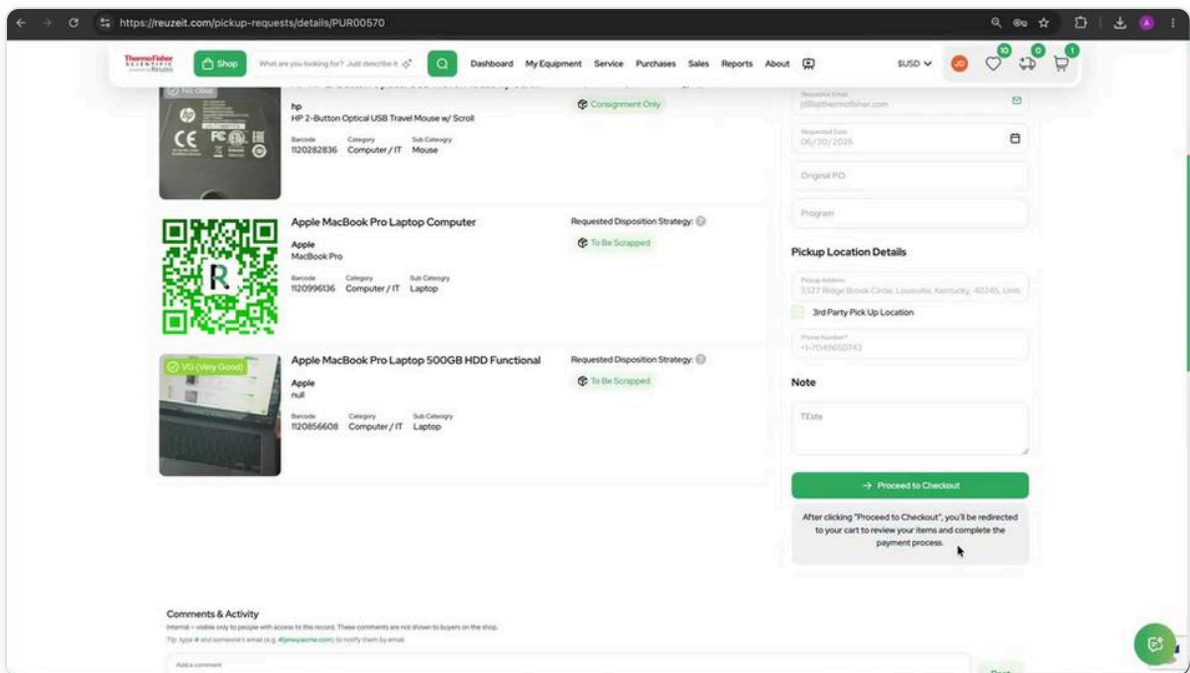
► **Watch the clip:** reuzeit.com/knowledge-center/pay-for-pickup

STEP BY STEP

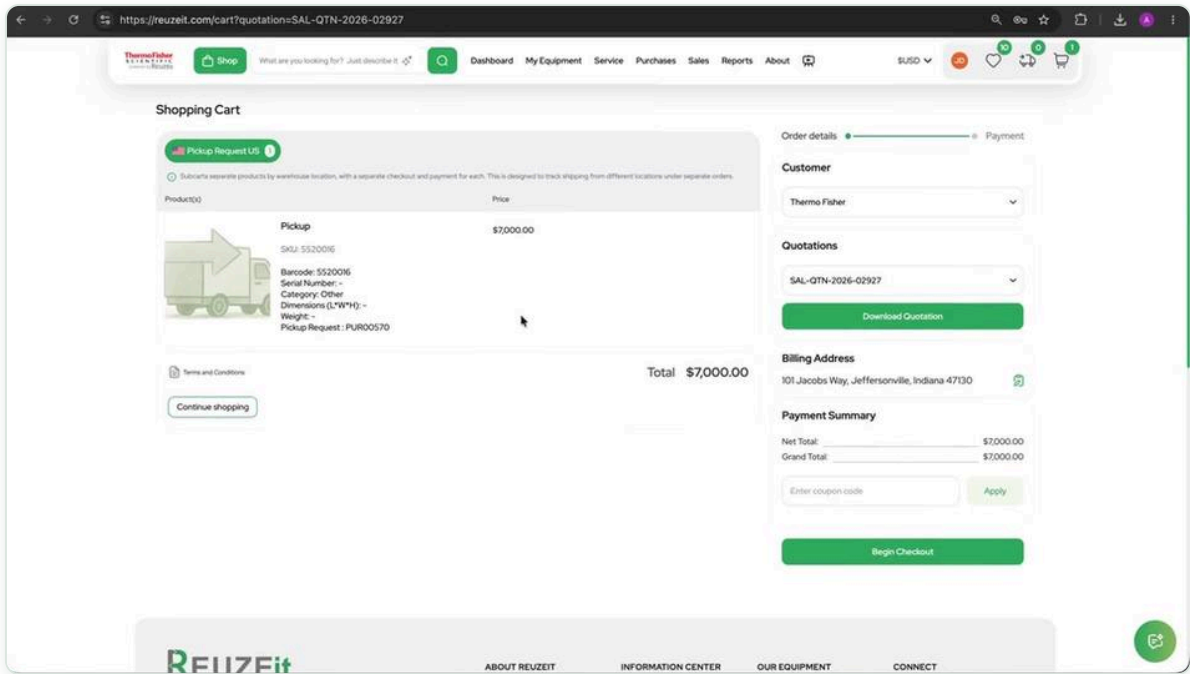
1 When the team releases the quote, you get an email and a Proceed to Checkout button.



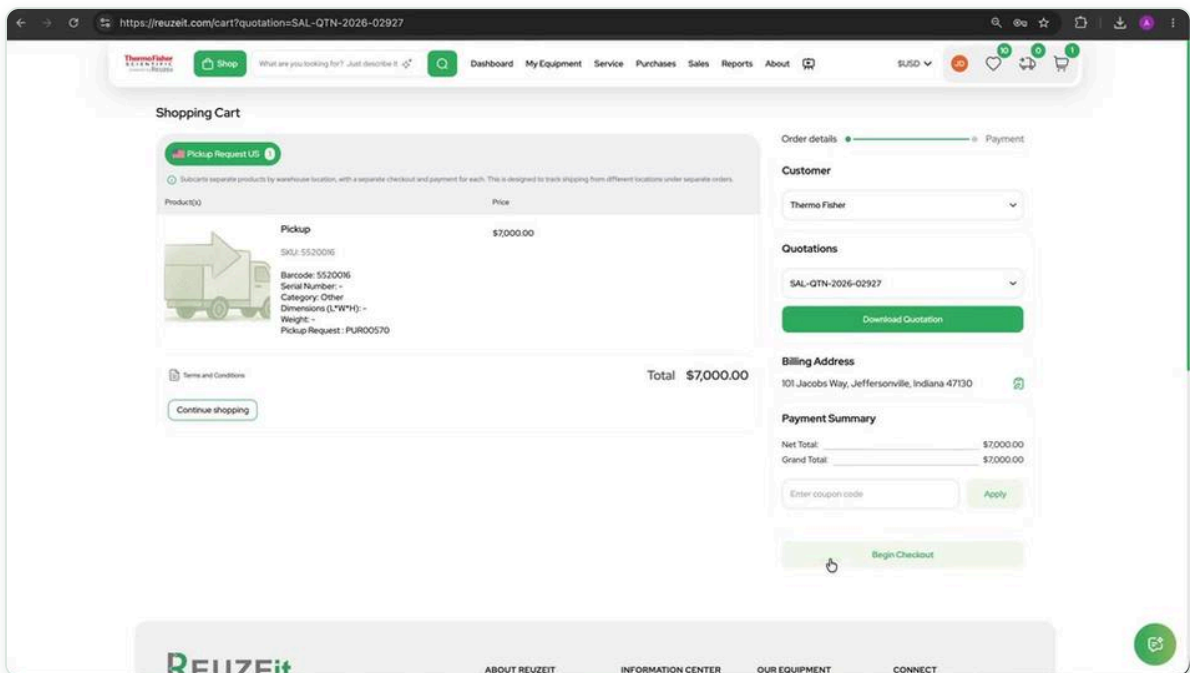
2 Proceed to the cart - you're buying the pickup service, not an item.



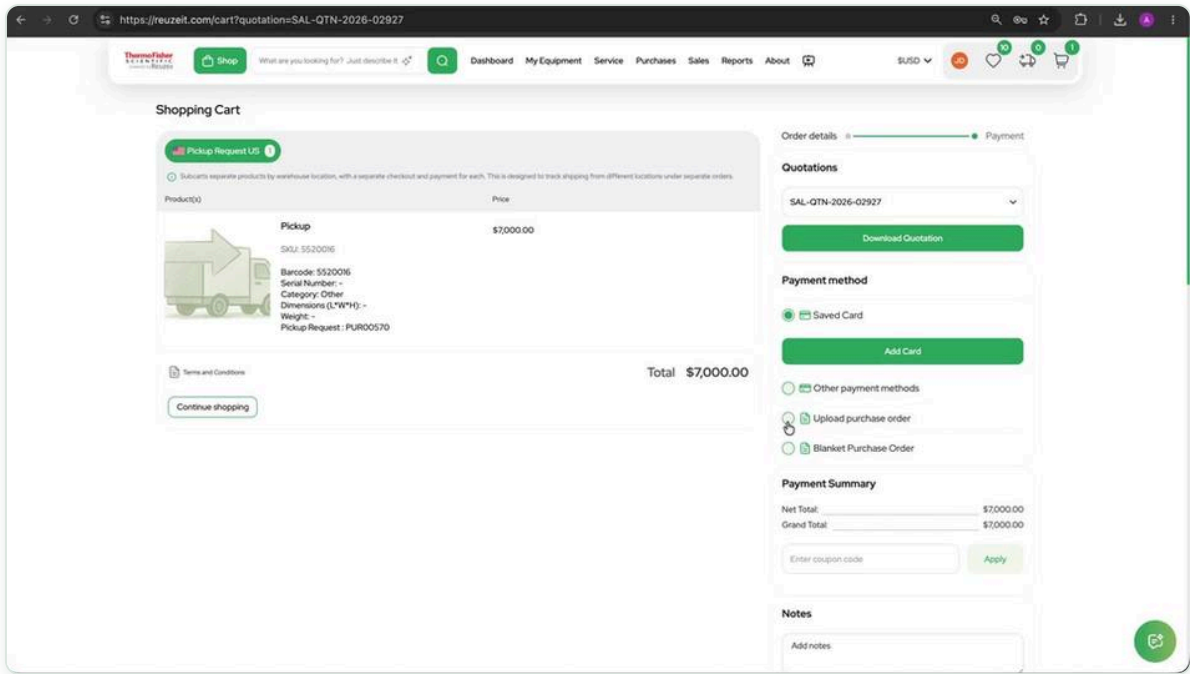
- 3 Review the quoted cost, referenced to your pickup request, and download it if needed.



- 4 Pay by credit card, or upload a (blanket) purchase order.



5 Place the order to confirm the pickup.



20 How to track a pickup & your items

Follow the pickup through its lifecycle and then track each item as it sells and ships.

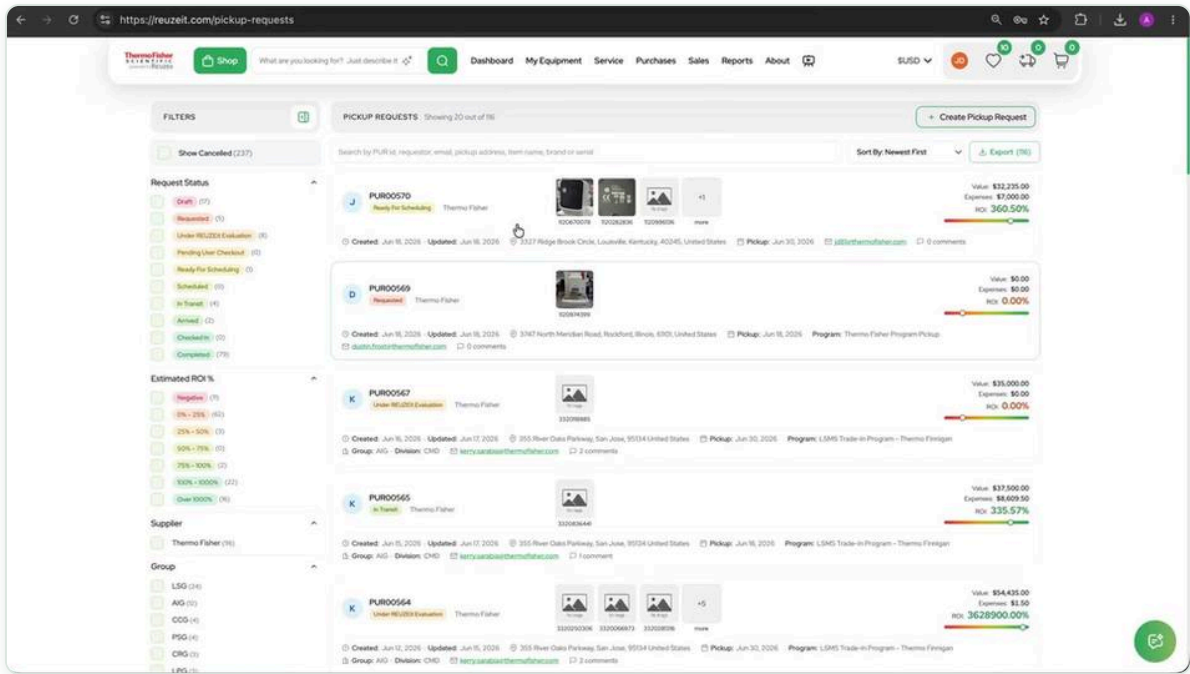
BACKGROUND

Here I'll show you the full transparency after payment - the pickup moves through scheduling, in transit and completed, and then you can track each item as it gets published, sold and shipped to the customer. Order placed - it jumps you to the order page. It's a bit generic, saying paid, shipped, delivered, because it's a normal sales order, but you ordered the service, and there's nothing to deliver to you. Let's look at the pickup request. Right now it's under Scheduling - we passed pending user checkout, it's paid by the PO, and now our team handles it. Every time we change the status of your pickup request, you get an email notification: scheduled, in transit, arrived, checked in, completed. Let me set it to in transit when we pick it up - you see the timeline, in transit right now. And when it's completed, you reload the page and see it completed. When the status is completed, the pickup request is done, but you can track what's happening with your items as we sell them. The items are still in My Equipment. You see in real time when the item is processed, published on the channels, ordered, paid, shipped to the customer, and delivered to the customer - full transparency. You can see the connected documents, and the associated pickup request, and click to jump to the pickup request for easy navigation.

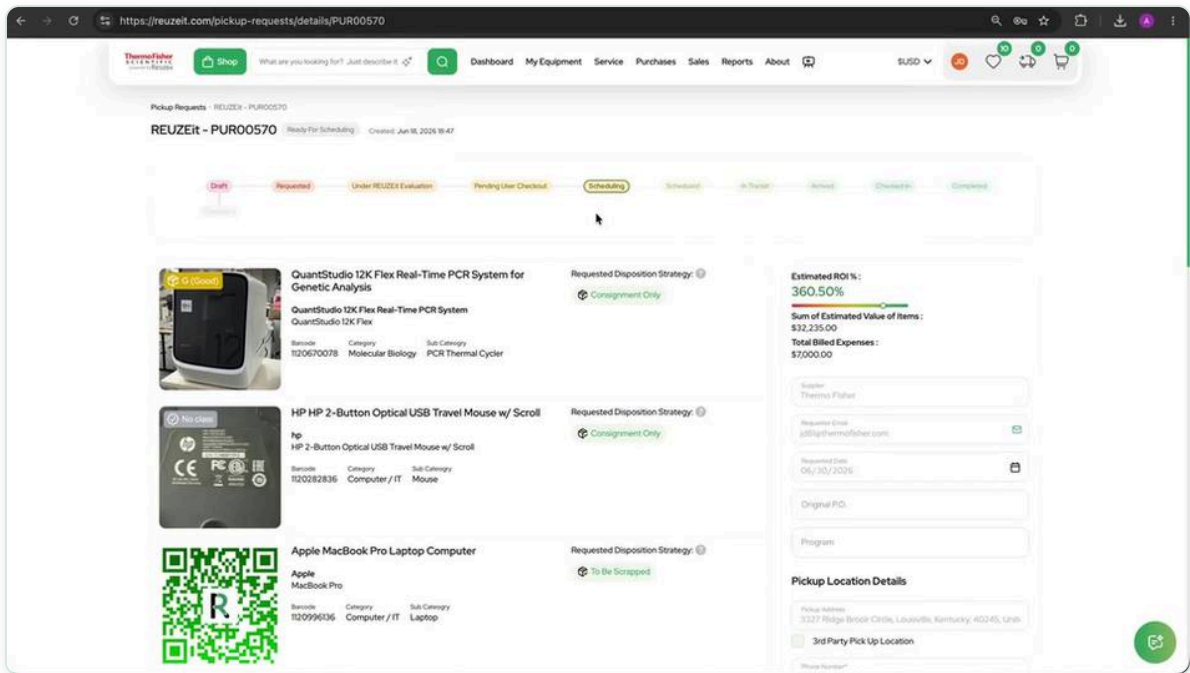
► **Watch the clip:** reuzeit.com/knowledge-center/track-pickup-and-items

