

Recalling Boxes from Storage Vendors

1. Request the delivery through URMA
 - a. Log in and locate the records you wish to transfer on the Home Page.
 - i. TIP – search all boxes assigned to your Organization by putting % in the Organization Assigned search field.
 - b. Click the checkbox on the left for each box you wish to recall from the vendor.
 - c. Click the Activity menu and select Request Delivery.
 - d. Your user information will auto-populate the field next to the Search button.
 - e. Click the green Request button.
 - f. The Request Results screen will appear. Click OK.
2. URMA will generate a notification to Records Management Office staff. A staff member will contact you shortly to confirm your request.
3. Records Management Office staff will notify the vendor of the delivery request
 - a. EDM customers: Records Management staff will notify you of the delivery date
 - b. Patterson Pope customers: Patterson Pope will contact you to establish a delivery date