



CLIENT PROCEDURE GUIDE

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Dear New Client:

Thank you for the opportunity to provide records management services to your firm. Our management and staff are committed to service excellence, and are confident we can continue to meet your expectations.

Over the years we have built our business and excellent reputation on one principle, our ***dedication to service***. We focus our energies on providing our clients the best commercial records management services in Southern California.

Should you have any questions, comments or require additional information please contact us.

Thank you for your business!

Mark Williams

Douglas Williams

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INTRODUCTION

At Williams Records Management our goal is to provide comprehensive Records Management services to our clients.

This Procedure Guide details how to conduct business with Williams Records Management in an efficient manner.

Provided throughout this Guide there are various methods to order services. Ultimately, our company wants to do business in the manner that best suits the client's needs, within the context of standardized procedures.

Should you have a need in the field of Records Management that is not detailed in this Guide, please do not hesitate to call and inquire.

WHAT'S NEW

Recommended

This is how we indicate what we recommend.



The “**pointing hand**” highlights procedures that are recommended by Williams Records Management.



Software

Effective May 1, 1998 the operating software used by Williams Records Management is Windows 95 compliant. The new application for Records Centers operations is RSWin by O'Neil Software Development.

Features and Benefits

- ?? Year 2000 compliant
- ?? Record Center operations in “Real Time” mode
- ?? All transactions are scanned for improved control
- ?? Scanning and printing at client sites
- ?? Control Number barcodes for containers and file folders
- ?? No requirement for separate client container and file folder ID. Numbers (alternate ID)
- ?? Improved forms for file folders
- ?? Elimination of ID tags for file folder handling
- ?? Added department security levels
- ?? Addition of department cost centers
- ?? Client defined passwords
- ?? New forms for improved communications
- ?? Remote Access capabilities – available soon
- ?? New data elements for containers and file folders
 - ?? Contents sequence – Begin/End
 - ?? Contents date range – From/To
 - ?? Contents Category

GETTING STARTED

Prior to commencing transactions with Williams Records Management the following documents are required:

Storage and Service Agreement

The Agreement sets forth the terms and conditions for storing business records at Williams Records Management. No transactions may be performed without an executed agreement.

Schedule of Charges (Schedule A)

This document is included and part of the Storage and Service Agreement. It lists the incremental charges for services provided.

Authority for Access

All persons that order services must be previously authorized for access. Each authorized individual has *full authority to order any and all services*. Signatures are required for all Authorized Personnel. The form to add and delete authorized persons is available by contacting a Client Services Representative.

Barcode Labels

All items sent to Williams Records Management must have a Williams Records Management issued Container Control barcode label affixed. Each barcode label contains a unique, sequential number, never to be repeated. The barcode labels are assigned by account and are for each accounts exclusive use.

Inventory Transmittals (Optional)

There are two separate transmittal forms. One is for containers and the other for file folders and interfiles. These forms may be used each time new or refile items are prepared for shipment to Williams Records Management. Completed Inventory transmittals may accompany each Pick-Up. Please note that you need to use two separate forms. **Do not put containers and file folders together.**

Client Departments

If your inventory is maintained by department, a listing of departments is required prior to receipt of the first Pick-Up. Client departments are referred to as Level 2 and Level 3 accounts. Individual security by account level is available. See: *Department Set-up* for more details.

TYPES OF SERVICE

Williams Records Management provides four levels of retrieval service to meet client requirements.

Retrievals

Rush

Rush orders (urgent requirement or specified time) are guaranteed for delivery within three (3) hours of the request. This service is subject to a maximum of five (5) containers or 10 items. A Rush rate for retrieval and delivery applies.

Same Day

Same Day orders are guaranteed to be delivered the same day if the order is placed with Williams Records Management before 10:00 AM, Monday through Friday. Same Day service is not available after hours or holidays. This service is subject to a maximum of five (5) containers or 30 items. Same Day rates for delivery apply.

Next Day

Next Day orders must be received by Williams Records Management prior to 4:30 PM the normal business day prior to the requested delivery day. Should a specific delivery time be required request the "Rush" Service. Next Day service limit is a maximum 100 items. Requests for over 100 items require special handling, contact our Client Services department for more specific information. Information regarding the estimated delivery time for Next Day orders is available after 8:30 AM and Same Day orders after 11:00 AM.

After Hours and Holidays

Williams Records Management offers retrieval services 24 hours per day, every day. All after hours and holiday retrieval requests are subject to the same terms as RUSH Retrieval. After hours Rush Retrieval and Rush Delivery charges apply.

OTHER SERVICES

Pick Up

All Pick-Up requests of one hundred (100) items or less are scheduled for Pick-Up prior to 5:00 PM, and are scheduled within the following week. Pick-Ups in excess of one hundred (100) items require confirmation and scheduling in advance.

Special Labor

Special Services are available when there is a unique service requirement that may not be specified on the Schedule of Charges or does not fall within the restrictions of routine container or file retrieval service. Some examples of Special Labor are:

- ?? Changing Container ID
- ?? Verification of container contents
- ?? Listing description not previously provided
- ?? Preparation or changes to inventory transmittals and other documents
- ?? Application of barcode labels
- ?? Palletizing
- ?? Permanent Removal

Reference Rooms

Williams Records Management maintains client reference rooms for private inspection of records. A Set-up and Removal charge is applicable. Standard retrieval and refile charges apply.