STEP BY STEP

1 After payment, the pickup moves to Scheduling and the team takes over.



2 Get email updates at each status: scheduled, in transit, arrived, checked in, completed.



3 Watch the pickup timeline update until it's completed.

The screenshot shows the 'Pickup Requests' details page for request ID PUR00570. The page is titled 'REUZELT - PUR00570' and is marked as 'Completed' with a creation date of 'Jun 18, 2026 18:47'. A progress bar at the top shows the status: Draft, Requested, Under REUZELT Evaluation, Pending User Check-out, In Transit, Arrived, Checked In, and Completed. A dropdown menu is open over the 'My Pickup Requests' link, showing options: My Pickup Requests (363), My Source Requests (1), My Warehouses (344), My Projects (1), My Programs (1), and FSE Returns. Below the progress bar, three items are listed:

- QuantStudio 12K Flex Real-Time PCR System for Genetic Analysis**
QuantStudio 12K Flex Real-Time PCR System
Barcode: 120670078 | Category: Molecular Biology | Sub-Category: PCR Thermal Cycler
Requested Disposition Strategy: Consignment Only
- HP HP 2-Button Optical USB Travel Mouse w/ Scroll**
hp HP 2-Button Optical USB Travel Mouse w/ Scroll
Barcode: 120282836 | Category: Computer / IT | Sub-Category: Mouse
Requested Disposition Strategy: Consignment Only
- Apple MacBook Pro Laptop Computer**
Apple MacBook Pro
Barcode: 120996036 | Category: Computer / IT | Sub-Category: Laptop
Requested Disposition Strategy: To Be Scrapped

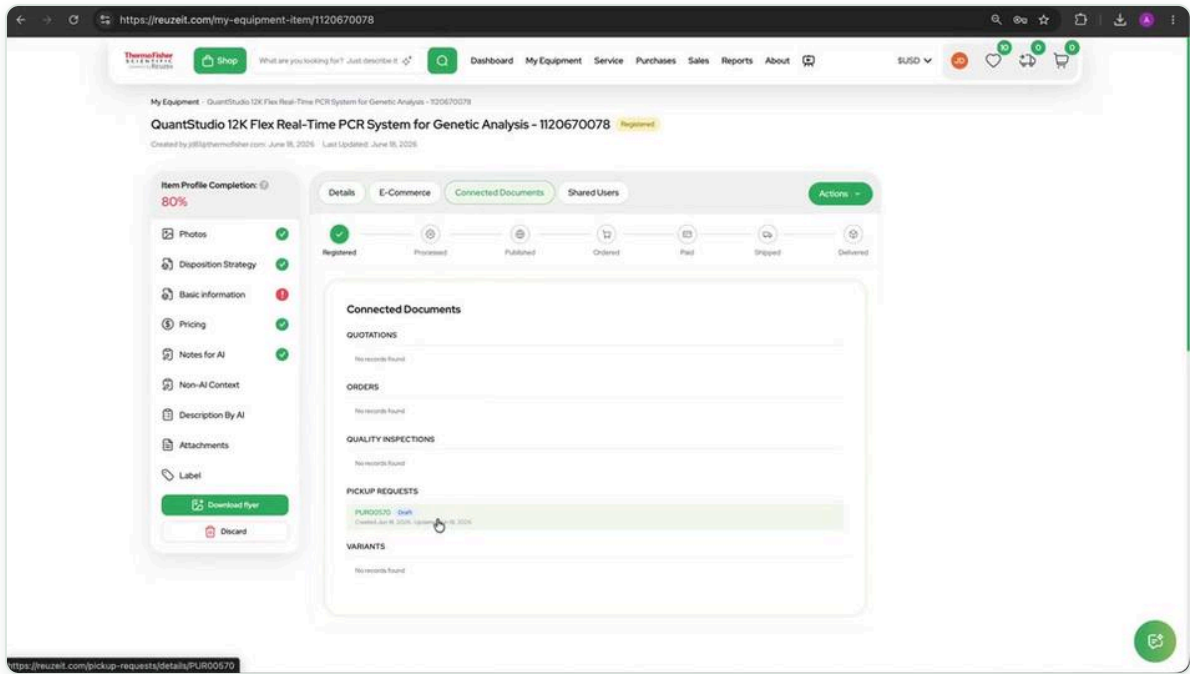
On the right side, there is a summary section with 'Estimated ROI %: 360.50%' and 'Sum of Estimated Value of Items: \$32,235.00'. Below this is a form for 'Requester Email' (jdf@thermofisher.com), 'Requested Date' (06/30/2026), and 'Original PO'. At the bottom right, there are 'Pickup Location Details' including the address '3327 Ridge Brook Circle, Louisville, Kentucky, 40245, United States' and a '3rd Party Pick Up Location' field.

4 Then track each item in My Equipment as it's processed, published, sold and shipped.

The screenshot shows the 'My Equipment' page, which displays a list of pickup requests. The page title is 'PICKUP REQUESTS' and it shows 'Showing 20 out of 16'. There are filters on the left for 'Request Status' (Over (17), Requested (3), Under REUZELT Evaluation (1), Pending User Check-out (1), Ready For Scheduling (1), Scheduled (1), In Transit (1), Arrived (1), Checked In (1), Completed (18)), 'Estimated ROI %' (Negative (1), 10%-20% (4), 20%-50% (3), 50%-75% (3), 75%-100% (2), 100%-100% (2), Over 100% (1)), and 'Supplier' (Thermo Fisher (6)). The main list shows several requests:

- PUR00570** (Completed): Value \$32,235.00, Expenses \$7,000.00, ROI 360.50%. Created: Jun 18, 2026. Updated: Jun 18, 2026. Pickup: Jun 30, 2026.
- PUR00569** (Requested): Value \$0.00, Expenses \$0.00, ROI 0.00%. Created: Jun 18, 2026. Updated: Jun 18, 2026. Pickup: Jun 18, 2026.
- PUR00567** (Under REUZELT Evaluation): Value \$35,000.00, Expenses \$0.00, ROI 0.00%. Created: Jun 16, 2026. Updated: Jun 17, 2026. Pickup: Jun 30, 2026.
- PUR00565** (In Transit): Value \$37,500.00, Expenses \$8,609.50, ROI 335.57%. Created: Jun 16, 2026. Updated: Jun 17, 2026. Pickup: Jun 16, 2026.
- PUR00564** (Under REUZELT Evaluation): Value \$54,426.00, Expenses \$1.50, ROI 3628900.00%. Created: Jun 12, 2026. Updated: Jun 15, 2026. Pickup: Jun 30, 2026.

- 5 Open connected documents and jump to the linked pickup request anytime.



21 How to use your pickup calendar

Open the full-screen calendar of all your pickups and jump straight to any pickup request.

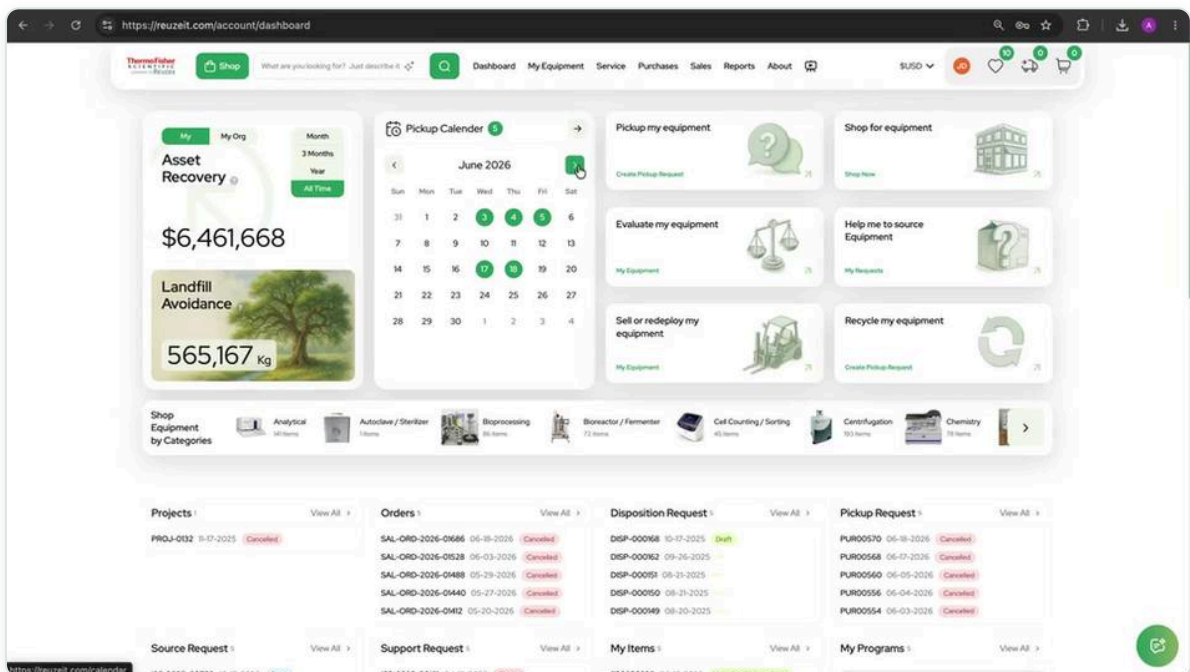
BACKGROUND

In this short video I'll show you the pickup calendar. Open it full screen to see every pickup across the whole year, and click any one to jump straight to its pickup request. As a supplier user, you can see the pickup calendar. You can open the full calendar on your screen and see the full year. You can see all the pickup requests, when they're happening. You can click and go straight to a specific pickup request timeline - click on the pickup request and jump to its page. This all happens from the dashboard, where you can track your pickup calendar.

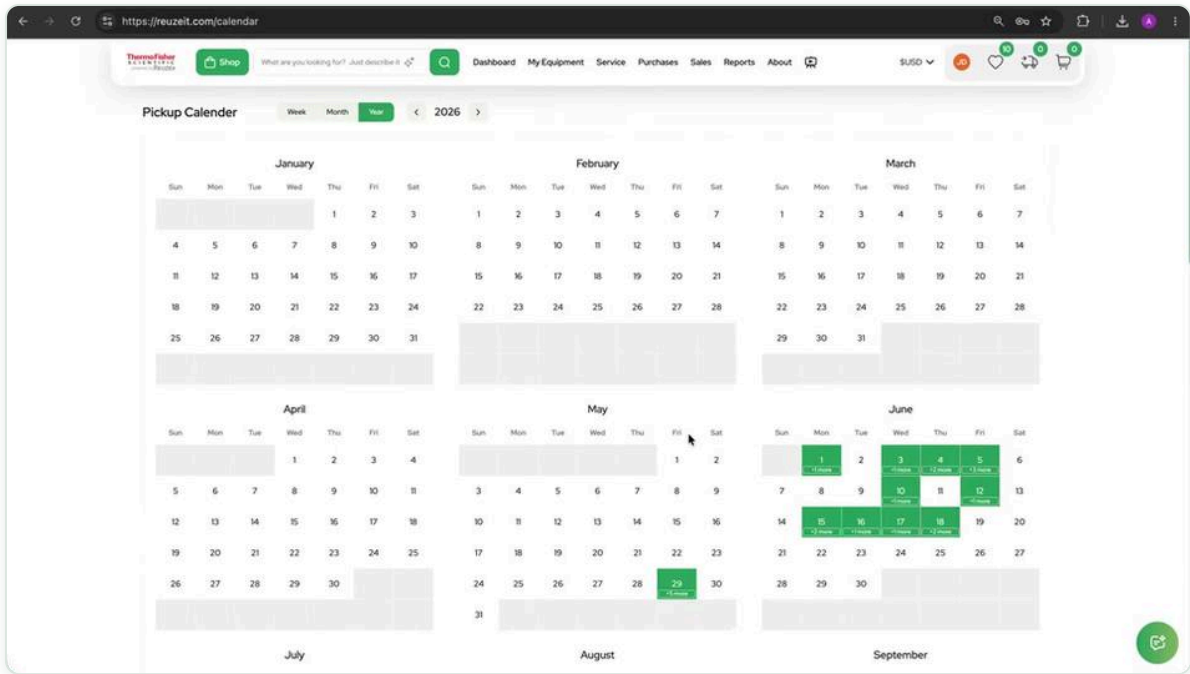
► **Watch the clip:** reuzeit.com/knowledge-center/pickup-calendar

STEP BY STEP

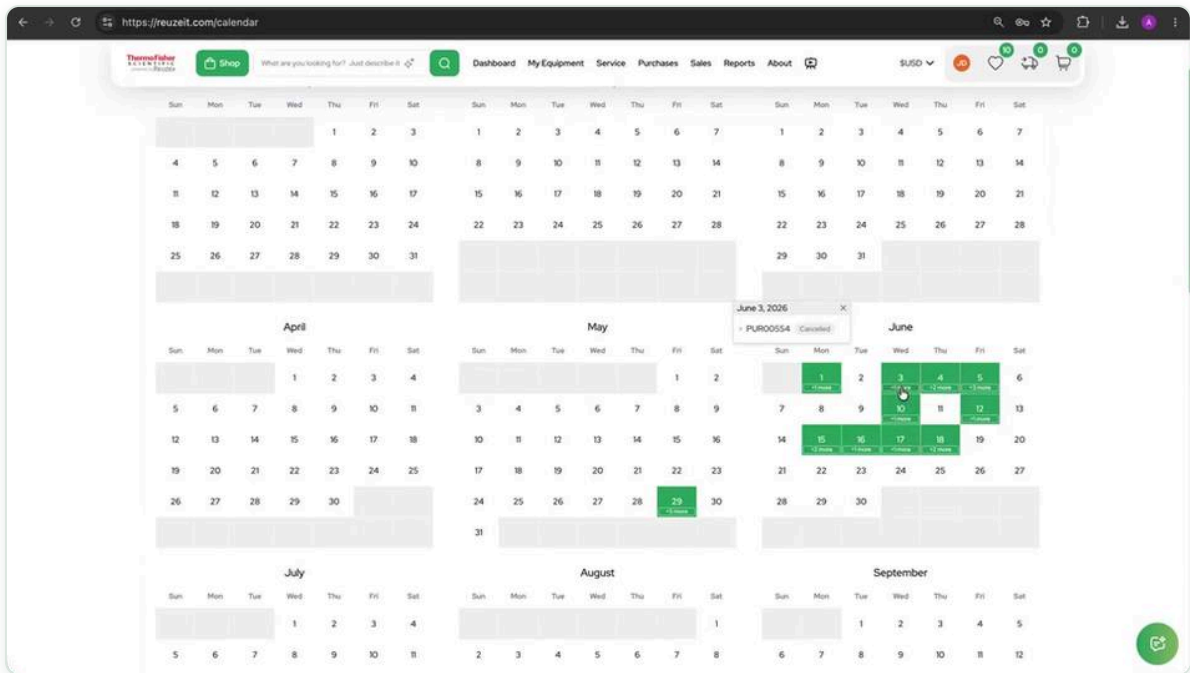
- 1 From the dashboard, open the pickup calendar.



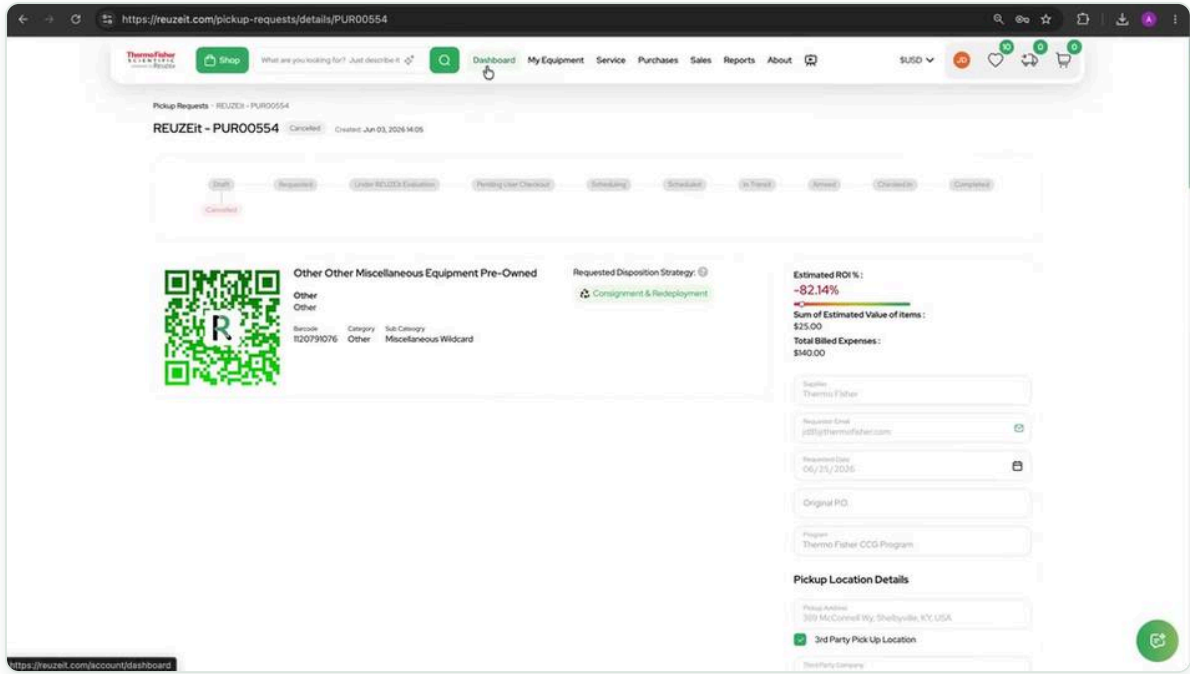
2 Expand it full screen to see the whole year of pickups.



3 See when each pickup request is scheduled.



4 Click any entry to jump straight to that pickup request.



22 How to fast-track pickups with My Programs

For program members, create a pickup request in one click straight from the program page.

