



Sample Pre-Arrival Checklist

Use this checklist to support communication regarding your new reuse program. As you await your samples, determine what you've locked down and what remains for your attention before you and/or your team implement reusable packaging. Further, use the suggested topic points to open internal and external communication about your new reuse program.

1

Get to know your Reuse Specialist.

- Have you met with your Reuse Specialist?
- Have you completed planning your reuse program with your specialist?
- Have you visited our FAQ page to answer any fundamentals?

2

Ship the word.

- Have you considered language, tone, word choice?
- What is your “why” for implementing reuse as a part of sustainable shipping?
- Have you considered marketing materials to educate customers on **how to return the package?**
(read LimeLoop’s blog post, [“Influencing Consumer Behavior Change with Reuse”](#) for tips on engaging customers)

3

Secure your reusables.

- Have you decided on whether you'll use extra security or ship the packages as is?
- Check out our YouTube channel for "how-to's" on packaging a reusable package.
- Gather your supplies.

4

Loop in the team.

- Does the team understand the new program?
 - ___Marketing
 - ___Sales
 - ___Order Fulfillment
 - ___Customer Service
 - ___3PL
 - ___IT
- Have you toured the digital platform?
- What's the current culture surrounding sustainability?
Current understanding?