Permanent Removal

When containers are permanently removed, each computer record is updated with the date and authorized Requestor. All containers permanently removed are double-checked and scanned for correct container ID, palletized, shrink wrapped and staged for shipment. *See: Destruction Services for more detail.*

Data Changes

The Williams Records Management database contains detailed information regarding client containers and file folders. If a database change is required for department, container ID, description, destruction date, etc., simply send the information, via fax or mail, and your request is entered in the system. Data Change charges apply.

Photocopy Service

Photocopies may be made of individual documents and forwarded by messenger, FAX or mail. Normal charges for FAX, photocopy, retrieval, refile, and delivery services, when applicable, apply.

Telephone Reference

Telephone Reference applies for a telephone call to advise clients when an item ordered from a container cannot be found or previously retrieved and charged out.

Indexing of File Folders

Williams Records Management offers a comprehensive file folder indexing service that may include detail information of file folders contained in storage. Indexed file folder database records may include all of the following:

- ?? Alternate File ID
- ?? File folder description
- ?? Destroy date
- ?? Permanent Status
- ?? Security Code
- ?? Category Code
- ?? Sequence Range
- ?? Date Range

File folders indexing service is available.

Cataloging

Cataloging is the function of creating a list (Catalog) of contents of containers for Client use. The results of cataloging is not necessarily maintained by Williams Records Management but is intended for the exclusive use of Clients to aid in file folder retrievals and provide, if defined, a list for destruction purposes.

Destruction

Williams Records Management provides two (2) document destruction services for records in storage, both of which recycle the entire container(s) and contents. Certificates of Destruction are available upon request.

Destruction using the Shredding Method

Destruction by shredding is the normal process. Since shredding involves additional labor during the shredding process there is a charge in addition to Permanent Removal for this service. Unless otherwise specified, shredding is the method used.

Destruction using a Third Party Recycler

Williams tenders containers to the recycler for destruction. The end result is a recycled paper product. The process is complete and final. Recycling through a third party is available upon request.

On-Site Destruction Bins is a Great service to use in your office!



Destruction of records other than paper, such as microfilm or fiche, may be arranged. Market pricing applies for these special services. Please contact a client services representative for more information.

On Site Security Destruction Bins

Williams provides **Locked Security Bins** (68 gallon) for disposal of your confidential records.

Placing these bins throughout the office insures total security. Our bins remain locked until your records are ready for destruction by our bonded personnel.

Williams Records Management provides convenient scheduled rotation service to fit your needs. Your choice of Weekly, Bi-weekly, or Monthly service is available.

We can also pick up loose cartons of records for destruction at the same time.

Many clients use our Security bins on an "on call as needed" basis. Please contact one of our Client Services Representatives and ask them about destruction services that we can provide your firm.

REQUESTING SERVICES

Should you require Rush service after hours, 5:00 PM to 8:00 AM, or on holidays and weekends, follow the detailed instructions given by the telephone system automated attendant.

During Normal Business Hours

Use our Fax forms. It minimizes mistakes!



There are five ways to place orders:

1. Telephone
2. **FAX**
3. US Mail
4. Messenger
5. Williams Records Management Remote Access (coming soon)

Retrieval Information

When placing orders please be prepared with the following information:

- ?? Client Number
- ?? First and Last Name
- ?? Personal Password
- ?? Type of service required - Next Day, Rush, Same Day
- ?? Delivery address – unless otherwise specified the delivery address will automatically be the mailing address
- ?? For each line item, state whether it is for a file folder or container
 - Containers:** Provide the WRM Container Control Number or Alternate ID
 - File folders:** Provide the WRM Container Control Number or Alternate ID (client container number) the WRM File Folder Control Number or the Alternate File Folder ID (client file folder number), and/or the file folder description

Pick-Up Information

- ?? Client Number
- ?? First and Last Name
- ?? Personal Password
- ?? Pick-up date (one week advance notice)
- ?? Pick-up address – unless otherwise stated the pick-up address will automatically be the mailing address
- ?? Quantity, size of containers and quantity of file folders

Supplies

A FAX form is provided for ordering supplies. You may order miscellaneous services and supplies, new storage containers (KD's), bar-code labels and Inventory Transmittal forms using this form. Orders may also be placed by telephone.

FAX Ordering



It is recommended whenever possible to place orders via FAX. Ordering via FAX saves time and avoids miscommunication. Call for a complementary supply of FAX forms and make photocopies as required.

24-HOUR CLIENT SERVICES
FAX NUMBER – (323) 233-5451

PLEASE DO NOT ORDER RUSH OR AFTER HOURS SERVICE BY FAX.

After Hours Service

The following procedure applies for service requests between 5:00 PM and 8:00 AM Monday through Friday, and 24 hours on weekends and holidays.

Procedure:

When calling after hours the automated attendant will inform you that you have reached our after hours service. If you require a Rush please remain on the line. *Do not leave the request at this time.* You will get a second message that explains what to do. Leave your name and phone number and one of our staff members will return your call. Normally, the request is delivered with-in four hours of call back.

In the unlikely event a Williams Records Management staff member does not return the call within 30 minutes, please call **877-390-5728** and leave a message for Williams Records Management to call you. **This number should only be used if a staff member does not respond within 30 minutes of the original call.**

WORK ORDERS

Williams Records Management utilizes several documents for handling client transactions. These documents are called Work Orders. Each Work Order has a unique Work Order number.

