



Iron Mountain Connect Escrow Management Center User's Guide

Version 1.5.2

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User's Guide

Iron Mountain Connect Escrow Management Center Version 1.5.2

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USING THE ESCROW MANAGEMENT CENTER EXHIBIT B WIZARD

The Iron Mountain Connect™ Escrow Management Center includes the Escrow Management Center Exhibit B wizard. This guide describes how to use the Escrow Management Center Exhibit B wizard. The Escrow Management Center is abbreviated as EMC throughout this guide.

You can use the Exhibit B Wizard to create an Exhibit B for your deposit, which is then sent electronically to Iron Mountain. You can quickly create a new Exhibit B by selecting **Add Exhibit B** from the **Quick Tasks** list. You can also access the Exhibit B Wizard as a **Work Request**. Besides creating an itemized list of deposit materials, the wizard also captures information that helps establish a chain of custody for the deposit. Information such as the shipping company, tracking number, and departure date help to keep track of the items between the time they ship from you, the depositor, until they are placed in Iron Mountain's physical or electronic vaults.

The **Exhibit B Wizard** presents a series of pages where you can enter this information.

Topics

This guide contains the following topics:

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The Shipping Information page	Shipping Information page , on page 13
The Deposit Description Confirmation page	Deposit Description Confirmation page , on page 14
The Print Submitted Exhibit B page	Print Submitted Exhibit B page , on page 15

Adding an Exhibit B with the Exhibit B Wizard

You can use the Exhibit B Wizard to create an Exhibit B for your deposit, which is then sent electronically to Iron Mountain.

Besides creating an itemized list of deposit materials, the wizard also captures information that helps establish a chain of custody for the deposit. Information such as the shipping company, departure date, and tracking number help to keep track of the items between the time they ship from you, the depositor, until they are placed in Iron Mountain's physical or electronic vaults.

The Exhibit B Wizard presents a series of pages where you can enter this information.



Note:

You, as a depositor, can edit an Exhibit B at any time before you submit it. As a Depositor, you can only edit a *submitted* Exhibit B if the vault administrator at Iron Mountain finds a mismatch during validation. For example, if your Exhibit B says that you submitted four CDs, and only three are in the package, Iron Mountain will contact you to troubleshoot the issue.

To edit a submitted Exhibit B, you must contact your Client Representative to make a change.

Refer to [Editing an Exhibit B with the Exhibit B Wizard](#), on page 5 for more information.

To add an Exhibit B with the Exhibit B Wizard:

1. From the **Escrow Account List**, select the deposit account for which you want to add an Exhibit B.
2. Click **Work Requests**. The **Work Requests** page opens.

The screenshot shows the 'Work Requests - Source Code' page for account #99999-99999. The 'Select Service' section contains a table with the following services:

Account	Beneficiaries	Contacts
<input type="radio"/> Edit Company Name	<input type="radio"/> Add Beneficiary	<input type="radio"/> Add Contact
<input type="radio"/> Request Termination	<input type="radio"/> Edit Beneficiary	<input type="radio"/> Edit Contact
<input type="radio"/> Edit Deposit Account Name	<input type="radio"/> Delete Beneficiary	<input type="radio"/> Delete Contact
<input type="radio"/> Request Verification Services		<input type="radio"/> Replace Designated Contact
<input type="radio"/> Request Terminated Accounts Report		<input type="radio"/> Replace Billing Contact
<input type="radio"/> Add Exhibit B		
<input type="radio"/> Edit Exhibit B		
<input type="radio"/> Cancel Work Request		


3. Select **Add Exhibit B**. The first page of the wizard, **Deposit Information**, appears.



Note:

You can also click **Add Exhibit B** from the **Quick Tasks** list to start the Exhibit B Wizard.

- Fill in the deposit material description, the deposit type, and whether or not it is encrypted. Some fields, such as the **Company Name**, **Deposit Account Number**, **Deposit Name**, **Deposit Control Number**, are filled in with information drawn from your account information. Refer to the description of the [Deposit Information page](#), on page 9 for more information.

