

# RECORDS MANAGEMENT GLOSSARY

## HOW IT WORKS

Please note that this Glossary defines terms used in your Agreement, the website and our business in general. These definitions provide you with clarity around key concepts and terms that are used in the Pricing Schedule. They should be considered part of your Agreement, unless otherwise agreed to in writing by you and DataSavers.

DataSavers may add or delete terms from the Glossary from time to time, or modify definitions.

## A

**Administrative Fee:** A monthly fee charged per account for maintenance and administrative services associated with each customer account.

**Agreement.** The agreement between DataSavers and its Customer, consisting generally of a base set of terms and conditions, a Pricing Schedule (often referred to as “Schedule A”) and the Glossary defining terms used in the Pricing Schedule and in descriptions of services. In the event of an inconsistency between components of the Agreement, terms in the base agreement prevail over terms in the Pricing Schedule and the Glossary; and terms in the Pricing Schedule prevail over terms in the Glossary.

**Archival Destruction.** The process of securely shredding Cartons, including their paper-based contents, and open-shelf Files stored with DataSavers upon authorization by the Customer. The Archival Destruction process involves the Archival Destruction Charge, a Retrieval charge for each item to be destroyed, and a Permanent Withdrawal Charge. The Archival Destruction process involves retrieval, documentation and destruction by Secure Shredding, such that the material cannot be practicably read or reconstructed. Additional charges may apply for the destruction of non-paper-based material. Destruction processing involves: scanning to confirm each record is being changed to destroyed status, a permanent withdrawal, and closing the order within the system (up to the standard destruction volume of 1,200 cubic feet per month).

## B

**Billing Cycle.** The period of time between billing statements. Charges for storage are billed in advance, with billing in arrears for Cartons received during the month. Charges for service and transportation are billed in arrears.

**Business Days.** Monday through Friday, excluding holidays.

**Business Hours.** Begins 8:00 a.m. and ends at 5:00 p.m., local time, on a Business Day. Transportation services may be completed outside Business Hours.

## C

**Carton(s).** A box or container used to hold records.

**Collection Container.** Collection Containers are used for the temporary storage of awaiting secure destruction service. Collection Containers, designed to be lockable and secure, are available in various sizes as bins or consoles. Collection containers are generally placed in common office areas within the Customer's facility (e.g. copy, mail rooms or other workplace locations) that are conducive to employee access and use.

**Container pickup/delivery.** Container pickup/delivery includes the delivery and placement, relocation, or pickup of collection containers at the Customer Location.

**Conversion.** Transformation of data from a physical format to an electronic file

**Cubic Foot/Feet/Footage (CF).** The unit of measure for determining charges for storage and service of Cartons. Cubic Footage attributed to a specific Carton or type of Carton may vary from actual physical size.

**Customer ID.** A unique numeric, alphabetic or alphanumeric identifier, up to five digits in length, required to access your Records Management or Destruction account. |

**Customer Location.** For Records Management and Data Protection services, the transactional point where proof of service (delivery or pickup), as defined by the receipt of a customer's signature on the completed work order, is required.

Delivery or pickup may be performed at a centralized delivery/pickup location within a loading dock or mail room or may be performed through multiple visits at several

locations within the building. Each stop at which pickup or delivery service is completed and a customer signature is obtained is considered a distinct Customer Location.

**Custom Reports.** Any reporting requirements outside the core reporting offering requiring custom development.

## D

**Department ID.** Information Management tool that enables the customer to breakdown the customer account into a logical series of business units under a Division ID. Each Customer Account will have a default Master Department ID. A customer may choose to use only Departments to represent a business unit. The Departments would then be created under the default Master Division.

**Deposits.** A Carton, File or other record that is serviced, transported, or stored. A Deposit may be a Carton, individual File or other Item for storage. Also known as Item/Items.

**Division ID.** Information Management tool that enables the customer to structure the customer account into a logical series of business units called Divisions.

