

Good evening Record Management Administrators,

The end of CY 21 is quickly approaching, and we wanted to provide you with a brief update regarding our records management processes. Throughout 2021, we held multiple Departmental Administrator (DA) and Financial Administrator (FA) training sessions. We intend to continue providing quarterly training throughout 2022 as well. In the interim however, the [Records Management website](#) is a great resource to find answers to your questions about fees charged, or to view training links pertaining to Filebridge functionality, invoice and fee verification, inventory review and management, and records management lessons learned.

During the course of our training sessions last year, we listened to your feedback. Specifically, many of you expressed frustration with the P-card billing process (i.e. Cardholder turnover, P-card expirations, and delays in billing). As a result, the most significant change/improvement that you can expect to see in 2022 is a change to the monthly billing process for offsite records management.

Beginning in January 2022, Access will cease charging individual P-cards for monthly offsite records storage and service. Instead you can expect the following:

- On/About the 5th business day of each month, Access will distribute departmental invoices.
 - DA(s) will be able to access their monthly inventories via the [FileBridge website](#), and FA(s) will continue to have their invoices emailed by Access to their address on file.
 - Fees for Access services in 2022 will not change from those fees charged in 2021.
 - Monthly Access charges reflect service fees incurred from the previous month and storage fees for the current month.
- Between the 5th and 10th business day of each month, DA/FA(s) are expected to review and validate the monthly invoice for accuracy.
 - DA/FA(s) shall elevate any concerns or monthly billing discrepancies to Access Client Support at clientsupport@accesscorp.com and cc the BU Records Management Team at retrieve@bu.edu.
 - Billing discrepancies should be brought to the attention of Access as soon as possible, so a credit (as applicable) can be added to the next month's billing.
- On/About the 10th business day of each month, departments will be billed directly by Access to their respective fund center under G/L 515000 CNTR SVCS-OTHER.
 - DA/FA(s) shall ensure that the expenses posted in G/L 515000 align with the correct expenses observed in the monthly invoice from Access.

Although the payment process is changing, fiscal oversight and ownership in the management of our offsite records remains the responsibility of each departmental DA and FA. Additionally, it is incumbent upon us all to actively support BU's Zero Waste Sustainability goals. It is expected that DA/FA(s) and Record Owners regularly review their inventories of records stored offsite, and work to reduce our footprint in accordance with BU's [Record Retention Policy](#) and [Record Retention Table](#).

If you are receiving this email and are no longer serving as a DA or FA, or if you have any questions, concerns, and/or recommendations with respect to off-site records management or billing, please do not hesitate to contact the BU Records Management at retrieve@bu.edu. A member of the Records Management team will respond within two business days, and will work with you to resolve any issues.

We hope that you enjoy a safe and happy intersession, and we look forward to working with you again next year.

Regards,
BU Records Management Team
retrieve@bu.edu