



Service Guide
**Flex Bin Bulk
Paper Shredding**

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Service Guide



Preparing for Flex Bin Bulk Paper Shredding Service

For support & additional resources - [click here](#)

[Help Center](#)

Convenient shred bin rental service. No boxing required. Fill it at your own pace, and we'll securely shred it. Perfect for workplaces with scattered paper sources.



Step 1: Schedule Bin Delivery

- Once you purchase, a dedicated customer support agent will reach out to schedule an onboarding call, where delivery date will be confirmed.
- Make sure you or a dedicated representative is available on the delivery date.



Step 2: Find an appropriate location for the bin

- Your shred bin should be placed in a location free from obstructions and easily accessible.
- Make sure there is a path for the technician to roll the bin outside.



Step 3: Fill up the bin

- Documents can be inserted through the slot in the lid or you can open the lid by contacted customer support for the combination or key to the lock. ¹
- Close and lock the lid when you're finishing filling bin
- Refer to [help center FAQs](#) for acceptable materials.

Footnotes:

¹ Contact an Iron Mountain agent for instructions on unlocking the lid to the shred bin

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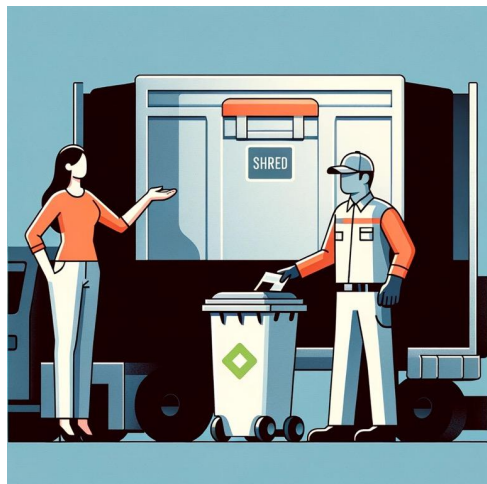
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Step 4:

Within 30 days, call, or email for bin pickup

- Schedule pickup via the Customer Portal or contact support at support@express.ironmountain.com or (888) 703-8127.
- After 30 days, a rental fee of \$50 will be applied to your account.
- Need additional bins? Order through express.ironmountain.com



Step 5:

Show the driver the location of the shred bin

- Ensure your availability or that of an authorized person on the scheduled pick-up date.



Step 6:

Request & save your certificate of destruction

- To request a certificate of destruction please send our support team an email with your customer ID using support@express.ironmountain.com
- Save your COD (certificate of destruction) for your records.