 Enter the depositor's contact information and deposit type. Physical deposit types include items such as CDs or DVDs. Electronic deposit types include items submitted to an Iron Mountain ftp site. You decide the Deposit Version numbering convention, such as 1.2 or A.1.a. If the data on the media is encrypted, select the Encryption check box.

Deposit Description	Depositor Detail
Company Name: <input type="text" value="Test Company Name"/>	Name: * <input type="text"/>
Deposit Account Number: <input type="text" value="1234567"/>	Email Address: * <input type="text"/>
Deposit Version: * <input type="text"/>	Telephone Number: * <input type="text"/>
Deposit Name: <input type="text" value="Test Company Name deposit 2"/>	Fax Number: <input type="text"/>
Deposit Control Number: <input type="text" value="9876543210"/>	
Deposit Type: * <input checked="" type="radio"/> Physical <input type="radio"/> Electronic	
Encryption <input type="checkbox"/>	

- Click **Next**. The next page that appears depends on the deposit type:
 - If you selected the deposit type as physical, the **Physical Deposit** page appears. Select the media type for each piece of media, and then enter a title and description. Refer to the description of the [Physical Deposit Detail page](#), on page 10 for more information.
 - If you selected the deposit type as electronic, the **Electronic Deposit** page appears. Select the number of files and folders for each piece of media, and then enter a description. Refer to the description of the [Electronic Deposit Detail page](#), on page 11 for more information.
- Click **Add** to specify additional media, or click **Continue** to go to the next page in the wizard.
- If you indicated that the media was encrypted on the [Deposit Information page](#), on page 9, the **Deposit Encryption** page appears. Enter the name and version number of the tool used to encrypt your media, and then enter the names of any hardware or software required to run the encryption tool. Also enter the encryption key. Refer to the description of the [Deposit Encryption Information page](#), on page 12 for more information.



Note:

If your media is not encrypted, the **Deposit Encryption** page does not appear. Instead, the **Shipping Information** page appears.

- Click **Continue** to display the **Shipping Information** page.
- Enter the shipping company, the tracking number issued by that company, and the shipping date. The shipping date is the date the product leaves your facility. Refer to the description of the [Shipping Information page](#), on page 13 for more information.
- Click **Continue** to display the **Confirmation** page.
- Review the Exhibit B for accuracy. If you need to make any changes, click **Previous** to page backwards through the wizard.

12. To send your Exhibit B to Iron Mountain, you must first click **Certify** before you can click **Submit**. The **Print** page, giving you the option to print this Exhibit B.

**Note:**

The EMC user can add several items to a deposit via the Exhibit B wizard. For each item within a deposit, a sequential number will be appended to the system generated Exhibit B Control Number so that EMC users can distinguish, and track, items within a deposit.

This information will also allow vault administrators to print item labels for each deposit item being vaulted. The EMC user can use the Control Number - Item Number when working with a vault administrator (and vice versa) to troubleshoot a deposit.

EMC creates the unique Exhibit B Control number when an Exhibit B is submitted and the Receipt page is generated. The sequential item numbers will only be added when an Exhibit B is actually submitted.

If the user edits the Exhibit B and changes the number of items in the deposit, the final count of items will be recalculated when the user resubmits the Exhibit B.

For example, a user submits an Exhibit B with 36 items, system numbered as follows:

- 1180544853468-001
 - 1180544853468-002
 - 1180544853468-003
-

Editing an Exhibit B with the Exhibit B Wizard

You can edit an Exhibit B at any time *before* you submit it by clicking the **Next** and **Previous** buttons.



Note:

You cannot save a work request. Exiting the wizard before submitting the Exhibit B loses all of your changes.

As a depositor, the status of your Exhibit B determines whether or not you can edit it. You can check the status of your submitted Exhibit B Wizard work request on the **Account Summary** page.

