

USER MANUAL

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1. INTRODUCTION TO THE USER MANUAL

Let me thank you for the trust to OSG Records Management. We will be happy to provide you with a high-quality range of services that ensure safe and secure storage of data carriers, as well as develop effective data management systems to optimize your costs.

In this guide, you will find answers to the following questions:

RULES AND RESTRICTIONS

- What are the general rules for working under a contract?
- How to place an order correctly?
- How are documents retrieved and delivered?
- What are the rules for receiving and processing orders for the provision of services
- What are the rules for the execution and transfer of orders for services rendered

SAFETY

- What are the rules for authorizing client employees to place orders for services and to work in OSG information systems?
- How is the confidentiality and security of data carriers ensured during storage and transportation?
- Other

2. ENSURING SECURITY AND CONFIDENTIALITY WHEN WORKING WITH DATA CARRIERS

SECURITY

OSG archives and storage system are equipped to ensure maximum security and physical safety of documents and information in accordance with the legislation of the Republic of Armenia. Each OSG Archive is equipped with a centralized security system, has access control and video surveillance, and documents transferred to OSG are stored in special archive boxes and files. Storage units (Archive boxes) are protected from visual recognition and randomly distributed among storage locations with a link between the box identifier (Barcode) and the storage location.

FIRE SAFETY SYSTEMS

To ensure fire safety, OSG storage facilities are equipped with various automated fire detection, warning and extinguishing systems, which are regularly serviced by companies with the appropriate license.

In addition, each facility has primary fire extinguishing equipment and regularly conducts fire drills.

ACCESS TO OSG ARCHIVES

Only authorized company personnel have the right to access OSG Archives. Client representatives may only access if accompanied by an authorized OSG employee.

3. GENERAL RULES FOR WORKING UNDER A CONTRACT

OSG provides services only after the conclusion of a contract. Orders are executed separately for each OSG Service Region.

OSG service region is the city where OSG Archive is located and other populated areas within its logistics service area.

Superuser Authorization Form – a document of a strictly specified form with a specific set and arrangement of details for authorization of the client's employees, granting them access to OSG systems (hereinafter referred to as the Superuser Authorization Form).

For accounting Data Carriers, ordering additional services and making payments for them, each client after signing the contract is assigned a unique client identifier – an account (client number), separate for each OSG Service Region.

Account (client number) is a unique client account (of the first level) in OSG electronic system. At the client's request, an additional account (level) can be added to any account - a sub-account for separating orders and settlements among different divisions of the client in the corresponding OSG service region, as well as for distributing access to data carriers to authorized persons of the client. The account consists of 6-8 characters: the first 2 are letter prefixes of service regions in the cities of OSG presence, the rest are numeric ordinal values.

Sub-account is an additional level (second or third) to the account. It can be alphabetic and numeric, contain up to 8 characters and reflect the name of the client's branch/division/department, etc.

The Customer Portal is software product of OSG with web-based user interface that allows the client to order services under a contract and receive the necessary information about the service.

OSG carries out anonymous storage of data carriers (hereinafter referred to as DC):

- Paper data carriers – packed in standard OSG boxes, without indicating the client’s name on the boxes, any inscriptions and/or identification marks that allow visual identification of the client. Additionally, paper data carriers can be packed in OSG archive file folders (box capacity is 5 OSG file folders).
- Media carriers – in cases of different capacities and/or separate cassettes as agreed with OSG.

Cases purchased or rented from OSG, as well as the client’s own cases, can be used for storage.

Note: Storage of data carriers in packaging other than the standard OSG packaging is not carried out or is carried out in agreement with OSG.

4. RULES FOR AUTHORIZATION OF CLIENT EMPLOYEES

Authorization — granting a specific person or group of persons of the client the rights to perform certain actions by entering credentials in OSG information systems for authentication of the authorized person.

Granting access — granting a specific user individual access to objects of a specific information system by entering in it and issuing the user credentials for authentication with the setting of restrictions on the performance of certain actions in this system, including access to certain data, as well as the process of verifying the credentials by the user when attempting to log in to the system.