Pick-Up Work Order

At time of Pick-Up, our driver scans all items being picked up and issues a printout from a portable printer. The printer receipt and a copy of the work order are provided for your records. The printed receipt is the pick-up verification.

Retrieval Work Order

At time of delivery our driver scans all items being delivered and issues a printout from a portable printer. The printed receipt and the Work Order are provided for your records. The receipt is the delivery verification.

Other Service Order

An "Other Service" Work Order is used for special requests and supplies and typically does not involve scanning.

CONTAINER PREPARATION

All containers, interfile files and interfile documents shipped to Williams Records Management must have a Control Barcode label applied prior to pick-up.

Barcode Labels

Barcode labels are issued free of charge. Ask a Client Service Representative for a free supply. ALL items handled by Williams Records Management MUST have a barcode label applied. There are three primary kinds of barcode labels utilized.

Container Barcode Labels

?? Container Control Number

This label is applied to all cartons prepared for shipment to Williams Records Management. This unique barcode number is the primary database index. It is all that is required to identify cartons. **The use of a separate client carton number is not required.**

Sample of Container Control Number Barcode:



Please place label on the lower right quadrant of container.



?? Carton Location

Prior to May 1998 the primary control number is identified as Carton Location. This unique number has been converted for use as the Container Control Number. When writing or referring to these numbers please **DO NOT INCLUDE THE DASHES.**

Sample of Williams Carton Location Barcode:



File Folder Barcode Labels

?? WRM File Folder Control Number

This label is applied to all file folders prepared for shipment to Williams Records Management. This unique barcode number is the primary file folder index. It is all that is required to identify file folders. **The use of a separate client alternate file folder number is not required.**

Sample of File Folder Control Number Barcode:



?? **File Location**

Prior to May 1998 the primary control number for file folders is identified as File Location. The number contained in this barcode has been converted for use as WRM File Folder Control Number. When writing or referring to these numbers please DO NOT INCLUDE THE DASHES.

Sample of Williams File Location Barcode:



Document Barcode Labels

?? **WRM Document Interfile Control Number**

This label is applied to all documents prepared for shipment to Williams Records Management or documents retrieved. The barcode number is the primary document index. It is a unique number and is all that is required to identify documents for interfiling.

Sample of Document Control Number Barcode:



Utilizing a hand held scanner our drivers scan all items at time of pick up and/or delivery, and issue a printed receipt with a portable printer. This receipt is attached to the client copy of the Information Transmittal or workorder and serves as a receipt for actual items picked up or delivered. On-site scanning is not applicable for courier deliveries.

Container Markings

Container markings indicating contents must be on one end of the container only. Appropriate markings are as follows:

- Container Control ID Barcode (**required**)
- Alternate ID - Client container number (*optional*)
- Contents - (*optional*)
- Client name or number (*optional*)

DO NOT place container markings on the lid, sides or bottom of the container. Containers received with markings only on lids or partially covered by lids will be remarked. Special Labor charges will apply.

FORMS

Information Transmittal Forms

The Information Transmittal forms are provided to list items tendered for storage including; interfiles, return file folders and containers. Instructions for their use are shown below.

Container Information Transmittal Form

TOP OF FORM

Type or legibly print in ink.

- ?? **Williams Records Management – WRM W/O #**
Williams Records Management staff will enter the workorder number in this field.
- ?? **Client Name**
Enter the client name (account name)
- ?? **Page of**
Always indicate the total range of Inventory Transmittal pages for each Pick-Up Work Order. Example: If there are a total of three (3) Inventory Transmittal pages for one Pick-Up, number the pages "1 of 3, 2 of 3, 3 of 3" and so on.
- ?? **Contact Name and Phone No.**
Enter the person's name and telephone number to call in the event there are questions regarding the order.
- ?? **Date**
This date should correspond with the actual Pick-Up date. If entries are accumulated on the Inventory Transmittal for future shipment, write in the date of the actual shipment date.
- ?? **Client Number**
Enter the Client Number in the space provided on every page submitted. Use the exact Client Number as indicated on the Storage and Service Agreement.

LINE ITEMS AND DETAIL

New Containers for Storage

New Containers are Containers that have not been previously stored at Williams Records Management.

- ?? **Container Code (Required)**
Enter the WRM Container Control Barcode number.

?? **Alternate ID (Client Container Number – *Optional*)**

Enter the container number. *Use of this field is optional.*



WRM Container Control Number barcodes are assigned to each account and each is a unique number. The Container Control Number may be used as your alternate container ID. To do so leave the Alternate ID field blank.

If Alternate Control ID numbers are used they may be any combination of twelve (12) characters, e.g., letters, numbers dashes or slash marks. Each character is counted. **Each Alternate ID must be unique.** Duplicate Alternate ID's will not be accepted. Alternate ID numbers for permanently or destroyed containers cannot be reused.

?? **Level 2 (Department)**

If Departments have previously been established with WRM enter the Level 2 account number.

?? **Level 3 (Cost Center)**

If Cost Centers have previously been established with WRM enter the Level 3 cost center number.

?? **Category Code (Optional)**

Enter the Content Category Code. A Content Category list is included with this Guide.

