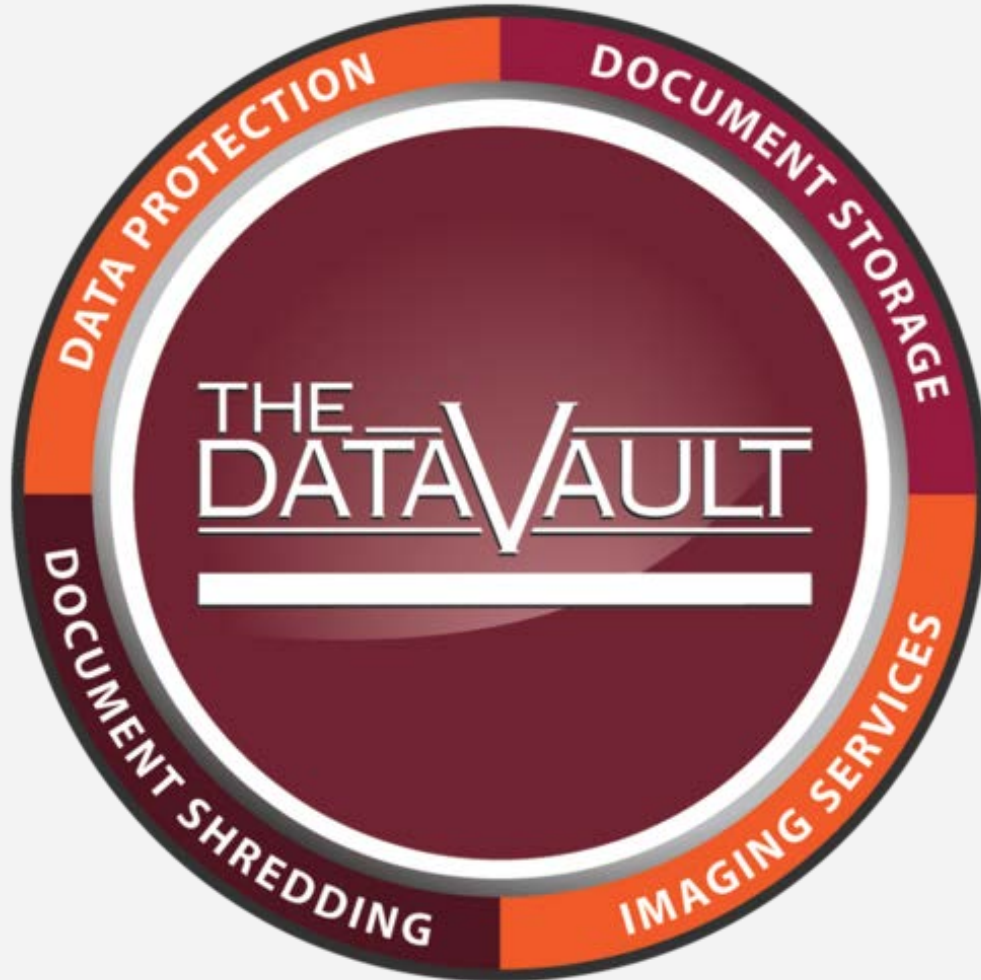


13201 Data Vault Drive  
Louisville, Kentucky 40223  
Telephone: 502.244.1151  
Facsimile: 502.244.1434  
[www.TheDataVault.com](http://www.TheDataVault.com)



## Customer Policy and Procedure Manual

Dear Customer:

Welcome to The Data Vault. We are pleased to have the opportunity to assist you with your records management needs and have prepared this manual in order to assist you with any questions you may have regarding your business transactions with The Data Vault. Please take time to review this manual as it will answer a lot of the questions you may have.

If you have any additional questions about any service or procedure referenced in this manual, please do not hesitate to contact our Customer Service Department at 502.244.1151.

The Data Vault has evolved tremendously in our 25 year history. No longer a simple repository, we are a technologically advanced RIM (Records Information Management) center capable of highly secure records storage and much more. Our in-house records management knowledge, web portal availability, and document imaging abilities enable us to deliver RIM services with excellence and in true 21<sup>st</sup> century fashion.

In the interest of making the most of your relationship with us, we have created this *Customer Policy and Procedure Manual*. From standard policies, procedures and definitions to services you may not have known were available, the manual is intended to inform and to help you cut costs and increase efficiencies in your records program. And, as always, you will find we are willing to do most anything to assist you in your quest for records excellence.

The *Customer Policy and Procedure Manual* will be updated regularly, and will be available through our website at [www.TheDataVault.com](http://www.TheDataVault.com). We invite your comments and suggestions; much of our success is due to feedback from the most important people in the world – our Customers.

