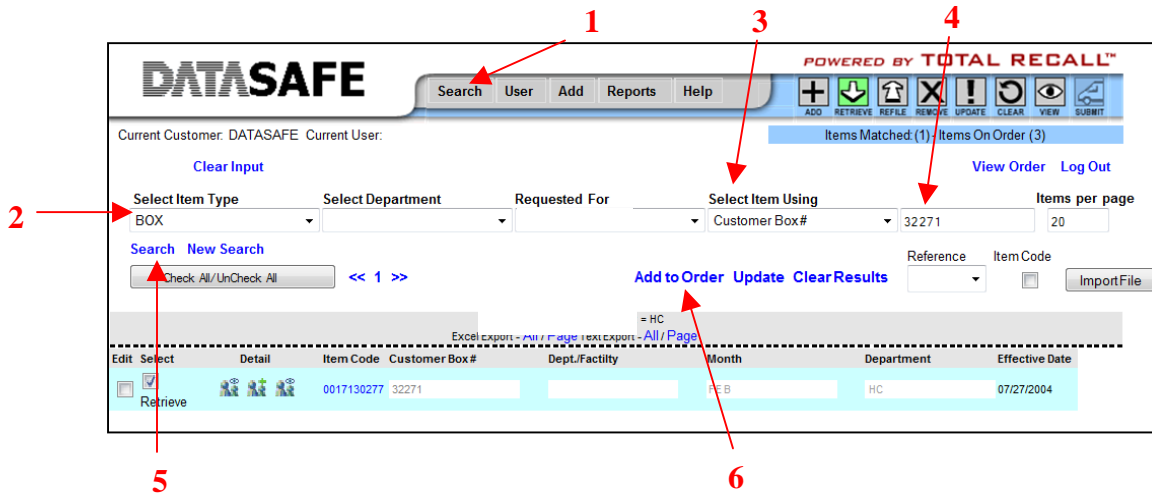


DataSafe Web Access FAQ's

1.) How do I retrieve a box?

1. From the "Search" drop down menu select "Item".
 2. In the "Select Item Type" drop down select "Box".
 3. In the "Select Item Using" drop down select "Customer Box #".
 4. In the next field enter the box number.
 5. Click on "Search".
- Matching results and information associated to the box will display below.
6. Click on "Add to Order".
 7. On the next screen, select "View Order".
 8. Review service order and select "Send Order".
 9. Click on the "Complete Send Order" button to complete the request.



2.) How do I retrieve a file for the first time?

When requesting a file for the first time, you must first add the file description into the system. Once you have added it in the system, the file description will be saved and you can retrieve the file using the instructions for Question #3.

1. Follow steps 1 – 5 above (for how to retrieve a box).
 2. When the matching results appear on the bottom, click on the "Add Non-Indexed Item" icon (first icon from the left under the "Detail" column).
 3. On the next screen select "File" from "Select Item Type" drop down menu (See Figure 1 below)
 4. Click on "Add Item".
- *Note* The pop-up blocker for your Internet browser must be disabled before you can proceed. If the log-in screen reappears after clicking on "Add Item", first disable your pop-up blocker and then proceed to the next step.
5. On the next screen, enter the file description in the "Description" field. (See Figure 2 below)
 6. Click on the "Add" button.
 7. Click on the "Close" button.
 8. On the next screen, click on "View Order".
 9. Review service order and click on "Send Order".
 10. Click on the "Complete Send Order" button to complete the request.

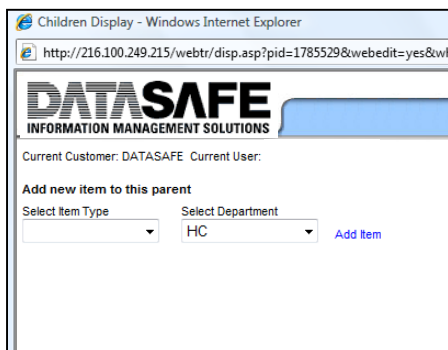


Figure 1

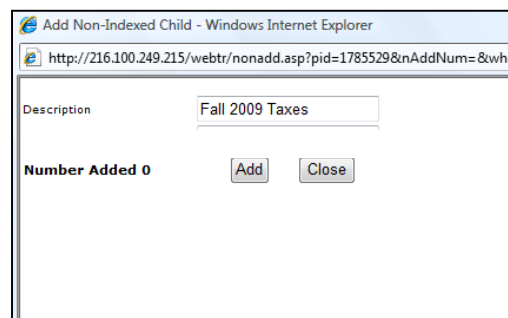


Figure 2

3.) How do I retrieve a file once it has been added in the system?