Exhibit B Status	Description	Edited By Depositor?
Submitted to Iron Mountain	The Exhibit B has been sent to Iron Mountain. The Exhibit is complete, and is editable.	Yes
Processing the Exhibit B	The deposit has been vaulted, and the Exhibit B sent to the database. Once processed, the Exhibit B pdf file is visible in EMC in the Deposit tab of the Account Summary page.	No
VA Awaiting Docs	The vault administrator is waiting for documents, such as contracts, before processing the Exhibit B.	Yes
Troubleshoot	An error was found by the vault administrator while validating the Exhibit B. Refer to Editing an Exhibit B with the Exhibit B Wizard .	Yes
Fixed the issue	Exhibit B updated by the depositor or vault administrator.	No
Successfully verified	Successfully verified by the vault administrator. The Exhibit is complete, but is not editable.	No
Cancelled Exhibit B	The Exhibit B has been cancelled by the depositor. An Exhibit B can be cancelled up until the Successfully verified state.	No

There are two ways the Exhibit B work request can be placed in Troubleshoot mode:

- If the vault administrator at Iron Mountain finds an error during validation. For example, if your Exhibit B lists four CDs, and only three are in the package, Iron Mountain sets the status to Troubleshoot.
- To edit an Exhibit B for any other reason, you must contact your client representative to make a change.

There are two ways to edit an Exhibit B:

- From the **Work Requests** page
- From the **Account Summary** page

To edit an Exhibit B from the Work Request page:

1. From the **Escrow Account List**, select the deposit account for which you want to edit an Exhibit B. The **Account Summary** page opens.
2. Click **Work Requests**. The **Work Requests** page opens.
3. Select **Edit Exhibit B**. The list of Exhibit Bs that you can edit appears.
4. Select the desired Exhibit B. The **Confirmation** page of the Exhibit B Wizard appears.
5. Use the **Previous** and **Next** navigation buttons to find the pages that need editing.
6. When your editing is complete, return to the **Confirmation** page of the wizard.
7. Review the Exhibit B for accuracy.
8. To send your Exhibit B to Iron Mountain, you must first click **Certify** before you can click **Submit**.

To edit an Exhibit B from the Account Summary page:

1. From the **Escrow Account List**, select the deposit account for which you want to edit an Exhibit B. The **Account Summary** page opens.
2. Click the **Work Requests** tab. The list of Exhibit Bs that you can edit appears.
3. Select the desired Exhibit B. The **Confirmation** page of the Exhibit B Wizard appears.
4. Use the **Previous** and **Next** navigation buttons to find the pages that need editing.
5. When your editing is complete, return to the **Confirmation** page of the wizard.
6. Review the Exhibit B for accuracy.
7. To send your Exhibit B to Iron Mountain, you must first click **Certify** before you can click **Submit**.

Canceling an Exhibit B with the Exhibit B Wizard

You can cancel an Exhibit B work request that has not been accepted by a Vault Administrator. To cancel and Exhibit B that has been already accepted by a vault administrator or added to a vault, contact your account representative.

**Note:**

You can only cancel an Exhibit B work request whose status is **Submitted to Iron Mountain, VA Awaiting Docs, Troubleshoot**. To cancel an Exhibit B work request whose status is in *any* other state, contact your account representative at iron Mountain.

To cancel an Exhibit B from the Work Request page:

1. From the **Escrow Account List**, select the deposit account for which you want to cancel an Exhibit B. The **Account Summary** page opens.
2. Click **Work Requests** from the left-pane navigation list. The **Work Requests** page appears.
3. Click **Cancel Work Request**. The list of work requests that you can cancel appears.
4. Select the desired Exhibit B work request, and then click **Submit**. The **Portal Order Status** page appears, listing your selection, showing the status of your Exhibit B.
5. Select the check box next to the Exhibit B that you want to cancel, and then click **Submit**. The **Portal Order Status** page appears, listing your selection, showing the status of your Exhibit B as **Canceled**.

To cancel an Exhibit B from the Account Summary page:**Note:**

Using the following method removes the work request immediately from the list of work requests *without* confirmation.

1. From the **Escrow Account List**, select the deposit account for which you want to cancel an Exhibit B. The **Account Summary** page opens.
2. Click the **Work Requests** tab. The list of work requests that you can cancel appears.
3. Click **Cancel Work Request**. The work request will be immediately removed from the list of work requests without confirmation.