**Document Preparation.** Document preparation includes the work associated with preparing a document for imaging. This includes document separation, removing all fasteners, adjusting bent corners, taping tears and other tasks necessary to cleanly convert a document to a digital image. The document preparation charge is determined for each document type and the same charge is applied for each page prepared.

## E

**Electronic Payments** – Any payment made by a customer via electronic transfer of funds (EFT) either through credit card or debit card, direct deposit payment, direct debit payment, wire transfer, digital wallet or ACH (automated clearing house).

**Expedited Fees** – Any surcharge to retrievals, archival destruction and permanent withdrawals due to a customer request of a pull rate in excess of the standard rate (standard rates are currently set at 1,200 cubic feet per month for each aforementioned function).

## F

**File(s).** A document or group of documents contained inside a folder. Files may be stored in Cartons on shelves or in Open Shelf Storage.

**Flat Fee.** Services billed at a fixed rate or price.

**Fuel Surcharge.** An additional charge imposed on Transportation Visits to adjust for changes in fuel prices.

## H

**Handling Charge.** The charge for use of vehicle load capacity, the service of preparing Items for transportation, loading onto and off of vehicles when making a pickup or delivery. Handling Charges are based upon the Cubic Footage of Items transported.

**Hold Code.** Record Management tool that enables the customer to manage/prevent the disposition of records for individual cartons, departments, record services or accounts.

**Hour.** Unit of billing for certain services defined as “per hour”. Charges are calculated for the elapsed time required to perform the service, measured in fifteen-minute increments.

## I

**Image Capture/Scan.** This is the process of taking physical paper documents and transferring them to digital images. Document preparation or document indexing may be included in this charge or may be priced separately.

**Image Delivery to FTP.** Scanned images are delivered to a pre-defined, password-protected SFTP (file transport protocol) site where they can be retrieved by authorized users.

**Image Indexing.** Adding the customer defined indexes to the digitized images.

**Initial Move.** For a new customer, the initial transfer of Items for storage, including Regular Pickup, transportation, Receiving and Entry and placement into storage. The period of time considered the Initial Move is set forth in the Pricing Schedule. The maximum number of Items included in an Initial Move may also be set forth in the Pricing Schedule.

**Initial Move Cartons.** The Cartons that are included in the Initial Move from the customer and/or customer's vendor.

**Interfile.** A new File or document that is sent to storage and inserted into an existing Carton or File.

**Item/Items.** A Carton, File, or other record that is serviced, transported or stored. An Item may be a Carton, individual File or other record for storage. Also known as a Deposit.

## L

**Labor.** The time required to perform any service requested by a customer that is not specifically described and provided for in your Pricing Schedule.

**Linear Foot/Feet/Footage (LF).** The unit of measure for determining charges for storage and service in Open Shelf format. Linear Foot measurement includes shelving space allocated to a customer based on initial records moved in, plus growth in File volume. Linear Footage attributed to a customer does not vary because of temporary Retrievals or Permanent Withdrawals unless the customer undertakes a File Consolidation Project to reduce shelving allocated to the program.

## M

**Minimum Service Order Charge.** A minimum order charge applied to a customer's account when the service order, excluding transportation-related charges, does not meet the customer's contractual service order minimum, as set forth in the Pricing Schedule.

**Minimum Storage Charge.** A minimum monthly storage charge that is applied to a customer's account when the storage charges do not meet the customer's contractual minimum storage requirement. Any cartons that are inbounded after the Month-End Cut-off date will not be included in the minimum storage calculation until the subsequent month.

**Miscellaneous Services.** Charges for services requested by a customer that are not specifically described and provided for in the customer's Pricing Schedule

## N

**Non Paper Materials.** Any material that is not paper-based such as metal; plastic, bio-hazard, E-waste or wet material of any kind. I

## O

**Offsite Shredding.** Offsite Shredding refers to materials destruction performed at a secure facility. Includes collection and transport of the Customer's Paper-based Materials for destruction processing at a secure facility. Materials are subsequently destroyed to a non-recoverable form using proprietary procedures and commercial grade equipment. Following destruction, shredded materials are recycled.