1. From the “Search” drop down menu select “Item”.
2. In the “Select Item Type” drop down select “File”.
3. In the “Select Item Using” drop down select “Description”.
4. In the next field enter the description of the file.
5. Click on “Search”.
Matching results and information associated to the box will display below.
6. Select the files you wish to retrieve by clicking in the “Retrieve” checkbox(es).
7. Click on “Add to Order”.
8. On the next screen, click on “View Order”.
9. Review service order and click on “Send Order”.
10. Click on the “Complete Send Order” button to complete the request.

4.) How do I request a pickup?

1. From the “Search” drop down menu select “Pick Up”.
2. Enter the quantity of boxes or files in the “Quantity” field.
3. Select type: “Box” or “File” from the next drop down menu.
4. Click on the “Add to Order” button.
5. Click on the “View” icon in the upper-right corner of the screen.
6. On the next screen, click on “Send Order”.
7. Click on the “Complete Send Order” button to complete the request.

DATASAFE
INFORMATION MANAGEMENT SOLUTIONS

POWERED BY TOTAL RECALL™

Search User Add Reports Help

Current Customer: DATASAFE Current User:

Items On Order(0) [Log Out](#)

Pick Up Quantity of type

25 BOX

Add to Order

1 2 3 4 5

5.) How do I request materials such as empty boxes?

1. From the “Search” drop down menu select “Miscellaneous”.
2. From the “Select Task” drop down menu, select the materials you would like to order. Select “MT1 – Standard Materials” for empty boxes.
3. Enter quantity in the “Quantity” field. (Note: Empty boxes are sold in bundles of 25)
4. Click on “Add to Order”.
5. On the next screen, click on “Send Order”.
6. Click on the “Complete Send Order” button to complete the request.

DATASAFE
INFORMATION MANAGEMENT SOLUTIONS

POWERED BY TOTAL RECALL™

Search User Add Reports Help

Current Customer: DATASAFE Current User:

Items On Order (0) [Log Out](#)

Select Task: Department: Requested For Quantity:

MT1 - Standard Materials

CUSTOMER SERVICE

25

Add to Order View Order

1 2 3 4


6.) How do I export an inventory report in Excel?

1. From the “Search” drop down menu select “Advanced Search”.
 2. In the reference fields available, select the criteria for the boxes you wish to export. (i.e. “in a specific status?”)
 3. Select “Search”.
- Matching criteria pertaining to your search will appear at the bottom of the screen.
4. At the top of the grid next to Excel Export, select “All”.

The screenshot shows the DATASAFE interface with the following elements:

- Search Bar:** Includes a dropdown menu (arrow 1) and a "Search" button (arrow 3).
- Filters:** "in a specific status?" checkbox is checked (arrow 2). Other filters include "of a specific type?", "of a specific storage type?", and "checked out to a specific person?".
- Results Table:** Shows columns for Item Code, Customer Box #, Dept./Facility, Month, Department, Effective Date, and Expire Date. The "Excel Export - All / Page" link is highlighted (arrow 4).

7.) How do I view the history of a box?

1. Complete steps 1-3 above (From “How to export an inventory report in Excel”)
2. In the results grid, click on the Item History Report Icon (third icon from the left)  The screen will display the history of the box.

8.) How do I add descriptions to boxes?

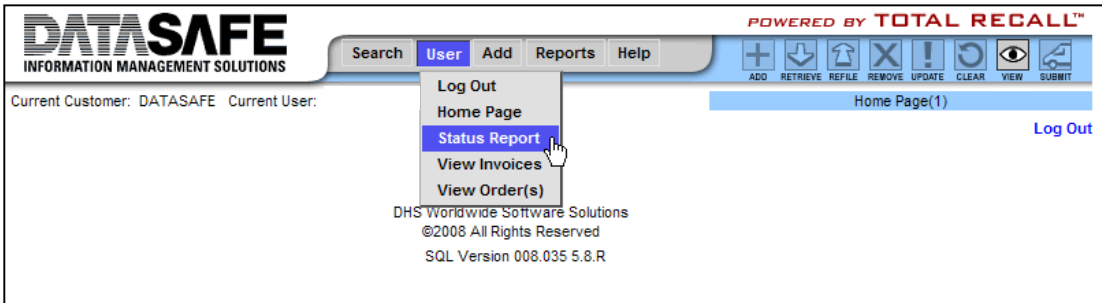
- 1.) From the “Search” drop down menu select “Advanced Search”.
 - 2.) In the reference fields available, select the criteria for the boxes you wish to export. (i.e. “in a specific status?”)
 - 3.) Select “Search”.
- Matching criteria pertaining to your search will appear at the bottom of the screen.
- 4.) Click in the “Edit” check box for the box you would like to add a description to.
 - 5.) Add the description of the box in the “Description” field.
 - 6.) Click on “Update”.