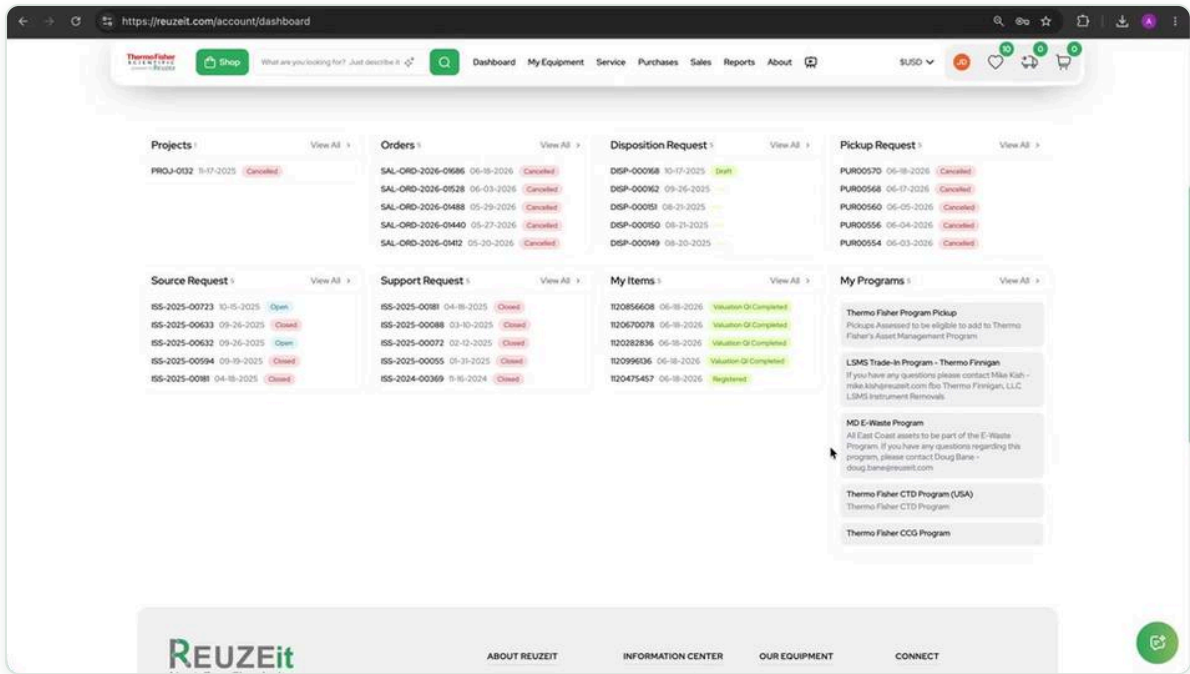
BACKGROUND

Here I'll show you My Programs. If you're enrolled in programs, you can create a pickup request in one click right from the program page - the system makes the item and the request for you in one step. Let's talk about My Programs. This is more for Thermo Fisher users - as a Thermo Fisher user you'll see the My Programs list, also under the Service menu. These are the five programs we're working on with you right now. When you're on a program and decide to use it, you have a Create Pickup Request button - a fast track for creating the pickup request. It references you to the New Pickup Request page. The system asks you to add the item, one by one: make, model, condition, optional image. Very easy. You say, for example, Thermo, ULF, good, Create Pickup Request. You're skipping the step of creating the item in My Equipment and then adding it. From the program list, you do everything in one place - the system creates the item and immediately adds it to a new pickup request, number 571. It's the same as doing it from My Equipment, but there you create the item first, then add it. From the program page, you create the pickup request automatically with one click. The system automatically recognizes which program you created this pickup request for. Everything next - submitting and checkout - is exactly the same as we discussed.

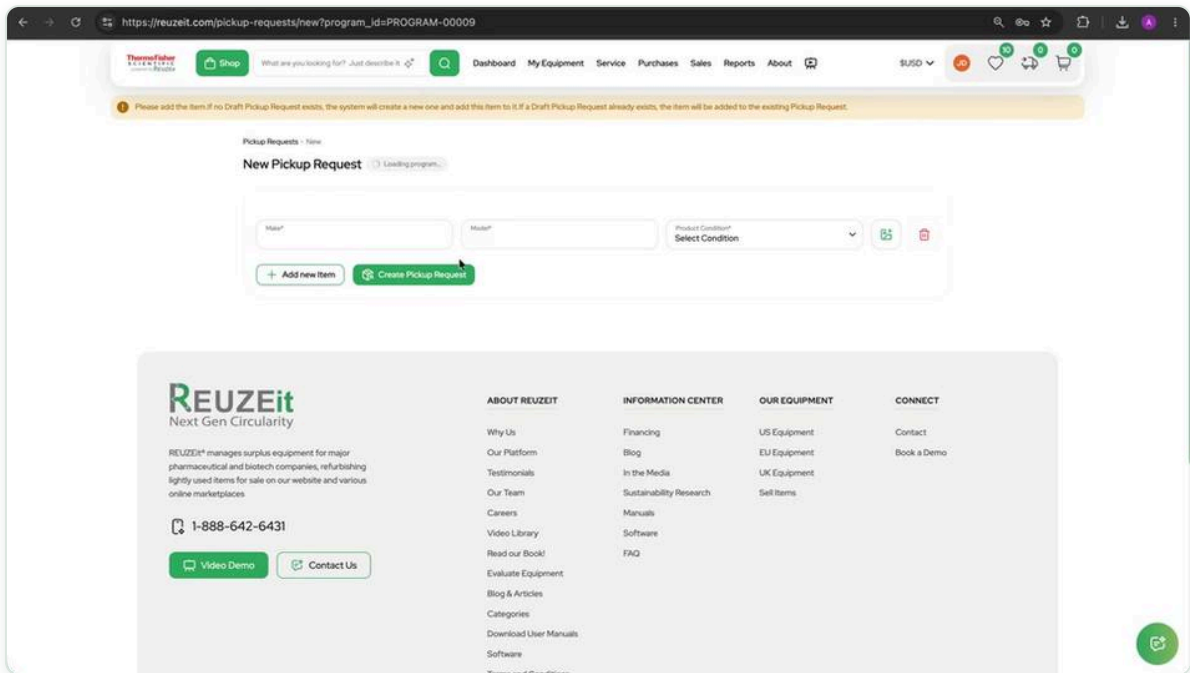
► **Watch the clip:** reuzeit.com/knowledge-center/my-programs-fast-track

STEP BY STEP

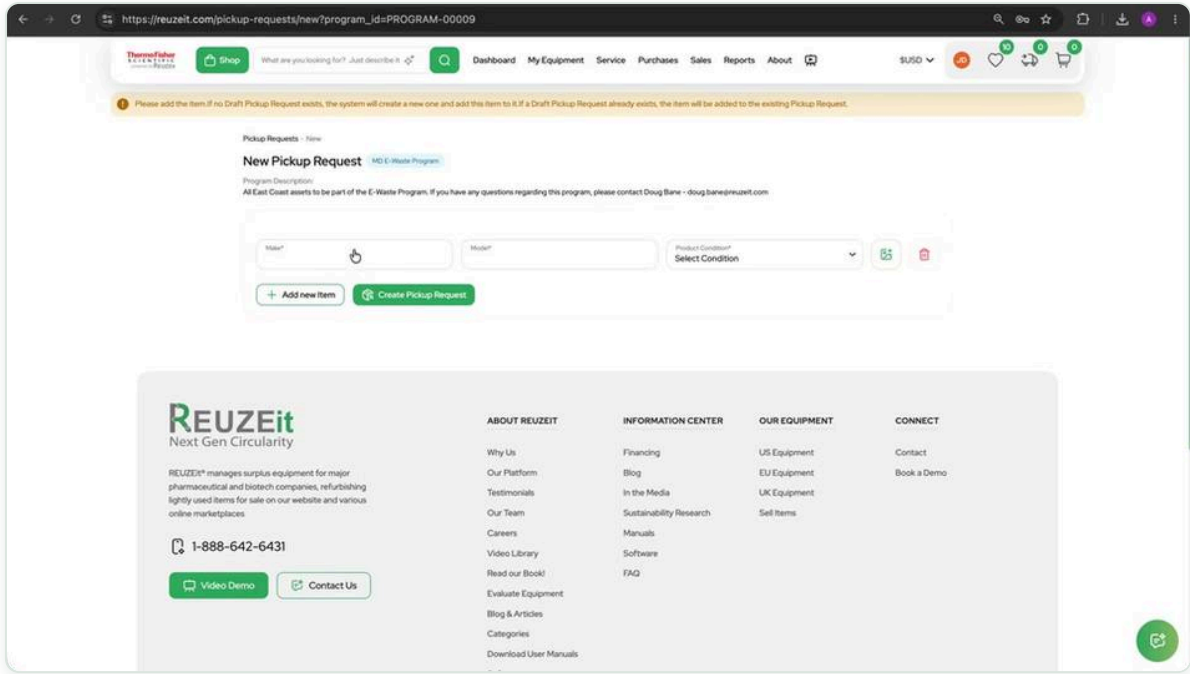
1 Open My Programs (under Service) to see the programs you're enrolled in.



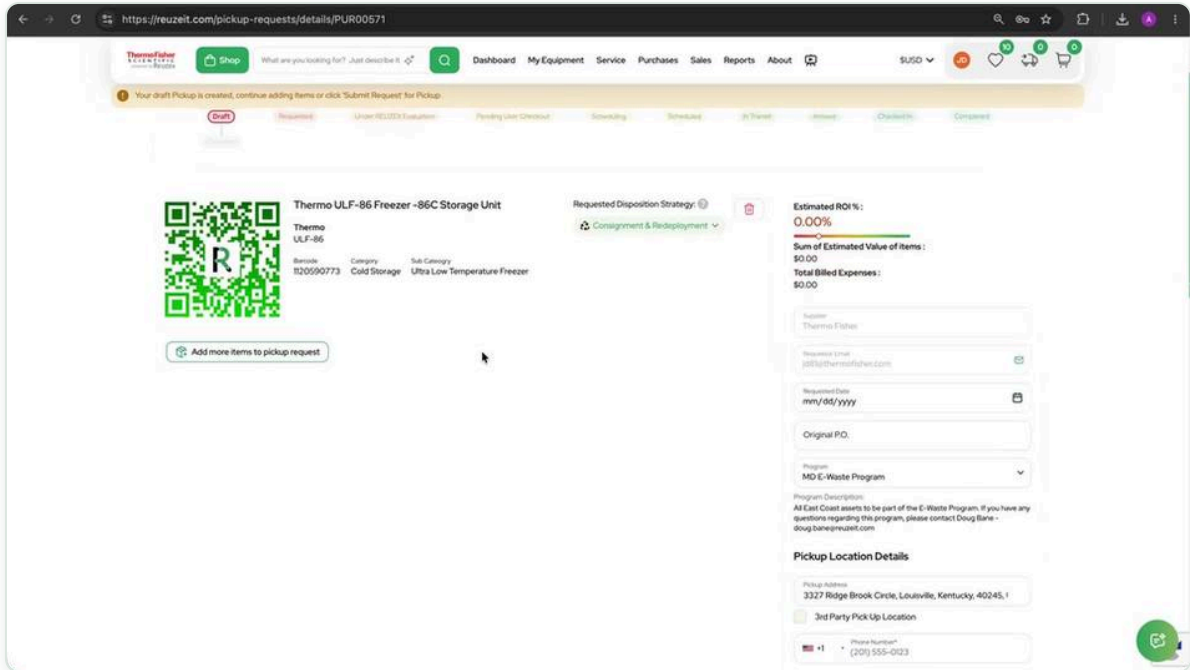
2 On a program, click Create Pickup Request to fast-track it.



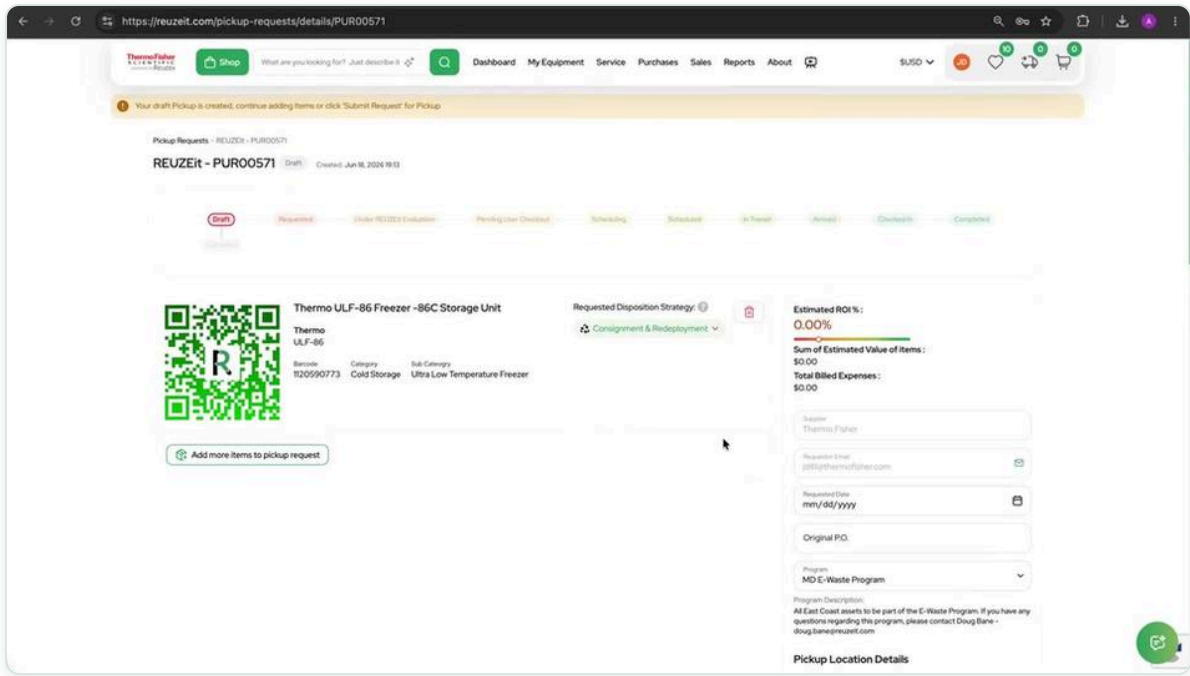
3 Enter the item's make, model, condition and an optional image.



4 The system creates the item and adds it to a new pickup request in one click.



5 It auto-tags the program; submitting and checkout work just like a normal pickup.



23 How to redeploy your own items at a discount

Keystone suppliers see a private supplier filter and big redeployment discounts to buy their surplus back.

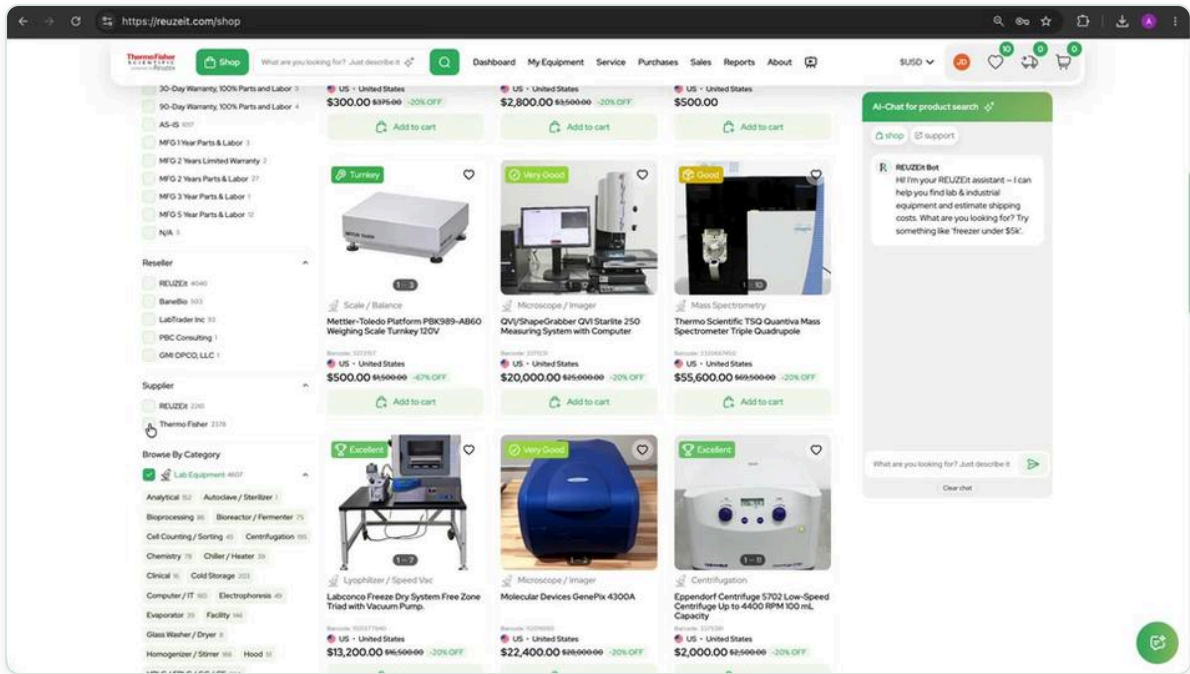
BACKGROUND

In this video I'll show keystone pricing. When you shop logged in, you get a private supplier filter and big redeployment discounts - so you can buy your own surplus equipment back at a special price only you can see. Quickly, My Purchases. As a buyer you can buy in the shop. If you go to the shop as a Thermo Fisher logged-in user, you see the full products the whole world sees, but with a slightly different experience. In the shop you'll see a Supplier filter on the left. We don't show this filter to the world - guests and registered users can't see it, but you can. I'll filter to only Thermo Fisher items. Usually our keystones have a guaranteed discount for all items, at least twenty percent. In some cases it's sixty-four percent, in some a huge ninety or ninety-three percent. Why is ninety-three percent applied? Because this item has the redeployment service applied. This item costs five thousand dollars, but you have ninety percent off. As a Thermo Fisher user, I'll log out to show the guest price - five hundred dollars - because it's a redeployment item. We give you a huge discount, redeploying it back to you for a small price. Because the redeployment service is applied, you can redeploy this back to Thermo for a very small price. This is the redeployment fee. If I log out and go back as a guest, this is no longer five hundred - it's on sale at two and a half thousand. The world doesn't see the redeployment price; only the supplier's own users do. There's different pricing across the whole inventory. To see only your company's items that you can redeploy, you use the Supplier filter on the left.

