

## Shredding Services Frequently Asked Questions

1. Who do I contact to arrange a shred?
  - a. You can either call Shred Experts LLC's office at 989-752-4200, or send an email to [service@shredexperts.com](mailto:service@shredexperts.com)
2. How much prior notice do you need for an unplanned shred?
  - a. Typically arrangements can be made within 24 – 48 hours
3. What items can be destroyed?
  - a. White Paper, Colored Paper, Metal Hanging File Folders, Envelopes with windows, Staples & Paper Clips, Black Binder Clips
4. What items cannot be destroyed?
  - a. Hazardous materials or chemicals, Metal objects such as metal plates, nuts & bolts, aluminum, Food Waste, Batteries, Styrofoam, 3-Ring Binders, Wood or Glass, Plastic, Cardboard
5. What types of Confidential Records should be shredded?
  - a. When in doubt, ask, recycling is not destruction;
  - b. Memos, names, social security or any identifying record
6. How will I be able to identify Shred Experts LLC's employees?
  - a. Their employees always wear pictured name badges and uniforms
7. Will I receive a receipt or some other type of documentation at the completion of my shred?
  - a. The driver will give you a Certificate of Destruction (COD) with the date, employee's names and the amount of material destroyed before leaving the premises.
8. What should I do with the COD?
  - a. Sign your name, acknowledging the shred has been completed, and write your Cost Center and General Ledger numbers on the COD. Shred Experts LLC will invoice the University monthly and provide copies of all CODs included in the monthly billing. Thus, by providing your Cost Center and General Ledger numbers, Payable Accounting will be able to pay the invoices as they come in.