greenearth
Electronics Recycling & ITAD



SERVICE PARTNER CHECKLIST

IT Asset Disposal Company Selection Checklist

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Status	Phase	Action Item
☐	Business Requirements	Define what needs to be disposed of: laptops, desktops, servers, hard drives, monitors, phones, tablets, networking equipment, batteries, printers, or mixed electronics.
☐	Business Requirements	Decide whether to erase/destroy data in-house or have a service partner handle it on-site or off-site.
☐	Business Requirements	Determine the amount of labor your team can allocate to recycling, data destruction, logistics, palletizing the equipment, loading, and reconciling any reports.
☐	Business Requirements	Determine your service type: pickup, drop-off, recurring, bulk clean out, office decommissioning, relocation support, multi-location, or other.
☐	Business Requirements	Determine if you need to create an internal asset list with serial numbers, device types, quantities, locations, and assigned departments.
☐	Business Requirements	Define success criteria: secure data destruction, landfill diversion, compliance documentation, inventory tracking, and minimal disruption.
☐	Business Requirements	Determine if your team needs any reports from the service partner to help log assets, prove hard drives are shredded, or verify equipment has been recycled properly.
☐	Service Partner Research	Shortlist IT asset disposal providers with proven experience in electronics recycling, ITAD, data destruction, inventory tracking, and business recycling programs.

Status	Phase	Action Item
☐	Service Partner Research	Verify that the partner can create a custom recycling or ITAD plan for your business requirements.
☐	Service Partner Research	Confirm the partner supports your industry needs, especially if you operate in banking, healthcare, government, education, gaming, or another compliance-sensitive sector.
☐	Service Partner Research	Ensure that service area, pickup options, drop-off options, and scheduling process meet your needs.
☐	Service Partner Research	Ask for references, testimonials, or examples from organizations with similar asset volumes and data security requirements.
☐	Service Partner Research	When speaking with service partners, communicate your team's needs before asking for pricing. It'll help them build a package that actually fits, instead of a generic quote.
☐	Data Security	Confirm the service partner offers secure data destruction for hard drives, SSDs, servers, phones, tablets, and other storage media in a way that meets your requirements.
☐	Data Security	Ask whether data destruction is completed onsite, offsite, or both, and choose the option that matches your organization's compliance needs.
☐	Data Security	Confirm whether drives are shredded, wiped, degaussed, crushed, or otherwise physically destroyed.
☐	Data Security	If needed, confirm that a certificate of destruction or erasure can be provided.

Status	Phase	Action Item
☐	Data Security	Establish internal approval rules for which devices can be reused, refurbished, resold, recycled, or destroyed.
☐	Chain of Custody	Ensure reporting capability meets your needs for documented chain of custody from pickup or drop-off through processing, data destruction, recycling, and final reporting.
☐	Chain of Custody	Confirm whether the service partner can track assets to meet your needs by serial number, asset tag, device type, or weight.
☐	Chain of Custody	Ask how assets are secured during transport, storage, sorting, destruction, refurbishment, and recycling.
☐	Environmental Compliance	Verify that the service partner follows responsible electronics recycling practices and keeps e-waste out of landfills.
☐	Environmental Compliance	Confirm how hazardous materials are handled, including lead, mercury, batteries, CRTs, monitors, and other regulated components.
☐	Environmental Compliance	Ask whether the service partner prioritizes repair, refurbishment, redistribution, reuse, and recycling before disposal.
☐	Environmental Compliance	Confirm that the service partner accepts the IT equipment that your team generates and understands their restrictions.
☐	Pricing & Fees	Understand the service partner's pricing structure for pickup, labor, transportation, data destruction, recycling, and reporting.

Status	Phase	Action Item
☐	Pricing & Fees	Confirm whether any items carry processing fees. Are these fees structured per device or per pound? Which does your team prefer?
☐	Pricing & Fees	Ask whether the service partner provides asset value recovery for reusable equipment and how recovered value is calculated.
☐	Pricing & Fees	Evaluate total cost, not just the quoted pickup price. Factor in service levels, reporting, data destruction, labor, logistics, special-item fees, and if revenue sharing will offset all of your costs.
☐	Pricing & Fees	Determine the value you're getting for your price. Are you working with a transactional vendor, or a service partner that acts as an extension of your IT team?
☐	Operational Planning	Determine pickup logistics, loading dock access, building security requirements, elevator access, palletizing needs, packaging, and after-hours requirements.
☐	Operational Planning	Assign internal owners from IT, facilities, security, compliance, finance, and procurement.
☐	Operational Planning	Decide whether assets should be staged by location, asset type, department, data sensitivity, or disposal path.
☐	Operational Planning	Determine how much storage space you have, whether recycling bins or containers are needed, how frequently you might need pickups, and how quickly your team will need a pickup when a request is made.
☐	Operational Planning	Ensure the storage location or recycling bins are secure so no device can be removed from the area without your team's knowledge, especially if items retain data.

Status	Phase	Action Item
☐	Operational Planning	Schedule pickup or drop-off in a way that minimizes disruption to employees, customers, and business operations.
☐	Operational Planning	Invite the service partner to visit your facility and share suggestions for making pickup easier for both teams.
☐	Proposal Review	Request a written proposal covering scope, accepted items, pickup method, data destruction, asset tracking, reporting, recycling process, fees, and timeline.
☐	Proposal Review	Compare service partners based on security, compliance documentation, environmental responsibility, inventory tracking, responsiveness, and total value.
☐	Proposal Review	Review exclusions, limitations, insurance, liability terms, cancellation policy, and service-level expectations.
☐	Proposal Review	Confirm what documentation you receive after completion, including inventory reports, and recycling records.
☐	Final Selection	Score service partner on service level, data security, recycling process, reporting quality, pickup flexibility, industry experience, references, pricing transparency, and communication.
☐	Final Selection	Confirm the service partner can support both immediate disposal needs and ongoing ITAD requirements.
☐	Final Selection	If you like a service partner but the proposal isn't quite right, revisit this with your preferred partner. Ask if they can adjust scope, terms, or pricing to better fit your needs.