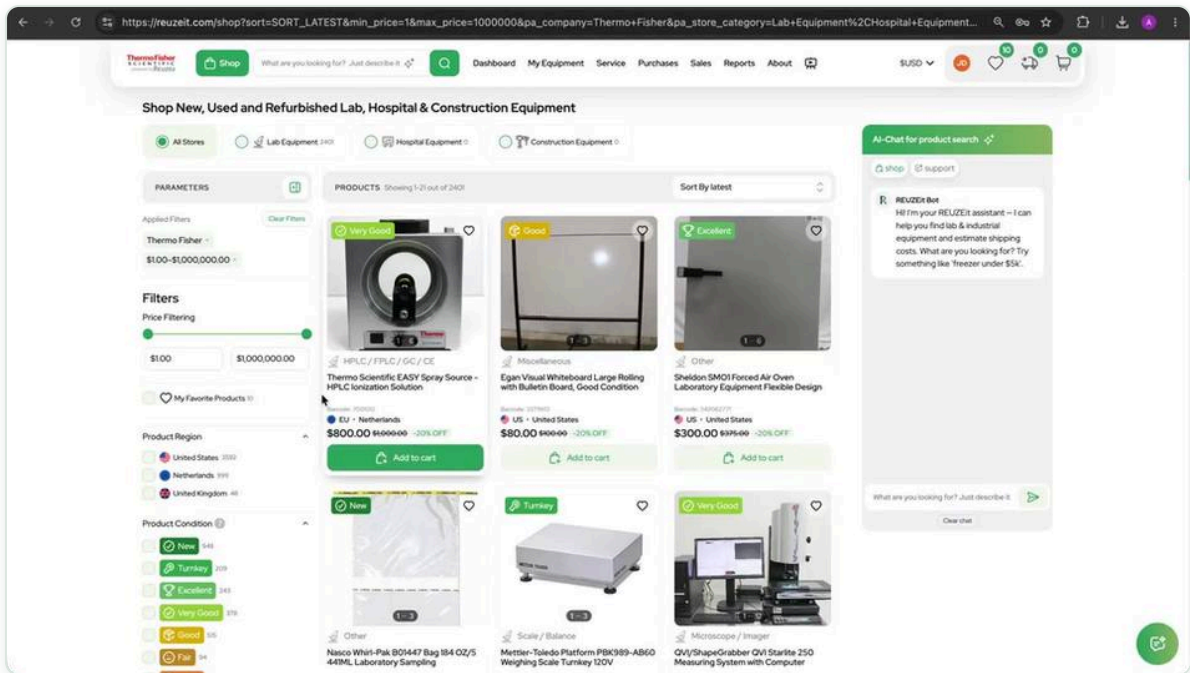
► **Watch the clip:** reizeit.com/knowledge-center/redeploy-at-a-discount

STEP BY STEP

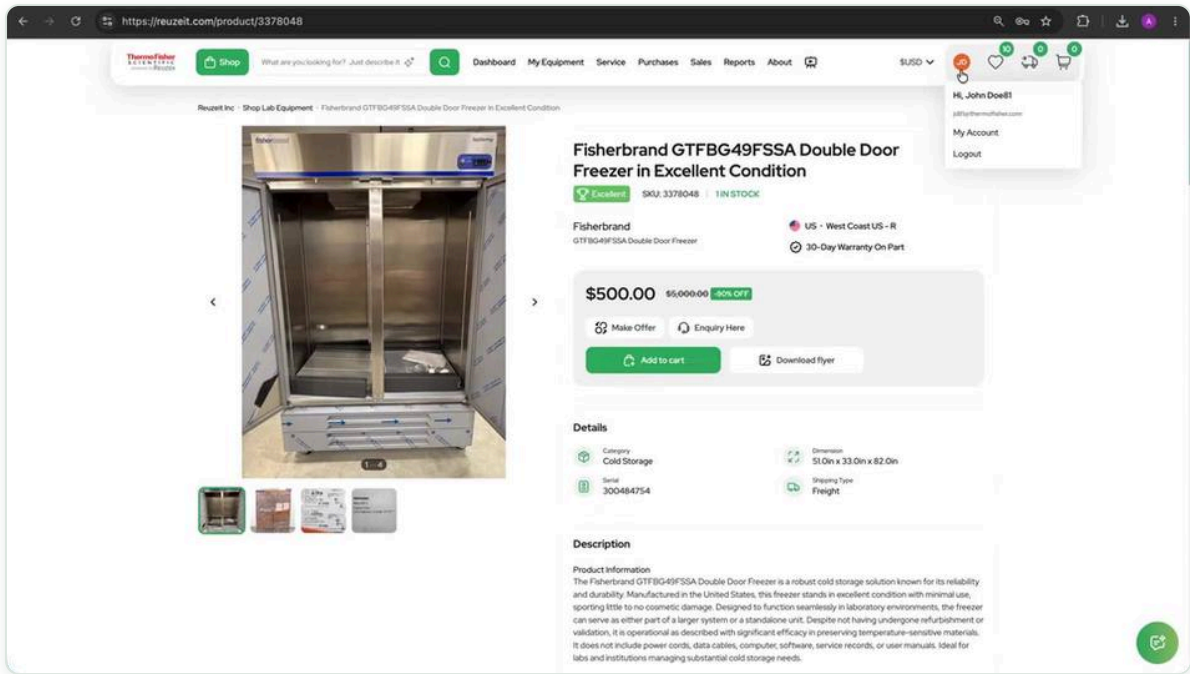
1 Open the shop while logged in as your company.



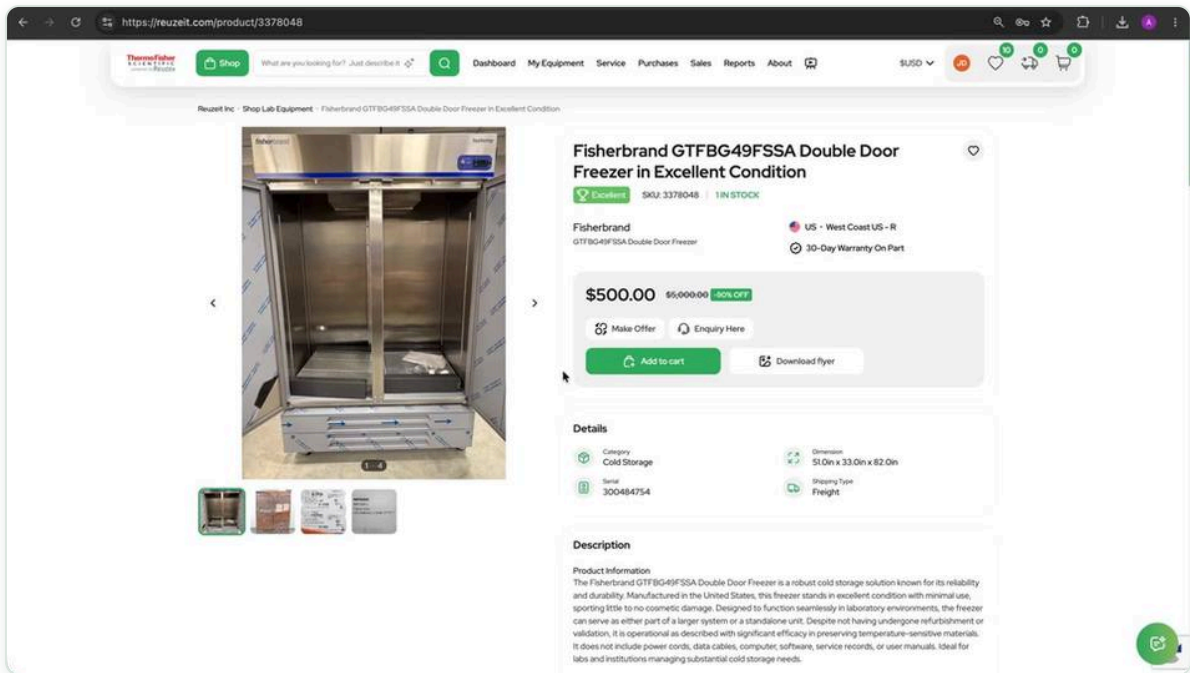
2 Use the Supplier filter (visible only to you) to show your own company's items.



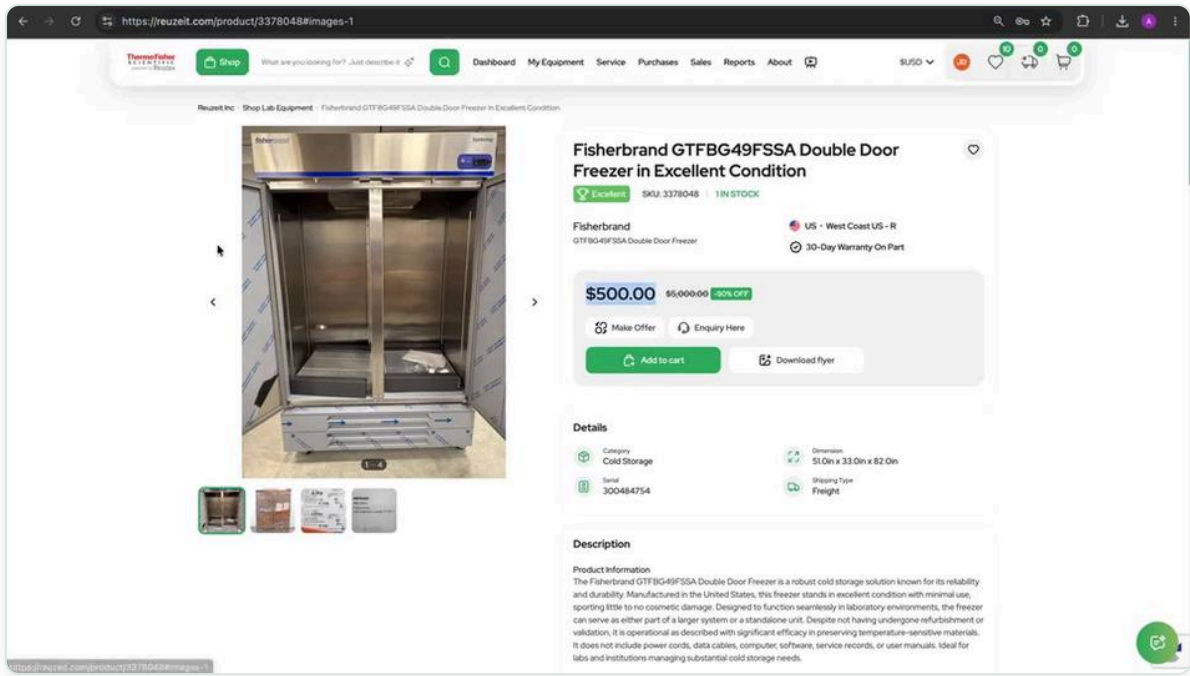
3 Notice the guaranteed keystone discount - often 20% up to 90%+.



4 Items with redeployment applied show a low redeployment price only you can see.



5 Redeploy your surplus back to your team for the small redeployment fee.



24 How to create a source request

Ask REUZEit to find specific equipment for you with a short request form.

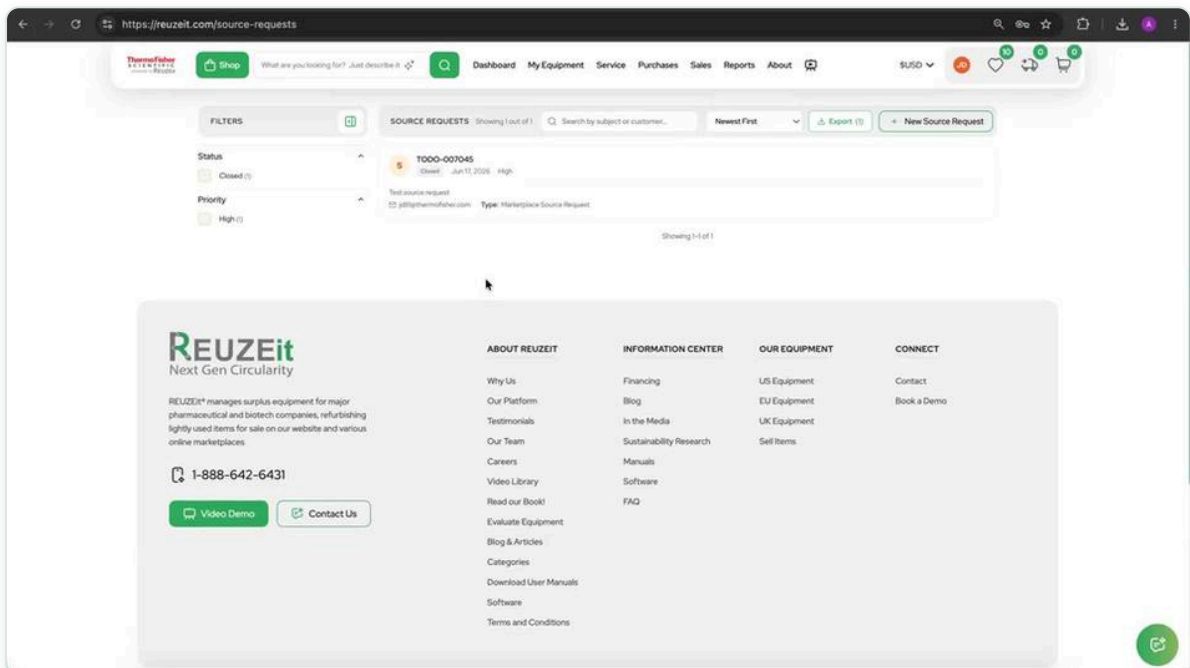
BACKGROUND

Here I'll show you source requests. If you need us to find a specific piece of equipment for you, fill in a short form - budget, timeframe, preferred make and model - and we'll go to work on it. Let's talk about My Source Request. If you want us to research and find an item for you, you can create a source request - a very basic form. We ask for basic information: the estimated days, the estimated budget, preferred model, preferred make, some notes, an attachment, and the address. You submit it, and we work on it. You'll see your list of source requests under Services, My Source Request.

▶ **Watch the clip:** reuzeit.com/knowledge-center/create-source-request

STEP BY STEP

1 Go to Services and open My Source Request.



2 Fill the short form: timeframe, budget, preferred make and model.

The screenshot shows the 'New Source Request' form on the REUZEIT website. The 'Basic information' section is highlighted with a yellow border. It contains the following fields:

- Subject***: Text input field.
- Priority**: Dropdown menu with 'High' selected.
- Email***: Text input field with 'j2@thermofisher.com' entered.
- Estimate days***: Text input field.
- Phone number***: Text input field with '+1 (202) 555-0223' entered.
- Budget Range***: Text input field.
- Preferred Make(s)***: Text input field.
- Address Line 1***: Text input field.
- Address Line 2 (apt, suite, PO box, etc.)**: Text input field.
- City***: Text input field.
- State/Region**: Text input field.
- Zip/Postal Code***: Text input field.
- Country***: Dropdown menu with 'United States' selected.
- Does this need to be new?**: Dropdown menu with 'Yes' selected.
- Preferred Model(s)***: Text input field.

Below the 'Basic information' section is a 'Note' section with an 'Add Notes' text area. A green 'Create' button is visible in the bottom right corner of the form area.

3 Add notes, an attachment and the address, then submit.

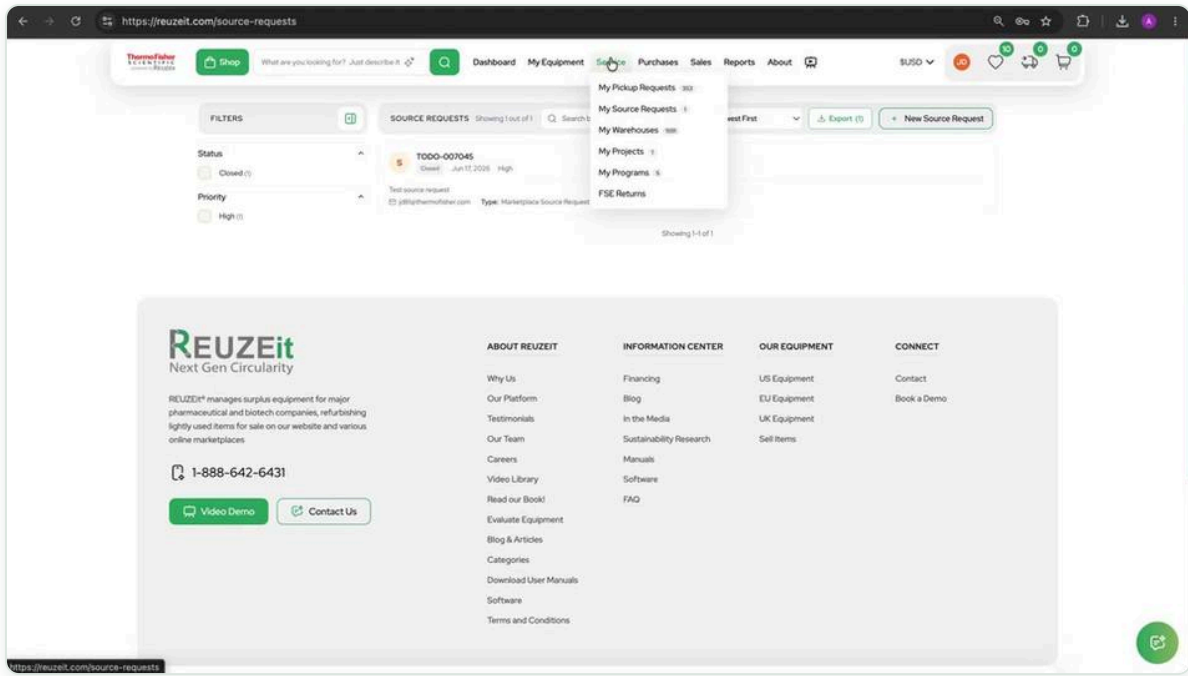
This screenshot shows the same 'New Source Request' form, but with the 'Note' and 'Attachments' sections highlighted. The 'Note' section has a text area with 'Add Notes' written inside. The 'Attachments' section has an 'Upload File' button and the text 'no more 10 Mb'. A green 'Create' button is now visible at the bottom right of the form area. The footer of the page is also visible, containing the REUZEIT logo and navigation links.