**Open Shelf Storage.** Storage of Items in File folders (and not within Cartons) generally used for records that require frequent access, such as medical records.

**Open Shelf Retrieval.** The act of physically locating and pulling a File from an open shelf storage location based on criteria provided by the Customer in the Order.

**Order.** A customer request for service related to its records. M

**Outside Courier /Handling.** The service provided by DataSavers to prepare Items for shipment, or receive Items delivered, by a third party carrier, or to prepare or receive Items picked up or dropped off by the customer or the customer's representative. This service is billed per Item.

## P

**Package.** A bag, envelope, or container used to securely transport individual Files. I

**Paper-based Materials.** Office paper, light cardboard and similar material such as stationery, envelopes, file folders etc. Excludes Non-Paper Materials.

**Permanent Withdrawal.** The act of processing a Permanent Withdrawal order to prepare and confirm Items retrieved at DataSavers dock for transportation and to update the status of the Item in the inventory system. Permanent Withdrawal applies

to Items that will not be returned to storage, or to be destroyed. Permanent Withdrawal charges will apply when Items are removed from storage and will not be returned, regardless of whether the removal occurs during the contract term, at the end of the contract term, upon expiration of the contract, or as a result of a customer terminating the contract, by non-renewing or otherwise. Deposits processed for Permanent Withdrawal are deducted from the storage billing at the end of the month this process occurs. The Permanent Withdrawal process involves the Permanent Withdrawal charge, a Retrieval charge for each item to be withdrawn, a handling charge (if being picked by a 3<sup>rd</sup> party) and a possible destruction charge (if being destroyed). Permanent Withdrawal processing involves scanning to confirm each Deposit is being changed to permanently withdrawn or destroy status and closing the order within the system (up to the standard volume of 1,200 cubic feet per month). In the context of a customer ending its relationship and closing its account, (whether by way of contract expiration, contract non-renewal, contract termination or otherwise), the maximum cubic feet of cartons that DataSavers will process to the customer (or the customer's new vendor) is 1,200 cubic feet per month. Processing, destroy, or withdrawal charges in excess of 1,200 cubic feet per month will be incur expedited service fees.

**Plastic Media.** Items such as Microfilm / Microfiche, Magnetic Media, Compact, Floppy and or Digital Video Disks, Magnetic Cartridges, VHS & Cassette Tapes and X-Rays.

**Pound.** A non-standard pricing measurement used for pricing certain secure shredding programs. Estimates are weight based upon approximate paper volume collected from an individual container and the average weight of paper at full volume for that container type. F

**Professional Services Fee.** Fee for professional services engagements.

## R

**Re-Boxing Charge.** DataSavers may replace Cartons when the condition of the Carton will not support other Cartons in a standard storage configuration, or when the Carton is not safe for transport or handling. Re-boxing charge may include both the price of the replacement Carton and Labor, at a rate per Carton, to carry out the re-boxing service.

**Receiving and Entry - Cartons.** The act of processing new Deposits when they are first received, resulting in an increased storage volume. Includes the physical receipt, processing, assignment to a storage location and placement in the storage location.

**Receiving and Entry - Files.** The act of processing new Files when they are first received.

**Record Code.** Record Management tool that enables the customer to group like records together and create a structure that defines record type, descriptions, and retention lengths.

**Refile.** A Carton, File or Item previously retrieved by a customer that is returned to storage.

**Regular Pickup.** A service where Items are picked up at a customer's location for transport to the storage facility.

**Regular Retrieval Charge.** The charge associated with the Retrieval of Items in a regular service timeframe. (1,200 cubic feet per month)

**Regular Retrieval - File from Carton.** The processing of a Retrieval Order for a File from a Carton in a regular service timeframe.

**Regular Retrieval - File from Open Shelf.** The processing of a Retrieval order for a File from an Open Shelf in a regular service timeframe. Price based on Retrieval of Files from Open Shelf that are individually listed.

