



Placing a Pickup Order

IRON MOUNTAIN CONNECT™ RECORDS MANAGEMENT

T2.5.1 11.15

Placing a Pickup Order

Pickup Orders enable you to specify the type and number of boxes and files that you need to have picked up and delivered to Iron Mountain for storage.

Use this document to learn how to:

- Place a pickup order
- Confirm your pickup order
- Request vault pickup service (direct transport of tapes between your site and a secure Iron Mountain vault by a dedicated Iron Mountain vehicle)

NOTE: Refer to the *Creating a New Box* and *Creating a New File How To* documents to learn more about creating box and file records.

Placing a Pickup Order

Welcome rc2tom USA SUPPORT LOG OUT

RECORDS MANAGEMENT

Pickups, Add Records

Quick Pickup Order
Specify the number of records to be stored at Iron Mountain

Pickup List (Add Records)
Add and edit detailed information for records you will be storing at Iron Mountain.

Quick Pickup

Select the customer

Select Customer:
JSRC2 [SRVC CF,BC=B,RMT=5]
Select
ABC [ABC-FOR RC CALC PROJ DO NOT CHANGE]
JSRC2 [SRVC CF,BC=B,RMT=5]
RC2M1 [RC2M1]

Dimensions

	New	Refile
Individual Files	<input type="text"/>	<input type="text"/>
Standard Carton	<input type="text"/>	<input type="text"/>
Check Carton 24"L x 9"W x 10" H	<input type="text"/>	<input type="text"/>
<input type="text"/> x 12"W x 10" H	<input type="text"/>	<input type="text"/>
<input type="text"/> x 15"W x 10" H	<input type="text"/>	<input type="text"/>
<input type="text"/> x 6.25"W x 10" H	<input type="text"/>	<input type="text"/>

1 Select Pickups, Add Records to initiate a Quick Pickup Order.
Use the left-side navigation bar to move within the different functional areas in Iron Mountain Connect for Records Management.

2 Select the customer you are entering this pickup order for.

i The Quick Pickup Order button is already selected when you first access the Pickups, Add Records functionality.

Search, Retrieve

Pickups, Add Records

Order Supplies

Administration

Track Orders

Help Pickups (2)

100%

Placing a Pickup Order







Pickups, Add Records

Quick Pickup

Select the customer, and specify the number of new and previously stored (refile) records that you will be storing at Iron Mountain. Once complete, checkout to schedule pickup.

Select Customer: JSRC2 [SRVC CF,BC=B,RMT=5] **Add to Cart**

Customer: JSRC2 [SRVC CF,BC=B,RMT=5]

Carton/File Type	Dimensions		
 Individual Files		<input type="text"/>	<input type="text"/>
 Standard Carton	15"L x 12"W x 10" H	<input type="text"/>	<input type="text"/>
 Check Carton	24"L x 9"W x 10" H	<input type="text"/>	<input type="text"/>
 Letter Transfer Carton		<input type="text" value="12"/>	<input type="text"/>
 Legal Transfer Carton	24"L x 15"W x 10" H	<input type="text" value="18"/>	<input type="text"/>
 X-Ray Carton	15"L x 6.25"W x 10" H	<input type="text"/>	<input type="text"/>

4 Add the boxes/files to your cart.

5 Click the Pickups button to open the pickup order wizard, which steps you through the order process.

3 Enter the amount of each type of new or returning (refile) box/file you need to have picked up.

100%

Placing a Pickup Order

6 Review your order and specify the Bill to Division and/or Department.

7 Click Next to move to the Pickup Details step in the order wizard and enter shipping information.

8 If this customer uses purchase order numbers to assign and track expenses, look up and assign an active purchase order number.

9 Enter any instructions that are specific to this order item.

10 Empty the cart and restart the order process.

11 Return to the Quick Pickup Order screen and add additional boxes/files to the order.

IRON MOUNTAIN® COMPACT

Welcome rc2tom USA SUPPORT LOG OUT

RECORDS MANAGEMENT

Cart

>Retrievals (3)

>Supplies (0)

>Pickups (2)

Cart : (2) Items

Pickup Details

Review pickup order items and specify internal billing information. Update

Empty Cart

Add More Records

Next >

Customer : JSRC2 [SRVC CF,BC=B,RMT=5]

Line Items (2)

*Bill To Division: DIVTWO [DIVISION TWO]

*Bill To Department: INS2 [DIV TWO, INS 2 FORMAT]

*PO Number: JSRC2**

Item Instructions: Deliver to Betty Smith (610) 772-1228 x133

Standard Carton

Status: New Box(es)

Number of Returns: 12 Update

Remove

Remove

Search, Retrieve

Pickups, Add Records

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Placing a Pickup Order

9 Verify the pickup address and edit the contact as necessary. Click the >Change Address link to select or create a new address.