REUZEIT
Next Gen Circularity

REUZEIT® manages surplus equipment for major pharmaceutical and biotech companies, refurbishing tightly used items for sale on our website and various online marketplaces.

ABOUT REUZEIT	INFORMATION CENTER	OUR EQUIPMENT	CONNECT
Why Us	Financing	US Equipment	Contact
Our Platform	Blog	EU Equipment	Book a Demo
Testimonials	In the Media	UK Equipment	
Our Team	Sustainability Research	Sell Items	

4 Track it anytime under Services, My Source Request, while we work on it.



25 How to manage My Warehouses (admin)

Admins can view and search all of the company's locations and real-estate data in the portal.

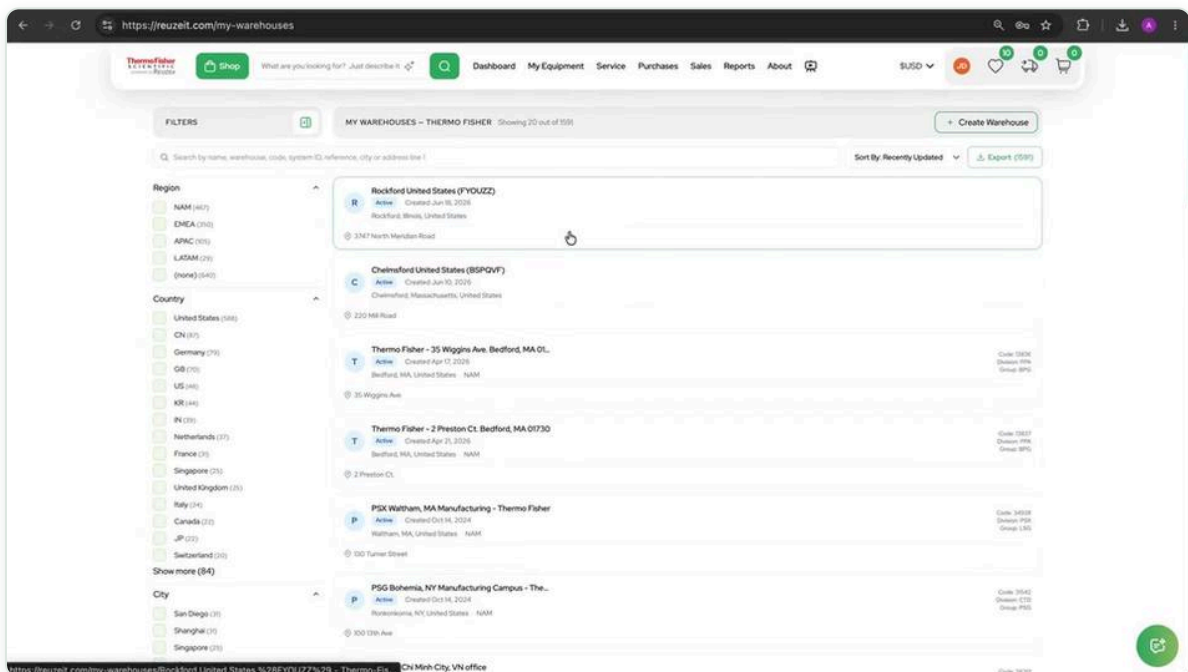
BACKGROUND

In this short one I'll show admins the My Warehouses list - all of your company's locations and real-estate data, searchable right here in the portal, including groups, divisions and abbreviations. For admin users, we have a My Warehouses list. It's actually all the locations of the supplier. Only admin users can see this, and you can manage the warehouses and search through them - all the real-estate data we sync with you. As an admin, you have access to this data through the portal, including the groups, divisions, and abbreviations.

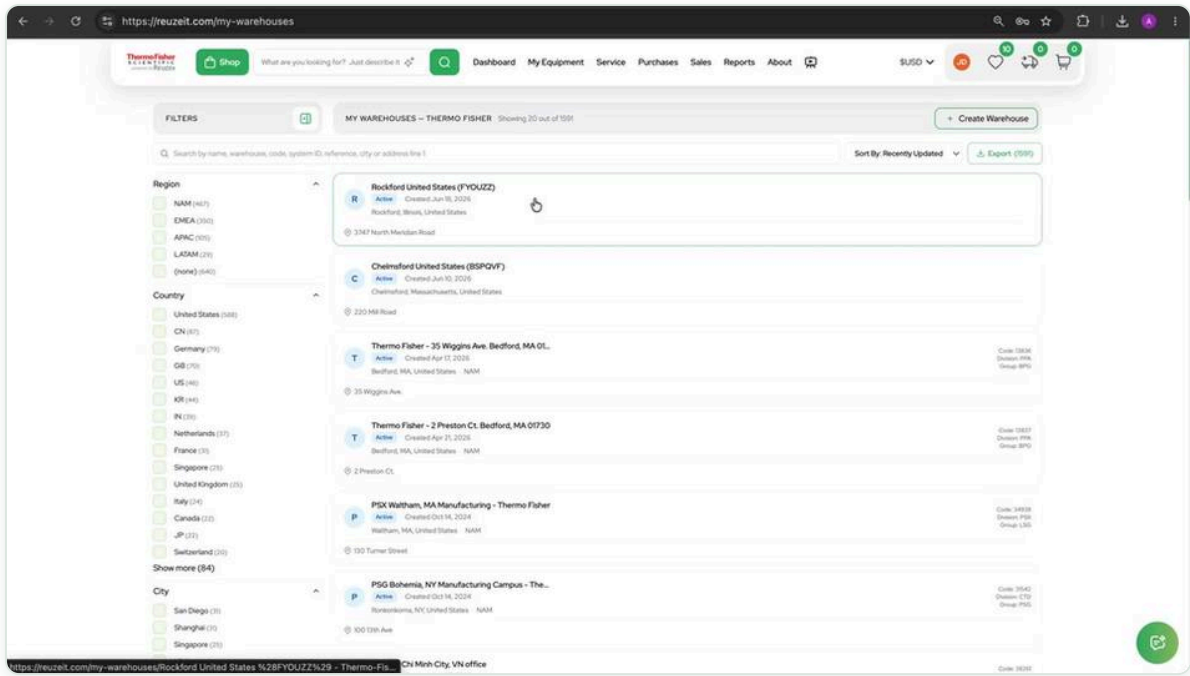
▶ Watch the clip: reuzeit.com/knowledge-center/my-warehouses-admin

STEP BY STEP

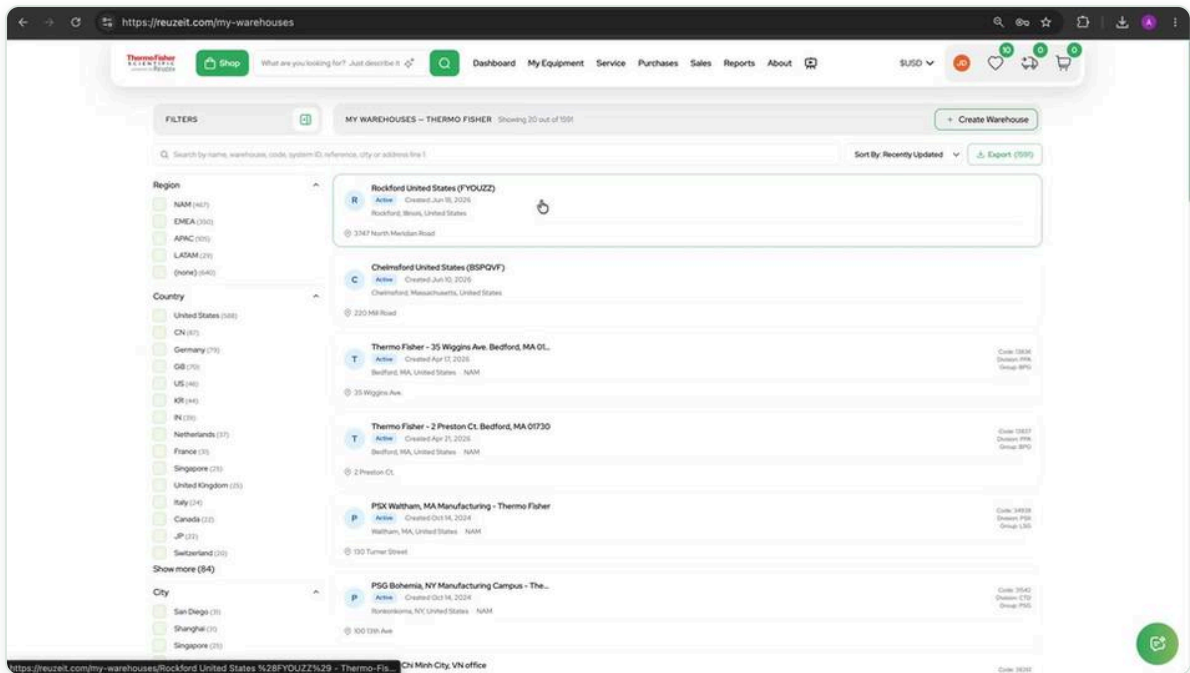
1 As an admin, open My Warehouses.



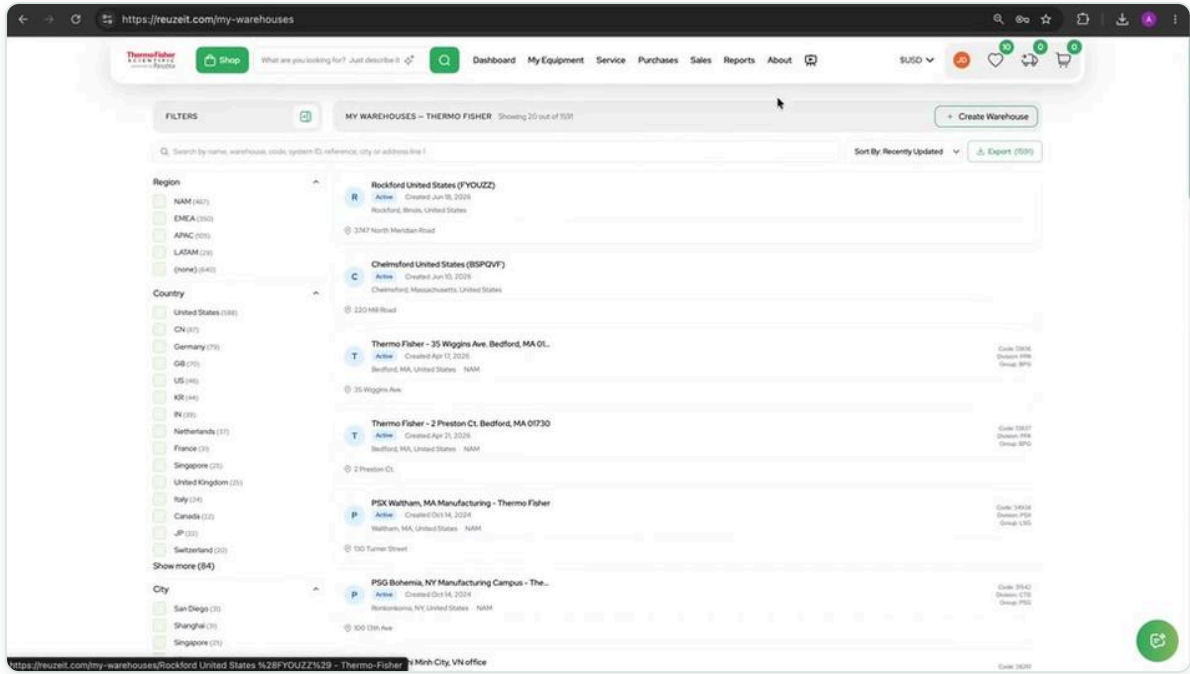
2 See all of your company's locations in one list.



3 Search across the synced real-estate data.



4 Drill into groups, divisions and abbreviations.



26 How to view My Sales (what we sold for you)

Track the items we picked up from you and sold on your behalf - separate from what you bought.

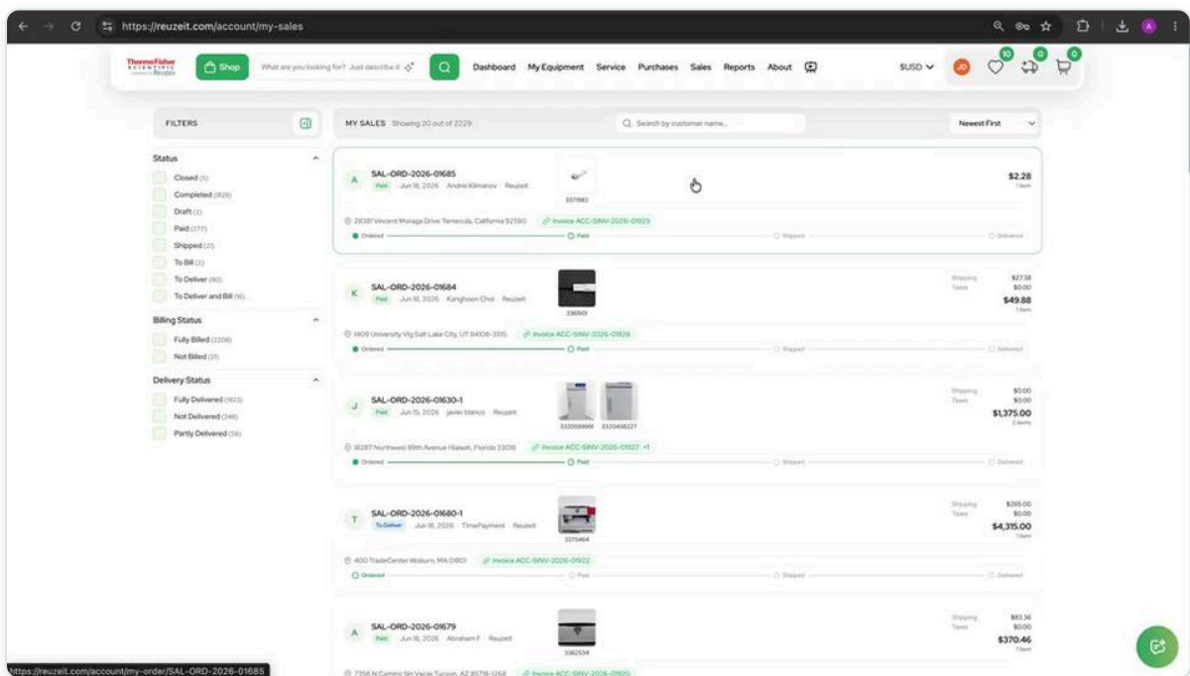
BACKGROUND

Here I'll show you My Sales - the items we picked up from you and sold on your behalf. It's separate from what you bought, so you can track exactly what we've moved for you. My Sales. You track your sales here - the items we sold that you provided to us. It's not what you bought. It's what we sell on your behalf. We picked the items up from you, and they were sold - you find that here in My Sales.