By the use of Content Category Codes the contents of containers may be classified based upon what's inside. Using Category Codes is useful for searching, sorting and reporting. *Use of this field is optional.*

?? **Sequence (Begin / End) (*Optional*)**

Enter any reference Begin / End referring to the container contents may be entered. Using the Sequence fields is useful for searching, sorting and reporting. *Use of these fields is optional.*

?? **Date (From / To) (*Optional*)**

Enter the From / To date range referring to the container contents. Using the content date fields is useful for searching, sorting and reporting. *Use of these fields is optional.*



?? **Destroy (MM/DD/CC/YY) (Optional)**

Enter the date the container should be destroyed. The destruction date is the Month (MM), Day (DD), Century (CC), and Year (YY) you wish the Container and contents destroyed. *Use of these fields is optional.*

Note: Williams Records Management does not automatically destroy Containers. Containers with destruction dates included in the database are listed on the monthly Destruction Report. The Destruction Report is mailed monthly with your invoice for final review and signature for each container scheduled for destruction. If destruction dates are not included the Container will not be listed on Williams Records Management Destruction Reports.



?? **Description (Optional)**

The Description is any text up to ninety (90) characters and spaces to describe the container contents. *Use of this field is optional. Clients usually have this information already in a database.*

Container Refile

?? **Container Code (Container Control Number)**

OR

?? **Alternate ID**

Enter the client container number. *This is an optional field.*

No other data is required for Container Refiles.

File Folder Information Transmittal Form

TOP OF FORM

?? **Williams Records Management – WRM W/O #**

Williams Records Management staff will enter the workorder number in this field.

?? **Client Name**

Enter the client name (account name)



?? **Page of**

Always indicate the total range of Inventory Transmittal pages for each Pick-Up Work Order. Example: If there is a total of three (3) Inventory Transmittal pages for one Pick-Up, number the pages "1 of 3, 2 of 3, 3 of 3" and so on.

?? **Contact Name and Phone Number**

Write in the person's name and telephone to call in the event there are questions regarding the order.

?? **Date**

This date should correspond with the actual Pick-Up date. If entries are accumulated on the Inventory Transmittal for future shipment, write in the date on the actual shipment date.

?? **Client Number**

Enter the Client Number in the space provided on every page submitted. Use the exact Client Number as indicated on the Storage and Service Agreement.

Interfiles - New File Folders for Storage

New file folders are referred to as **ADD FILE FOLDER** and are any file folder that has not previously been stored at Williams Records Management.

LINE ITEMS AND DETAIL

?? **Check the box for Interfile (*Required*)**

?? **WRM File Folder Control Number (*Required*)**

Enter the WRM File Folder Control Number. The WRM File Folder Control Number is the number on the file folder barcode beginning with the letter "F".

?? **Alternate File Folder ID (Client File Folder Number) (*Optional*)**

Enter the file folder number. *Use of this field is optional.*

The WRM File Folder Control Number barcodes are assigned to each account and contain a unique number. The WRM File Folder Control Number may be used as the client file folder ID. To do so leave this field blank.

If alternate file folder ID numbers are used they may be any combination of twelve (12) characters, e.g., letters, numbers dashes or slash marks. Each character is counted. Each Alternate ID must be unique. Duplicate Alternate ID's will not be accepted.

?? **File in – WRM Container ID (*Required*)**

Enter the WRM Container Control Number or Williams Location ID.

?? **File in – Alternate Container ID (*Optional*)**

Enter the Alternate Container ID number. This field may ONLY be used if the container records include this information. All containers in storage prior to May 1, 1998 include this data. After May 1, 1998 this data is optional since clients may use the WRM Control Number as the primary index number. However, if you are not providing a container control number you must provide an alternate ID.

?? **File Folder Description (*Optional*)**

The Description is any text up to ninety (90) characters including spaces to describe the file folder. *Use of this field is optional.*

Interfiles - New Documents for Storage

Labels for Document handling are provided only to those clients that specifically use this service. If additional WRM Document Control Number barcode labels are required contact the Client Service Department or use the FAX form for this purpose.

New Documents for filing to existing file folders in storage are referred to as **DOCUMENT INTERFILES** and are any Document that has not been previously stored at Williams Records Management.

?? **Check the box for Interfile (Required)**

?? **WRM Document Control Number (Required)**

Enter the WRM Document Control Number.

?? **File in – WRM Container ID (Required)**

Enter the WRM Container Control Number or Williams Location ID.

?? **Description (Required)**

Indicated file number or description for placement of document.

File Refiles

File folders returned that were previously retrieved from Williams Records Management are referred to as **FILE REFILES**.

?? **Check the box for REFILE (Required)**

?? **WRM File Folder Control Number (Required)**

Enter the WRM File Folder Control Number or the "FILE LOCATION" number.

?? **File in – WRM Container ID (Required)**

No other data is required.

Document Refiles

Documents returned that were previously retrieved from Williams Records Management are referred to as **DOCUMENT REFILES**.

?? **Check the box for REFILE (Required)**

?? **WRM Document Control Number (Required)**

?? **File in – WRM Container ID (Required)**

Enter the WRM Document Control Number. The WRM Document Control Number is the number on the document barcode beginning with the letter "D".

No other data is required.

Data Entry Diskette (coming soon)

The Data Entry Diskette contains programs for quick and easy creation of Information Transmittals.

FAX Request Pick-Up and Retrieval



It is recommended that all services being requested utilizing this form via fax.

Client Services Department FAX (323) 233-5451

Authority for Access Change Form



This form is used to add or delete Authorized Requestors. All change requests must be made utilizing this form. Other formats, letters, etc. cannot be accepted. Only forms with original signatures will be accepted. **FAX and photocopy requests cannot be accepted.** Please have an officer of the company sign this form where designated.