Superuser — a special authorized person of the client who has the right, in addition to placing orders for Services and gaining access to Information Media/Property, to also manage the list of authorized persons of the client in the client's personal account, making any changes to it on behalf of the client.

User — an authorized person of the client who has the right to place orders for services and gain access to the client's data carriers.

Authorized persons - representatives of the client, granted by the authorized person of the client (the head of the company or a person having such rights under a power of attorney) the right to order services in relation to the client's data carriers, as well as to perform other actions stipulated by the agreement.

Authorization of the client's employees is carried out by filling out and signing by the client the Form for authorization of superusers.

Note: It is important to understand the purposes of creating sub-accounts and take into account that an authorized person for a specific sub-account will not be able to place orders in relation to data carriers of other sub-accounts or the main account. If it is necessary to separate access by sub-accounts, then the client's superuser can independently administer access levels in the Customer Portal. Invoices for each sub-account can be issued separately, if necessary.

Authorization for access to the client's personal account on the Customer Portal is carried out on the basis of a properly completed Superusers Authorization Form.

EXAMPLE OF A COMPLETED SUPERUSER AUTHORIZATION FORM



Սուպերօգտատերերի ավտորիզացման ֆորմուլյար
Формуляр на авторизацию суперпользователей
Superuser Authorization Form

Շտրիխ կոդ
Штрих-код
Barcode

Լրացված ֆորմուլյարի բնօրինակը ուղարկեք Օ-ԷՍ-ՁԻ ԳԳ ը. Երևան, Դաֆֆու փ. 111, 0064 հասցեով
Отправьте оригинал заполненного формуляра по адресу - 0064, RA, г. Ереван, ул. Раффи 111
Send the original completed form to the address - 0064, RA, Yerevan, Raffi St. 111

- * - դաշտերը պարտադիր են լրացման համար. Ֆորմուլյարը կարող է մերժվել՝ սխալ կամ ոչ լրիվ լրացման դեպքում: Ֆորմուլյարը ուժի մեջ է մտնում բնօրինակը Օ-ԷՍ-ՁԻ մուտքագրվելու օրվանից:
- * - поля, обязательные для заполнения. Формуляр может быть отклонен при некорректном или неполном заполнении. Формуляр вступает в силу в день поступления оригинала в ОСГ
- * - fields that are mandatory to fill in. The form may be rejected if filled in incorrectly or incompletely. The form comes into force on the day the original is received by OSG

Ավտորիզացիան և ծառայությունների պատվիրումը կատարվում է յուրաքանչյուր պայմանագրի համար առանձին:
Авторизация и заказ услуг производится по каждому договору отдельно.
Authorization and ordering of services is carried out for each agreement separately.

ՊՅՅԱՆԱԳՐԻ ԱՍՍԱԹԻՎԸ կամ ՀԱՃԱՆՈՐԴԻ ՀԱՇԻՎՆԵՐԻՑ մեկը*
ДАТА ДОГОВОРА или один из АККАУНТОВ КЛИЕНТА*
CONTRACT DATE or one of the CLIENT ACCOUNTS*

Ավտորիզացիան տրամադրվում է պայմանագրի շրջանակում բոլոր հաշիվներին:
Авторизация предоставляется ко всем аккаунтам в рамках договора.
Authorization is granted to all accounts within the framework of the agreement.

