



Security Archives, Inc.

# The Archive

## From the C.O.O.

*Diana Stacey*

### Special points of interest:

- Just around the corner.
- Are you ready to learn...

It is hard to believe it is only 3 months till Christmas. Many of us haven't thought that far, much less about getting ready for year end and a new year.

Now is the time to start New Year cleaning. Security Archives, Inc. is here to help you. We not only store necessary documents but we can destroy old documents too.

If you don't currently have our shred bins, **Ron** ([cc@securityarchives.com](mailto:cc@securityarchives.com)) will be glad to talk to you about the

security and benefits of having a locked console.

If you already have cartons in our possession that need to be destroyed, just send me ([dstacey@securityarchives.com](mailto:dstacey@securityarchives.com)) an email with the company code and department code along with the list of cartons to be destroyed. Excel spreadsheets are best for destruction purposes. As always, for your company's security, your name must be on the approved list (client information form) to have destruction fulfilled.

## Are you ready to learn....

Online management of your account is just a mouse-click away!! Have you scheduled your training yet?

Contact Deborah at [csr@securityarchives.com](mailto:csr@securityarchives.com) to set up an appointment for you and your team.

The session takes about one hour and is best scheduled for no more than 4 people at a time. If you have additional people you would like train, we can schedule more sessions.

The cost of training is totally FREE if you come to our offices. If you need for us to come to you, we can schedule that for your normal hourly rate. Let Deborah know what your preferences are when you call to schedule.



*Online ordering ~ just a mouse-click away!!  
Have you scheduled YOUR training?!*

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Planning to relocate??



## Are you planning a move?

When you notify us of your new address, please let us know the date the new address takes effect.

Please let us know if your address change is 'mailing address only'.

Also, let us know if there's any way we can help with the move. Do you need cartons? Can we get those boxes straight into storage for you rather than you moving them?



*If there's a question you'd like to see answered, please let us know!*

## FAQ's

*Q-What if I don't want my file delivered? Can I pick it up? Will I still have to pay delivery?*

A-Absolutely! Simply call in your order as you normally would—telling Wally or Jacob how soon you need the file, that you will pick it up and we will call you when its ready to pick up. There will be no delivery charge.

*Q-I have a bunch of cartons that I need to go through, but I really don't have the room to have them brought to me? What can I do?*

A-We have a conference room available for your use. There is no charge for the first day, and a \$50 per day charge every day thereafter. We will retrieve the cartons from the record center and they will be waiting in the

conference room for you when you arrive. We will file the cartons when you are done and you save the delivery fee.

We do require at least 24 hours notice if you decide to do this.

What else would you like to know?

## Meet our Delivery Team



Our Delivery team is led by our Warehouse/Fleet Manager Jeff Stacey. Our drivers include Ken Hardin on the downtown Nashville run, Roger Desarro on the South run including east Nashville and Rachel Pavelsky serving non-metro. David Witt is de-

livering stats all over Middle Tennessee and assisting in any large pickups and deliveries.

Our drivers will pick up, within reason and availability of time and space, anything you need picked up while visiting your offices. Please

note that if the pickup is for a separate department, a separate work order will be generated when the driver returns to Security Archives, Inc. If the pickup is more than 10% of the original pickup request additional charges may apply.

## Accounting Corner

With the rising cost of *everything*, we thought you would like to know that we can now *email* your invoice or statements to whomever you designate.

Simply send your email address to Mari-Lou at

[acct@securityarchives.com](mailto:acct@securityarchives.com) and she will get you set up.

Also, if you need a copy of an invoice, we can scan it and email it to you for the same cost as faxing.



## Customer Service Corner

If you have questions about service prices or billing, please contact our bookkeeper Mari-Lou Schuman for answers. You may reach her by calling our main office at 615-331-3897 and ask for Mari-Lou. She may also be reached at [acct@securityarchives.com](mailto:acct@securityarchives.com). Mari-Lou will be happy to answer any questions you may have.

When calling in an order for delivery of cartons or files, please be prepared with any information applicable. This

could include the carton number, the file number, the name of the file needed, a description of the carton, the birth date or social security number as well as any other information that could be helpful in finding your carton or file. Make sure you provide your name, first and last, as well as a phone number where you may be reached if we have questions and the delivery location or your site if your business is at multiple locations.

If calling in an order for the

pickup of cartons, please designate the quantity and size of the carton as well as if they are new storage or cartons already existing in inventory. If our label is on the box, the item is a refile. Please note that we have 48 hours (our discretion) to pickup new storage, cartons sales or re-files. Please do not call in unless the order is ready for pickup. Our driver could show up for pickup within a few hours. If the pickup is not ready, you will be charged an additional trip charge.

If calling in an order for the pickup of files, please designate the quantity and whether the files are re-files (having our label on the file) or new storage at that time. New storage files are called in as interfiles. Interfiles would also be paper that you would like us to put inside an existing file that is currently stored at Security Archives, Inc.

## Did you know....

We can open additional departments for your account as your business and its needs' grow?

We can also move cartons between departments,

should that need arise.

Simply contact Deborah or Ron and they will provide you with the information you need to open any new departments.



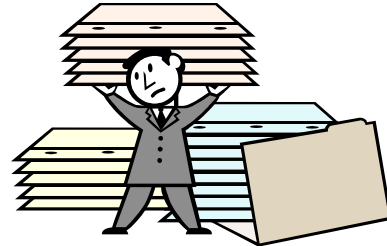
Whatever your media type, we'll get it to you when you need it!



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*“Your records are only as secure as your least trustworthy employee.”*



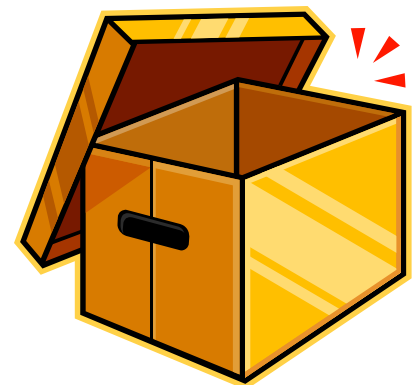
Protecting your past, Securing your future.

We're on the Web @  
[www.SecurityArchives.com](http://www.SecurityArchives.com)



A PROUD MEMBER OF THESE ASSOCIATIONS:

- **NAID**  
National Association for Information Destruction
- **PRISM International**  
Professional Records & Information Services Management
- **ARMA International**
- **ACP**  
Association of Contingency Planners
- **NFPA**  
National Fire Protection Association
- **BBB**  
Better Business Bureau



Meeting all of your storage needs!