

InterMountain Record Center, Inc.

FREQUENTLY ASKED QUESTIONS

STORAGE

How do you charge for storage services?

There are three main cost components of our storage service fees.

The first set of components have to do with transportation of your records to our facility. The first component is a pick-up charge per hour for loading the records from an access door at your facility into our truck. You can eliminate this component by dropping off your records at our facility. The second is a proportion of the mileage for out-of-town clients on our statewide routes.

The second set of components are in regard to the management of your records in our facility. First we have a one-time in-processing fee to enter each of the boxes into our database so we have a listing of all your holdings. Then there is the monthly storage charges per box of records stored.

The last component is retrieval and delivery charges of your requested records. Please request our rate brochure for the specific rates associated with the services you require!

Do I have to sign a contract for your storage services?

Yes, we require a Storage Services Agreement from our storage clients. It is a standard business agreement that renews annual until terminated in writing. It requires 60-days notice of termination of services with no “hostage” fees. This agreement is available as a download via a link to Storage Forms from our Storage & Destruction Tab.

Why do you need to know how often we will be retrieving a record?

We use this information to help us determine the optimum location for your boxes. If you anticipate heavy access to a record series, we will locate the boxes on the outside of the shelves for easy access. If you do not anticipate access to the records then we can locate them in the middle of the shelves. Our record center is designed for 66% heavy access and 33% low access locations.

What kind of boxes do you accept for storage?

We require all records be in standard 12x15x10 banker boxes in order to fit on our shelving and allow for timely access. We offer used bankers boxes to our clients for a nominal fee as available. If your records are in oversized boxes, we can split and number them to fit into standard banker boxes.

How are the stored boxes managed?

IRC assigns an alpha numeric customer code to each storage client as well as provides a 2-part label to our clients for labeling of their boxes. We ask that clients do not put their name or any identifying information on their boxes other than the label provided for added security. The front part of the label goes directly on the box either directly affixed or in clear poly pockets. These labels include a summary and dates of the records in each box which we enter into our database. Additional information can be provided regarding contents in a separate spreadsheet that we will include in our box report. A copy of this report is sent to you once in-processing of your records is complete. It lists the contents and location of every one of your boxes in our facility.

Each transfer of records must include a storage specifications form to aid in proper management of client records. This form identifies the department, series names, box count, dates and retrieval frequencies for the records in the boxes. A box report is generated for each transfer that includes all holdings from that client. The second part of the label is our manual back up system to the database. Please review our Receipting Procedures for additional guidance. These forms are available as downloads via a link to Storage Forms from our Storage & Destruction Tab.

Is there a minimum charge for shredding service?

Yes, we have a nominal minimum for all our services. Please request our rate brochure for the specific rates associated with the services you require!

How do I retrieve my records from your facility?

We require a Record Request Form be faxed to our office . This form provides us with the information that is needed to find the information you need, the name of the requestor for us to verify their authorization to make the request, and your preferred delivery method. You may have your information delivered via return fax, several mailing options or personal delivery in Casper between 4-5 daily.

We are working on secure email or digital delivery as an additional option.

What if I don't know which box the record I need is in?

We are happy to provide any support you need to locate your information. We charge an hourly labor fee for research. You are welcome to come to our facility and use the viewing room for research at no charge. We will pull any boxes you need from the shelves and have them available in the viewing room for your convenience.

Do I still get charged for the boxes that we check out from your facility?

Yes, we charge you for the location of your box. If you check out a box for research we hold the location for the box so it can be returned to its assigned location. If you are removing records from the facility permanently, then we can re-assign the location and you will no longer be charge for the space.

What is a “hostage” fee and do you have those fees?

A “hostage” fee is a term coined in the industry for companies that charge the equivalent of destroying the box contents when it is removed from their facility. IRC does not charge hostage fees to their clients. We only charge clients for the standard handling of their boxes, whether it is a temporary removal, transfer to our destruction department or a permanent removal of their record boxes.

Are there special forms or procedures for destruction of boxes from the record center?

Yes, we will generate a “Boxes Eligible for Destruction” report from our database that lists all the boxes that you have designated for destruction. This report and an Authorization for Destruction form must both be signed by your designated Master account manager and returned to the office for verification. We perform a 3 step verification that the correct boxes have been pulled for destruction.