Sincerely,

The Data Vault Team

# TABLE OF CONTENTS

<b>I. FREQUENTLY ASKED QUESTIONS.....</b>	<b>4</b>
<b>II. SECURITY AUTHORIZATION.....</b>	<b>5</b>
<b>III. SERVICE SCHEDULES.....</b>	<b>6</b>
3.1 REGULAR OFFICE HOURS.....	6
3.2 REGULAR DELIVERIES.....	6
3.3 TIME SPECIFIC DELIVERIES.....	6
3.4 RUSH DELIVERIES.....	6
3.5 AFTER HOURS DELIVERIES.....	6
3.6 HOLIDAY DELIVERIES.....	7
<b>IV. PURCHASING SUPPLIES.....</b>	<b>8</b>
4.1 BOXES / CARTONS.....	8
4.2 MEDIA CASES.....	8
<b>V. STORING BOXES IN THE RECORDS CENTER.....</b>	<b>9</b>
5.1 STORAGE BOXES.....	9
5.2 BARCODE LABELS.....	9
<b>VI. STORING MEDIA IN THE CLIMATE-CONTROLLED VAULT.....</b>	<b>11</b>
<b>VII. SPECIAL SERVICES.....</b>	<b>12</b>
7.1 DETAIL INDEXING.....	12
7.2 FAX SERVICE.....	12
7.3 DOCUMENT IMAGING AND SCAN ON DEMAND.....	12
7.4 INTERFILING.....	12
7.5 SHIPPING.....	13
7.6 INVENTORY REPORTS.....	13
<b>VIII. ONLINE SERVICES.....</b>	<b>14</b>
8.1 FORMS.....	14
8.2 SPECIAL OFFERS & PROMOTIONS.....	15
8.3 DATA ON COMMAND (DOC): VIEWING INVENTORY AND PLACING ORDERS.....	15
<b>IX. ADDING BOXES TO INVENTORY USING DOC.....</b>	<b>16</b>
<b>X. SCHEDULING A PICKUP.....</b>	<b>18</b>
10.1 NEW BOXES FOR STORAGE.....	18
10.2 RETURNING BOXES TO STORAGE.....	18
<b>XI. SCHEDULING A DELIVERY.....</b>	<b>19</b>
11.1 BOX RETRIEVALS.....	19
11.2 FILE RETRIEVALS.....	19
11.3 GENERAL RETRIEVAL INFORMATION.....	20
<b>XII. ACCESSING INVENTORY AT THE DATA VAULT.....</b>	<b>21</b>
<b>XIII. PERMANENT REMOVALS.....</b>	<b>22</b>
<b>XIV. CONFIDENTIAL DESTRUCTION SERVICES.....</b>	<b>23</b>
14.1 RECORDS CENTER DESTRUCTION.....	23
<b>14.2 NON-INVENTORY DESTRUCTION.....</b>	<b>24</b>
14.3 DESTRUCTION BINS.....	24
14.4 MEDIA DESTRUCTION.....	24
14.5 DESTRUCTION FEES.....	24

## I. FREQUENTLY ASKED QUESTIONS

### **What is the deadline for same day delivery at regular charge?**

The deadline for delivery by 5:00 PM the same day is 11:00 AM.

### **What if I need immediate service during regular business hours?**

Ask for **RUSH** service, which guarantees delivery within 75 minutes of the request. Requests for **RUSH** service should be called in, as opposed to being faxed, placed online, or e-mailed. *Please note: additional retrieval and delivery fees apply for **RUSH** service.*

### **How can I see a complete list of my inventory?**

Contact our Customer Service Department for an ID and Password to access the list via our website (Data on Command), or to receive by e-mail an Excel worksheet version of the list.

### **I need to review my inventory at The Data Vault. How do I do that?**

Contact our Customer Service Department at 502.244.1151 to reserve a reference room. You will be asked to provide a list of containers/boxes you wish to review as soon as possible. Please keep in mind that (by design) containers are located in scattered sites within our warehouse and vault. A large retrieval (more than fifty boxes in a 24 hour period) may require some time to pull from the shelving and prepare for review and may incur additional fees.

### **Why do I need to provide a transmittal list?**

Providing a transmittal list ensures there is no misunderstanding about the item/s that are being picked up and transported to storage at our facility. The item name and/or number and description provided on the transmittal will be compared to the items that are available when our driver arrives for the pickup. This will identify any shortages or overages and ensure that the correct items are taken to The Data Vault for storage.

### **What if I have my own spreadsheet of files that are in the box?**

If you want The Data Vault to list the files as well, one option would be to copy the data from your sheet to The Data Vault Indexed Item Transmittal form available on our website. The box barcode number can be matched “line for line” with the file number or name.

There is *no additional charge* for importing an indexed transmittal list when The Data Vault **Indexed Item Transmittal** form is used.

If the **Indexed Item Transmittal** form is not used and your spreadsheet is not compatible with our inventory software or requires extensive adjustments, additional data entry fees may apply.

## II. SECURITY AUTHORIZATION

The Data Vault will allow access to stored records only to persons listed on the customer's authorization list, and who have a valid authorization number.

Changes to the list must be made by someone who is currently on the list. It is important that you notify us immediately of personnel changes that affect your authorization list. The Data Vault will try to contact your group annually for verification of the existing list.

After we receive their signature on the *Authorization for Access* Form (see Customer Forms), each person will be assigned a unique Personal Authorization Number. Persons requesting service will be asked to provide their personal authorization number at the time of the request.

This authorization number is intended to be used only by the individual to whom it is assigned. ***It is important that an authorized individual not "share" his or her number with anyone.*** This policy is important so that The Data Vault will be able to provide the highest level of security.

Anyone whose name appears on this list and who has a valid authorization number will have the authority to order any and all services, and to make changes to the authorization list or the account record.

If restrictions are required for certain individuals on the authorization list, a standard list of restriction codes can be provided. Please contact Customer Service at 502.244.1151 if restrictions are required for certain users.

In the event an authorized person loses his or her authorization card and cannot provide his or her personal number, we may identify that person by matching his signature to the signature on the original *Authorization for Access* form. The previously assigned number will then become void, and that person will be assigned a new number.

An *Authorization for Access* form is provided with other forms in the back of this manual.

### III. SERVICE SCHEDULES

#### 3.1 REGULAR OFFICE HOURS

For storage item pickup or drop-off, as well as item review or audit, The Data Vault standard hours of operation are 8:00 AM to 5:00 PM, Monday through Friday.

Review or audit of items in storage can be scheduled during our normal business hours. Please schedule a time with our Customer Service Department by calling 502.244.1151. All reviews / audits should be completed by 4:30 PM.