FAX Supplies Order Form



It is recommended that all supplies be requested utilizing this form via fax.

Client Services Department FAX (323) 233-5451

EXCEPTION NOTIFICATION

It is important that every item be placed in storage as soon as possible. Therefore, it is requested that a response to an exception notification is provided within two business days or the items in question will be returned.

The most common exceptions encountered are as follows:

- ?? Use of the incorrect barcode label, i.e., file folder label applied to a container
- ?? Alternate ID numbers that are not unique, i.e., repeat use of numbers
- ?? File folder refiles or interfiles without container designation
- ?? Document Interfiles without carton and/or file designation
- ?? Container for file folder is full
- ?? Container for file folder is out

Upon discovery of an exception the procedure is:

- ?? A Williams Client Service Representative will call or fax the person indicated as the contact of the Information Transmittal form advising them of the error in detail

If disposition is not received the item(s) in question may be returned.

CLIENT AUTHORIZATIONS

Persons on the Client Authorization list may order ALL services. It is especially important to note that Williams Records Management will only accept orders from persons on this list. Note: Information regarding client accounts, in any manner whatsoever is not released to any person not currently on the Client Authorization List. Original signatures are required to be on file for all authorized persons.

Please keep this information up to date. Remember, the people on this list have full access to records.



When submitting the completed Client Authorization form, allow two full business days for names submitted to become active. Every time an order is placed, the Client Service Representative asks for the first and last name and password of the person calling. Again, *only those persons with current authorization can make requests. Password must be unique for each requestor.*

For security purposes, it is required that all changes to the Client Authorization List be made in writing, and signed by an authorized manager or an Executive of the firm. Changes are NOT accepted by FAX or verbally.

DEPARTMENTS

Inventory of containers and/or indexed file folders may be departmentalized. The advantage of departmentalized inventory in the Williams Records Management database is to show detail by department on all reports lists and invoices. Additionally, departments can be indicated on all Work Orders.

Departments are referred to as Level 2 Accounts. Level 2 Accounts may be invoiced separately or combined with Level 1 Accounts. Departments may be further defined by establishing cost centers within Level 2 accounts. Cost Centers are referred to as Level 3 Accounts. Separate security may also be established for each Level 2 or Level 3 Account.

There are no additional charges to set up departments when done initially. Departments can be added or changed at any time.

Level 2 Account (Department) Detail

Level 2 Accounts (department) in the Williams Records Management database include the identical information as the Level 1 Account. Level 2 Accounts are issued separate client numbers. The advantage of establishing Level 2 Accounts is separation of inventory for reporting purposes, invoicing (costing) and security. Individual access can be provided to each Level 2 Account.

?? Requirements for use of departments

Level 2 Account(s) (department) must be set-up in advance.

All additions or changes to departments must be done in writing and by a current Authorized Requestor.

Level 2 Account (department) number(s) must be included with every order by Requestor. In the event a Level 2 Account (department) number is not included, the order(s) detail will not be included in the Level 2 Account (department) detail on invoices.

Level 3 Account (Department Cost Center) Detail

Level 3 Accounts are the same as described above, except for establishment of cost centers within a Level 2 Account. For example, there may be a Level 2 Account for "Accounting" and a Level 3 Account for "Accounts Payable". The advantage of establishing Level 3 Accounts is separation of inventory for reporting purposes, invoicing (costing) and security. Individual access can be provided to each Level 3 Account.

INVOICES

A detailed invoice for activities and storage is mailed during the first week of every month. All charges are included in one invoice. Storage charges are billed in advance and activity charges are billed in arrears. Along with the invoice is a Destruction Report and any special announcements. Destruction Reports must be signed by an authorized user and returned to Williams Records Management by the 20th of the month so we can process containers within the same month.

Invoices may be departmentalized, providing the inventory is departmentalized. Level 1 and Level 2 Accounts may be combined in the same invoice or separately.

Clients requiring detailed invoices by department receive an invoice stamped with Master Invoice. The detail portion of the invoice has a note applied that says; this is not a Bill.

Please read this important excerpt from the Agreement



TERMS OF PAYMENT: Payment for storage and other service charges are due and payable upon receipt of invoice. A late charge in the amount of 1.5% per month shall be paid on any amount over thirty (30) days past due. In addition, all expenses incurred in collecting charges which are in arrears, including reasonable attorneys' fees shall be due upon demand by Company. In the event of the permanent removal of any of Depositor's Records, Depositor shall pay in advance Company's standard service rates, including without limitation, retrieval and permanent removal fees. In the event of the permanent removal of a substantial portion of Depositor's Records and/or the early termination of this Agreement prior to the expiration of the then applicable term, Depositor shall pay in advance to Company the storage fees due for the remainder of the term of this Agreement and all standard service rates, including without limitation, retrieval and permanent removal fees.

REPORTS

Williams Records Management offers the following computer reports and lists when requested.

Definition of the more popular reports is shown below:

Containers by Account

This report lists containers for a specific account. The options include summary information, or detail for each container if requested. Level 2 and 3 Accounts may be combined or printed separately.

Container Activity

Various activities are available, e.g., containers accessed, containers added, containers destroyed, etc, for a specified time period.

Containers to be Destroyed

This report lists all containers that are due for destruction. This report is included with the monthly mailing to all accounts. The report lists all containers with a Destroy Date for the following month.

Containers Out of the Warehouse

All containers that are not currently in the facility will appear on this report. Level 2 and 3 Accounts may be combined or printed separately.

