

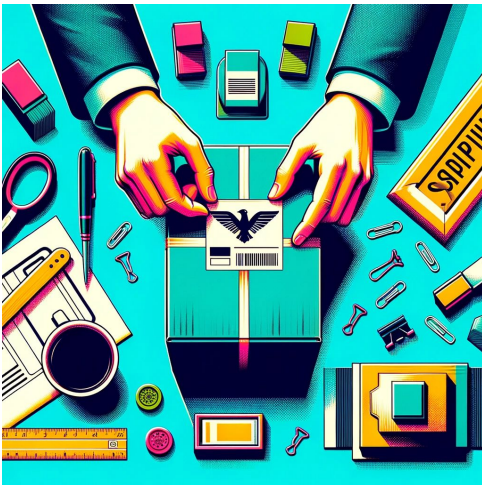
Service Guide
Digital Scanning



Step 1:

Preparing Your Order

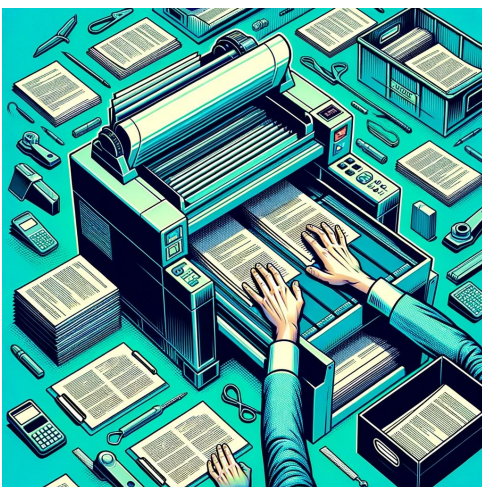
- You will receive a call from our Care team to discuss your order and provide details.
- Supplies, including boxes and labels, will be sent to the provided service address.
- Remove staples/fasteners, attach smaller docs (eg, receipts) to standard-sized carrier sheets (letter/legal).
- Securely pack your documents in the provided boxes.



Step 2:

Shipping Your Order

- Once your files are securely boxed and labeled, you're ready to ship.
- Transport the boxed documents to a UPS or FedEx shipping center for delivery to Iron Mountain.
- The closest Iron Mountain Imaging Center address will be provided during your on boarding call.



Step 3:

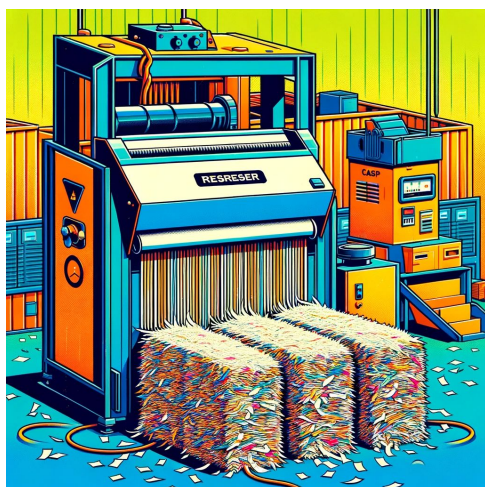
Inventory and Scanning

- Iron Mountain will inventory your files upon receipt.
- Additional fees may be incurred if quantities differ from initial order (see FAQs for overages & heavy prep).
- Documents will be prepared for scanning, including removal of any remaining bindings.
- High-resolution black and white scanning of each document is performed.
- Files are indexed based on index field specifications.



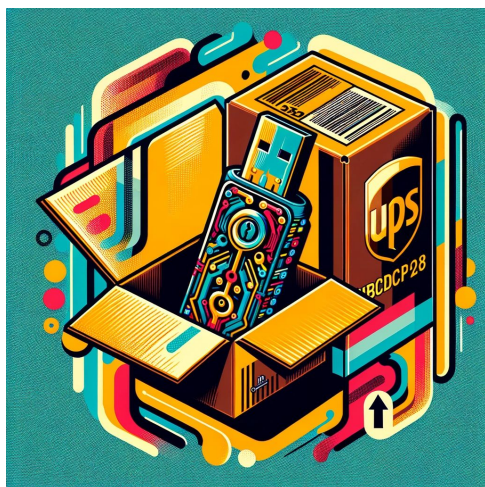
Step 4: Quality Control and Encryption

- Scanned files undergo a stringent quality control process to meet ANSI Statistical Standards.
- Digital files are then securely loaded onto an encrypted USB drive.



Step 5: Secure Document Shredding

- Post-scanning, your physical documents are stored at an Iron Mountain facility and then shredded.
- Paper files are stored for 30 days free of charge. Additional charges will be incurred for longer periods of storage.
- Iron Mountain issues a certificate of destruction, confirming secure disposal.



Step 6: Delivery of Digital Files

- Two encrypted USB devices with your digital files are delivered to you via UPS.
- Confirm receipt and verify the contents upon delivery.

FAQs

How do I prepare my boxes for shipping to Iron Mountain?

A dedicated representative will be in touch with you once your order is placed online to talk about the details and walk you through the entire process.

Are shipping supplies provided to me?

We will send you boxes and labels to place your files in for transportation back to an Iron Mountain facility. Our team will take care of removing all paperclips, staples, sticky notes, etc to ensure successful scanning.

Does Iron Mountain pick up the files from my location once boxed?

Currently, we do not include pickup of your boxed files in the online price. Customers are responsible for shipping expenses of all boxed files to an Iron Mountain imaging center. If you would like another option please call 1-800-607-9730.

How long does the scanning process take?

Project times vary depending on many factors. Generally it takes approximately 30 days once Iron Mountain receives the files at a scanning facility.

Where are the Iron Mountain scanning centers?

Iron Mountain has over 13 scanning centers in the continental United States. The nearest location to your address will be provided during the post purchase onboarding call.

What if I don't want my files destroyed?

Currently, we only offer the destruction option via the online storefront. If you would like another option please call 1-800-607-9730.

Are files destroyed immediately after scanning is completed?

Files are held in a document storage facility for 30 days after the scanning process is complete. Iron Mountain will send you confirmation of the intent to destroy prior to destroying. If you do not provide confirmation within the 30 days then you will be responsible for monthly storage of your files until confirmation to destroy is received.

What types of documents can be scanned?

We can scan all standard sized documents (letter/legal). The online product does not support scanning of large format blueprints, schematics, microfiche, or photographs. Document smaller than standard sized documents need to be taped securely to a standard sized document (ie, receipts). If you have a need to have these types of documents scanned, please call 1-800-607-9730.

What is the quality of the scan?

Documents are scanned at 300dpi and saved as ultra high resolution digital images for maximum quality and legibility.

What are the overage charges & heavy prep fees?

The Iron Mountain scanning center will inventory your files upon delivery. If the files exceed the initial online order, and/or if your files require an unexpected level of prep work (eg, removing staples, taping receipts to carrier sheets, etc), you may be responsible for page count overages or heavy prep fees. You will receive a call or email to confirm your overage counts prior to being charged. Standard prep is less than 1 fasteners for every 5 pages, standard bond letter/legal paper. Standard prep includes minor repair or mounting small docs to carrier sheets (Less than 1%).