The screenshot shows the DATASAFE interface with the following elements:

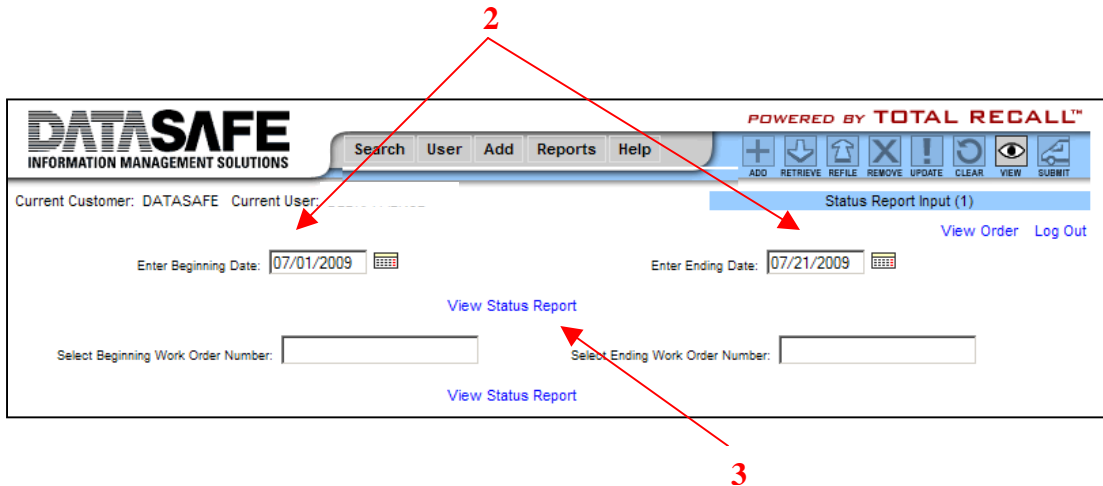
- Search Bar:** Includes a dropdown menu (arrow 1) and a "Search" button (arrow 3).
- Filters:** "in a specific status?" checkbox is checked (arrow 2). Other filters include "of a specific type?", "of a specific storage type?", and "checked out to a specific person?".
- Results Table:** Shows columns for Item Code, Customer Box #, Dept./Facility, Month, Description, Department, and Effective Date. The "Edit" checkbox is checked (arrow 4) and the "Description" field is visible (arrow 5). The "Update" button is highlighted (arrow 6).

9.) How do I view delivery receipts?

- 1.) From the "User" drop down menu select "Status Report".



- 2.) Enter the "Beginning Date" and "Ending Date"
- 3.) Select "View Status Report"



- 4.) Search Results will appear on the next page.
On this page you can view a summary of the service order, delivery receipts and signature.

The screenshot shows the "Status Report Output (1)" table. It has columns: "Work Order", "Work Order Status", "Date/Time Submitted", "Requested By", "WO Line Report", "Driver Receipt", and "Signature". The table contains 8 rows of data. A "Go to Top" link is at the bottom left.

Work Order	Work Order Status	Date/Time Submitted	Requested By	WO Line Report	Driver Receipt	Signature
1000089	COMPLETED	07/05/2009 12:10:39 PM	CUSTOMER SERVICE	WO Line Report	Driver Receipt	--
1000104	COMPLETED	07/05/2009 12:38:27 PM	CUSTOMER SERVICE	WO Line Report	Driver Receipt	--
1000105	COMPLETED	07/05/2009 12:41:31 PM	CUSTOMER SERVICE	WO Line Report	Driver Receipt	--
1000108	COMPLETED	07/05/2009 12:43:23 PM	CUSTOMER SERVICE	WO Line Report	Driver Receipt	--
1000441	COMPLETED	07/07/2009 11:43:08 AM	CUSTOMER SERVICE	WO Line Report	Driver Receipt	--
1001355	COMPLETED	07/14/2009 08:33:12 AM	CUSTOMER SERVICE	WO Line Report	Driver Receipt	--
1002133	COMPLETED	07/17/2009 11:11:03 AM	CUSTOMER SERVICE	WO Line Report	Driver Receipt	--
1002382	PENDING	07/20/2009 12:02:41 PM	CUSTOMER SERVICE	WO Line Report	Driver Receipt	--