



## Requesting Non-Indexed File Deliveries Online

To request NON-INDEXED ITEMS (files that are not itemized in our inventory) from Meyer Record Management (MRM), do the following:

1. Go to <https://recordsmgmt.meyerinc.com>
2. Login with your Service **USER NAME** and **PASSWORD**:
  - a. If you forgot your User Name and Password, please contact the Records Manager at [mdelloiacono@suffolk.edu](mailto:mdelloiacono@suffolk.edu)
3. Click on **SEARCH VALUE** and enter box number.
4. Once box comes up click on **PAPER** icon.
5. A new screen will pop up and you will select the appropriate **FILE** type from the **ITEM TYPE** drop down menu.
6. If your firm has departments setup with MRM you will need to select the appropriate department.
7. If file has been indexed before you will see it listed below. Click request to add to cart.
8. For new file enter all known file information of which you are requesting.
9. Select the **REQUEST NEW** when completed.
10. Select **CLOSE** to close this screen.
11. Select **ITEMS ON ORDER** to see your non-indexed file request.
12. Once your review of the **ORDER** is complete, click on the **SEND ORDER** button to proceed to the next step.
13. Select appropriate **DEPARTMENT** to bill the order to.
14. Select the Transportation Option from the **SELECT DELIVERY PRIORITY** dropdown menu.
  - a. **NEXT DAY DELIVERY/PICKUP** - Orders received at our office prior to 4PM are guaranteed for next day delivery. Orders received after 4PM may take an additional day.
  - b. **SAME DAY DELIVERY** – If option available orders received at our office prior to 11AM are guaranteed for same day delivery by 5PM.
  - c. **RUSH DELIVERY** - Delivered within 4 normal business working hours. Please also follow-up your Rush request with a call to MRM Customer Service to ensure we are aware of this urgent delivery request.
15. Please use the **COMMENT** section to specify any special order instructions. You may also use this section for internal notes regarding this order. This note will print on the Work Order that accompanies your delivery.
16. To finalize your order click **SEND** button. You will then see our confirmation that you order has been received. You can print this page for you records by choosing a format in the drop menu on right and click report once format is selected.

This completes the process for ordering non-indexed files online and our Customer Service Staff will process your order promptly.