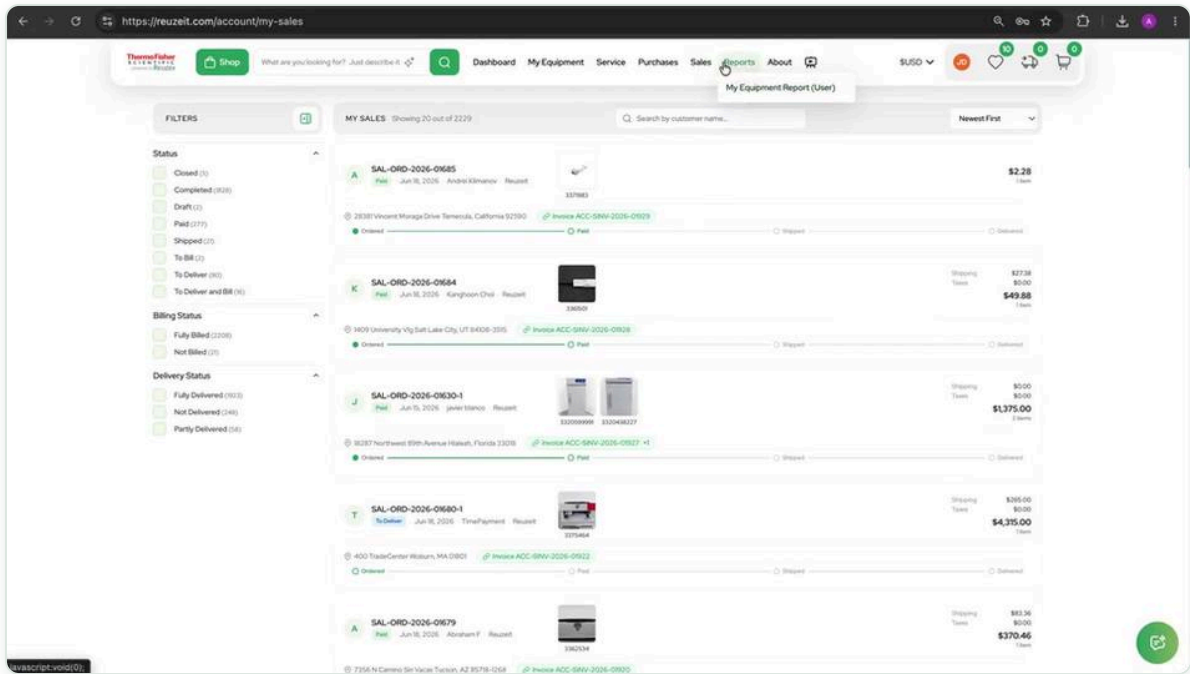
▶ Watch the clip: reuzeit.com/knowledge-center/my-sales

STEP BY STEP

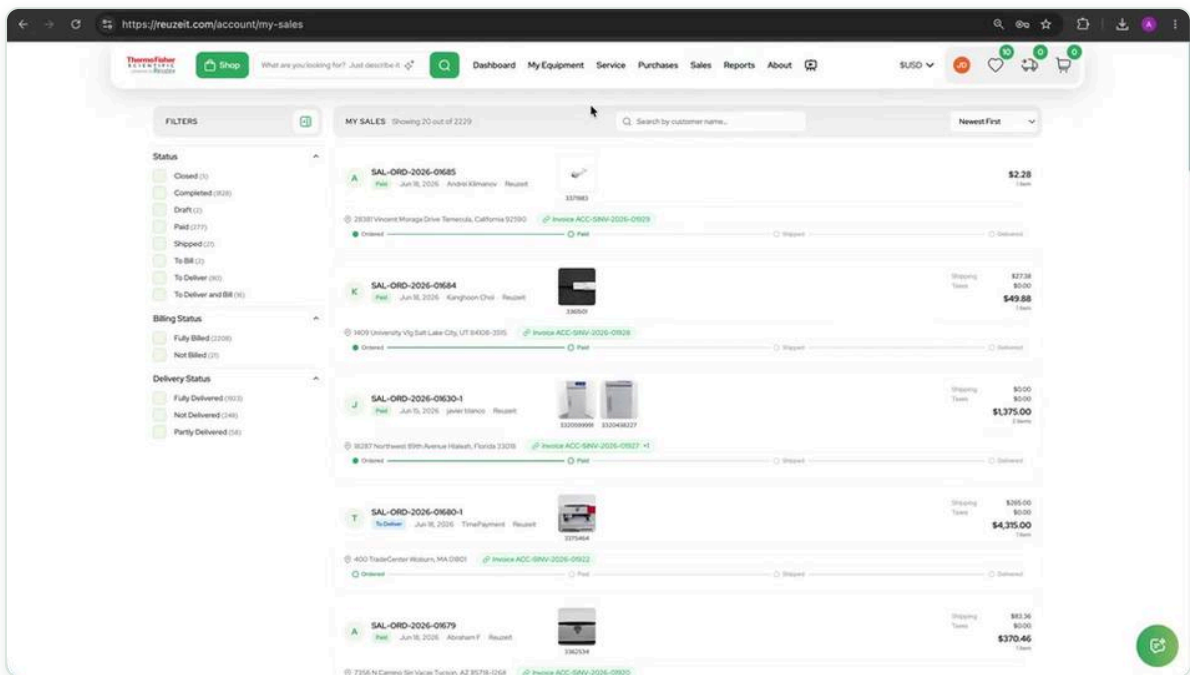
- 1 Open My Sales from the menu.



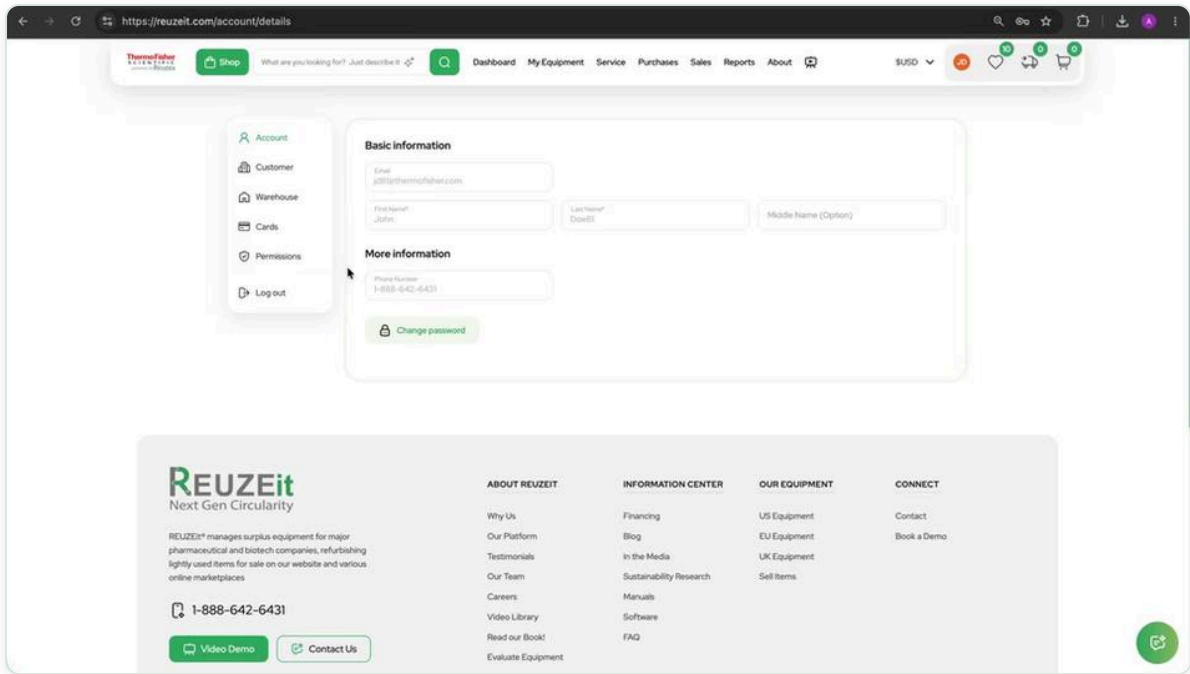
2 See the items we picked up from you and sold on your behalf.



3 Remember it's separate from My Purchases (what you bought).



4 Use it to track everything we've sold for you.



27 How to use supplier reports & admin permissions

Admins get an advanced report section; the permissions page shows exactly what admins vs. users can do.

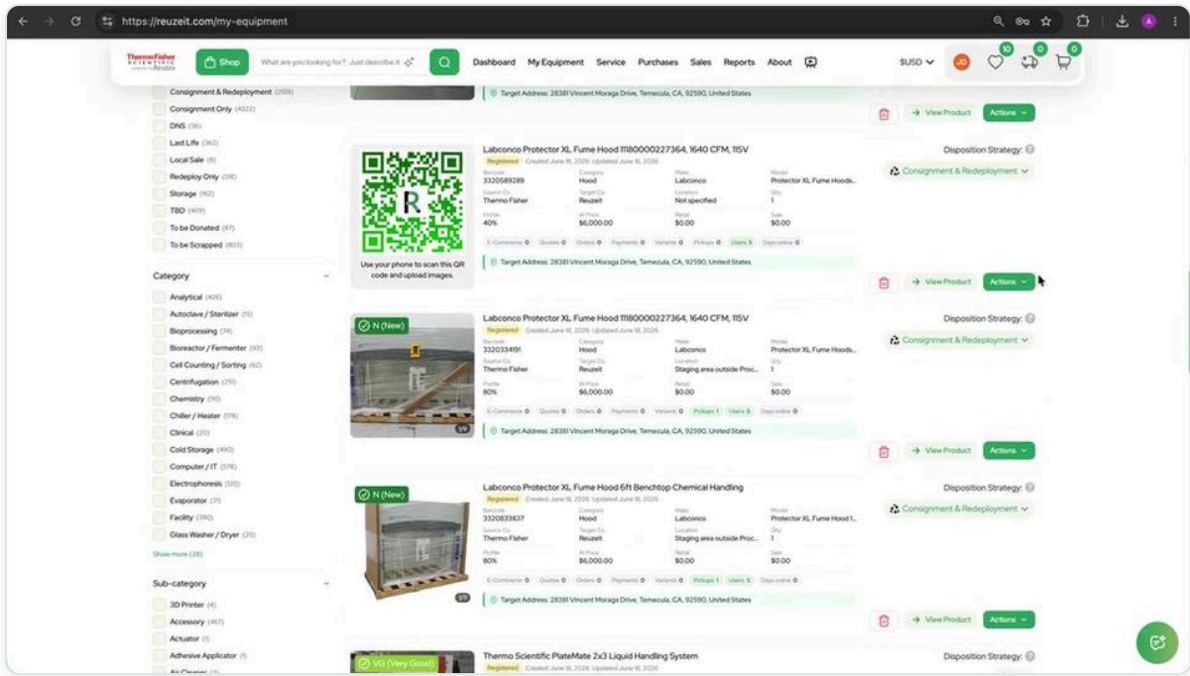
BACKGROUND

In this video I'll cover the advanced reports for supplier admins, and the permissions page that spells out exactly what an admin can do versus a regular supplier user. My Report. It's an advanced report for supplier admins only - regular supplier users can't see this report section. It's a very advanced, big report for our supplier admins. What's the difference between a supplier admin and a regular user? You can find it in My Account, under Permissions. Here's the full list of the rights - what you can and cannot do, with a yes or no - for the supplier buyer and the supplier admin. In my case I'm operating as a supplier admin, which is why I have access to the real-estate file and to my reports. The regular users don't have that access. The permissions page makes the difference clear.

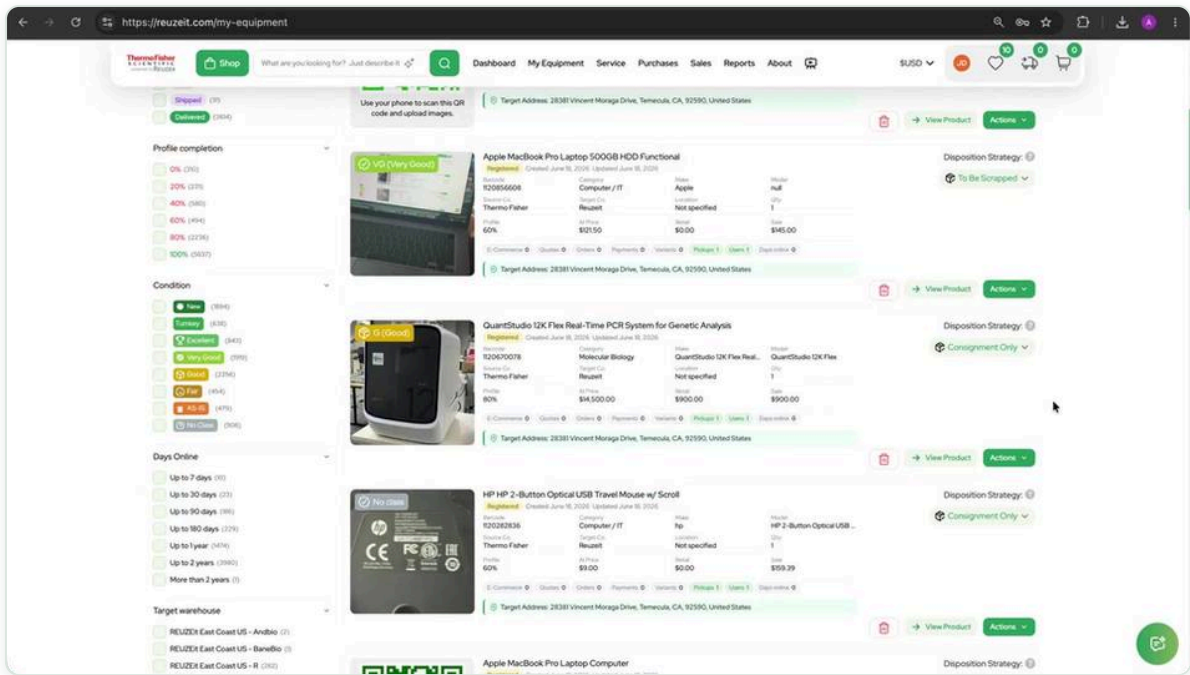
► **Watch the clip:** reuzeit.com/knowledge-center/supplier-reports-and-permissions

STEP BY STEP

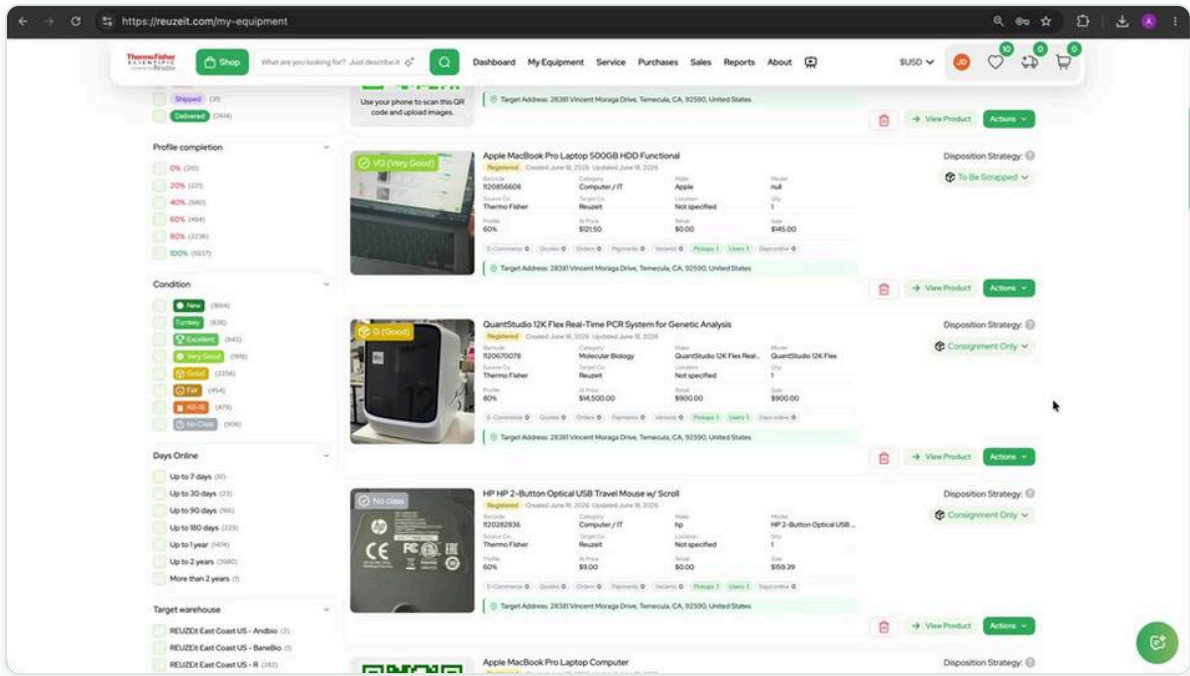
1 Open Reports - the advanced report section is for supplier admins only.



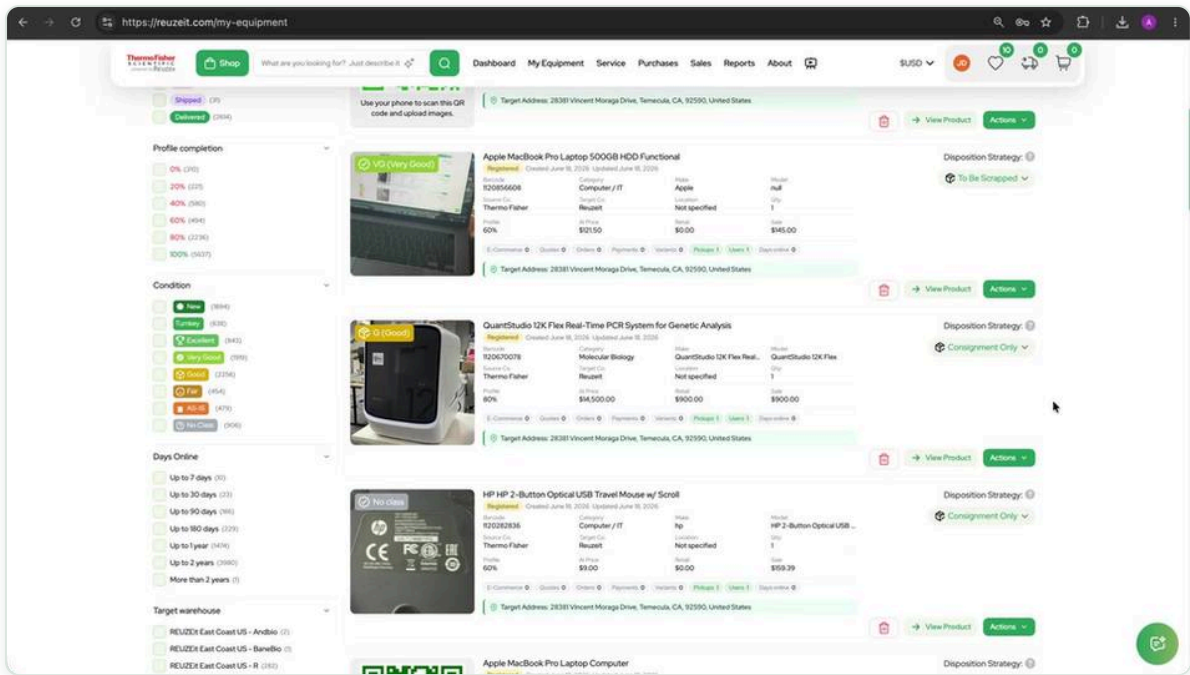
2 To see the difference between roles, open My Account, Permissions.



3 Read the yes/no list of rights for supplier user vs. supplier admin.



4 Admins get extra access, like warehouses and reports.



28 How to sell an item yourself (local sale)

Publish a high-value item from your own site without a pickup, subject to completion and team review.