#### 3.2 REGULAR DELIVERIES

- Regular deliveries will be made between 8:00 AM and 5:00 PM, Monday through Friday.
- A request for service that is made before 11:00 AM can be delivered prior to 5:00 PM that *same day*.
- A request for service received after 11:00 AM but before 5:00 PM can be delivered by noon the *following day*.
- Our trucks are dispatched by routes and we may arrive at different times according to this schedule, depending on circumstances and volume for that particular day.

#### 3.3 TIME SPECIFIC DELIVERIES

Time specific deliveries, (i.e. item must be delivered by 9:00 AM, must be delivered between 1:00 PM and 1:30 PM) may require a dedicated truck to your facility. These requests will be considered a *rush* delivery, and will incur additional charges.

#### 3.4 RUSH DELIVERIES

Rush deliveries are available within 75 minutes of your request. *Additional delivery charges will apply*. Please contact The Data Vault Customer Service Department for additional information.

#### 3.5 AFTER HOURS DELIVERIES

Deliveries outside of our normal hours are available. Professional, well-trained staff is *on call* 24 hours a day, 365 days a year.

*Please Note: After hours delivery requests are considered a **rush** service.*

To request an after-hours delivery, dial 502.244.1151 and choose Option Number Three. Our on-call staff will confirm receipt of the service request and verify authorized access.

### 3.6 HOLIDAY DELIVERIES

The Data Vault provides *on call* service 24 hours a day, 365 days a year.

While we recognize and observe the following national holidays, we also have staff onsite during these holidays on a limited schedule to provide service to our vault and records center customers with scheduled service on that day. Please note: Additional charges apply for holiday service.

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

The Data Vault drivers will deliver a *Holiday Schedule Response form* (See Customer Forms) to all customers with a regularly scheduled service run well in advance of the upcoming holiday.

*Please plan early for your company's needs.*

If you are cancelling service for a particular holiday, please indicate when service should be reinitiated. Prompt notification of any holidays or events (besides the ones listed above) that will necessitate a rescheduling of your normal service run is appreciated.

Examples of other holidays / events:

Columbus Day	President's Day	Day after Thanksgiving
Christmas Eve	Veteran's Day	Martin Luther King Day
Company Picnic	Hazardous Weather	Other office closings

If you are unable to complete the *Holiday Schedule Response* form by the date specified, you may call our customer service department, or e-mail [cs@thedatavault.com](mailto:cs@thedatavault.com). *Please remember to reference your account number.*

Requests for all services may be made by calling our Customer Service department at 502.244.1151, faxing the request to 502.244.1434, e-mailing the request to [cs@thedatavault.com](mailto:cs@thedatavault.com) or by logging onto our website at [www.thedatavault.com](http://www.thedatavault.com) and placing the request online (Data on Command).

## IV. PURCHASING SUPPLIES

### 4.1 BOXES / CARTONS

The Data Vault has a number of quality records storage cartons available for purchase. *All boxes purchased from the Data Vault, and stored in our facility, are guaranteed for life.*

If at least 25 cartons are ordered, and delivery is requested within metro Louisville, the delivery charge will be waived for the cartons as long as delivery can be made the next business day our truck is in your area.

We recommend the standard 1.2 cubic foot carton/box with removable lid for most of our clients' needs.



Standard storage carton	1.2 cubic feet	12W x 15L x 10H
Letter transfer carton	2.0 cubic feet	12W x 25L x 10H
Legal transfer carton	2.4 cubic feet	15.5W x 25L x 10H

*Note: X-ray boxes are also available. Please contact our Customer Service department at 502.244.1151 for any ordering and pricing information.*

### 4.2 MEDIA CASES

In addition to storage supplies for your paper documents and records, the Data Vault also provides a wide variety of computer media storage and transport cases to insure the highest level of protection for your items moving in and out of our climate controlled vault.

We also carry all brands of OEM and compatible backup media for purchase.

For additional information and pricing, contact our Customer Service department at 502.244.1151.



## V. STORING BOXES IN THE RECORDS CENTER

### 5.1 STORAGE BOXES



We will accept any box that is intact (no significant damage) and enclosed with a lid. Please do not over-pack the box. The lid must fit flat on the box with no bulging.

If a box arrives at The Data Vault that is deemed to be in a state of disrepair such that it would be unfit for long-term storage, it will be re-boxed and the account charged the appropriate fees.

### 5.2 BARCODE LABELS

You will be given a supply of barcode labels to place on your boxes prior to storage. It is not necessary to assign a box number to boxes that are pre-labeled with The Data Vault barcode number. We need only a summary box description as a cross-reference, with the customer and our staff using the same number to refer to a box. In this way, problems with duplicate box numbers as well as mistakes and miscommunications can be eliminated. However, if you already have your own numbering system you are welcome to continue using it.



When more barcode labels are needed, please call or e-mail our customer service department.

There is no charge for the preprinted labels and they do not expire.

Accounts that have been set up with *billing by department* will have *department-specific barcode labels* provided. ***Never use a barcode label from another department as it will compromise the departmental billing.***

Place the larger of the barcode labels on the front end (short side) of each box. Make sure the lid does not cover the label. Place the smaller barcode label on the Records Center transmittal form on the same line as the box description.

The Records Center Transmittal form (see Customer Forms) is required to properly enter records into our system, and will help identify any discrepancies. If there is a conflict between what is available when our driver arrives for the pickup and what is on the list, it should be resolved before the driver leaves with the shipment.

On the Transmittal form, the only required fields are the barcode label number and a cross-reference box number if the box contents (description) will not be tracked by The Data Vault. However, it is helpful to include a brief description of the contents of each box for identification purposes.

