

opeq

DONOR GUIDE

Equipment Preparation
and Shipping Guide



Ordinateurs pour les
écoles du Québec

TABLE OF CONTENTS

Introduction	3
Good to know	4
The BIOS and its password	5
Preparing your devices before shipping	6
Packaging supplies	7
How to pack your computer equipment for shipping?	8
How to prepare peripherals for shipping?	9
How to secure your pallet for shipping?	10
Contact us	11

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INTRODUCTION

Every donation you make represents far more than a simple device: it is a concrete opportunity to change lives through technology.

To ensure your contribution has the greatest possible impact, it is essential that your equipment arrives at our facility in good condition, ready to be refurbished and redistributed.

Careful packaging ensures that every computer, monitor and peripheral you entrust to us can be put to full use and given a useful second life to benefit someone who needs it.

This guide will walk you through each step of preparing and shipping your equipment with confidence.

Thank you for your generosity. For a greener, more connected future!



GOOD TO KNOW

- ✚ We **erase the data** of your devices, while giving them a second life.
- ✚ Your donations **are redistributed at low cost**, directly benefiting families, schools, nonprofits and other organizations.

WHAT WE ACCEPT



Computers
and screens

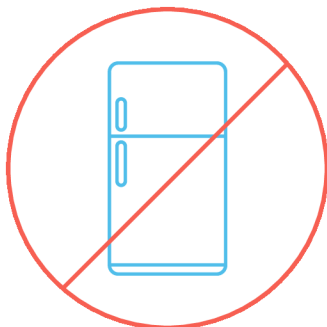


Cellphones and
tablets



Servers and
accessories

WHAT WE DO NOT ACCEPT



We are unable to receive household appliances, televisions, microwaves, refrigerators and any other device not related to information technology.

Ineligible devices can be dropped off at an ecocentre in your municipality. Check your city's information to learn more.

THE BIOS AND ITS PASSWORD

What is it?

The BIOS is the program that starts when a computer is turned on, before Windows or macOS. It can be protected by a password. This password is different from the one you enter to open your session. Erasing the hard drive does not remove it.

Without this password, the device cannot be reused.

Why is it important for a donation?

When this password is active, we cannot open the device, test it or refurbish it. It therefore cannot be reused. We dismantle it to recover parts, or we recycle it. If you remove the password before shipping, your computer has every chance of being given to a school, a family or an organization.

How do you know if your device is affected?

Turn on the computer.

- If a password is requested before Windows or macOS appears, it is the BIOS password.
- If the computer starts directly on the login screen, it is not locked.

How to remove it?

1. Restart the computer. As soon as the manufacturer's logo appears, press the BIOS access key. It is often F2, F10, Del or Esc, depending on the brand.
2. Enter the current password.
3. In the Security menu, delete or disable the password. You can also leave the field empty when asked to choose a new one.
4. Save and exit. Then restart to check that no password is requested.
5. If you also have a hard drive password, remove it in the same way.
6. On a Mac, follow Apple's procedure to disable the firmware password.

Before you begin

You must know the current password in order to remove it.

If it is lost, or if the person in charge has left your organization, talk to your IT department or report the device to us. We will find a solution together.

PREPARING YOUR DEVICES BEFORE SHIPPING

A locked device is unusable, just like a locked BIOS.

Before packing, check the following points :

All devices

- Back up the data you need. We erase all content upon receipt.
- Sign out of all accounts (Microsoft, Google, Apple, business accounts).
- Remove the device from your management tool (MDM, Intune, domain) if it is part of one.
- Remove labels or stickers that identify your organization, if desired.
- Include the original charger, if available.
- Never slip a device with a swollen or damaged battery into a shipment: report it to us first.

Laptops and desktop towers

- Remove the BIOS password (page 6).
- Remove external drives or USB keys, CDs/DVDs and memory cards.

Cell phones and tablets

- Disable activation lock: Find My iPhone/iPad and Apple account, or Google account and factory reset protection.
- Remove the SIM card and the memory card.
- Remove passcodes and screen lock.

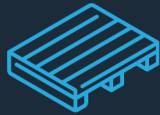
Servers

- Remove remote management passwords (iDRAC, iLO, etc.) and the RAID controller password, as well as the BIOS password.
- Tell us the number of hard drives included.

PACKAGING SUPPLIES

To help you choose the most suitable supplies for this purpose, here are a few recommendations:

STURDY PALLETS



If you are shipping a large volume, choose pallets that are strong enough to support the total weight and sized to the volume being shipped.