BACKGROUND

Here I'll show you the local sale - selling a high-value item from your own site without a pickup. You complete the profile, set it to local sale, and our team reviews and lists it for you. One more thing. We also let you post an item online remotely. As a keystone or supplier, you don't necessarily need to create a pickup request and ask us to pick it up. If you're still using an item, or you don't need it anymore but don't want us to do the full management service, you can still publish it on a channel and sell it from your site. There are some restrictions - our sales team approves this deal. They'll contact you and ask what you have. In most cases it's high-value items, typically ten thousand dollars or more. Our mobile diagnostic group may go to your site to make sure it's processed and diagnosed before we sell it. But the functionality on the portal is available, so let me show you. You go to the item and choose a disposition strategy - let me choose Local Sale. It asks: are you sure you want to start selling this item on the REUZEit marketplace and third-party channels? Yes. It says this item can't be published because the profile isn't fully completed - it's at eighty percent. The system forces you to complete the item before it goes live. You can click the question mark to see exactly what's missing - the target warehouse location can't be empty. The target warehouse location is the location inside your building. You say it's in room two oh three, for example, so we know exactly where the item is. Now it's at one hundred percent completion. If you reload, the item shows as out of stock - it's now under review to be published by the REUZEit sales team. It doesn't automatically go online. Our team is notified that you want to sell it, with a fully completed profile under the Local Sale strategy, which means you're asking us for approval to go live. We'll talk to you, and if it meets our requirements, we'll list it and sell it for you remotely, and give you instructions to ship it directly to the buyer when we have a deal.

▶ **Watch the clip:** reuzeit.com/knowledge-center/sell-item-local-sale

STEP BY STEP

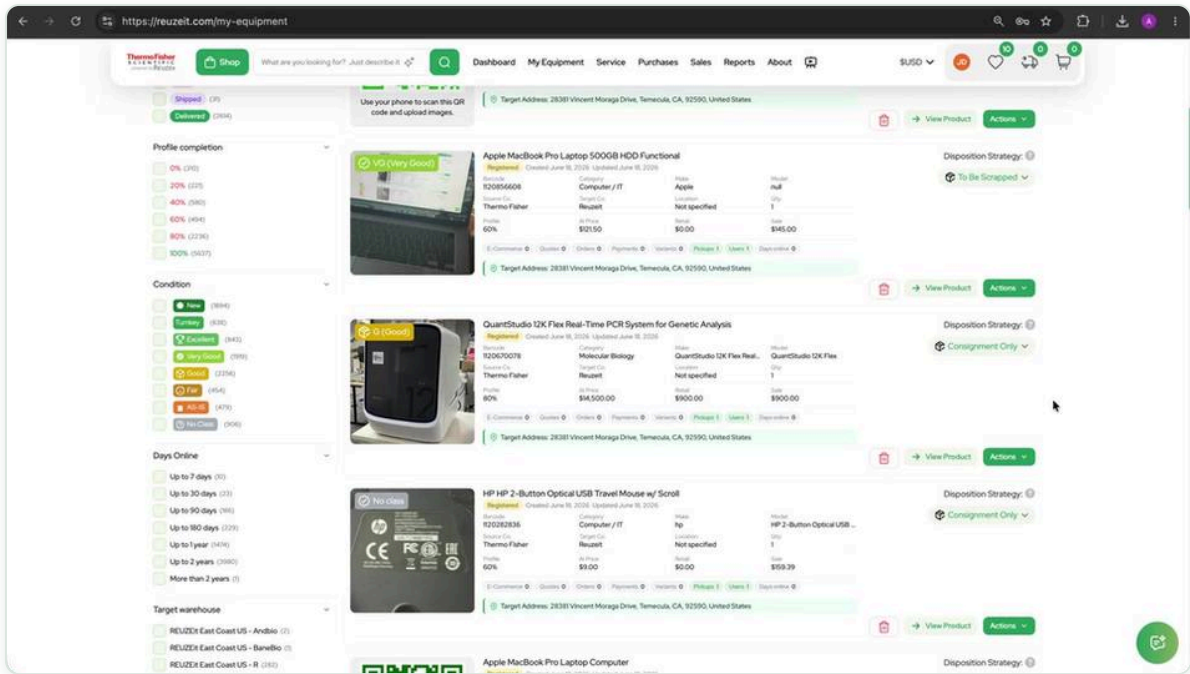
- 1 Open a high-value item and set its disposition strategy to Local Sale.

The screenshot displays the REUZEit portal interface for managing equipment. The main content area shows a list of items with their details and disposition strategies. The items listed are:

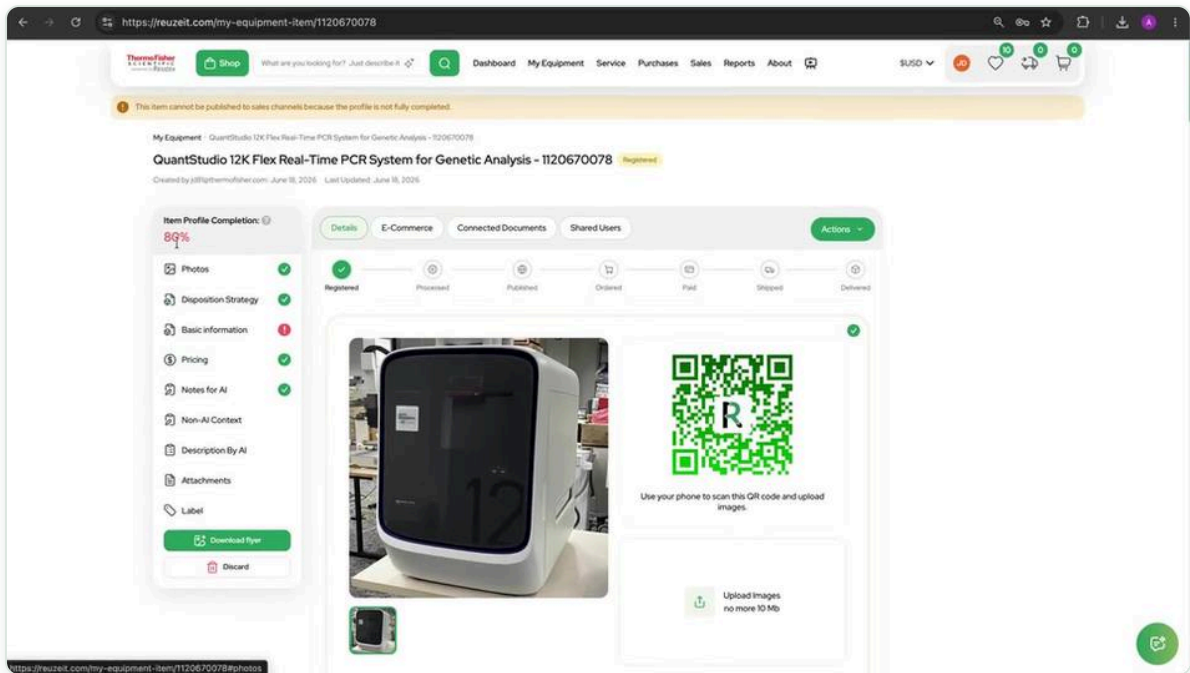
- Apple MacBook Pro Laptop 500GB HDD Functional**: Disposition Strategy: To Be Scraped
- QuantStudio 12K Flex Real-Time PCR System for Genetic Analysis**: Disposition Strategy: Consignment Only
- HP HP 2-Button Optical USB Travel Mouse w/ Scroll**: Disposition Strategy: Consignment Only
- Apple MacBook Pro Laptop Computer**: Disposition Strategy: (not fully visible)

On the left sidebar, there are filters for Profile completion (0% to 100%), Condition (New, Excellent, Good, Fair, Poor, No Data), Days Online (Up to 7 days to More than 2 years), and Target warehouse (REUZEit East Coast US - Andover, REUZEit East Coast US - Baraboo, REUZEit East Coast US - R).

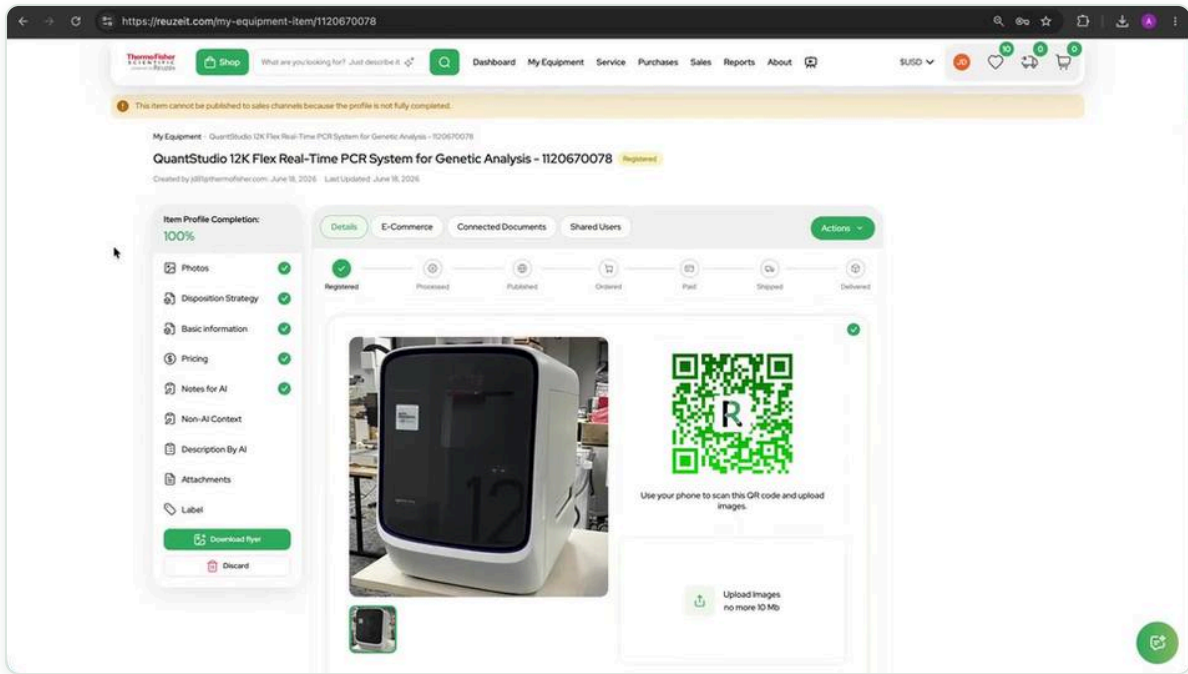
2 Confirm you want to publish it to the marketplace and third-party channels.



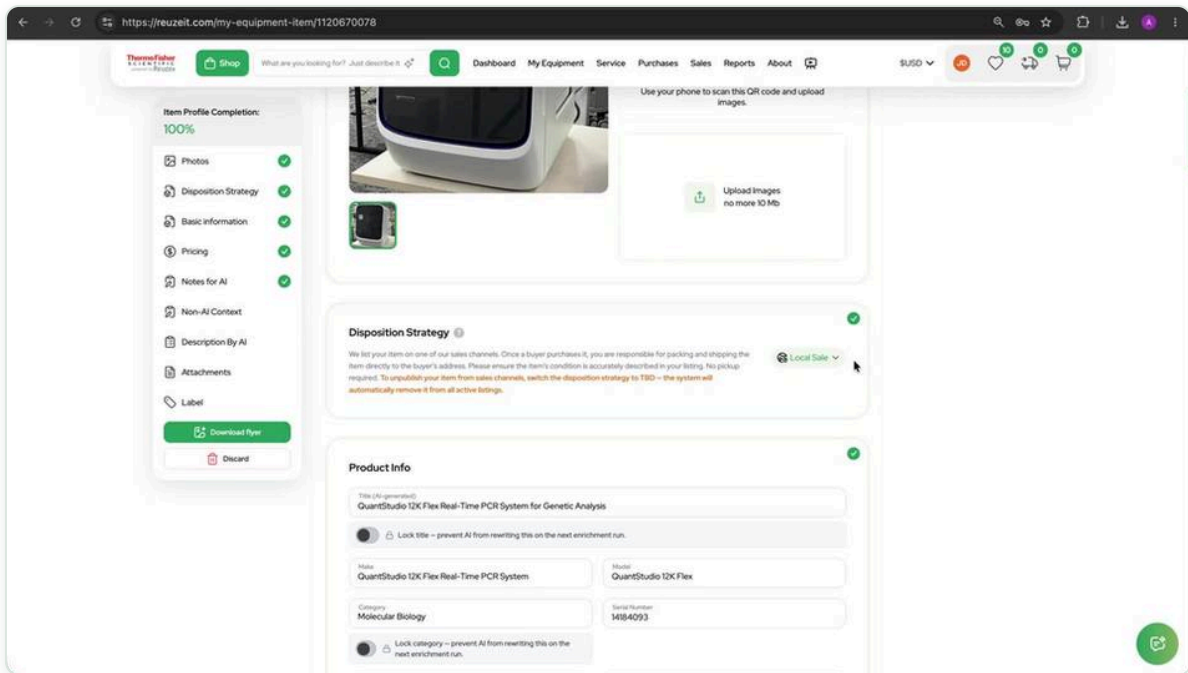
3 Complete the profile to 100% - including the target warehouse location inside your building.



4 The item goes 'under review' - it doesn't list automatically.



5 The sales team confirms eligibility, lists it, and gives you ship-direct instructions on a sale.



29 How to delete & clean up items

Remove items you created and haven't submitted; learn why some items are locked from deletion.

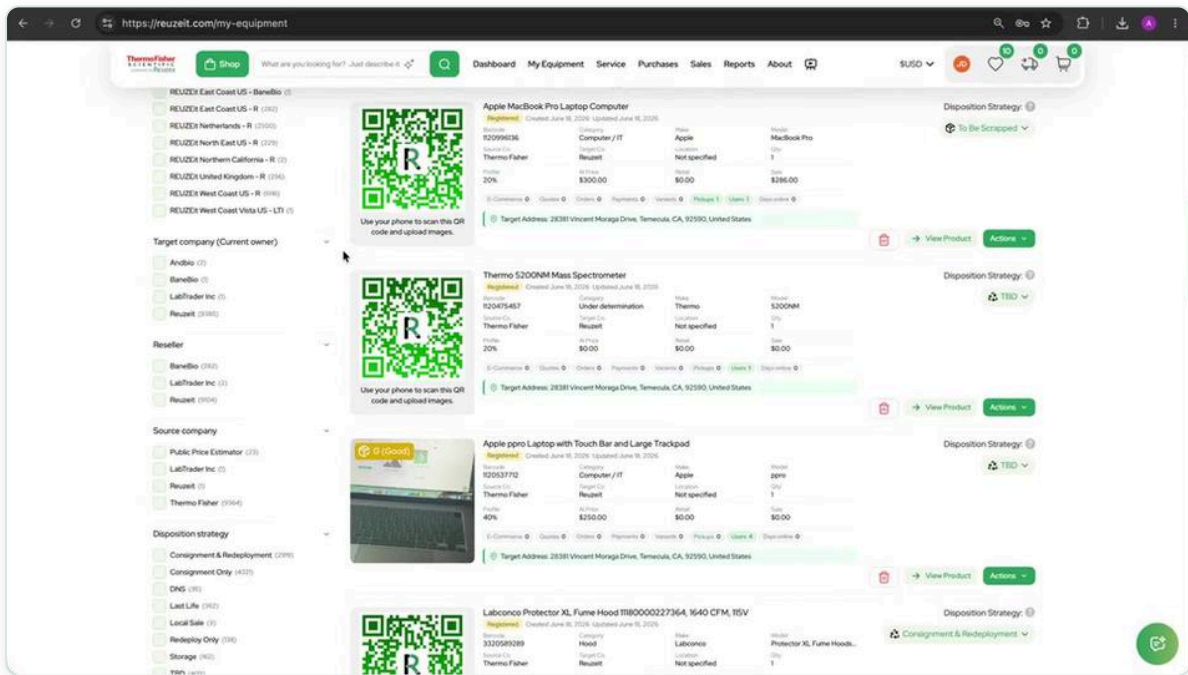
BACKGROUND

In this video I'll show you how to clean up your inventory - delete items you created and haven't submitted yet, and why the system locks items that are already part of a process. You can delete items. If you created an item and it's not processed, and it's not part of a submitted pickup request, you can delete it normally. In my case I cancelled the pickup request. If I show cancelled pickup requests, I'd see the cancelled 570 created on this demo. If the item was just created, it's your item - you created it and you can delete it. You use the remove function right here, Remove the item, Remove. Sometimes the item can't be removed because it's already been processed - the REUZEit team restricts you from removing it. For this item, it's connected to a draft pickup request, so the system prevents deletion. You can't delete something in the middle of the process. But if it's not in the middle - like this one, it's not under a pickup request - the system will allow you to remove it. The system prevents you from removing something you can't, but if it's just your item with nothing related, you're free to clean up your inventory list.

