



Security Archives, Inc.

The Archive

From the C.O.O.

Diana Stacey

Special points of interest:

- New in our Sales Department
- Online software Application

Please join me in welcoming Lee Norsworthy to our staff. Lee will be in our Sales department. Lee has experience in medical, automotive, electrical and technical support.

Since coming to work with Security Archives, Inc., we have had Lee spend quality time in the warehouse, with drivers on their routes and in customer service.

I believe Lee will long be an asset to the staff at Security Archives, Inc. If you have any big projects coming up and need a special quote, give Lee a call. If you know someone who needs secure records storage or other services we provide, Lee is the contact.

Reach Lee at our main number or at sales@securityarchives.com

We are ready....

Our online application is now on our website. We are enthusiastic and excited about the benefit this can give our clients. Once you have learned the basics, we can start teaching you how to create your own reports. If you have ordered reports in the past you know how much quicker you can get things when you do it yourself.

While I am excited about this, I know it is not for everyone. You must be able to

access the internet. Best of all, there is **no** monthly fee. You just go to our website, login, and research and/or place an order.

If you would like to begin researching your data before placing orders or even placing your orders online, please call Deborah to schedule a training session.



Online ordering ~ just a mouse-click away!!

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Need to Train New Staff?



Do you have turnover?

Ron Fitzgerald is our Customer Care agent. We know that employees come and go. Ron is available to come out and go through our handbook to help your new staff work with Security Archives, Inc.

There is no fee for Ron's time in training new staff so please use him to

help save you money. Ron can also show new ways to save money when ordering, boxing, and/or preparing transmittals and more.

If you would like Ron to come visit, please contact him to schedule an appointment.

You can reach him by phone or at cc@securityarchives.com



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

FAQ's

Q-Why am I being charged for a Next Day fee when I didn't order my delivery Next Day?

A-Next day delivery is our standard, most economical form of delivery. Whether you call today and need it tomorrow or a week from now, NEXT is the method by which we will deliver.

Q-What other methods of delivery are available to me?

A-Your other delivery options are Half-day, Stat and After-hour Stat. An example of a Half-day would be an order placed between 11:30 am and 4:30 pm for the next morning's delivery by 1:00pm. A STAT delivery is within 2 hours in the greater metro Nashville area or

same day outside greater metro Nashville. An After-hour stat is anything ordered after 2:30 for same day delivery or delivery before 10:00 the following business day, or delivery outside business hours.

What else would you like to know?



Wally & Jacob hard at work for YOU!

Meet the Men of Customer Service

Our Customer Service team is comprised of Deborah Roberts at the helm, with Wally Fleming and Jacob Dougherty on the phones handling your daily needs.

Wally and Jacob are both trained in our new product Total Recall™ and are ready and willing to answer any questions you have. If they don't know, they will find out, or refer

you to someone who has the answer.

Accounting Corner

We wanted to make you aware, that in addition to payment by check or money order, we also accept payment by A. C. H. bank transfer.

If you are interested in submitting your payment through bank transfer, please contact Mari-Lou Schuman in the accounting

office at 615-331-3897 or by email at acct@securityarchives.com and she will forward our bank information to you.



Warehouse News

If you see this sticker on a carton we deliver to you, it means that the carton is over-weight and will need to be reboxed before it can be returned to us.

As we have noted in the Customer Handbook, we have a weight limit of 75

pounds per carton. This is for the safety of our drivers and warehouse staff and the security of your records.

If the cartons are too heavy, lifting them cannot only injure your staff and our staff, , but the possibil-

ity exists of the carton being dropped and your records spilling.

**SAFETY ISSUE
ITEM EXCEEDS 75 LBS
REBOX PRIOR TO RETURN
OR WILL BE REJECTED FOR PICKUP**

Did you know....

We are prepared to provide you with many services. Are we doing everything you need us to do?

Contact Ron Fitzgerald to inquire if there are ser-

vices you need that we are currently not providing.



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



5022 Harding Place
Nashville, TN 37211

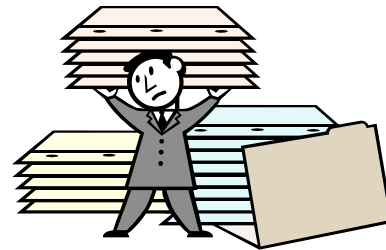
Phone: 615-331-3897
Fax: 615-781-0637
E-mail: info@securityarchives.com

*“Confidentiality and Security are of extreme importance to our clients;
that’s why they choose us.”*

*Charles F. Smith, Jr.
President*



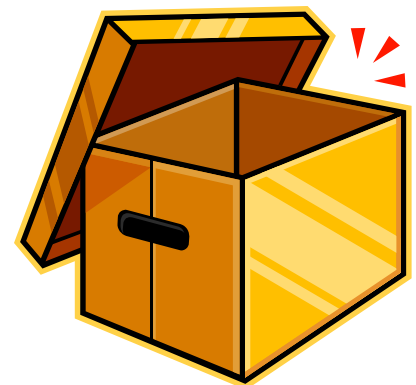
Protecting your past, Securing your future.



We're on the Web @
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!