ՀԱՃԱՆՈՐԴԻ ԸՆԿԵՐՈՒԹՅԱՆ ՀՎՀՀ*
ИНН КОМПАНИИ КЛИЕНТА*
CLIENT'S COMPANY TAX ID*

ՀԱՃԱՆՈՐԴԻ ԸՆԿԵՐՈՒԹՅԱՆ ԼՐԻՎ ԱՆՎԱՆՈՒՄԸ*
(ինչպես նշված է ՀՀ ՊՆԵՍ. ռեգիստրում)

ПОЛНОЕ НАИМЕНОВАНИЕ КОМПАНИИ КЛИЕНТА*
(как указано в Гос. регистре РА)

FULL NAME OF THE CLIENT COMPANY*
(as indicated in the State Registry of Armenia)

ՀԱՃԱՆՈՐԴՆԵՐԻ ՊՈՐՏԱԼՈՒՄ ՍՈՒՂԵՐՕՏԱՏԵՐԵՐԻ ԱՎՏՈՐԻԶԱՑՄԱՆ ՑՈՒՑԱԿ
СПИСОК СУПЕРПОЛЬЗОВАТЕЛЕЙ НА АВТОРИЗАЦИЮ НА КЛИЕНТСКОМ ПОРТАЛЕ
LIST OF SUPERUSERS FOR AUTHORIZATION ON THE CUSTOMER PORTAL

Համախորհրդի պարտադիր կատարման համար միաժամանակ հնարավոր է ավտորիզացնել երկու ուսերօգտատերերի:
Единовременно возможно авторизовать на администрирование клиентского портала двух суперпользователей.
It is possible to simultaneously authorize two superusers to administer the customer portal.

№	Ազգանուն, Անուն / Фамилия, Имя / Name Surname*	e-mail*	Բջջային հեռ. / Мобильный тел. / Mobile phone*	Ստորագրություն / Подпись / Signature*	Հասանելիության տեսակը* Տեսնեք ցուցակը Тип доступа* Выбрать из списка Access type* Select from list
1					Professional
2					Basic

ՀԱՃԱՆՈՐԴՆԵՐԻ ՊՈՐՏԱԼՈՒՄ ՍՈՒՂԵՏՕՏԱՏԵՐԵՐԻ ԱՎՏՈՐԻԶԱՑՄԱՆ ՀԵՂԱՐԿՄԱՆ ՑՈՒՑԱԿ
СПИСОК СУПЕРПОЛЬЗОВАТЕЛЕЙ НА ОТМЕНУ АВТОРИЗАЦИИ НА КЛИЕНТСКОМ ПОРТАЛЕ
LIST OF SUPERUSERS TO CANCEL AUTHORIZATION ON THE CLIENT PORTAL

№	Ազգանուն, Անուն / Фамилия, Имя / Name Surname*	e-mail*
1		
2		

Չեղարկել բոլոր սուպերօգտատերերի և օգտատերերի ավտորիզացիան հաճախորդների պորտալում (Այո/Ոչ):
Отменить авторизацию всех суперпользователей и пользователей на клиентском портале (Да/Нет)
Disable authorization of all superusers and users on the customer portal (Yes/No)

Կիրառվում է, եթե հաճախորդը տեղեկություն չունի նախկինում լիազորված սուպերօգտատերերի/օգտատերերի մասին
 Применяется, если у клиента нет информации об авторизованных ранее суперпользователях/пользователях
 Used if the client has no information about previously authorized superusers/users



Ֆորմուլյարը կարող է ստորագրել հաճախորդի ընկերության ղեկավարը կամ լիազորագրով նման գործողություններ կատարելու լիազորված մեկ այլ աշխատող: **Формуляр может подписать руководитель компании клиента или иной сотрудник, уполномоченный на такие действия доверенностью. The form may be signed by the client's company manager or another employee authorized to do so by power of attorney.**

Եթե ֆորմուլյար ստորագրողը հանդես է գալիս լիազորագրով, ապա անհրաժեշտ է ֆորմուլյարի բնօրինակի հետ միասին Օ-ԷՍ-ՁԻ-ին ներկայացնել լիազորագրի վավերացված կրկնօրինակը: **Если подписант формуляра действует по доверенности, то необходимо передать в ОСГ вместе с оригиналом формуляра заверенную копию доверенности. If the signatory of the form acts under a power of attorney, then it is necessary to submit to the OSG, a certified copy of the power of attorney together with the original form.**

