WELCOME TO OUR

Monthly Newsletter

we're so glad you're here!

Work Anniversaries

IF YOU SEE ANY EMPLOYEES LISTED BELOW, CONGRAGULATE THEM ON THEIR ANNIVERSARY!

Amy St. Cyr: 1 Year Anniversary (Joined 9/2/2025)
Joe Hummel: 5 Year Anniversary (Joined 9/7/2021)
Troy Allison: 2 Year Anniversary (Joined 9/9/2024)
Quentin Hudson: 4 Year Anniversary (Joined 9/12/2022)
Danielle Trippett: 4 Year Anniversary (Joined 9/19/2022)
Chad Fuka: 1 Year Anniversary (Joined 9/22/2025)
Karnell Carlock: 2 Year Anniversary (Joined 9/25/2024)

New Team Members Alert

IF YOU SEE A NEW EMPLOYEE, WELCOME THEM TO THE RELINK TEAM!

Lauren Roberts - TWN Logistics Scheduling Specialist Joined 9/1/2026
Douglas Williams - STL Warehouse Associate Joined 9/8/2026
Jacob Dunlap - TWN Warehouse Associate Joined 9/22/2026
Brian Grundy - TWN Warehouse Assocaite Joined 9/28/2026
Michelle McMillian - FL Warehouse Associate Joined 9/29/2026
Eric Arrendondo - FL Warehouse Associate Joined 9/29/2026

reLink MEDICAL

Department Spotlight

Department: eCommerce	**Department Manager:** Michael Forbes / Director of eCommerce

Department Overview

The eCommerce Department serves as a vital connection between reLink Medical, our customers, and our online sales channels. The team provides product guidance, coordinates order fulfillment, and resolves customer inquiries to ensure an efficient and positive purchasing experience.

What We Do

Key Responsibilities

- Respond to customer inquiries regarding products, shipping, pickups, and warranties through phone, chat, and email.
- Coordinate order fulfillment, including shipping quotes, pickups, shipping labels, and bills of lading.
- Review customer offers, negotiate pricing, and support sales across our online platforms.
- Resolve order-related concerns, including returns, damaged or nonfunctional equipment, and shipping issues.
- Monitor and manage online sales channels to ensure timely responses, efficient order processing, and compliance with platform requirements.

Department Collaboration

The eCommerce team works closely with Warehouse Operations, Sales, and Client Services to coordinate customer orders, shipping arrangements, product inquiries, preferred vendor requests, and reLink360 client orders. This collaboration helps ensure timely communication, efficient order fulfillment, and a consistent customer experience.

How We Impact reLink Medical

Impact 1	Impact 2	Impact 3	Impact 4
As one of the first points of contact for our customers, the eCommerce team plays an important role in creating positive experiences, building lasting relationships, and encouraging repeat business.	The team converts product inquiries and customer offers into sales, generating revenue while supporting multiple online sales channels and moving a high volume of unique inventory.	By coordinating shipping, pickups, invoicing, and order processing, the team helps maintain an efficient workflow and keeps customer orders moving.	Through timely issue resolution, warranty assistance, and support with returns and shipping concerns, the team helps protect customer relationships and reLink Medical's reputation.

Meet The Team

Michael Forbes	**Director of eCommerce, Joined 6/5/2018** / Michael oversees the eCommerce Department, ensuring operational efficiency, achievement of department goals, and customer satisfaction. He manages channel partner relationships, develops auction strategies, and leads initiatives to strengthen departmental processes, support increased order volume, and drive continued growth.
Nigel Clayton	**eCommerce Operations Specialist, Joined: 5/8/2023** / Nigel manages eCommerce order operations, including order fulfillment communications, platform queues, shipping quotes, invoicing, pickups, shipping labels, bills of lading, and shipping issue resolution.
Dave Barbusci	**eCommerce Sales Specialist, Joined: 4/18/2023** / Dave supports product sales across our online channels by answering product questions, reviewing offers, negotiating pricing, building customer relationships, creating orders, and driving revenue.
Wellington Taveras	**eCommerce Customer Service, Joined 3/2026** / Wellington supports customer service by managing high volumes of incoming communication across our online channels and responding to customer inquiries throughout the purchasing process.

