

# MODIFICATIONS TO OUR COLLECTION AND DELIVERY SERVICES & DIGITAL DELIVERY SOLUTIONS

To ensure that we are keeping you and our employees as safe and healthy as possible, effective immediately, we are implementing some modifications to our Records Management collection and delivery services. You also have the opportunity to have your critical business records digitalised and delivered in a secure digital format.



## COLLECTIONS & DELIVERIES

### YOUR NEW SERVICE DELIVERY OPTIONS ARE:

RECORDS MANAGEMENT SERVICE TYPE	BEFORE	NOW	ALTERNATIVE DIGITAL DELIVERY OPTION	DELIVERY COMMITMENT
Routine Delivery & Collections	Next Day	Within 3 Days	Image On Demand	Order by 3pm local time for next day delivery
Urgent Delivery		No change		
Priority & Expedite Services		As per Urgent Delivery Schedule		



## DIGITAL DELIVERY

Use Iron Mountain's Records Management Portal, our web-based customer hub, to select the document you would like to have imaged or files you would like scanned from the physical records and documents that you have stored with us.

Our team will then carefully retrieve, prepare and scan the information requested. After scanning, we will return your original documents or files to their secure storage location. We will provide you with secure, safe, easy access to the digital document which allows delivery to your office based and work from home employees.

For more information about Digital Delivery including our Image on Demand service [click here](#) or to arrange access simply email your account details to [moreinfo@ironmountain.com](mailto:moreinfo@ironmountain.com)

### Routine Delivery and Collection

Order time	8:00am to 3:00 pm
Delivery commitment	3 Business days before 5:00pm
Maximum qty per delivery	50 Items

### Urgent Delivery

Order time	Before 8:00am
Delivery commitment	Same day by 11:00am
Maximum qty per delivery	10 items
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Order time	8:00am to 3:00pm
Delivery commitment	Same day within 3 hours
Maximum qty per delivery	10 items
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Order time	After 3:00pm - 5:00pm
Delivery commitment	Next business day by 11:00am
Maximum qty per delivery	10 items