Exhibit B Wizard page descriptions

Refer to the topics in this section for information about each page in the Exhibit B Wizard.



Note:


Some fields may be automatically populated from the database using the depositor's account information, such as the depositor's account number. Fields that are marked with a red asterisk (*) are required.

The Exhibit B Wizard includes the following pages, which appear in the following order:

- *Deposit Information page*, described on page 9
- *Physical Deposit Detail page*, described on page 10
- *Electronic Deposit Detail page*, described on page 11
- *Deposit Encryption Information page*, described on page 12
- *Shipping Information page*, described on page 13
- *Deposit Description Confirmation page*, described on page 14
- *Print Submitted Exhibit B page*, described on page 15

Deposit Information page

This page allows the user to enter the depositor's contact information, the deposit type, and whether or not the deposit is encrypted. Marking the deposit as encrypted adds the **Deposit Encryption Information** page to the wizard, where you can list the tool used to encrypt the deposit. Refer to the [Deposit Encryption Information page](#), on page 12 for more information.

 Enter the depositor's contact information and deposit type. Physical deposit types include items such as CDs or DVDs. Electronic deposit types include items submitted to an Iron Mountain ftp site. You decide the Deposit Version numbering convention, such as 1.2 or A.1.a. If the data on the media is encrypted, select the Encryption check box.

Deposit Description		Depositor Detail	
Company Name:	<input type="text" value="Test Company Name"/>	Name:*	<input type="text"/>
Deposit Account Number:	<input type="text" value="1234567"/>	Email Address:*	<input type="text"/>
Deposit Version:*	<input type="text"/>	Telephone Number:*	<input type="text"/>
Deposit Name:	<input type="text" value="Test Company Name deposit 2"/>	Fax Number:	<input type="text"/>
Deposit Control Number:	<input type="text" value="9876543210"/>		
Deposit Type:*	<input checked="" type="radio"/> Physical <input type="radio"/> Electronic		
Encryption	<input type="checkbox"/>		



Note:

Company Name, Deposit Account Number, Deposit Name, and Deposit Control Number are read only fields that are pre-populated using the contract party number.

Field Name	Description
Company Name	The name of your company. This entry is drawn from your account information.
Deposit Account Number	System generated number assigned to the deposit account.
Deposit Version	The user-assigned and user-maintained version number. You decide the Deposit Version numbering convention, such as 1.2 or A.1.a. You can add up to 100 characters.
Deposit Name	The name assigned by the user for this deposit
Deposit Control Number	System generated number assigned to the deposit account.
Deposit Type [Physical or Electronic]	Physical deposit types include items such as CDs or DVDs. Electronic deposit types include items submitted to an Iron Mountain ftp site.
Encryption	Select this check box if the data on the media is encrypted.
Name	The depositor's name
Date	The date the Exhibit B is submitted
Email Address	The depositor's email address
Telephone Number	The depositor's telephone number
Fax Number	The depositor's fax number

Physical Deposit Detail page

Physical deposit types include items such as CDs or DVDs. Select the media type for each piece of media for your Exhibit B, and then enter a title and description. This page appears if you select **Physical** as your media type on the [Deposit Information page](#), described on page 9.

You must enter each piece of media separately. For example, if you have three CDs that you want to send to Iron Mountain, you have to add each piece as a separate entry. You have to list at least one piece of media.

To specify additional media, click **Add**.

To go to the next step, click **Continue**.

To delete media, select the **Delete Media** check box next to the media that you want to delete, and then click **Delete**.

Physical Deposit

i Select the media type for each piece of media for your Exhibit B, and then enter a title and description. Click Add to specify additional media, or click Continue to go to the next step.

Fields marked with an asterisk (*) are required.