Containers by Description

List of containers sorted by description.

File Folders by Account

This report shows file folders for a specific account. The options include summary information, or detail for each file folder. Level 2 and 3 Accounts may be combined or printed separately.

File Folder Activity

Various activities are available, e.g., folders accessed, file folders added, file folders destroyed, etc. Level 2 and 3 accounts may be combined or printed separately.

File Folders to be Destroyed

This report lists all file folders that are due for destruction. This report lists all file folders with a Destroy Date for the following month. Level 2 and 3 Accounts may be combined or printed separately. This report is only available to those accounts indexing file folders.

File Folders Out of the Warehouse

All file folders that are not currently in the facility will appear on this report. Level 2 and 3 Accounts may be combined or printed separately.

NEW STORAGE CONTAINERS (KD'S)

KD refers to new storage container that is knocked down and unassembled. All of the standard size containers are double wall construction. All KD containers are bundled in minimum quantities of twenty (20) containers. Instructions for assembly are simple and printed on each container.

REMOTE ACCESS (AVAILABLE SOON)

Williams Records Management offers software that provides direct access to computer system. Services available with Remote Access:

- ?? Order Pick-Ups and Retrievals
- ?? Inquire on the status of containers and file folders
- ?? Enter Inventory Transmittal information on-line
- ?? Print reports and lists remotely

A separate Procedure Guide is provided for clients using Remote Access. Contact the Client Relations Manager for more information.

HOLIDAY CLOSINGS

During the year the employees of Williams Records Management honor the holidays listed below. Staff is always available 24 hours for emergency retrieval services on these holidays.

- ?? New Years Day
- ?? Presidents Day
- ?? Memorial Day
- ?? Independence Day
- ?? Labor Day
- ?? Thanksgiving Day
- ?? Day after Thanksgiving
- ?? Christmas Eve Day
- ?? Christmas Day

ACCESS TO THE FACILITY

Only persons currently on the Authorization List or authorized in writing by a person on the List may enter the facility for purposes of viewing records. Access to records in the facility is limited to viewing in reference rooms only. All persons in the facility will be escorted. All persons entering the facility, for any reason, are required to acknowledge and sign a Confidentiality Statement. Visitor Identification Badges must be worn at all time while in the facility. All persons entering the facility are subject to search upon departure. No records stored at the facility may be removed without a Work Order. No visitors are allowed in the shipping, receiving and storage areas of the facility (except on pre-arranged facility tours).

Will Call retrievals may be picked up at the Client Service – Dispatch area located at the east side of building and identified by our logo.

CATEGORY CODES

The following is a sample listing of Category Codes that may be included for each container and file folder in storage. The advantage of using Category Codes is to facilitate searching, and sorting of reports and lists. Use of these codes is optional.

All reasonable requests will be honored for additional Category Codes.

The list changes from time to time. Please request a complementary copy of the current list.

CATEGORY CODE	DESCRIPTION
AATO	Admin. Auth., Table of
AC	Admin. Correspondence
ACB	Admin. Calendar Books
ACF	Admin. Chronological File
AD	Admin. Directives
AFS	Admin. Feasibility Study
AOC	Admin. Organization Chart
AP	Accounts Payable
APAR	A/P Amortization Records
APCAR	A/P Cost Acct. Records
APCCCS	A/P Credit Card Chrg Slip
APCCS	A/P Credit Card Statement
APCD	A/P Cash Disbursements
APCS	A/P Commission Statement
APCSHEET	A/P Cost Sheets
APCSTATE	A/P Cost Statements
APD	A/P Donations
APDA	A/P Debit Advices
API	A/P Invoices
APL	A/P Ledgers
APM	Admin. Procedure Manuals
APOL	Admin. Policies
APPCR	A/P Petty Cash Records
APPR	A/P Purchase Requisitions
APPT	A/P Property Taxes
APRP	A/P Royalty Payments
APS	Admin. Policy Statements
APTE	A/P Travel Expenses
APUIP	A/P Unemployment Ins Pymt
APV	A/P Vouchers
APWCIP	A/P Workers Comp Ins Pymt
AR	Accounts Receivable
ARCA	A/R Credit Advices
ARCB	A/R Cash Books
ARCCS	A/R Cash Sales Slips
ARCJ	A/R Cash Jnals
ARCN	A/R Collection Notices
ARCR	A/R Cash Receipts
ARCREC	A/R Collection Records
ARF	Admin. Reading Files
ARL	A/R Ledgers
ARR	A/R Receipts
ARRSR	A/R Sales Receipts