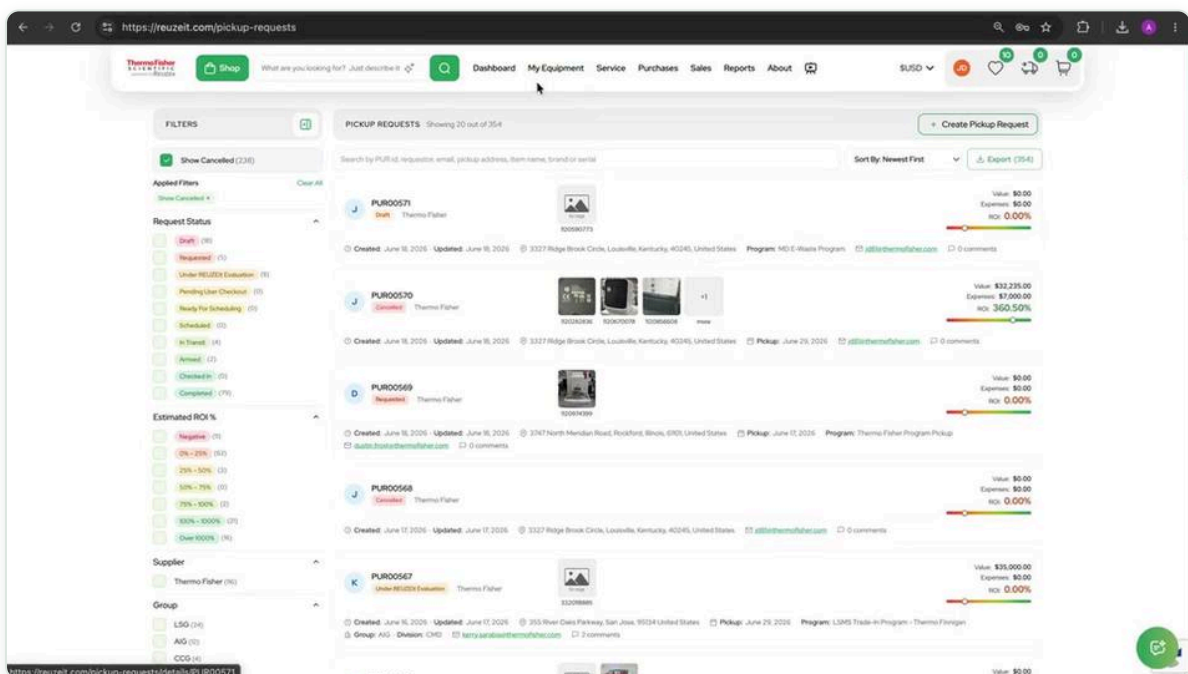
▶ **Watch the clip:** reuzeit.com/knowledge-center/delete-and-clean-up-items

STEP BY STEP

- 1 Open an item you created and haven't submitted.



- 2 Use the Remove action to delete it from your inventory.



3 Items that are processed or in a pickup request are locked from deletion.

The screenshot shows the ThermoFisher equipment management interface. At the top, a red error message states: "This item cannot be removed from the list because it has already been processed by the REUZEIt team. Please contact support for assistance." Below this, there are navigation tabs for Shop, Dashboard, My Equipment, Service, Purchases, Sales, Reports, and About. The main content area displays a list of items with filters on the left and a table of items on the right. The items listed are:

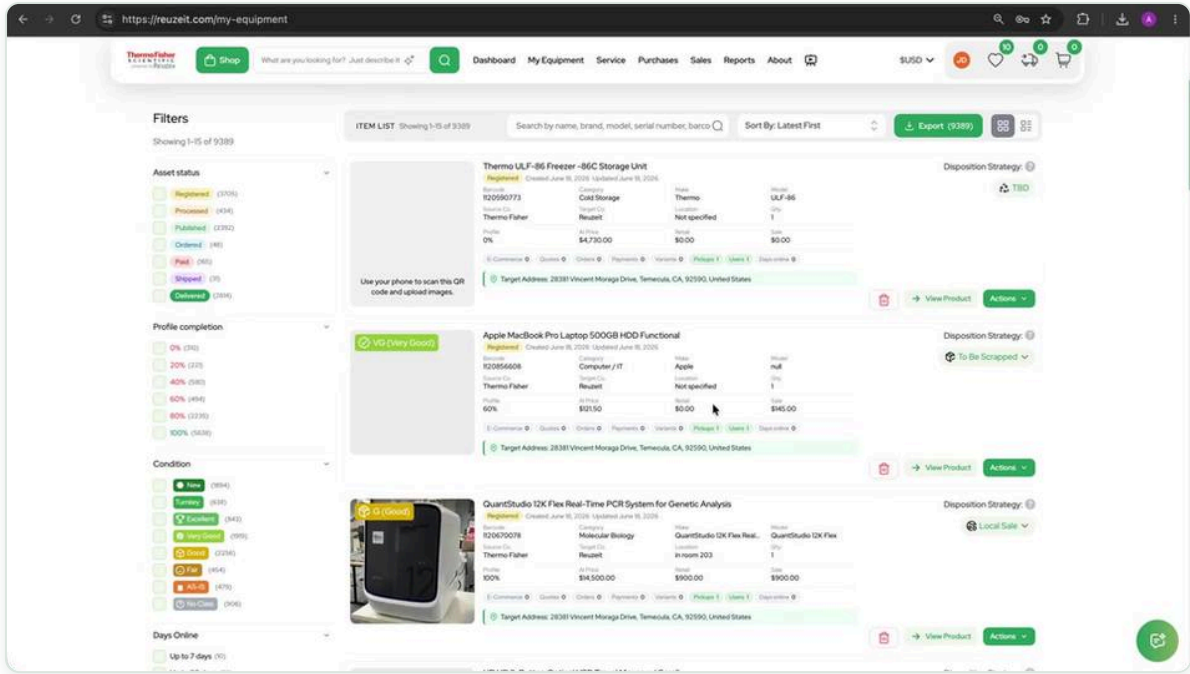
- Thermo ULF-86 Freezer -86C Storage Unit (Asset ID: 820990773, Category: Cold Storage, Price: \$4,750.00, Disposition Strategy: TBO)
- Apple MacBook Pro Laptop 500GB HDD Functional (Asset ID: 820856608, Category: Computer / IT, Price: \$121.50, Disposition Strategy: To Be Scrapped)
- QuantStudio 12K Flex Real-Time PCR System for Genetic Analysis (Asset ID: 820670078, Category: Molecular Biology, Price: \$98,500.00, Disposition Strategy: Local Sale)

4 The system tells you why an item can't be removed.

The screenshot shows the ThermoFisher equipment management interface, similar to the previous one. At the top, a red error message states: "This item cannot be removed from the list because it has already been processed by the REUZEIt team. Please contact support for assistance." Below this, there are navigation tabs for Shop, Dashboard, My Equipment, Service, Purchases, Sales, Reports, and About. The main content area displays a list of items with filters on the left and a table of items on the right. The items listed are:

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5 Clean up freely any items with nothing connected to them.



30 How to get help via live support chat

Reach sales, client service, pickup or technical teams from one always-on live chat, US & EU.

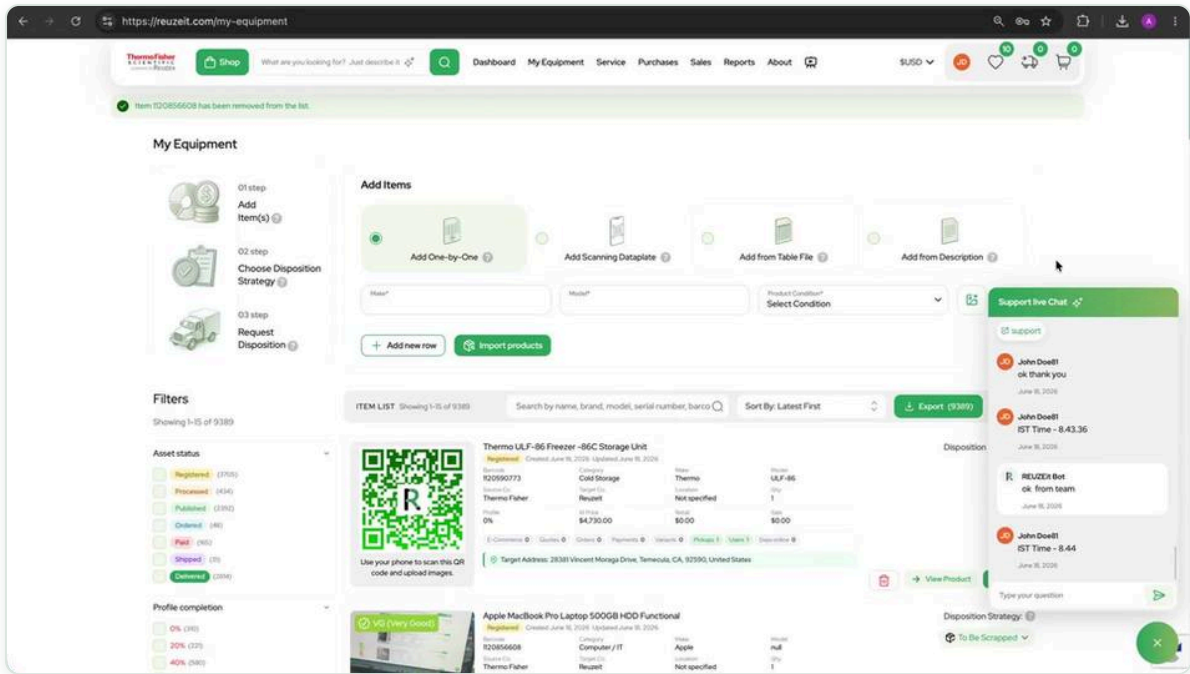
BACKGROUND

Finally, I'll show you the live support chat. From one button you can reach sales, client service, the pickup team or technical support - covered by our US and EU teams - and your conversation is always there. If you have any questions as a supplier, you have this Support Chat button - you can always ask us anything. This is the live chat. If you have any questions about sourcing, about the My Equipment items you want to add, about the value of your item, or you're not sure which program to use, please feel free to use this support live chat. We're almost live. If you're in Europe, our European team takes care of the chat during European daytime; if you're in the US, our US team takes care of it. Even if you don't get an immediate response, the whole chat is always there - we'll answer your question as soon as we can. This is the way to reach any personnel of REUZEit or our partner network - sales, client service, pickup team, or technical team - all from the same door, the support live chat.

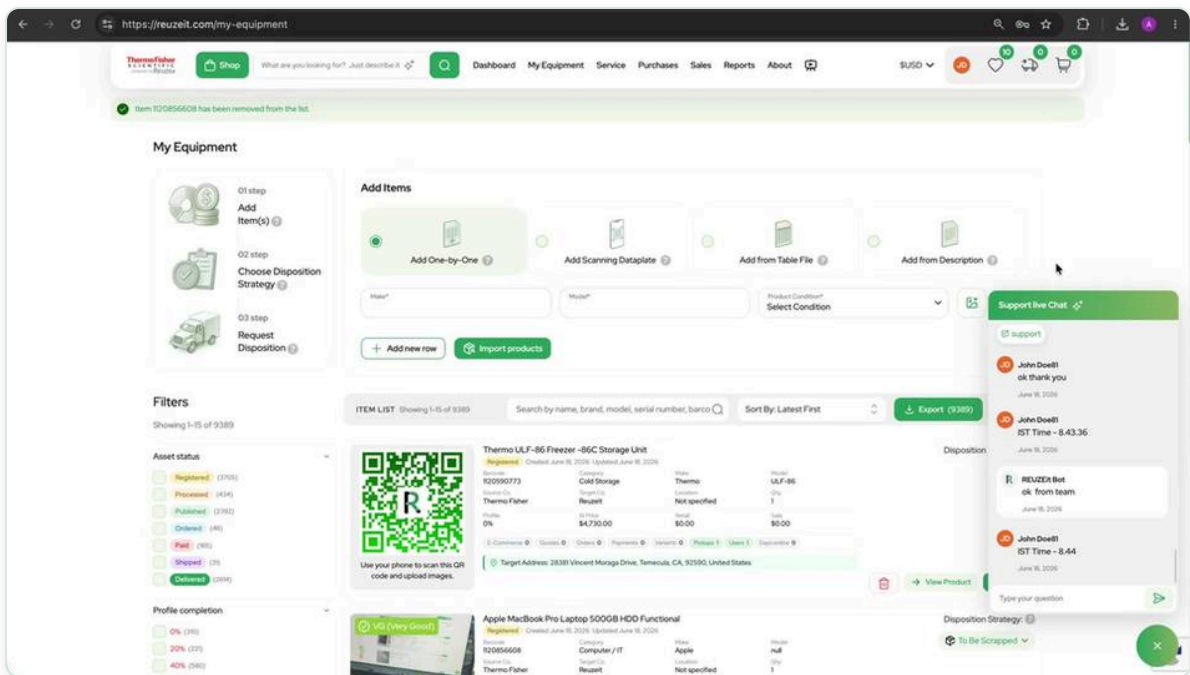
► Watch the clip: reuzeit.com/knowledge-center/get-help-live-support-chat

STEP BY STEP

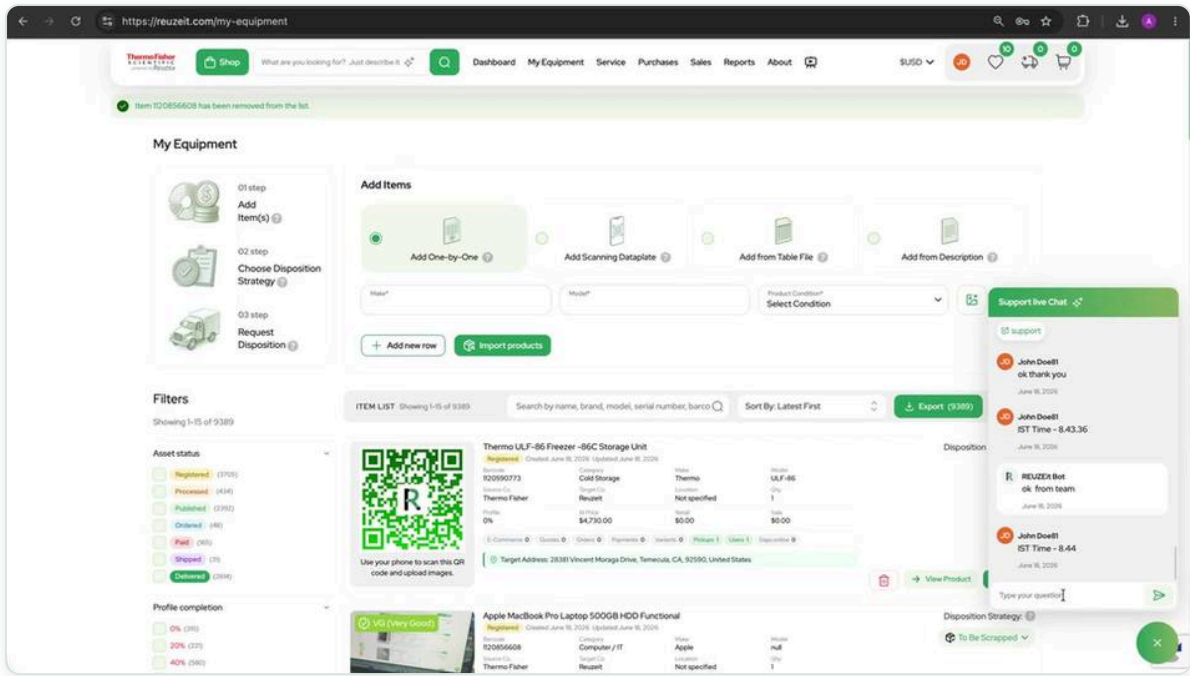
- 1 Click the Support Chat button on any page.



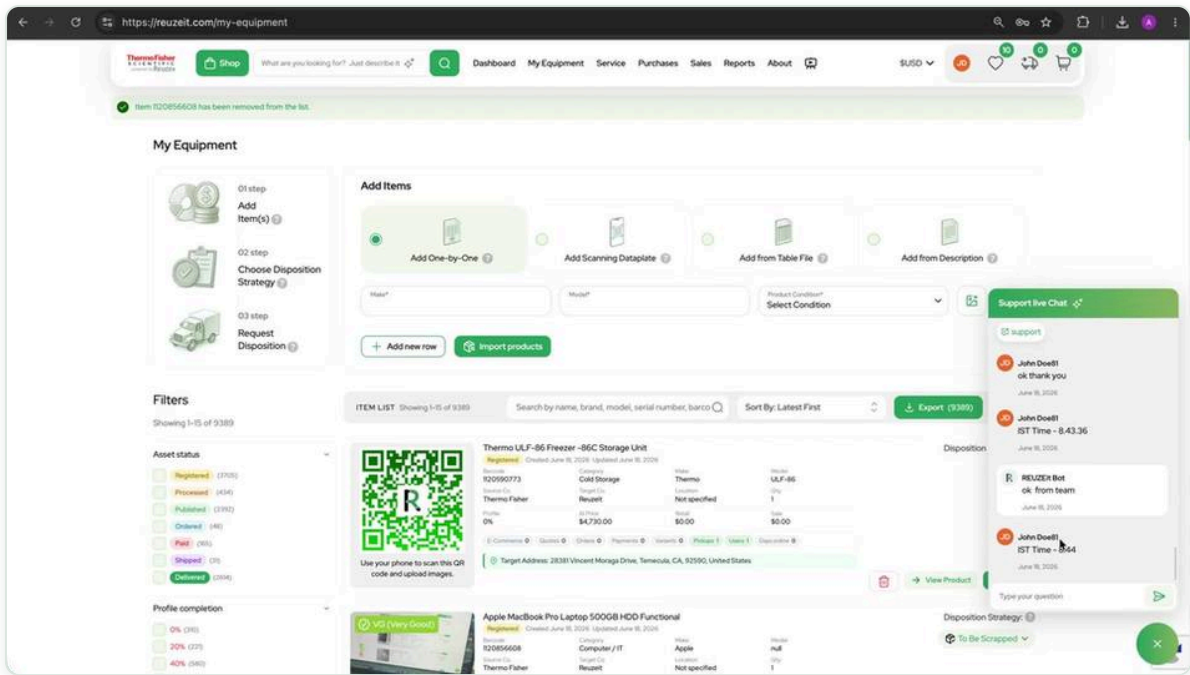
- 2 Ask anything - sourcing, adding items, item value, or which program to use.



3 US and EU teams cover the chat across time zones.



4 If no one's available immediately, your conversation stays - we reply soon.



5 One chat reaches sales, client service, pickup and technical teams.

