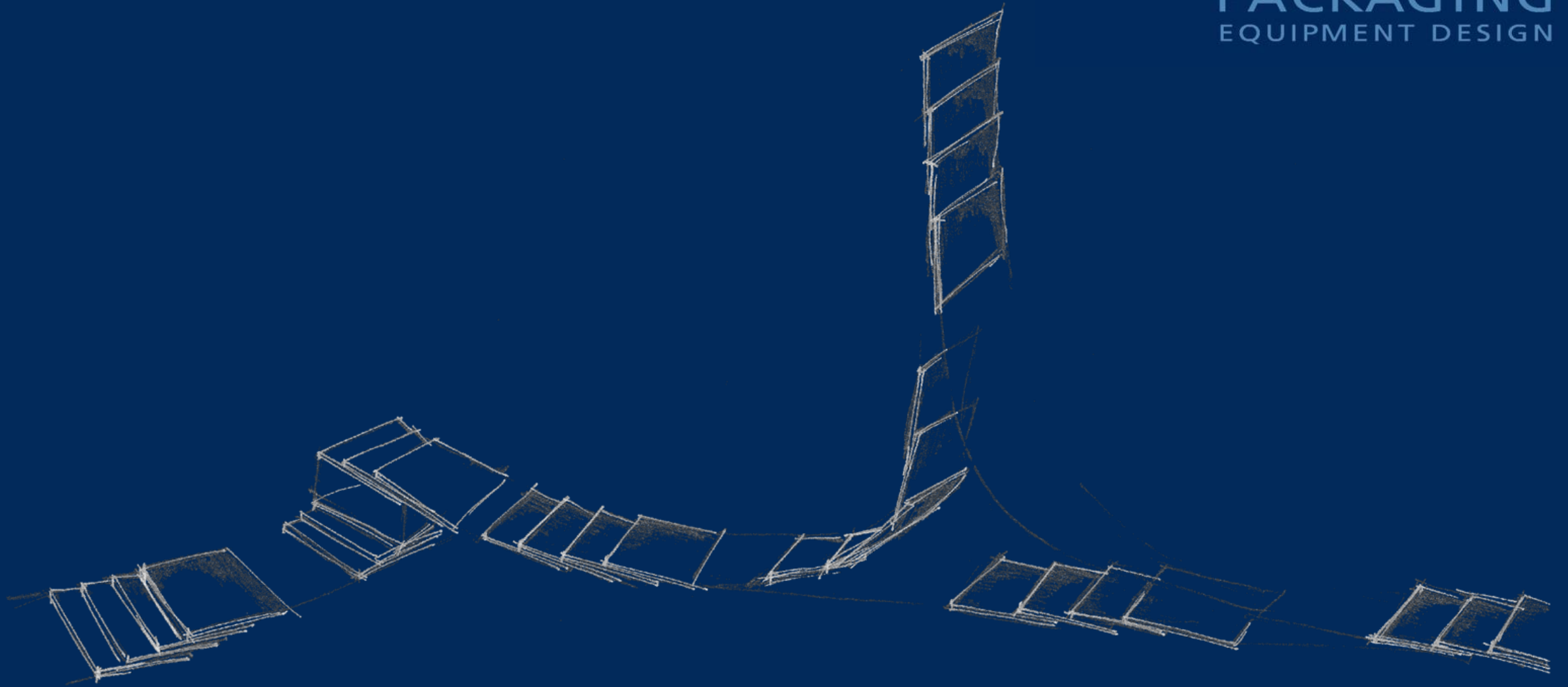


IMPACTTM

PACKAGING
EQUIPMENT DESIGN




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YOU ARE HERE

Your Step-by-Step Guide to **Working with IMPACK**

Getting Started

1. Collecting Your Data
2. Determining the Best Solution For You
3. Forming a Partnership
4. Producing and Delivering Your New Machine
5. Startup and Training at Your Plant
-  Celebrating Wins and Continued Support

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Before we get started...

Before we dive into working together, it is important that we define the goal of this guide, what success looks like with IMPACK and what to expect from the initial contact up to having your new machine running in full operation at your plant!

We want to make sure that every partnership we form, and the relationships we maintain, starts off in the **right place**, at the **right time** and with **clearly communicated expectations**.

After all, not every project is a good fit for IMPACK and we're not a good fit for every company out there.