PERFORMANCE STANDARDS

Code	Activity	Description	Performance Standard
PICK-UPS		Pick-up of containers or file folders.	As indicated below.
PUREGULAR	Pick-up, Regular	8:00 AM to 5:00 PM, 100 containers or less.	Pickup by 5:00 PM on the scheduled day.
PUOFFHRS	Pick-up, Off Hours	5:00 PM to 8:00 AM	? one hour as agreed.
RECEIVING		Receiving and Data Entry.	
ADD	Receiving and Data Entry	Process incoming items, per day. 1 to 200 pieces Over 200 pieces	Within four (4) business days Within five (5) business days
REFILE	Refile, Container	Process incoming items, per day. 1 to 200 pieces Over 200 pieces	Within two (2) business days Within four (4) business days
REFILE	Refile, File folder	Process incoming items, per day. 1 to 200 pieces Over 200 pieces	Within two (2) business days Within four (4) business days
RETRIEVAL STANDARD		Retrieval requests for Delivery the Next Business Day. Orders are taken between 8:00 AM and 4:30 PM.	Retrieval available for pick-up or delivery by 8:00 AM the next business day.
NEXTDAY	Retrieval, Container	Limit 100 containers.	Retrieve for the following business day.
NEXTDAY	Retrieval, File folder	Limit 100 file folders.	Retrieve for the following business day.
RETRIEVAL SAME DAY		Retrieval requests for Delivery the Same Business Day. Orders may be taken between 8:00 AM and 10:00 AM.	Immediate, priority retrieval. Delivery is by 5:00 PM the same business day.
SAMEDAY	Retrieval, Same Day, Container	Limit 5 containers	Above
SAMEDAY	Retrieval, Same Day, File folder	Limit 30 file folders.	Above
RETRIEVAL RUSH		Retrieval requests for immediate delivery, 24 hours daily.	Immediate, priority retrieval and delivery if requested. Standard is delivery within three (3) hours of request.
RUSH	Retrieval, Rush, Container	Limit ten (10) containers per order.	Immediate, priority retrieval and delivery if requested. Standard is delivery within three (3) hours of request.
RUSH	Retrieval, Rush, File folder	Limit ten (10) file folders.	Immediate, priority retrieval and delivery if requested. Standard is delivery within three (3) hours of request.
PERMOUT	Retrieval File folder, Permanent	Limit 100 file folders per business day.	Retrieval available for pick-up or delivery by 8:00 AM the next business day.
PERMOUT	Retrieval, Permanent	Limit 100 containers per business day.	Available by 5:00 PM the following business day if requested. Otherwise heading criteria applies.
DELIVERY NEXT DAY			
DELNEXTDAY	Delivery, Next Day	Delivery applies to trip see Delivery, Excess Containers.	Delivery by 5:00 PM the following business day.
DELIVERY SAME DAY			
DELSAMEDAY	Delivery, Same Day 8:00 AM to 5:00 PM	Delivery applies to trip see below for Excess Containers.	Delivery by 5:00 PM the same business day.

Code	Activity	Description	Performance Standard
DELIVERY RUSH			
DELRUSH 8-5	Delivery, Rush 8:00 AM to 5:00 PM	Delivery applies to RUSH. Applies to first five (5) items see below for Excess Containers.	Delivery within three (3) hours.
DELRUSH 5-8	Delivery, RUSH, After Hours	5:00 PM to 8:00 AM every day.	Delivery within four (4) hours.
DELIVERY EXCESS			
EXCESS CARTONS	Delivery of containers not included in Trip Charge	First container included in Trip Charge, all additional items charged per item at excess rate.	Applies to all delivery types.
DELIVERY OTHER CARRIERS			
DELUPS	Delivery, U.P.S.	Actual U.P.S. or FEDEX Charge.	All requests received by 1:00 PM will be processed and shipped that day. U.P.S. cutoff is 1:00 P.M. FEDEX cutoff is 1:00 PM.
OTHER			
ADDEXCEPT	Receipt, Exception Handling	All labor provided to handle exception, including clerical and warehouse.	Same business day.
INDEXLIST	File folder Indexing, From List	Data entry.	As agreed.
INDECARTO	File folder Indexing, From Containers	Data entry.	As agreed.
DBMAINT	Database Changes	Change in computer data records.	Maximum 200 data base changes per business day.

DEFINITIONS OF CODES

Action Code	Object Code	Description
Add	Container	Receiving and Data Entry
Add	File folder	Interfile
Addexcept	Client	Receipt, Additional Handling
Addosfile	Client	Receiving and Data Entry Open shelf File
Cargovan	Client	Dedicated Cargo Van
Cradditem	Client	Receiving No Charge
Cretrans	Client	Create Transmittals
Crrfile	Client	Create File Refile
Dbmaint	Client	Database Changes
Delexcess	Client	Delivery Excess Carton
Delnextday	Client	Delivery, Next Day
Delpallet	Client	Delivery, Pallet
Delrush5-8	Client	Delivery, Rush, after hours
Delrush8-5	Client	Delivery, Rush 8:00am to 5:00pm
Delsameday	Client	Delivery, Same Day 8:00am-5:00pm
Delsch	Client	Delivery, Scheduled
Delups	Client	Delivery, U.P.S.
Destdir	Client	Direct Destruction
Destroy	Client	Permanent Removal, Destroy container
Fax	Client	FAX Transmission
Indexcarto	Client	File folder Indexing, from Containers
Indexlist	Client	File folder Indexing, from List
Laboffhrs	Client	Special Labor, Off Hours
Labonsite	Client	Special Labor, On Site, Contract
Labpickup	Client	Extra Labor, Pick up
Labreghrs	Client	Special Labor, Regular Hours
Minstore	Client	Minimum Monthly Storage Charge
Nextday	Container	Retrieval, Standard Container
Nextday	File folder	Retrieval, Standard File
Nextday	Pallet	Retrieval, Pallet
Nextday	Palletcrtn	Retrieval, Standard Carton from Pallet
Nofosrush	Client	Retrieval, Rush, Not on file, Open Shelf File
Nofosstd	Client	Retrieval, Standard, Not on file, Open Shelf File
Nofrush	Client	Retrieval, Rush not on file
Nofstd	Client	Retrieval, Standard Not on file
Nonshrdchk	Client	Non-Shred Check size container
Nonshrdlgl	Client	Non-Shred Legal size container
Nonshredltr	Client	Non-Shred Letter size container
Nonshrdodd	Client	Non-Shred Odd size container
Nonshrdstd	Client	Non-Shred Standard size container
Osnextday	File folder	Retrieval, Standard, Open Shelf file
Osrush	File folder	Retrieval, Rush, Open Shelf file
Ossameday	File folder	Retrieval, Same Day, Open Shelf file
Otosrush	Client	Retrieval, Rush, Charged Out, Open Shelf file
Otosstd	Client	Retrieval, Standard, Charged Out, Open Shelf file

