

## CLIENT QUESTIONNAIRE

Date:	
Name:	
Company Name:	
Telephone:	
Email:	

#	Question	Yes	No
1	All of my documents (files and boxes) have a complete description of the contents on the box.		
2	We have an accurate records retention schedule.		
3	We destroy boxes when they reach the end of their retention period.		
4	We have a manual or a computer database reference for the contents of each box in storage.		
5	We have an index of all files stored in boxes.		
Volumes			
6	How many boxes do you have to store?		
7	<ul style="list-style-type: none"> <li>• How soon do you need storage?</li> </ul>		
8	How many boxes do you have that need to be destroyed?		
9	<ul style="list-style-type: none"> <li>• How soon do the boxes need to be destroyed?</li> </ul>		
10	Do you need documents scanned?		
11	<ul style="list-style-type: none"> <li>• If Yes, do you have an estimated number of pages?</li> </ul>		
12	If we were able to be competitive or have a lower cost than your current vendor, would you move your records?		
13	Do you currently have a contract with a storage vendor?		
14	<ul style="list-style-type: none"> <li>• If so, when does it terminate?</li> </ul>		

#	Question	Yes	No
The Box (Records Storage Container)			
15	What type of boxes/files do you use for records storage?		
16	<ul style="list-style-type: none"> <li>Filing Cabinets</li> </ul>		
17	<ul style="list-style-type: none"> <li>Storage boxes</li> </ul>		
18	<ul style="list-style-type: none"> <li>Pallets</li> </ul>		
19	<ul style="list-style-type: none"> <li>Other _____</li> </ul>		
The Document (Indexing of Files and Boxes)			
20	Who is responsible for indexing (labeling) your documents (files and boxes)?		
21	<ul style="list-style-type: none"> <li>Dedicated Personnel</li> </ul>		
22	<ul style="list-style-type: none"> <li>Other _____</li> </ul>		
23	What is the company's required method for indexing documents (files and boxes)?		
24	Number/Identifier		
25	Owner		
26	Department (i.e. human resources, accounts payable)		
27	Description		
28	Start Date		
29	End Date		
30	Type (i.e. payroll, invoice)		
31	Disposal date		
32	Entry Date		
33	Access date (control)		
34	Other - please list		
35	At what point in the work process is a box/file indexed?		
36	<ul style="list-style-type: none"> <li>At creation</li> </ul>		
37	<ul style="list-style-type: none"> <li>At closing</li> </ul>		

#	Question	Yes	No
38	Do you use bar codes?		
39	If yes, do you have a way of ensuring there is not a duplicate barcode created elsewhere?		
40	Is there a current inventory/file management system?		
41	Will you require an inventory/file management system?		
Image and Electronic Record structure			
42	Is there an existing electronic repository?		
43	Do you need assistance setting up a repository?		
44	Do you need imaging and electronic storage/retrieval to be compliant with:		
45	<ul style="list-style-type: none"> <li>• SOX</li> </ul>		
46	<ul style="list-style-type: none"> <li>• HIPAA</li> </ul>		
47	<ul style="list-style-type: none"> <li>• Other _____</li> </ul>		
48	Will files be loaded into the repository by the vendor or will the files be put in by your personnel?		
49	What level of image is needed (300dpi, 400 dpi, 500 dpi)		
50	How will records be used and accessed, and for what functions?		
51	Will documents need to be fully OCR scanned?		
52	<ul style="list-style-type: none"> <li>• If so, why?</li> </ul>		
53	Are there documents that have information on both sides and will that information need to be scanned?		

#	Question	Yes	No
54	How will end users search for electronic records? Check all that apply		
55	<ul style="list-style-type: none"> <li>File name</li> </ul>		
56	<ul style="list-style-type: none"> <li>File number</li> </ul>		
57	<ul style="list-style-type: none"> <li>Dates</li> </ul>		
58	<ul style="list-style-type: none"> <li>Keyword search</li> </ul>		
59	Should there be controlled access to records for various end user levels?		
Shipment/Transport			
60	Who will box and manifest records for shipment?		
61	<ul style="list-style-type: none"> <li>Customer</li> </ul>		
62	<ul style="list-style-type: none"> <li>Vendor</li> </ul>		
63	What information will be on the manifest?		
64	<ul style="list-style-type: none"> <li>Each file name and count</li> </ul>		
65	<ul style="list-style-type: none"> <li>A range of the names</li> </ul>		
66	<ul style="list-style-type: none"> <li>Other</li> </ul>		
67	What is the preferred shipping method? Check all that apply		
68	<ul style="list-style-type: none"> <li>UPS</li> </ul>		
69	<ul style="list-style-type: none"> <li>FedEx</li> </ul>		
70	<ul style="list-style-type: none"> <li>Vendor pick-up</li> </ul>		
71	<ul style="list-style-type: none"> <li>Other</li> </ul>		
Shipment Volumes			
72	What are shipment volumes?		
73	<ul style="list-style-type: none"> <li>All records at one time</li> </ul>		
74	<ul style="list-style-type: none"> <li>Shipped in batches</li> </ul>		
Storage Location			
75	Do you use an off site commercial records storage vendor?		
76	If so, who is the vendor?		