Օ-ԷՍ-ՁԻ-ն ստորագրողին կուղարկի ֆորմուլյարի մշակման մասին տեղեկատվությունը՝ ֆորմուլյարի բնօրինակը ստանալուց հետո 1 աշխատանքային օրվա ընթացքում, ինչպես նաև, ֆորմուլյարում նշված սուպերօգտատերերին կուղարկի հաշվի տվյալները:

OSG направит подписанту информацию об обработке формуляра в течение 1 рабочего дня после получения оригинала формуляра, а также направит учетные данные указанным в формуляре Суперпользователям. **OSG will send the signatory information about the processing of the form within 1 business day after receiving the original form, and will also send the credentials to the superusers specified in the form.**

Ստորագրելով սույն փաստաթուղթը՝ հաճախորդը ստանձնում է ամբողջական պատասխանատվություն հաճախորդի Գաճախորդների պորտալում սուպերօգտատերերի և օգտատերերի գործողությունների և/կամ անգործության համար: Ստորագրելով սույն ֆորմուլյարը՝ հաճախորդը ընդունում է նաև Օ-ԷՍ-ՁԻ-ի <https://www.osgfm.am/legal-documents/> անցանց կայքում տեղադրված Օգտագործողի ուղեցույցի պայմանները՝ բոլոր լրացումներով և փոփոխություններով, որոնք Օ-ԷՍ-ՁԻ-ն իրավունք ունի դրանում ժամանակ առ ժամանակ կատարել՝ ապահովելով իր կայքում ուղեցույցի ավտոմատ տարբերակի տեղադրված լինելը: **Налоготվայի գտնվելու վայրի փոփոխության դեպքում, Օ-ԷՍ-ՁԻ-ն գրավոր կտեղեկացնի հաճախորդին սուպերօգտատերի էլ. հասցեով՝ ուղարկելով ուղեցույցի տեղադրման նոր հասցեի հղումը:**

Подписывая настоящий документ, клиент принимает на себя всю ответственность за действия и/или бездействия Суперпользователей и любых иных пользователей со стороны клиента, на клиентском портале клиента. Подписывая настоящий формуляр, клиент также принимает условия Руководства пользователя, размещенного на интернет-сайте ОСГ по адресу <https://www.osgfm.am/legal-documents/>, со всеми дополнениями и изменениями, которые ОСГ вправе время от времени вносить в него, обеспечивая размещение актуальной версии Руководства на своем интернет-сайте. В случае изменения адреса размещения Руководства, ОСГ письменно уведомит об этом клиента по адресу электронной почты Суперпользователя со ссылкой на новый адрес размещения Руководства.

By signing the present document, the client assumes full responsibility for the actions and/or inactions of superusers and any other users on the client's part, on the client's customer portal. By signing this form, the client also accepts the terms of the User Guide posted on the OSG website, with all additions and changes that OSG has the right to make from time to time, ensuring that the current version of the Guide is posted on its website. In the event of a change in the address of the Guide, OSG will notify the client in writing to the Superuser's e-mail address with a link to the new address of the Guide.

Ստորագրելով սույն փաստաթուղթը հաճախորդը հաստատում է, որ նա իրականացնում է անձնական տվյալների մշակում (ազգանուն, անուն, էլ. փոստի հասցե և հեռախոսահամար)՝ ամբողջությամբ համապատասխանելով անձնական տվյալների պաշտպանության որոշում օրենսդրության պահանջներին, մասնավորապես՝ իր կողմից պահպանվել են ԳԳ տարածքում ԳԳ քաղաքացիների անձնական տվյալների տեղափոխման պահանջները, անձնական տվյալների սուբյեկտների իրավունքները, ստացվել են անհրաժեշտ համաձայնությունները կամ ձեռք են բերվել այլ հիմքեր՝ անձնական տվյալները «Օ-ԷՍ-ՁԻ Ռեզորդ Մենեջմենթ» փոխանցելու համար՝ կազմած պայմանագրի պայմանները կատարելու համար, ինչպես նաև Օ-ԷՍ-ՁԻ ընկերությունների խմբում ընդգրկված անձանց անդրասահմանային փոխանցման միջոցով:

Подписывая настоящий документ, клиент подтверждает, что он осуществляет обработку персональных данных (фамилия, имя, адрес электронной почты и телефон) в полном соответствии с требованиями законодательства в области защиты персональных данных, в частности им обеспечены требования локализации персональных данных граждан РА на территории РА, права субъектов персональных данных, получены необходимые согласия или другие основания на передачу персональных данных в «ОСГ Рекордс Менеджмент» с целью выполнения условий заключенного договора, а также путем трансграничной передачи лицам, входящим в группу компаний ОСГ.