So — the goal of this guide is to **inform you exactly what to expect** from working with IMPACK, **what the process looks like** and **answer all your questions**, doubts and concerns by giving you as much information as we can. This way you can decide, on your own, whether IMPACK is a good fit for you!



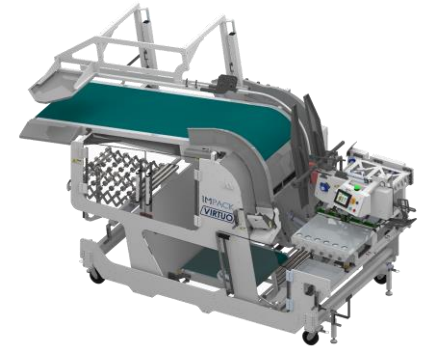
Learning Center

At any time during this process, feel free to visit our [Learning Center](https://impack.how) to find information related to everything on, and around, folder-glue!

Tips, tricks, solutions and much more are published every week!

<https://impack.how>

“A sale is not the end of a process, it is the beginning of a relationship.”



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1. Collecting Your Data

The first step is data collection. To ensure that you get the greatest payback from your investment and boost your folder-gluer's productivity, we need to collect data on your production. This will allow us to **pinpoint exactly where bottlenecks are taking place and how we can eliminate them.** To collect this data, we'll be asking you questions. A whole lot of questions. Many of which you may have never thought of before. The goal is to gather as much data as possible so that we help you choose the best machine for your production. No one enjoys regretting a purchase, especially when it involves investing from your company's hard-earned money. And we want to make sure that this never happens.



2. Determining the Best Solution For You

Once the data has been collected and the bottleneck has been identified, **the next step is analyzing the data.** Analyzing this data will give you an accurate picture of where you are today, but more importantly, where you want to go and how you will get there. The data analysis will allow us to arrive at the best solution for your specific production. It could be as simple as directing you to a standard packing system, more complex such as building a customized packing system from scratch, or somewhere in between.

3. Forming a Partnership

If you're satisfied with the data analysis, our proposed solution, and it corresponds to your most pressing needs, the next step would be to **proceed to the commercial negotiation.** The proposal, order confirmation, terms and conditions and the contract signature are all settled here. To make this process as hassle-free as possible, we have a standard price policy with a built-in discount. This guarantees that all clients receive the best pricing at all times, free of any arbitrary distinction or privilege.



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4. Producing and Delivering Your New Machine

Hurray 🎉! Now that we have agreed on an order, **we'll provide you with the present delivery time and the estimated delivery date.** This will allow you to have an accurate picture of when to expect your machine's arrival. At IMPACK, we have a strong commitment to always deliver on time. It is what we've been doing over the last 20 years, and are continuing to do, despite the unprecedented challenges our economy has faced.



5. Startup and Training at Your Plant

With your brand new machine arriving on site, it is time to get this *shiny* machine up and running! **You will receive a pre-installation manual with detailed instructions** a few weeks prior to your delivery. This will help you avoid the [top 5 problems that can happen during an installation](#) and set you up for a successful and seamless installation process. **You can count on us for a complete training for your crew by an IMPACK expert** during and after the installation process. IMPACK's experts are the engineers who wired, tested and designed your very own machines, hence you will communicate with the most qualified people who have the solutions to the problems you're experiencing.



Top 10 Frequently Asked Questions

During our first meeting, clients ask us common and similar questions. To save you as much time as we can, we compiled the top 10 FAQs we've received from our potential clients over the last 20 years with clear and direct answers.

Find the answers to the [Top 10 Frequently Asked Questions About IMPACK's Packaging Equipment](#).

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Your time is important and so is ours. **In order to have the most productive meeting, we will ask you for information through questions.** I'm sure it'll feel like you're wasting valuable time, or that we're going into too much detail. You'll think that no other supplier before us has asked you this many questions, and that finding the answers requires some digging. Remember, our success is directly correlated to your success. We want you to be successful. Therefore, we want to ascertain that we're providing you with the best machine, designed with your data in mind, to help you solve your most pressing production problems and achieve your most aggressive goals.



The 1st step of the data collection is twofold and should be completed before our first meeting:

- A Global Production Overview
- A Project-Specific Overview

The purpose of the “global production overview” is to have a high-level overview of your production, challenges and goals.