SUITABLE BOXES



Choose good-quality boxes with double- or triple-wall construction, properly sized for each piece of equipment.

Sturdy boxes significantly reduce the risk of damage during shipping.

SUITABLE FILLING MATERIALS



Choose environmentally responsible materials: biodegradable packing peanuts, recycled paper or bubble wrap.

They fill empty spaces and effectively absorb shocks.

STRONG ADHESIVE TAPE



Use quality adhesive tape to seal your boxes securely and ensure they remain closed throughout shipping.

HOW TO PACK YOUR COMPUTER EQUIPMENT FOR SHIPPING?

Proper packaging is essential to keep your equipment safe during shipping. Here are three approaches, depending on your situation:

DO YOU HAVE THE ORIGINAL PACKAGING?

This is the best option because it was designed specifically to protect your equipment. If it is slightly damaged, reinforce the weakened areas with adhesive tape, then place it in a larger box filled with cushioning material.

YOU DON'T HAVE THE ORIGINAL PACKAGING?

No problem. Follow these steps:
Wrap each device individually in bubble wrap.
Place it in a sturdy double- or triple-wall box.
Add cushioning material between devices to prevent movement.
Seal the box securely with adhesive tape.
Clearly apply a "Fragile", "This Way Up" or "Do Not Stack" label.

ARE YOU SHIPPING A LARGE VOLUME?

Choose a metal shipping crate with protective foam cushioning. Check the condition of the cushioning regularly to maintain optimal protection.

These precautions will ensure that your computer equipment arrives at its destination in perfect condition. Also be sure to take specific measures to prepare each individual peripheral, such as protecting monitors, printers, scanners and data-storage devices.



HOW TO PREPARE PERIPHERALS FOR SHIPPING?

Each type of peripheral requires specific precautions. Here is how to prepare the most common equipment.

MONITOR

- Remove the stand and any other supports before shipping.
- Place the monitor face down in the box for better protection.
- Keep the screws and small parts in a clearly labelled bag.

SCREEN

- Wrap the screen in foam wrap to protect it from scratches and impacts.
- Add a layer of bubble wrap for extra protection.
- Remove the power cable and pack it separately in bubble wrap.



LAPTOP

- Close the laptop lid and protect it with a foam sheet.
- Wrap each device in bubble wrap and add cushioning to prevent movement during transport.
- Pack the charger separately.



CELL PHONE AND TABLET

- Protect the screen with paper or foam, then wrap each device individually.
- Place devices in a padded box and avoid stacking them loosely.



PRINTER

- Remove all ink cartridges and place them in a leak-proof plastic bag to prevent spills during shipping.
- Secure removable parts with adhesive tape so they do not open in transit.
- Remove the paper tray and pack it separately.
- We send empty cartridges to the Mira Foundation. This initiative helps the environment and supports funding for guide-dog training. A small gesture that does twice the good!



SCANNER

- Secure the device firmly to prevent movement during shipping.
- Make sure all moving parts are properly secured before shipping.



DATA-STORAGE DEVICE

- Carefully wrap each item in bubble wrap to protect it from impacts.
- Back up your data to another medium before sending it, as a precaution.





HOW TO SECURE YOUR PALLET FOR SHIPPING?

When shipping a large volume of equipment, how you secure your load on the pallet is just as important as the packaging itself. This is the donor's responsibility; here is how to do it properly.

Securing the load

Use sturdy straps or tie-downs to firmly secure each box. Make sure nothing is loose or likely to shift during shipping.

Balancing the weight

Distribute the weight evenly across the entire pallet surface to prevent imbalance and minimize the risk of tipping.

Protecting corners and edges

Protect the most vulnerable parts of your equipment with cardboard or foam corners to absorb potential impacts.

Stretch wrap

Wrap the entire load with stretch wrap to keep all boxes firmly in place and provide additional protection against movement.

Clear labelling

Clearly mark the handling instructions on the pallet: "This Way Up", "Fragile", "Do Not Stack". These indications guide carriers and reduce the risk of mishandling.



**EVERY REFURBISHED
DEVICE**



SURVIVOR

RESCUED

**OPENS A
NEW HORIZON
OF POSSIBILITIES.**

**GIVE YOUR DEVICES
A SECOND LIFE!**

CONTACT INFORMATION

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don@opeq.qc.ca

To request equipment
1-877-617-OPEQ (6737) – option 2
demande@opeq.qc.ca

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