By signing this document, the client confirms that he/she processes personal data (last name, first name, email address and telephone number) in full compliance with the requirements of the legislation in the field of personal data protection, in particular, he/she has complied with the requirements for localization of personal data of citizens of the Republic of Armenia on the territory of the Republic of Armenia, the rights of subjects of personal data, has received the necessary consents or other grounds for the transfer of personal data to OSG Records Management in order to fulfill the terms of the concluded agreement, as well as by cross-border transfer to persons included in the OSG group of companies.

Ֆորմուլյարը ստորագրելու իրավասությունները և դրա բովանդակությունը հաստատվում են հաճախորդի ստորագրությամբ և կնիքով:
 Полномочия на подписание Формуляра и его содержание подтверждаются подписью и печатью клиента.
 The authority to sign the Form and its contents are confirmed by the signature and seal of the client:

Ազգանուն, Անուն* / Фамилия, Имя* / Name Surname*			
Պաշտոն* / Должность* / Position*			
e-mail*		Գեղ. (աշխ./բջջ.)* Тел. (раб./моб.)* Tel. (work./mob.)*	
		Ստորագրություն* Подпись* Signature*	

Ֆորմուլյարի անստաթիվը* Дата формуляра* Date of the Form*	
--	--

Կ.Տ./Մ.Ս./Stamp*

TO AUTHORIZE A CLIENT'S EMPLOYEE IN THE WEB FORM FOR SUPERUSER AUTHORIZATION, IT IS NECESSARY TO SPECIFY:

Your company's TIN

- The date of the agreement and/or one of the accounts assigned to your company
- The full name of the authorized superuser and his/her email address
- The contact phone number of the authorized superuser
- The type of access in the Customer Portal
- The signatory's details

The form is signed by the company's director or another person authorized by power of attorney to sign such documents and/or documents under the agreement with OSG. The form is also certified by the company's seal. A scanned copy of the Form and a document confirming the signatory's authority are sent to the email address l.abrahamyan@osgrm.com. If the client does not use a seal in their activities, the client provides an official letter confirming this decision on the company's letterhead.

The number of authorized persons under the Form for superuser authorization and the authorization termination dates are determined by the client. To change the list of authorized superusers and/or change their data (contact phone number, email address), a new Form is submitted indicating the required action: adding a new person or disabling a previously authorized person. When replacing the data of an authorized superuser (contact phone number, email address), the updated data is indicated as adding (as for a new authorized person), and the old data is indicated as disabling.

The processing time for the Form for superuser authorization in OSG is 1 business day from the date of receipt. In case of incorrect filling, the Form is rejected, the client is informed of the reasons for the rejection. The client must submit a new Form with the correct data.

EXCLUSION FROM THE AUTHORIZATION LIST

If the client wishes to exclude someone from the list of authorized superusers, the client shall submit to OSG a superuser authorization form with the option "Disable superusers", which shall either cancel all previous lists or disable only the specified superusers. OSG shall not be liable for the use of usernames and email addresses specified by the Client in the Authorization Form by persons not authorized to use them.

5. RULES FOR RECEIVING AND PROCESSING ORDERS FOR THE PROVISION OF SERVICES

ORDERS ARE ACCEPTED ONLY FROM AUTHORIZED PERSONS

Unless otherwise provided by the contract, OSG provides services upon prior order of the client. The client orders services independently through the Client Portal. Detailed instructions, including how to create orders, are in the Knowledge Base on the Client Portal. OSG customer support is open on weekdays from 9:00 to 18:00.