“The project-specific overview” allows us to have a better understanding of the specific project you’re about to undertake, so that we can build the most fitting machine that will meet, and exceed, your targets.

To ensure that we have the most productive meeting possible, please fill out the form accompanying this document and send it back to us before our first meeting.

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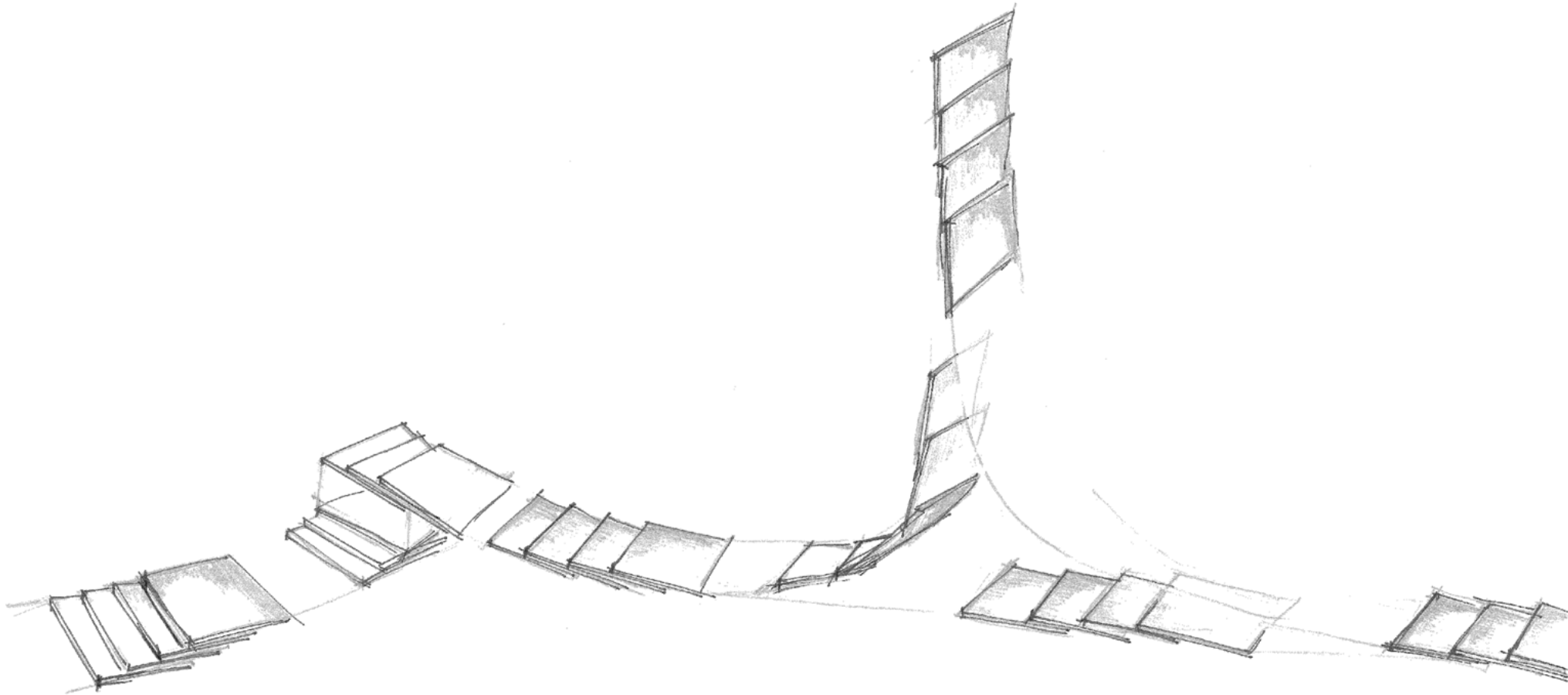


The 2nd step will take place after our first meeting. This time we will dig into more details. It will be 100% dedicated to your project and will allow us to define, with precision, the right packing system for your needs. We will also provide you with a form for you to fill out along with some examples to make the process as straightforward as possible!

Thank you for taking the time to read this!

We really look forward to learn more about your production, to tackle this 2nd step together and see how we can help you maximize your folder-gluer's productivity and become the top speed producer in your market 😊📈.

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Conception Impack DTCl Inc.
14 Marcel-Lepine Street, Saint-Jacques,
Quebec J0K 2R0, Canada

impack.ca

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