Department Focus

Our focus is on strengthening the systems, processes, and resources needed to support increasing order volume and continued growth. By leveraging technology and streamlining workflows, we aim to provide a consistent, high-quality customer experience while improving efficiency across our online sales channels.

By The Numbers :

- **We process an average of 1,200 orders per month.**
- **We've sold more than 20,000 unique inventory items year to date.**

Fun Facts / Behind The Scenes / Did you know

Fun Facts: Our reLink Medical eBay store has sold more than 70,000 items to date and received more than 20,000 customer feedback ratings.

Behind the Scenes: Each sale may involve one to five customer interactions, from initial product inquiries and negotiations to shipping coordination, tracking, and post-sale support..

Did you know 💡 :We currently list equipment across 10 online sales channels: reLink Online, eBay, LabX, Used-Line, Bimedis, Machinio, Med-Get, Hub Healthcare, Proxibid, and BidSpotter.



Personal and Business Development Tools

INVEST IN YOUR GROWTH – INSIDE AND OUTSIDE THE OFFICE 🌱💼

"WE CANNOT BECOME WHAT WE NEED TO BE BY REMAINING WHAT WE ARE."
– MAX DE PREE

Blogs

This month's professional development articles focus on two skills that can make a meaningful difference in the workplace: being proactive and providing excellent customer service. Learn practical tips for taking initiative, anticipating needs, and strengthening your customer service etiquette in everyday interactions.

THE IMPORTANCE OF BEING PROACTIVE (PLUS TIPS)

FIND OUT MORE

12 TIPS FOR IMPROVING YOUR CUSTOMER SERVICE ETIQUETTE

FIND OUT MORE



Audiobook

IF YOU FEEL OVERWHELMED, STRESSED, OR STUCK, LISTEN TO THIS WITH KIER GAINES

Feeling overwhelmed can make it difficult to think clearly, stay grounded, or know what to do next. This month's podcast explores how pausing, recognizing your emotions, and focusing on what you can control can help you respond to challenges with greater clarity and confidence. Take a few minutes to listen and discover how building emotional fitness and resilience can help you navigate difficult moments, take small steps forward, and become the person you want to be.

WATCH PODCAST

reLink Medical Patents The Engine Behind reLink Intelligence

TWINSBURG, Ohio — August 25, 2026 — reLink Medical, the nation's largest independent medical equipment disposition provider, has been awarded U.S. Patent No. 12,683,018 for its "Reverse Supply Chain Gateway for Medical Equipment." At the center is the reFramer™ engine that powers reLink's disposition operation and feeds insights and valuations to the reLink Intelligence™ market data platform. The patent was filed in February 2024 and issued July 14, 2026.

The reFramer™ engine stands for Repurpose Econometrics For Rapidly Analyzing Medical Equipment Reuse. It evaluates every piece of medical equipment reLink takes in — identifying it through image processing and AI, then determining whether more photography, testing, or research is worth the cost before the device is routed to resale, redeployment, donation, or responsible recycling workstreams. It's a decision reLink makes more than 13,000 times a month, and the patent covers that process.

Every one of those decisions leaves a verified, outcome-linked record — what the device was, what condition it was in, and what it actually transacted for. Ten years of those records now power reLink Intelligence™, where the same engine runs in reverse. When someone asks what a device is worth today, reFramer™ scores the answer against outcomes it produced and verified itself, weighed against current market conditions and the relative costs of end-of-life options.

Enjoy working at reLink Medical?

HELP FUTURE TEAMMATES FIND RELINK MEDICAL!

AS WE CONTINUE TO GROW, CANDIDATES ARE RESEARCHING US ON PLATFORMS LIKE GLASSDOOR AND INDEED. YOUR FEEDBACK PLAYS AN IMPORTANT ROLE IN HELPING OTHERS UNDERSTAND WHAT IT'S LIKE TO WORK HERE.
IF YOU'RE WILLING, PLEASE TAKE 2–3 MINUTES TO SHARE A QUICK, HONEST REVIEW. EVEN A FEW SENTENCES ABOUT YOUR EXPERIENCE CAN MAKE A MEANINGFUL IMPACT.

LEAVE A REVIEW HERE:



INDEED



GLASSDOOR

THANK YOU FOR HELPING US BUILD A STRONG AND ALIGNED TEAM.

THANK YOU FOR YOUR HARD WORK AND DEDICATION
- HUMAN RESOURCES