#	Question	Yes	No
78	Do you self-manage your business records storage facility?		
79	If yes, what is the location(s) of the storage?		
80	<ul style="list-style-type: none"> <li>Onsite (office)</li> </ul>		
81	<ul style="list-style-type: none"> <li>Offsite (document storage business) Name: _____ City: _____</li> </ul>		
82	<ul style="list-style-type: none"> <li>Self storage facility</li> </ul>		
83	<ul style="list-style-type: none"> <li>Not sure</li> </ul>		
Retrieval and Re-File to and from Storage			
84	Do you retrieve documents, files or boxes only?		
85	<ul style="list-style-type: none"> <li>Documents</li> </ul>		
86	<ul style="list-style-type: none"> <li>Files</li> </ul>		
87	<ul style="list-style-type: none"> <li>Boxes</li> </ul>		
88	<ul style="list-style-type: none"> <li>Other _____</li> </ul>		
89	Who is responsible for ensuring the documents, files or boxes are returned to the storage location?		
90	<ul style="list-style-type: none"> <li>Dedicated person</li> </ul>		
91	<ul style="list-style-type: none"> <li>Individuals</li> </ul>		
92	<ul style="list-style-type: none"> <li>Other please specify: _____</li> </ul>		
93	How often are files retrieved from storage?		
94	<ul style="list-style-type: none"> <li>Per day</li> </ul>		
95	<ul style="list-style-type: none"> <li>Per week</li> </ul>		
96	<ul style="list-style-type: none"> <li>Per month</li> </ul>		
97	<ul style="list-style-type: none"> <li>Per year</li> </ul>		
98	How often are files and boxes returned to storage?		
99	<ul style="list-style-type: none"> <li>Per day</li> </ul>		
100	<ul style="list-style-type: none"> <li>Per week</li> </ul>		
101	<ul style="list-style-type: none"> <li>Per month</li> </ul>		

#	Question	Yes	No
Records Retention Policy			
103	Do you have a records retention strategy and policy?		
104	May we have a copy to review?		
105	Do you have a records retention schedule?		
106	<ul style="list-style-type: none"> <li>If yes, may we have a copy to review?</li> </ul>		
107	Who is responsible for your retention policy?		
108	<ul style="list-style-type: none"> <li>Dedicated person</li> </ul>		
109	<ul style="list-style-type: none"> <li>Directors/management</li> </ul>		
110	<ul style="list-style-type: none"> <li>Other - please specify: _____</li> </ul>		
Records Destruction			
111	Is there a records destruction policy?		
112	Who is responsible for initiating the destruction or migration (transfer to digital form) policy?		
113	<ul style="list-style-type: none"> <li>Dedicated person</li> </ul>		
114	<ul style="list-style-type: none"> <li>Directors/management</li> </ul>		
115	<ul style="list-style-type: none"> <li>Other please specify: _____</li> </ul>		
116	Who approves the removal and destruction of hardcopy records from storage?		
117	<ul style="list-style-type: none"> <li>Dedicated person</li> </ul>		
118	<ul style="list-style-type: none"> <li>Directors/management</li> </ul>		
119	<ul style="list-style-type: none"> <li>Other - please specify: _____</li> </ul>		
120	What methods are approved and used for destruction?		
121	<ul style="list-style-type: none"> <li>Professional destruction service</li> </ul>		
122	<ul style="list-style-type: none"> <li>Shredding</li> </ul>		
123	<ul style="list-style-type: none"> <li>Waste paper removal</li> </ul>		
124	<ul style="list-style-type: none"> <li>Trash bin</li> </ul>		
125	<ul style="list-style-type: none"> <li>Other</li> </ul>		

#	Question	Yes	No
126	Do you have any other needs for your document storage, imaging or destruction that were not discussed in the above questions?		
127	Comments:		