

Requesting delivery and collection of archive boxes

All box requests are now handled via our Storage website. This will enable us to process your requests as efficiently as possible as well as provide a full audit trail for your boxes when we receive them or they leave the warehouse.


Firstly, open a Web Browser on you PC such as Google Chrome, Firefox or Microsoft Internet Explorer.

Enter the following URL :

<http://www.cambridge-storage.co.uk>

The following website should appear :

The screenshot shows the Cambridge Storage website homepage. At the top right, there is a call to action: "Call Us Now 01223 225555 Monday to Friday 8am - 5:30pm". Below this is a navigation menu with links for Home, About Us, Location, Packaging Products, Contact Us, and a prominent red "Box Request" button. The main content area is divided into several sections. On the left, there is a "Cambridge Storage Clients" section featuring logos for Cambridgeshire County Council, EEDA (East of England Development Agency), and eleccheck. Below this is a "Request a Quote" button. The central section is titled "Cambridge Storage" and describes "Secure business archiving and document storage". It includes a photograph of a warehouse filled with archive boxes. To the right of the main content is a sidebar titled "Cambridge Storage offers..." which lists various services and benefits, including "No Long Term Commitments", "Premium Location", "Free Collection", "CCTV, Alarmed & Secure NEW!", "Clean & Dry Storage", "Archive & Document Storage", and "Excellent Rates".

At the top right of the screen, click on the  button.

You will be taken to the Box Request page:



Collections and deliveries have been split into two functions. While they may happen at the same time, they are processed differently.

Click on the  button if you would like to arrange collection of new or existing archive boxes.

Click on the  button if you would like to have boxes returned to you.

Collection Requests

When you click on the Collection Request button, you will firstly be asked to provide a password.

This form is password protected.

Please enter your password.

Submit

Your password is: **collection**

Click on the Submit button and you will then be presented with the 'Box Collection' form which you will need to complete:

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01223 225555
Monday to Friday 8am - 5:30pm

[Home](#) [About Us](#) [Location](#) [Testimonials](#) [Packaging Products](#) [Contact Us](#)

Box Collection

Please note: This form is to request collection of New or Existing boxes. If the boxes are New, then you will be asked to specify some additional information for each box.

Page 1 of 3 - Account Details

Your Account Code *

ACCOUNTCODE

Contact Name *

First: JANE Last: DOE

Contact Phone Number

01234 567890

Date boxes ready from *

2 / 14 / 2015

MM DD YYYY

Collection address (if different to your normal address)

My Street

Street Address

My Street 2

Address Line 2

On **Page 1**, you will need your **Account Code**

Enter your **First** and **Last Name**

A **Contact Telephone Number**

The **Date boxes ready from** is the **earliest** date when we can call to collect. If you require pickup on a specific date, it is best to call or email us.

Collection Address is to be used if the boxes are not are your normal location.

On **Page 2**, this is where you provide us with more details on the boxes you wish us to collect.

Important

You should have been issued with a quantity of CBS Storage ID labels. These will need to be affixed to your boxes before you arrange collection.

You should also maintain your own inventory of the boxes (including contents) which will need to be retained for the lifetime of the boxes.

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Box Collection

Please note: This form is to request collection of New or Existing boxes. If the boxes are New, then you will be asked to specify some additional information for each box.

Page 2 of 3 - Box Details 67%

Please note
This form will allow you to request collection of up to 20 boxes. If you have more than this amount, you can complete another form.
For bulk collections, please email us at storage@cbsos.com.

#1 - Your Box Number #1 - New box?

Box 2

#2 - Your Box Number #2 - New box?

For the first box, please enter your own box number in the field provided.

The form assumes the box is an existing box that has already been in storage with us.

If it is a **New** box, then click on the drop-down arrow and select 'New'. You will see that the form has changed slightly:

For bulk collections, please email us at storage@cbsos.com.

#1 - Your Box Number #1 - New box?

Please make sure you have added a CBS Storage sticker to your box and enter the number in the field below.

If you enter a 'Destroy Date' we will contact you just before as we will need additional confirmation from you in writing before any boxes are destroyed.

#1 - CBS Storage ID #1 - Destroy Date: / /
MM DD YYYY

#1 - Box Size #1 - Box Contents (if required)

You will now be asked to provide:

The CBS Storage ID

Destroy Date. This is the date for when you no longer require the box to kept. For example, HMRC stipulates that you must keep VAT records for 6 years. Alternatively you may have your own requirements.

Note

Boxes will not automatically be destroyed on this date. Just before this date is due, we will contact you to ask whether you want to schedule the box(s) for destruction, or extend the Destroy Date.

Destruction will require additional written authorisation from you before we will proceed.

Box Size : Small, Regular or Large.

Box Contents. If you wish to provide further details on the box contents. This is purely optional.

The form has space for up to 10 boxes. If you have more, click on the **Add More boxes** checkbox at the bottom. This will allow another 10 boxes to be added (20 in total).

If you have more than 20 boxes to be collected, you can complete additional collection requests.

For bulk collections (100+ boxes) please contact us.

Save my progress and resume later will allow you to save an incomplete form to work on later. To use this feature, enter your email address in the box provided. You will be sent a link where you can pick up from where you have left off.

Finally, click on the  button to finish your request. A confirmation email will be sent to the address provided.

We will now process your request for you.

Retrieval Requests

As with collection requests, this section of the website is password protected. Please enter your password below :

Your password: **retrieval**

Once you have entered your password, click on the Submit button, and you will be taken to the request form:

The screenshot shows the 'Box Retrieval Request' form on the CBS Office Solutions website. The page header includes the CBS logo and the contact number 01223 225555. The navigation menu contains links for Home, About Us, Location, Testimonials, Packaging Products, and Contact Us. The form itself is titled 'Box Retrieval Request' and includes instructions for users. It features a progress bar at the top of the form area, indicating 'Page 1 of 3 - Boxes 1-10' with a 33% completion marker. The form fields are: 'Customer Account Code' with a text input field containing 'FURNIT' and a 'Your CBS Account Number' button; 'Date Required' with a date picker set to 14 / 2 / 2015; 'Your Email Address' with a text input field; and 'Boxes Required' with two columns of text input fields labeled '#1 - Your Box Number' and '#1 - CBS Storage ID'.

On **Page 1**, you will need to provide:

Your Account Code

The **Date Required**

Your Email Address if you would like a confirmation email to be sent.

Please enter **Your Box Number** or the **CBS Storage ID** in the boxes provided for each box.

You can request up to 20 boxes per form.

Complete multiple forms if you want to retrieve more than this amount.

Click on the **Continue** button

You will be asked to **Review your request**. Check the box numbers are correct and then click on the Complete Request button to finish.

Review Your Request

Please review your request below. Click Submit button to finish.

Page 3 of 3

98%

Customer Account Code	ACCCODE
Date Required	16 Feb 2015
#1 - Your Box Number	1
#2 - Your Box Number	2323

[Back](#)

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CBS Office Solutions Limited is a company registered in England and Wales with company number 2719975.
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Finally you will be taken to the confirmation screen:



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Our Clients



Cambridgeshire
County Council

EEDA

Request Confirmation

Thank you for your request. You should receive a confirmation email in your inbox shortly. You will receive a further email once your request has been processed.

We Offer ...

No Long Term Commitments

Short term storage agreements available

Premium Location

Located in Cambridge in close proximity to the Cambridge Science Parks and all major

We will now process your request for you.

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