10 Verify your shipping priority and carrier.

11 Finalize your order. Your records will be picked up as specified in your order instructions and a confirmation will be emailed.

< Back to Cart Add More Records Place Your Order

Pickup Address
RC2M1 [RC2M1]
35 Main Street
4900 SEMINARY ROAD
Address Line 3
Floor: Floor
ALEXANDRIA, VA 22311
[> Change Address](#)

Pickup Contact
RC2M1 Contact
Contact Phone
[> Use My Contact Information](#)

Shipping Priority
 Normal 10/13/2015 5:00 PM EDT
 Scheduled by 5:00 PM on mm/dd/yyyy

Carrier
 Iron Mountain
 Customer Drop Off
 Third Party

Email Confirmation(s)
Primary
Jane.Smith@ironmountain.com
Additional Email
Additional Email

Order Instructions
Enter text
60 characters remaining
[> Add Internal Routing Address](#)

i Enter the email address of user(s) who will receive the order confirmation. The primary contact receives all order-related emails. Non-primary contacts receive confirmation emails only.

i Enter any instructions that are specific to this overall order.

Search, Retrieve
Pickups, Add Records
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Customer: JSRC2 [SRVC CF,BC=B,RMT=5]
Bill To Division: DIVISION TWO
Bill To Department: DIV TWO, INS 2 FORMAT

PO Number: JSRC2**

Confirming Your Pickup Order

The screenshot displays the 'Pickup Cart' interface in the Iron Mountain Connect system. The top navigation bar includes the logo, 'RECORDS MANAGEMENT', and user options like 'Welcome admin8', 'USA', 'SUPPORT', and 'LOG OUT'. The main content area shows a confirmation message: 'Thank you. Your order has been submitted.' with a green checkmark icon and an email address. Below this, the delivery address and contact information are listed. A table shows the order details for 'RC258 [RC258]' with an order number of 155471373, order type of Pickup, and one item. A 'View Order' button is visible. A sidebar on the left contains navigation links for 'Retrievals', 'Supplies', and 'Pickups'. Several yellow callout boxes with information icons provide instructions on how to track the order and return to the pickup screen.

Callout 1: The users who will receive email confirmation for this order.

Callout 2: Return to the Quick Pickup Order screen and begin a new order.

Callout 3: Entries displayed in blue are clickable. Click the Order Number to track the order you just completed.

Callout 4: Refer to the *Creating a Box* and *Creating a File How To* documents to learn more about entering boxes and files.

Callout 5: Click View Order to open the Order Information and Order History tab screens where you can review and cancel your order. Refer to [Tracking Your Orders](#) for additional information.

Placing a Vault Pickup Service Order

Pickups, Add Records

Quick Pickup

Select the customer, and specify the number of new and previously stored (refile) records that you will be storing at Iron Mountain. Once complete, checkout to schedule pickup.

Select Customer:
ABC [ABC-FOR RC CALC PROJ DO NOT CHANGE]

Customer: ABC [ABC-FOR RC CALC PROJ DO NOT CHANGE]

Carton/File Type

- Legal Transfer Carton
- X-Ray Carton
- Small Planner Carton
- Medium Plan Carton
- Large Plan Carton

15"L x 6.25"W x 10" H

Vault Pickup Service

	New	Refile
	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/>

1 Follow the steps in [Placing a Pickup Order](#). Customers who contract with Iron Mountain for vault pickup service will see this option at the bottom of the Quick Pickup screen.

2 Click to place a pickup order utilizing this service. The number of items in your cart will be incremented by one for the vault pickup service order after you click the Add to Cart button.

Placing a Vault Pickup Service Order

IRON MOUNTAIN[®] CONNECT

Welcome rc2jen USA SUPPORT LOG OUT

RECORDS MANAGEMENT

Cart Pickup Cart Help

Cart Items Pickup Details Order Complete

Address: KING OF PRUSSIA, PA 19406 USA

Customer Drop Off Third Party

60 characters remaining

Change Address Add Internal Routing Address

Pickup Contact

hkhkjkhkh 87679809809

Use My Contact Information

Customer: ABC [ABC-FOR RC CALC PROJ DO NOT CHANGE] Line Items (3)

Bill To Department: ACCOUNTING DEPA

Instructions:

Line	Carton/File Type
1	Individual Files
2	Standard Carton 15"L x 12"W x 10" H
3	Vault Pickup Service

er: 4242-097978978

Instructions

Search, Retrieve

Pickups, Add Records

Order Supplies

Administration

Track Orders

Iron Mountain Recor... Microsoft Lync Placing a Pickup Ord... Untitled - Paint

8:52 PM

i Vault pickup service displays as a line item in the Items and Details steps of the pickup order wizard, on the order confirmation and in the Track Orders selection. Iron Mountain will contact the customer to set up vault pickup service.