Media				
Delete Media	Media Type*	Quantity*	Title*	Description
<input type="checkbox"/>	CD / DVD	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="button" value="Add"/>	<input type="button" value="Delete"/>	<input type="button" value="Previous"/>		<input type="button" value="Continue"/>

Field Name	Description
Delete Media	To delete media, select the Delete Media check box next to the media that you want to delete, and then click Delete .
Media Type	Select the type of physical media from the list.
Title	Enter the title of the media, which can be up to 30 characters.
Description	Enter a description for the media, which can be up to 100 characters.

Electronic Deposit Detail page

Electronic deposit types include files that you want to send to Iron mountain using FTP. This page appears if you select **Electronic** as your media type on the [Deposit Information page](#).

Enter the number of files and folders for your electronic deposit. You can also enter a description of up to 100 characters.

You must enter each piece of media separately. For example, if you have three ZIP files that you want to FTP to Iron Mountain, you have to add each piece as a separate entry. You have to list at least one piece of media.

To specify additional electronic media, click **Add**.

To go to the next step, click **Continue**.

To delete electronic media, select the **Delete Media** check box next to the media that you want to delete, and then click **Delete**.

Electronic Deposit

Enter the number of files and folders for your electronic deposit. You can also enter a description of up to 100 characters.

Fields marked with an asterisk (*) are required.

Deposits				
Delete Deposits	Number of Files*	Number of Folders*	Description	Media Submitted
<input type="checkbox"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>


Field Name	Description
Delete Deposits	To delete an electronic deposit, select the Delete Media check box next to the media that you want to delete, and then click Delete .
Number of Files	Enter the number of files in the deposit.
Number of Folders	Enter the number of folders in the deposit.
Description	Enter a description for the media, which can be up to 100 characters.
Media Submitted	Select this check box if you have already sent the electronic media to Iron Mountain’s FTP site.

Deposit Encryption Information page

This page appears if you select **Encryption** as on the [Deposit Information page](#).

Enter the name and version number of the tool used to encrypt your media. Enter the names of any hardware or software required to run the encryption tool. For example, the tool may require a CD driver, a 40 MB of hard disk space, and 512 MB of RAM as hardware, as well as a specific operating system and encryption key that you need to enter to decrypt the deposit.

Deposit Encryption Information

-  Enter the name and version number of the tool used to encrypt your media. Enter the names of any hardware or software required to run the encryption tool. For example, the tool may require a CD driver, a 40 MB of hard disk space, and 512 MB of RAM as hardware, as well as a specific operating system. The Other Required Information field lets you enter up to 200 characters of specific instructions or notes.

Fields marked with an asterisk (*) are required.

Encryption Tool Name: *	<input type="text"/>
Version: *	<input type="text"/>
Encryption Key:	<input type="text"/>
Confirm Encryption Key:	<input type="text"/>
Hardware Required:	<input type="text"/>
Software Required:	<input type="text"/>
Other Required Information:	<input type="text"/>



Note:

When you enter the encryption key, it appears as regular alphanumeric text. However, for security reasons, when you view your Exhibit B, any characters you entered will appear as asterisks (*). You can edit this field in the submitted Exhibit B by clicking the **Edit** button next to the field. Refer to [Editing an Exhibit B with the Exhibit B Wizard](#), on page 5 for more information about editing an Exhibit B.


Field Name	Description
Encryption Tool Name	The name of the tool used to encrypt your media
Version	The version number of the tool used to encrypt your media
Hardware Required	The hardware required to run the encryption tool, such as clock speed, disk space, or RAM.
Software Required	The software required to run the encryption tool, such as a specific operating system
Encryption Key	This is the key needed to decrypt the deposit. This field is limited to 10 characters. The characters themselves are encrypted as you enter them as a security measure, as they appear as asterisks. You can edit this field in the submitted Exhibit B by clicking the Edit button next to the field. You are prompted to enter a new key, as well as confirm
Confirm Encryption Key	Enter the encryption key a second time in this field. This helps to ensure the accuracy of the key entered.
Other Required information	Enter up to 200 characters of specific instructions or notes needed to decrypt your files.

Shipping Information page

Enter the shipping company and the tracking number issued by that company that will actually deliver the media listed on your Exhibit B.