For your convenience, transmittal sheets in EXCEL format are provided on our website at [www.thedatavault.com](http://www.thedatavault.com). These transmittal sheets can be downloaded, completed and stored on your company's computer/s. In addition, the spreadsheet (in EXCEL format) can be e-mailed to our Customer Service department at [cs@thedatavault.com](mailto:cs@thedatavault.com) for speed and accuracy of data entry into our inventory data base.

Transmittal sheets can also be completed and printed in advance of your box pickup if you do not wish to submit the information electronically. However, ***we do ask that you please do not place a printed transmittal list inside the box or boxes unless you also give a copy to our driver as well as it is not our policy to retrieve transmittal lists from inside the box.***

***Detail indexing*** service is available if the box contents are unknown (see our Special Services section).

## VI. STORING MEDIA IN THE CLIMATE-CONTROLLED VAULT



Individual tapes, CD's and hard drives must be enclosed in a transport container and should be accompanied by a completed Vault Transmittal sheet (See Customer Forms) for both new and returning items. Transport containers can be purchased from The Data Vault (see Media Cases for Purchase section for additional information).

If the item is “active”, and not an “inactive” or “archive” item, please indicate the return date (example: 09/04/2008).

A barcode label will be applied to each item. This label will indicate the name or number as indicated on the transmittal list.

The Data Vault will automatically return the item on a specified, pre-determined date if you have a regularly scheduled rotation delivery plan (run).

Archive items do not have a predetermined return date. Their return must be initiated by customer request.

## VII. SPECIAL SERVICES

### 7.1 DETAIL INDEXING



Detail indexing service is available in cases where the customer finds it desirable for The Data Vault to track the contents of the container by each item contained therein. This eliminates the time consuming and expensive possibility that the customer could search through several containers to find a particular item if the customer is unsure of the container contents.

### 7.2 FAX SERVICE



All or part of a retrieved file can be transmitted via facsimile upon request. Regular and RUSH services are available. The first ten pages are sent for a base fee. There is a minimal charge per page for those after the first ten pages.

### 7.3 DOCUMENT IMAGING and SCAN ON DEMAND



Files can be retrieved, scanned and made available for viewing on our secure server. This service provides the best option for confidentiality and in most cases results in savings over delivery. Once the file is viewed, it can be saved by the customer so the file need not be retrieved again should subsequent reviewing be necessary. Upon request, we can provide a quote for larger document scanning/imaging projects. Regular and RUSH services are available.

### 7.4 INTERFILING



At times it may be necessary to place a file, sub file or document from your office into a box that is already in storage at The Data Vault. In this event, the *interfile* or *document in file* must be clearly marked with the account number and the barcode number or number of the box into which it is to be placed. In addition, the file itself must be clearly named or numbered.

The Data Vault *Interfile* and *Document In file* Transmittals (See Customer Forms) are preferred in order to ensure absolute clarity.

A Data Vault barcode label will be placed on the item when received at The Data Vault. Each item will be *detailed indexed* prior to placement in the box.

Please do not confuse a *refile* (a file that has been previously retrieved from a box stored at The Data Vault and, therefore, has a Data Vault barcode label) with an *interfile* (new item added to a box currently stored at The Data Vault).

*Note: Proper identification and filing directions are requested for all interfiles. If the Data Vault does not receive clear direction, we will contact the customer for additional information or return the item. Additional delivery and labor charges may apply.*

## 7.5 SHIPPING



If your office is outside the metro Louisville area, or if you need to ship to a third party, we provide shipping (for a preparation fee) of all inventory items and material supplies via United Parcel Service.

UPS shipping charges can be billed to the customer's UPS account number, or applied to the customer's monthly storage and service invoice.

## 7.6 INVENTORY REPORTS

The Data Vault is happy to provide a current inventory report by customer request. A paper report can be sent to authorized account representatives by standard mail or via e-mail in EXCEL format.

**Records Center** standard report includes:

- Barcode number
- Description
- Effective date
- Destruction eligibility date, if applicable
- Department, if applicable
- Authorized requestor, for retrieved items
- Date retrieved, for retrieved items

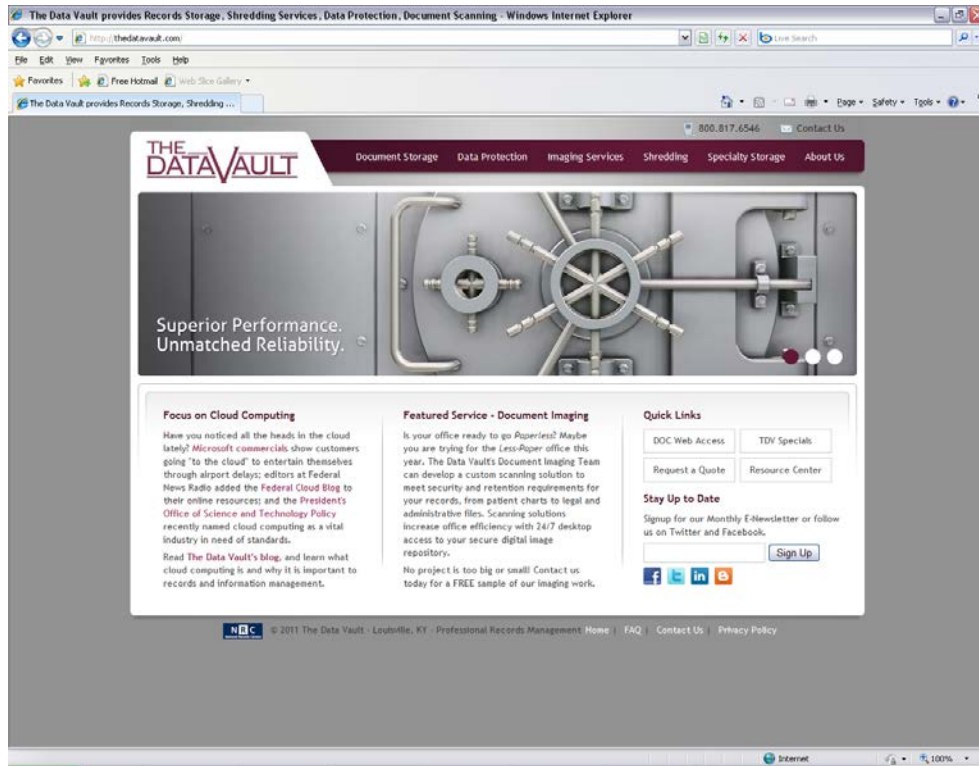
**Vault** standard report includes:

- Barcode number
- Description
- Effective Date
- Return date, if applicable
- Retrieval reference number/authorized requestor, for retrieved items
- Date retrieved, for retrieved items

For accounts with high activity or when more detailed information is needed, we recommend Data on Command (see Online Services section) for best results. Data on Command (DOC) updates your inventory status automatically as items are scanned in and out of storage.

## VIII. ONLINE SERVICES

Visit our website at [www.TheDataVault.com](http://www.TheDataVault.com) for forms, tools, supplies, contact information and current news and updates regarding The Data Vault and the Records Information Management (RIM) industry. You can sign up for our newsletter, see our Facebook page, follow us on Twitter and even read our blog.



### 8.1 FORMS

The following forms are available for download from the website:

- Access Authorization
- FACTA Affidavit
- Storage & Service Agreement
- Records Center Transmittal form (in EXCEL format)
- Vault Transmittal form (in EXCEL format)
- Credit card authorization form (in EXCEL format)

***Note: EXCEL forms can be completed, saved and e-mailed to our Customer Service department at [cs@thedatavault.com](mailto:cs@thedatavault.com)***

## 8.2 SPECIAL OFFERS & PROMOTIONS

Special offers can be found on our website under ‘**Quick Links**’ by clicking on ‘**TDV Specials.**’

Also, by signing up for our monthly E-Newsletter on our website, you can see any of our promotions we are currently offering that month.

## 8.3 DATA ON COMMAND (DOC): VIEWING INVENTORY AND PLACING ORDERS



The Data Vault online inventory service is known as Data on Command (DOC).

It is a secure, password protected, and *free* service available to our customers at [www.thedatavault.com](http://www.thedatavault.com).

Data on Command (DOC) can be used to:

- view and sort your inventory listing
- view and print your invoices
- submit service requests
- review our service requests
- adding boxes to inventory

The DOC service is monitored 8:00AM to 5:00 PM, Monday through Friday.

Orders placed after hours or on weekends will be processed the next business day, according to our regular delivery schedule (see section entitled Service Schedules for more information).

Reference guides for our DOC service are available on our website, and additional training is available at no charge.

A personal ID and password is required to use this service. Please contact our customer service department at 502.244.1151 to set up your personal ID and password.

## IX. ADDING BOXES TO INVENTORY USING DOC

The Data Vault features a service that allows our customers to add their own boxes to inventory through our Data On Command service (DOC).

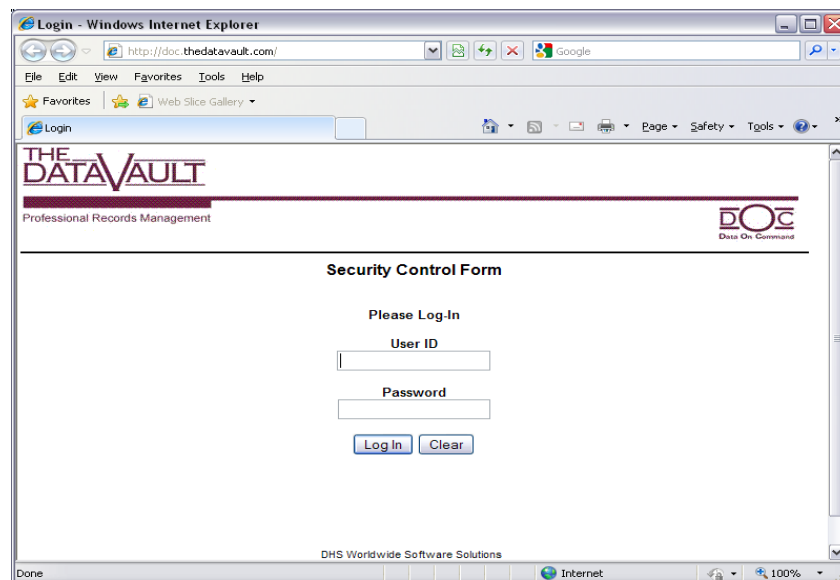
By a customer adding their own boxes to inventory, this allows better efficiencies with driver pickup and scanning and also gives the customer quicker access to their inventory.

If you are interested in having the capability of adding your own boxes to inventory, please call The Data Vault at (502) 244-1151 so that we can set you up with the privileges and rights for this service.

In addition, prior to adding your own boxes to inventory, the customer should also have a supply of barcode labels to affix to the boxes. Again, if you need pre-assigned barcode labels, please contact The Data Vault since these labels are necessary for adding your own boxes through DOC.

After your privileges have been authorized for adding boxes, simply go to [www.thedatavault.com](http://www.thedatavault.com) and click on 'Doc Web Access'.