The order is placed on the Customer Portal, and individual clients can also place orders through a web interface specially developed for the client.

Orders are accepted, processed and fulfilled from 9:00 to 17:00 local time in OSG service region (OSG archive fulfilling the order). Moscow time is indicated in the Customer Portal system. The Client must take into account the time difference when submitting orders to calculate the order processing time and its fulfillment.

The order processing period for orders placed through the Customer Portal is within 1 business day according to the service region time from the moment the order is placed.

6. ORDER FULFILLMENT RULES

Based on the results of order processing, work order is generated for the performance of a certain type of services (works). All services, including the receipt and issuance of data carriers, are performed by OSG only according to work orders.

A copy of the work order issued on the basis of the order is sent to the client by e-mail, which is a confirmation of the processing of the received order, and the entire history and status of the orders are available in the Customer Portal in the "Order History" section. Depending on the services, the work order is executed by the relevant department / OSG Archive.

According to work orders providing for the retrieval of Data Carriers (DC) from the Archive, the following may be issued:

- With delivery to the client by courier service;
- Without delivery, when retrieved to the courier from the client in case of self-removal;
- When retrieved to the audit room (if the service is available in OSG Archive) for work with DC at OSG archive, the archive employees, in accordance with the order, search for DC and prepare DC/consumables/containers for retrieval.

When retrieving DC/consumables to the client (the contact person specified in the order, or another representative of the client), the Archive employees or delivery drivers check the following documents from the person accepting the order:

1. If the retrieval is made to the client's contact person specified in the work order, upon delivery to the customer's service address by OSG courier service – work order (work order number).
2. If the issue is made to the client's contact person specified in the order, in case of self pick-up by order directly from OSG Archive (courier from the client, transfer to the client's room) - the work order number and identity document (passport).
3. If the retrieval is made according to the work order upon self receipt of the order directly from OSG Archive (courier from the client, transfer to the client room), and the work order specifies another contact person, or there is no contact person, then the retrieval is made only if there is a power of attorney for the person receiving the order, and the work order (order number), as well as an identity document of the recipient (passport).

REQUIREMENTS TO POWER OF ATTORNEY:

- Original document (blue signatures and seals, not a photocopy) or a copy certified by the signature of the company director and seal,
- The power of attorney must be in simple written or notarized form,
- The name of the organization in the power of attorney corresponds to the name of the client in the work order,
- The content of the power of attorney must clearly indicate the right of the attorney to accept DC from OSG,
- The validity period of the power of attorney has not expired,

- The full name and passport details of the attorney are indicated, and they correspond to the data in the documents presented by the recipient.

Note: if there are any doubts about the correctness of the power of attorney, the Archive employee informs his/her supervisor. The supervisor makes a decision on retrieving the DC, or contacts OSG Legal Department to confirm the legal force of the power of attorney.

ATTENTION

- Before sending your representative to OSG, please make sure that he/she has a power of attorney to receive documents and a pass to the Archives. To order a pass, call +374 10 743460.
- • If you order the retrieval/reception of documents to your courier, this implies his participation in loading/unloading his vehicle.
- If the contact person accepting/transferring the order has all the necessary documents and they have been checked by the archive staff or by the delivery drivers/couriers, then the order is retrieved/accepted in accordance with the order, and the client confirms the services rendered with his signature on the DCT (data collection terminal) or in the accompanying documents.
- If the data in the work order differs from the actual data (date of completion, number of units, set of services, etc.), all discrepancies are recorded in the DCT (data collection terminal) or in accompanying documents, and certified by the signature of the transferring persons at the time of transfer.
- When receiving DC/containers and/or shred packages from a client, the same conditions apply as when issuing and the conditions described above.
- Return of consumables (boxes, covers, seals, cardboard containers, barcodes, etc.) by the client to OSG is not carried out.