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☐	Final Selection	Select the service partner that best protects your data, supports compliance, simplifies operations, and keeps electronics out of landfills.
☐	Implementation	Gather the information the service partner needs to set them up in your internal systems, including physical access control systems.
☐	Implementation	Conduct kickoff with the service partner and internal team to confirm locations, asset counts, pickup schedule, data destruction requirements, and reporting format.
☐	Implementation	Request pickup, verify item counts, and confirm transfer documentation before assets leave your facility.
☐	Implementation	Review final reports, invoices, and asset reconciliation after processing is complete.
☐	Implementation	Provide the service partner with feedback on their service and things that could be improved.
☐	Ongoing Program	Decide how often your team needs pickups to keep storage areas clear, whether that's on-demand requests or a scheduled quarterly, semiannual, or annual plan.

Status	Phase	Action Item
☐	Ongoing Program	Maintain a living inventory of retired, stored, redeployed, recycled, and destroyed IT assets.
☐	Ongoing Program	Review ITAD performance annually, including cost, compliance documentation, data destruction accuracy, asset recovery, and landfill diversion.

Documentation and Definitions

Tool / Document	Why It Matters
IT Asset Inventory	Helps track serial numbers, device types, quantities, and ownership before disposal.
Data Classification Policy	Identifies which assets require secure data destruction.
Chain-of-Custody Form	Documents asset transfer and reduces security risk.
Pickup Checklist	Keeps logistics organized for staging, loading, access, and verification.
Service Partner Comparison Scorecard	Helps evaluate providers consistently.
Internal Approval Workflow	Prevents assets from being disposed of without authorization.
Asset Reconciliation Report	Confirms the assets the partner received match your internal records.
Recurring ITAD Calendar	Prevents old devices from piling up in storage closets or server rooms.

Certificate of Recycling	A chain-of-custody document issued by a service partner confirming that specific electronic assets were processed and recycled properly, and that data was handled securely. Typically includes details like total weight or piece count.
Asset Inventory Report	A chain-of-custody document provided by the service partner that lists all IT assets collected, processed, or received, typically including details like serial numbers, asset tags, device type, and quantity, giving the customer a way to reconcile their internal records against what the service partner actually received.
Asset Disposition Pickup Confirmation	A chain-of-custody document provided by the service partner that communicates the transfer of ownership at the point of pickup and verifies details such as date, time, location, and a description of the items collected.
Certificate of Destruction	A chain-of-custody document a service partner issues confirming that specific devices or data-bearing media were destroyed or rendered unrecoverable, typically including details like serial numbers, destruction method, and date for compliance and audit purposes.
Certificate of Erasure	A formal document a service partner issues confirming that data on specific devices was securely wiped using a verified erasure method, typically including details like device serial numbers, the erasure standard used, and the date, without physically destroying the device itself.

Red Flags When Hiring an IT Asset Disposal Company

Red Flag	Why It Matters
No clear data destruction process	Sensitive company, customer, employee, or regulated data may remain exposed.
No chain-of-custody documentation	Assets can become hard to track after leaving your facility.
Vague recycling process	Electronics may not be processed responsibly.
No inventory tracking	You may not know what was collected, processed, reused, or destroyed.

Pricing is unclear	Hidden fees can appear for pickup, monitors, TVs, labor, or special handling.
They accept everything but cannot explain downstream processing	This creates environmental and reputational risk.
No business ITAD process	Residential drop-off recycling is not the same as secure business asset disposition.
They ignore refurbishment or reuse opportunities	Reuse can reduce waste and may improve lifecycle value.
Poor communication before pickup	Poor communication during planning often leads to operational issues on pickup day.
No business references on par with your needs	References from respected IT professionals who are willing to vouch for a service partner, and can speak to their level of service and dependability, go a long way toward ensuring a positive experience working with that partner.

About Green Earth Electronics Recycling

Green Earth Electronics Recycling is an electronics recycling and IT asset disposition resource based in St. Joseph, Michigan. For over 17 years, we've helped businesses and residents recycle unwanted electronics safely and responsibly, with services that include electronics recycling, data destruction, IT asset tracking, decommissioning support, business recycling solutions, and industry-specific programs.

The value of ITAD and electronics recycling is well established — protecting data, supporting compliance, and reducing environmental impact. What matters just as much is the partner behind the process. The wrong partner creates the exact risks this checklist is designed to help you avoid: data exposure, compliance gaps, and hidden costs. The right one removes them.

Why customers choose to work with Green Earth:

01

Reliable

We do what we say we're going to do. We communicate at scheduling, the day before, and the day of pickup, and we maintain a 98% on-time rate. Reports come back to you within two weeks of pickup every time.

02

Customized

No two companies look the same — team size, storage space, refresh cycles, audit requirements, and equipment types all vary. We don't hand you a standard package and ask you to make it work. We build our services around your operations and audit needs: pickup frequency, onsite or offsite hard drive shredding, inventory reporting, and Certificates of Destruction.

03

Easy

IT teams already have enough on their plate. We keep communication simple, scheduling quick, and ourselves easy to reach when questions come up, so your team can stay focused on everything else.

Request references for our services

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