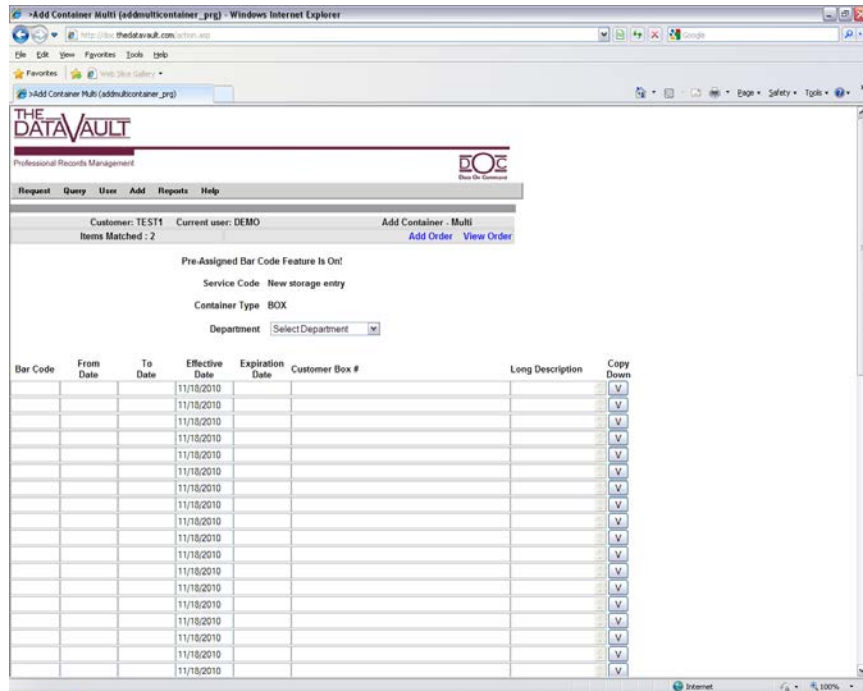
Click on the 'Record Center Log In' icon and log into the system using the customer assigned user id and password to access DOC.

A screenshot of a Windows Internet Explorer browser window displaying the login page for The Data Vault. The browser's address bar shows the URL 'http://doc.thedatavault.com/'. The page features the 'THE DATA V AULT' logo at the top left and the 'DOC Data On Command' logo at the top right. Below the logos is a 'Security Control Form' with the text 'Please Log-In'. The form contains two input fields: 'User ID' and 'Password'. Below these fields are two buttons: 'Log In' and 'Clear'. The browser's status bar at the bottom indicates 'Done' and 'Internet'.

Once logged into Data On Command, click on the 'Add' link at the top of the screen.

You can opt to Add 'Multiple Containers' or Add a 'Single Container'.

A screen will pop up prompting you to select a Service Code from a drop-down box. Select 'New Storage Entry'. This will automatically bring up the screen for adding your boxes.



The Bar Code field is a mandatory field and should correspond to the Barcode labels that you have affixed to your boxes. ***The system will reject any Bar Code numbers that have NOT been pre-assigned to a customer.***

The remaining fields are optional and can change based on customer setup and requirements.

After all boxes have been entered, click on the **'Add Order'** link at the top of the screen.

Enter any additional notes/information that would be necessary when scheduling the pick up of your boxes and then click on the **'Send Order'** link in the top right corner.

This will automatically send your request to the Data Vault and a work order will be created to schedule the pick up of your boxes.

Unless a ***RUSH*** service is requested, please give approximately 24 hours for a pick up.

## X. SCHEDULING A PICKUP

### 10.1 NEW BOXES FOR STORAGE

A *new* box or file is one that has not been stored at The Data Vault previously and therefore *does not* have a Data Vault barcode label attached.

When requesting a pickup of new boxes, please provide the number of boxes to be picked up, as well as the location of the boxes (i.e. floor, wing, dock number) etc at the pickup location.



*Contact our Customer Service department at 502.244.1151 to schedule a date, time and location for pick up.*

### 10.2 RETURNING BOXES TO STORAGE

*A refile is a box or file that has been retrieved from The Data Vault storage facility and has a Data Vault barcode label attached. When calling for a pickup, please provide the number of boxes and/or files that are to be returned.*

#### **PLEASE NOTE:**

- When calling for box pickup, please provide an accurate box count, and the pickup location of the boxes in your building. Please have all the boxes in one area if possible.
- If we pick up the boxes from an area that is above or below street level, and there is no elevator available, the pickup may be subject to a per box “stair carry” fee. A similar “long carry” fee may be applied if the boxes are not in reasonable proximity to the dock or other area where the boxes will be loaded.
- If the person who scheduled the pickup will be unavailable when our driver arrives, please have someone else knowledgeable of what should be picked up available on site. This will minimize/eliminate the possibility of picking up incorrect boxes, waiting-time charges, and re-scheduling.
- Large box pick ups (**20 boxes or more**) will be scheduled by our transportation department and delivery will be scheduled as received.

## XI. SCHEDULING A DELIVERY

### 11.1 BOX RETRIEVALS

Please provide the following information at the time the request is placed with our Customer Service department:

- Caller Name
- Account & Authorization Number
- Phone number where you can be reached
- Date and time service is needed (i.e. morning, afternoon, anytime)
- ***Box number or barcode number***
- Delivery location (including floor or suite number if applicable)
- Any special instructions

***Note: Large box retrievals (20 boxes or more) will be scheduled by our transportation department and delivery will be scheduled as received.***

Also, orders of 25 or more boxes will be placed on pallets and shrink wrapped. A barcode-verified list of the palletized boxes will be provided and an indexing fee will apply.