7. DIVISION OF RESPONSIBILITY FOR USE OF THE CUSTOMER PORTAL

OSG does not set up Client's computers, LAN or software that maintains the computers or LAN and is not liable for the Client's LAN operation.

THE CLIENT IS RESPONSIBLE FOR:

- Ensuring the confidentiality of the identifiers issued to him for access to the order acceptance subsystem and the legality of the use of identifiers;
- The content of the information transmitted by him or another person under his identifier over the network;
- The reliability of this information, the absence of claims from third parties and the legality of its distribution;
- Maintaining the relevance and accuracy of information of authorized users of the Customer portal.

OSG IS NOT RESPONSIBLE FOR:

- Full or partial order acceptance subsystem access termination which are caused by hardware or software changes or other works required to maintain and develop OSG technology tools;
- Quality of order acceptance subsystem access during Client's equipment failure, wire damage or other hardware and software technologies involved in order placement but which are not in OSG's possession. OSG is also not responsible for access quality if the Client uses uncertified (not declared) hardware or chooses to alter hardware connection. Access hiatus in the above mentioned case is not considered a down time;

- Any direct or indirect damage done to the Client by unsanctioned third-party access to an order acceptance subsystem with use of ID information given to the Client, excluding the cases where such can be attributed to OSG.

The Client is responsible for protecting confidentiality of all of the ID information used to access Customer Portal given by OSG. The Client is also responsible for compliant use of this information. The Client agrees that the orders placed using this ID information will be identified as the orders placed by the Client's authorized personnel and will be executed without any additional inspection.

In addition, OSG is not responsible for damage inflicted by negligible or malicious use of the Customer Portal system by the Client's authorized personnel (for instance, unnecessarily changing the Client's data, changing information regarding the Data Carriers trail, placing wrong or unnecessary orders, etc). The Client must immediately revoke the authorization in case the authorized employee is no longer working for the Client or the Client lost confidence in this employee, etc.

OSG contacts for handling customer requests:

T.: +374 10 743460, +374 98 776763

client_am@osgrm.com; orders_am@osgrm.com
l.abrahamyan@osgrm.com

Receiving orders, consultations and general questions
Questions about accounts and accounting documents
introductory consultation when concluding a contract,
questions about the contract

ATTENTION!

OSG working hours: Monday - Friday from 09:00 to 18:00 service region time.

8. TYPES OF OSG BOXES AND CONSUMABLES

OSG BOX

A cardboard box made of three-layer corrugated cardboard with a separate cover and a capacity of no more than 15 kg, which is marked with a unique 7-digit OSG barcode sticker (barcode stickers for boxes).

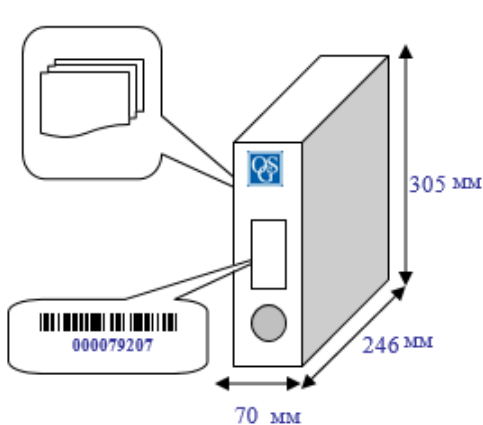
The photo shows the external dimensions.



OSG FOLDER

This is a file folder made of three-layer corrugated cardboard for storing client documents in an OSG box. If it is necessary to work with the folder as a separate data carrier, it can be marked with a unique 10-digit OSG barcode sticker (barcode stickers for files).

The photo shows the external dimensions.



OSG CHIPBOARD CONTAINER FOR DESTRUCTION

OSG chipboard container with a capacity of 140 l or 240 l. For the client to collect waste paper in their premises, the container is provided in a closed form together with a shred package without providing a key. The filled shred package is removed from the container at the client's request and replaced with a new shred package. The filled shred package is removed from the client's office and destroyed.

The photo shows the external dimensions.