The shipping date is the date the product leaves your facility. This is not the arrival date.

Shipping Information

 Enter the shipping company and the tracking number issued by that company. The shipping date is the date the product leaves your facility. This is not the arrival date. The Notes field accepts up to 256 characters of special instructions, such as 'Handle with care.'

Fields marked with an asterisk (*) are required.

Shipping Company: *

Shipping Date: *
mmdyyyyy

Tracking Number:

Notes:

Field Name	Description
Shipping Company	The name of the company to deliver the media listed on your Exhibit B
Shipping Date	The date the product leaves your facility. This is not the arrival date.
Tracking Number	The tracking number issued by the shipping company.
Notes	Enter 256 characters of special instructions, such as 'Handle with care.'

Deposit Description Confirmation page

This page lists all of the information that you entered on the previous pages in the wizard. This page also appears when you select the **Edit Exhibit B** or **Cancel Exhibit B** work requests. Refer to [Editing an Exhibit B with the Exhibit B Wizard](#), on page 5 and [Canceling an Exhibit B with the Exhibit B Wizard](#), on page 7 for more information on access this page with those work requests.

Use the **Deposit Description Confirmation** page to review the Exhibit B for accuracy. If you need to make any changes, click **Previous** and **Next** to navigate through the wizard.

You must click the **Certify** button before you can click **Submit** to send your Exhibit B to Iron Mountain.



Note:

The EMC user can add several items to a deposit via the Exhibit B wizard. For each item within a deposit, a sequential number will be appended to the system generated Exhibit B Control Number so that EMC users can distinguish, and track, items within a deposit.

This information will also allow vault administrators to print item labels for each deposit item being vaulted. The EMC user can use the Control Number – Item Number when working with a vault administrator (and vice versa) to troubleshoot a deposit.

EMC creates the unique Exhibit B Control number when an Exhibit B is submitted and the Receipt page is generated. The sequential item numbers will only be added when an Exhibit B is actually submitted.

If the user edits the Exhibit B and changes the number of items in the deposit, the final count of items will be recalculated when the user resubmits the Exhibit B.

For example, a user submits an Exhibit B with 3 items, system numbered as follows:

- 1180544853468-001
 - 1180544853468-002
 - 1180544853468-003
-

Deposit Description

i Review the Exhibit B for accuracy. If you need to make any changes, click Previous to page backwards through the wizard. You must click the Certify button before you can click Submit to send your Exhibit B to Iron Mountain. The next page gives you the option to print this Exhibit B.

Fields marked with an asterisk (*) are required.

Deposit Description & Depositor Detail			
Company Name:	Source	Name:	Joe Schmoe
Deposit Account Number:	29570	Date:	9/6/2007 11:56:15 AM
Deposit Version:	2321	Email Address:	joe@Schmoe.com
Deposit Name:	Source Code	Telephone Number:	(123) 456-7890
Deposit Control Number:	1111111111111111	Fax Number:	
Deposit Type:	Physical		
Encryption:	Yes		
Physical Deposit			
Media Type	Quantity	Title	Description
CD / DVD	1	gsd	
Deposit Encryption Information			
Encryption Tool Name:	sfgt		
Version:	2		
Encryption Key:			
Hardware Required:			
Software Required:			
Other Required Information:			
Shipping Information			
Shipping Company:	Fedex		
Shipping Date:	02/12/2007		
Tracking Number:			
Notes:			
Iron Mountain Address			
Iron Mountain Intellectual Property Management, Inc. Attn: Vault Administration 2100 Norcross Parkway, Suite 150 Norcross, GA 30071 Telephone: (770) 239-9200 Facsimile: (770) 239-9201			
Notes:			
<input type="text"/>			
* <input type="checkbox"/> I certify for Depositor that the above described Deposit Material will be transmitted electronically or sent via commercial express mail carrier to Iron Mountain at the address above.			

Print Submitted Exhibit B page

Click **Print** to print Exhibit B information shown on this page. This information is the same as shown on the **Deposit Description Confirmation** page.

Click **Cancel** to exit the page and not print the information.