### 11.2 FILE RETRIEVALS

Please provide the following information at the time the request is placed with our Customer Service department:

- Caller Name
- Account & Authorization Number
- Phone number where you can be reached
- Date and time service is needed (i.e. morning, afternoon, anytime)
- ***File Name/Number***
- ***Box number or barcode number of the box that contains the file***
- Delivery location ( including floor or suite number if applicable)
- Any special instructions



In the event a requested file is not located in the indicated box, a second member of our staff verifies the “no find.” If, after the second search, the file is not found in the box requested at the time of the initial call, you will be advised of the *no find* as soon as possible by one of our customer service representatives.

If more than one file is requested at a time, the file(s) found will be delivered as scheduled. If a second box option is provided for files not initially found and the second search results in the file being located, the requested file will be delivered with any other files originally requested according to our published service schedule (see section on Service Schedules). If the file is located after the daily deadline, it will be delivered at the next regular delivery day and time.

All retrieved files individually sealed in plastic for confidentiality and protection from spillage.

### 11.3 GENERAL RETRIEVAL INFORMATION

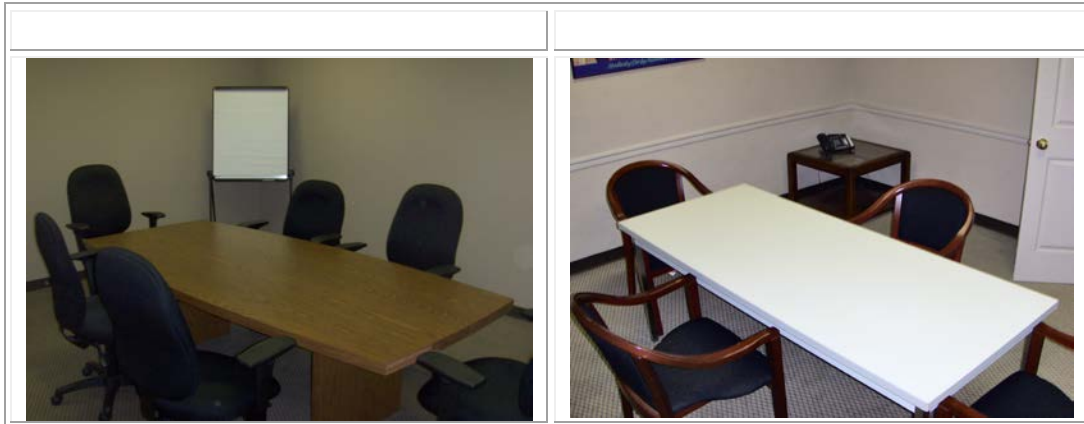
- Courier charges can be minimized by coordinating pickups and deliveries. If scheduled together, only one base courier charge will apply.
- Deliveries to an address other than one that has been set up as an official alternate delivery site for the account must be approved by the customer's account administrator.
- Please let us know as soon as possible if you need to cancel a delivery. In the event we are notified of a cancellation before the order is pulled, no charges will be incurred. If The Data Vault is notified after the order is pulled from our shelving, the courier charge will be cancelled, but retrieval charges will apply.

## XII. ACCESSING INVENTORY AT THE DATA VAULT

Customers can save delivery charges by picking up requested items at The Data Vault rather than having them delivered. Small orders will be held confidentially at the reception desk in our lobby. Multiple container orders may be made available for pickup from our dock. Please check with our receptionist in either case.

The Data Vault also has reference rooms available during our regular business hours (see section on Service Schedules) for audits of stored items by the customer or the customer's designated representative.

There is no charge for use of a reference room, but a reservation is required. We will do our best to accommodate the customer's schedule.



***Please Note: We are a controlled access facility. For security purposes, all visitors will be asked for a government-issued photo ID and given a security badge prior to visiting our building (beyond the reception area in the lobby).***

### XIII. PERMANENT REMOVALS

Retrievals are assumed to be *temporarily removed* items so storage charges will continue to apply to retrieved items -- as we track these items in our inventory and hold storage space for their return.

If it is determined that a retrieved item will not be returning to The Data Vault, it is necessary to advise our Customer Service Department of that fact so storage charges can be discontinued as there is no additional charge to permanently remove retrieved items from our inventory.

A written request is required for permanent removals. Standard mail and e-mail are acceptable.

It is not necessary to request “permanent removal” of bar coded files or tapes indexed to a case as storage is charged by the container--regardless of the contents.

Retrieval of the entire inventory (in most cases) will constitute a closeout of the account, and must be quoted. *Account closeouts may incur additional fees, and must be paid in advance, along with any outstanding invoices.*

## XIV. CONFIDENTIAL DESTRUCTION SERVICES

The Data Vault provides scheduled destruction of cartons in client inventory, destruction of computer media, and will place secure bins and/or consoles in your office to receive material too sensitive for the waste basket. It's easy...and totally secure!

All Data Vault employees are background checked and drug tested for all services provided to our customers.



- A certificate of destruction is provided for all shredded paper and computer media.
- All paper is cross-cut shredded and recycled to low grade paper products.
- All media is shredded, compressed, and then incinerated.
- Secure web viewing of the destruction of your media or paper is available.

### 14.1 RECORDS CENTER DESTRUCTION

Our clients may provide a “destroy date” on their transmittal form at the time of record/container storage. Quarterly, as your stored records reach their predetermined destruction eligibility date/s, The Data Vault will send a report of boxes that have become eligible for destruction during that period. This report will indicate which of your stored records are currently eligible for review and destruction approval.

Any authorized user who is not restricted from approving records destruction for your company may sign the quarterly report to either authorize the destruction of the boxes listed on that report, or extend the retention period for those boxes.

