

Interim Shredding Solution- Post Masters

Until there is a Shredding Services QPA available, Post Masters has offered to extend document destruction at their QPA price to agencies that need shredding services. This service was originally intended to be for jobs Post Masters provided through the QPA and as stipulated by the agency. For example, a letter that was caught in a paper jam, after documents are scanned, copies that were printed on where the papers off center, etc. However, due to agencies' needs, Post Masters has agreed to help as a courtesy and accept other documents for destruction.

Any agency or entity that currently has a mailstop with Post Masters or wishes to deliver to their location can take advantage of this offer. You will need to stage your shredding at your current mail stops as directed below. If you are located in the Downtown Indianapolis area and do not currently have a mailstop, you can arrange pickup with IDOA and Post Masters, but there will be an additional cost for the added stop.

The shredding services are per box (box being about the dimensions of the archive boxes or similar sized box). If your documents do not fill the box we strongly recommend that you retain the documents until you have more to destroy or use your agency's shredder to reduce the number of charges your agency will incur.

Document Destruction Instructions:

1. Find an archive box or a box of similar size.
2. Fill it with the documents you would like destroyed. Check your retention policies and make sure you are allowed to destroy anything you are putting in that box. You can contact your agency's Records Manager and/or Indiana Archive and Records Administration (IARA) if there are any questions regarding the ability to destroy or not, defining a record, records retention schedules, etc. See note below.
3. Make sure the box is properly and sufficiently filled. Use sound judgement and discernment to ensure that boxes are filled with the proper amount. The billing is per box, so you do not want to send boxes that are not filled as you will still get charged the full box rate. Also, boxes exceeding capacity can lead to boxes breaking, documents spilling out, etc. Make sure to use proper discretion to ensure the security and not risk the integrity of your documents by overfilling the boxes.
4. Fill out a Billing Card and attach it to each box of documents that need to be destroyed. If you have questions about your agency's billing information (Business Unit, Department number, etc.) please contact your agency's Finance Department for assistance. The billing cards template is located on the [Printing and Mailing Services web page](#).
5. Transfer the documents to Post Masters staff by either:
 - a. Staging the full boxes for destruction in the location that Post Masters picks up mail. If you plan to stage more than 3 boxes at a time, we recommend arranging with the vendor beforehand to prevent delays. You can contact IDOA at printmailservices@idoa.in.gov to be put in touch with the vendor's contact.
 - b. You can also bring full boxes down to Post Masters Mailroom.
 - c. Contact Post Masters to arrange a pickup (as long as you are in the Indiana Government Center).

No matter the option- You are required to complete all the previous steps including attaching a completed Billing Card to **each** box.

6. Receive and validate the certificate of destruction. This document should tell you that the work has been completed and will be sent to the contact listed on the respective Billing card(s).
7. Look for and validate the charge on the corresponding month's bill. The charge(s) should be in the Pressero Detail file provided with your monthly invoice. You should make sure that matches the volume you provided as well as the pricing (per box) matches QPA rate. All contract pricing along with other helpful information and resources can be found on the Print and Mail Webpage: <https://www.in.gov/idoa/2455.htm>.

NOTE: In compliance with IC 5-15-5.1-10 and the Indiana State Records Manager Handbook it is each agency's responsibility to ensure that records are properly retained, cared for, and destroyed when the time comes. Giving Post Masters these documents for destruction is your own determination that they are to be destroyed. Post Masters is responsible for ensuring proper care and destruction, but they will not go through or determine if it is allowed to be destroyed. Each agency is responsible for ensuring they are following the law, policies, procedures and requirements, putting their own safeguards in place and notifying the vendor if any additional security requirements are necessary.