**Retention Schedule.** Information Management Tool that enables the customer to set a foundation for company-wide compliant record management policies. \*

**Retrieval.** The processing of a retrieval order and preparing Items for delivery. Includes locating and pulling a Carton or File from storage. Storage charges continue to be assessed for retrieved Items until they are either destroyed or permanently withdrawn. Any service performed in addition to a Retrieval will be billed as a separate line item on the customer's invoice (e.g., Permanent Withdrawal, Archival Destruction, Secure Shredding, imaging, faxing).

**Rush Service –** Two (2) hour service (plus drive time) during normal business hours (8-5 EST Mon-Fri). Additional charges may apply to orders placed after 2P>

**Rush Retrieval.** The act of processing a Retrieval order and preparing Items for a rush level transportation service.



**Rush Retrieval - File from Carton.** The processing of a Rush Retrieval order for a File from a Carton in a rush service level timeframe. Price based on Retrieval of Files from Carton that are individually listed.

**Rush Service.** A Service level assigned to a specific order when delivery is required at a faster time than under Regular Service. Specific delivery schedule for Rush Service is set forth in the Pricing Schedule and individual service descriptions in this Glossary.

## S

**Scan on Demand - Overview.** Individual files that are to be converted to digital format and delivered to the customer digitally Requests for files to be scanned under the SOD program must be requested by Authorized Users.

**Search Time.** The time required to locate a File that is not listed within the database or when the customer does not know specifically which carton or file they need and they request a search through various deposits.

**Secure Shredding.** The service of shredding Paper-based Materials to a destruction standard that renders the materials practicably unreadable. Includes collection, transport and processing of Customer materials specified for destruction per the Customer Work Order.

**Service Frequency.** The agreed upon number of shredding service events that are scheduled for a Customer Location.

**Shipping / Outside Courier.** The service provided when DataSavers utilizes a third-party shipping carrier to deliver Items on an Order either at the Customer's request or outside the applicable service area. Common carriers utilized are UPS and Federal Express.

**Special Projects.** A requested Labor service provided to a customer outside the scope of routine services. Some examples include: imaging, file packing and purging, Re-boxing, re-labeling, file room management, drop filing/interfiling, and data correction in the database, etc. Special Projects are quoted by project. The pricing for transactional services listed on the Pricing Schedule may differ when they are part of a special project.

**Special Transportation Request.** A delivery, pickup, or other service request that is outside normal service parameters because of time or distance requirements.

**Standard Archive Carton.** The preferred and encouraged Carton type for storage. Standard Archive Carton has an intended use to store a half-drawer of letter or legal records, has an external dimension of approximately 16.25" x 12.75" x 10.25".

**Storage.** Storage of Customer Deposits utilizing Cartons provided by the Customers or in Open Shelf Configuration, based upon Customer program needs.

**Storage, LF.** Shown on an invoice for the Linear Footage charges for Storage of Files in an open shelf location.

**Storage, Regular.** Shown on an invoice for the recurring charge for storage of Deposits.

## T

**Transportation Service Zones.** Zones based on the customer's distance to the storage facility.

**Transportation Visit.** The act of servicing a delivery or pickup at a Customer Location or the act of providing secure shredding services.

**Trip Charge.** The charge that will appear on a Customer invoice to represent service performed for a Transportation

## W

**Wait Time.** A charge assessed in the event that the customer causes delay of the courier in performing his or her tasks. Wait Time is charged based upon the Labor rates in the customer's Pricing Schedule. Delays can occur due to the shipment not being properly prepared or inability to access elevators or building docks at the customer's site. B

**Web-based Training.** Remote training conducted via web-based, distance-learning.

**Weekly Service.** Secure Shredding services performed on a weekly basis at a Customer location

**Work Order.** A written description of services prepared in response to Customer's request(s) Work Orders are the source documents for service, billing and invoicing purposes.