Boxes authorized for destruction are automatically “permanently removed” from The Data Vault inventory and storage charges are discontinued when the destruction process is complete.

Stored containers/boxes, with no predetermined destruction eligibility date, will be held indefinitely until destruction has been *initiated* and *approved* by the owner of the records.

***Please note: Destruction will not be performed without the appropriate authorized signature/s.***

## 14.2 NON-INVENTORY DESTRUCTION

In addition to our regular destruction service for records center containers, the Data Vault also provides destruction of boxes that have not been in storage at our facility. This is referred to as “non-inventory destruction” and is performed for a slightly higher fee per cubic foot for paper records.

For additional information and pricing, please contact our customer service professionals at 502-244-1151.

## 14.3 DESTRUCTION BINS



Locked, 65-gallon destruction bins on wheels or locked consoles with removable bags can be placed at the customer’s facility for discarded documents too sensitive to be placed in the trash. The Data Vault offers a convenient, customer-determined pickup, (i.e. every week, every month), or an “on call” basis to empty the console bags (or exchange full bins for empties) and take the contents away for shredding.

Our company can also provide rental bins that are ideal for file cabinet clean-up or end of year purging. We deliver any number of 64 gallon bins-on-wheels which can accommodate paper, folders, paper clips, binders, etc. These bins are provided for a fee which is not weight-based. The Data Vault will deliver the bin/s and pick up one week later.

## 14.4 MEDIA DESTRUCTION

The Data Vault also offers shredding of all types of media; tapes, discs and hard drives, including those that have been in storage in our climate controlled vault, and non-inventory. Shredding is priced per individual item. Items designated for shredding must be placed in containers clearly marked “Destroy”, and can be picked up with the regularly scheduled run for accounts with a media rotation. Once the materials are verified for destruction, they are shredded, compressed and incinerated.

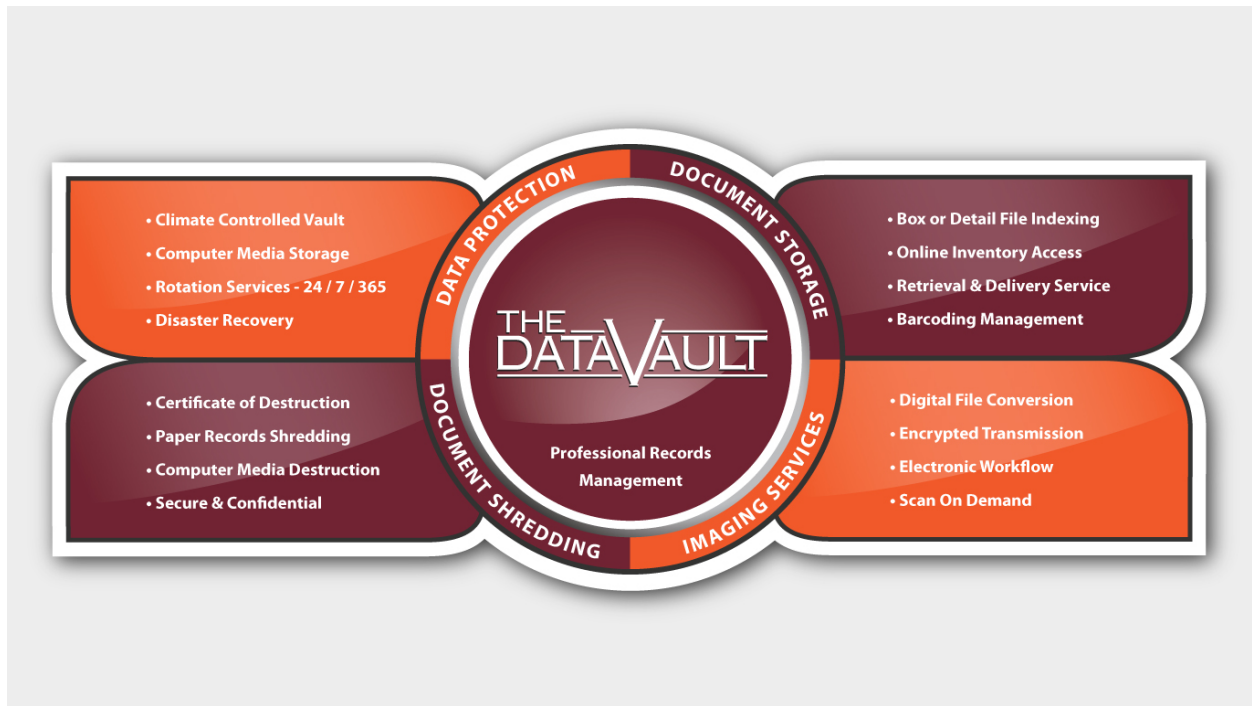
Please call ahead to schedule pickup if a large amount of media destruction is being requested.

We also offer **on-site shredding** of media. Please call Customer Service or visit our website for more details.

## 14.5 DESTRUCTION FEES

The fees for our destruction and shredding service can be added to your monthly invoice.

We use state-of-the-art scanning software to manage and track the materials that are picked up from your office. We treat your documents and records as if they were our own; taking every necessary step to ensure a safe and secure destruction.



Again, we thank you for letting us work with you and your storage needs! Here at The Data Vault, we are always willing to help in any way that we can. Please contact our Customer Service Department if you have any questions, concerns or requests.

**Phone: 502.244.1151**  
**Fax: 502.244.1434**  
**Email: [cs@thedatavault.com](mailto:cs@thedatavault.com)**  
**Website: [www.TheDataVault.com](http://www.TheDataVault.com)**