Action Code	Object Code	Description
Outrush	Client	Retrieval, Rush, Charged Out, file
Outstd	Client	Retrieval, Standard, Charged Out, file
Permout	Container	Permanent Removal, Out container
Permout	File folder	Permanent Removal, Out file folder
Photocopy	Client	Photocopies
Pudestroy	Container	Pick-Up, Destruction
Punochrg	Client	Pick-Up, No Charge
Puoffhrs	Item	Pick-up, After Hours
Puregular	Item	Pick-Up Regular
Refile	Container	Refile, container
Refile	File folder	Refile, file folder
Refile	Palletcrtn	Refile, container to pallet
Refrmremov	Client	Reference Room, Removal
Refrmsetup	Client	Reference Room, Set-Up
Repack	Client	Repack of un-storable container
Report	Client	Reports
Rotmagoncl	Client	On-Call Rotation, Magnetic Media
Rotmagsch	Client	Scheduled Rotation, Magnetic Media
Rotpaponcl	Client	On-Call Rotation, Paper
Rotpapsch	Client	Scheduled Rotation, Paper
Rush	Container	Retrieval, Rush, container
Rush	File folder	Retrieval, Rush, file
Rush	Palletcrtn	Retrieval, Rush, container from Pallet
Sameday	Container	Retrieval, Same Day, Container
Sameday	File folder	Retrieval, Same Day, File folder
Sameday	Palletcrtn	Retrieval, Same Day, container from Pallet
Secrent	Client	Security container Rental
Sell	Barcodes	Barcode Labels
Sell	Kdctnsck	Containers, KD-Check Size
Sell	Kdctnslgl	Containers, KD-Legal Size
Sell	Kdctnsltr	Containers, KD-Letter Size
Sell	Kdctnsstd	Containers, KD-Standard Size
Sell	Kdctnsxray	Containers, KD-X-ray Size
Sell	Supplies	Supplies
Shrdchk	Client	Shred, Check Size container
Shrdlgl	Client	Shred, Legal Size container
Shrdltr	Client	Shred, Letter Size container
Shrdodd	Client	Shred, Odd Size container
Shrdstd	Client	Shred, Standard Size container
Store	150CUFT	Storage Odd Size, 1.50cuft container
Store	200CUFT	Storage Odd Size, 2.00cuft container
Store	250CUFT	Storage Odd Size, 2.50cuft container
Store	275CUFT	Storage Odd Size, 2.75cuft container
Store	300CUFT	Storage Odd Size, 3.00cuft container
Store	325CUFT	Storage Odd Size, 3.25cuft container
Store	350CUFT	Storage Odd Size, 3.50cuft container
Store	375CUFT	Storage Odd Size, 3.75cuft container
Store	400CUFT	Storage Odd Size, 4.00cuft container

Action Code	Object Code	Description
Store	425CUFT	Storage Odd Size, 4.25cuft container
Store	450CUFT	Storage Odd Size, 4.50cuft container
Store	475CUFT	Storage Odd Size, 4.75cuft container
Store	4DRWFILE	Storage 4 Drawer File Cabinet
Store	500CUFT	Storage Odd Size, 5.00cuft container
Store	525CUFT	Storage Odd Size, 5.25cuft container
Store	550CUFT	Storage Odd Size, 5.50cuft container
Store	575CUFT	Storage Odd Size, 5.75cuft container
Store	5DRWLAT	Storage 5 Drawer Lat File Cabinet
Store	600CUFT	Storage Odd Size, 6.00cuft container
Store	700CUFT	Storage Odd Size, 7.00cuft container
Store	750CUFT	Storage Odd Size, 7.50cuft container
Store	800CUFT	Storage Odd Size, 8.00cuft container
Store	875CUFT	Storage Odd Size, 8.75cuft container
Store	925CUFT	Storage Odd Size, 9.25cuft container
Store	Blueprint	Storage Blueprint Size container
Store	Check	Storage Check Size container
Store	Compind	Storage Computer Binder container
Store	Ledger	Storage Ledger Size container
Store	Lgl	Storage Legal Size container
Store	Ltr	Storage Letter Size container
Store	Oddsize	Storage Odd Size container
Store	Openfiles	Storage Open Shelf files
Store	Pallet	Storage Pallet
Store	Pathblock	Storage Pathology Blocks container
Store	Std	Storage Standard Size container
Store	Xray	Storage X-ray Size container
Telref	Client	Telephone Reference
Transmittl	Client	Create Transmittals
Upsprep	Client	U.P.S. Preparation

DIRECTIONS TO WRM



The Williams Records Management Facility is just four (4) miles away from Downtown.

We're at the corner of Alameda St. & Vernon Ave.



1925 EAST VERNON AVENUE
LOS ANGELES, CA 90058