

How many images can fit on a CD-ROM? On average, 20,000 sheets of paper can fit on one CD-ROM.

What are the minimum and maximum sizes of paper that can be scanned? From as small as a business card to an 11 x 17 sheet of paper can be sized easily. Larger size papers can be reduced and scanned for an additional cost.

What file formats are available? Several types of file formats are available, but PDF and TIFF file formats are the most commonly requested.

Will we need special software to view the scanned files? No. All computers come with a basic imaging software such as Microsoft Imaging which can read TIFF files. Adobe Reader can be downloaded free which allows for viewing PDF files.

Does a CD-ROM have a shelf life? Yes. It can last anywhere from 75 to 150 years if taken care of properly. We use only GOLD CDs, which are the highest industry standard. For more information on GOLD CDs, click here (www.mam-a.com/technology/quality/index.html).

Can you print or email a file? Yes, you can view, print or email any of the files scanned.

How do you index the files? The files are indexed to each client's specifications up to a maximum of 10 index fields per file.

What is document preparation? Document preparation consists of removing staples, paper clips or binder clips, repairing tears, removing paper from binders, booklets or manuals and inserting separation sheets as necessary.

What happens to the documents once they have been scanned? We can either return the documents along with the CDs to the client or arrange for shredding of the documents at our facility or yours.

Is a copy of the clients' information kept on DRS' servers? We will keep a copy of the client's information on our servers for one month at no cost. For longer periods of time, a storage fee is assessed.

Is color scanning an option? Yes. Depending upon the client specifications, this service may be offered at a higher rate.