

# Gilmore Services' Quick Reference Guide – RM



## 2016 Holiday Schedule

**January 1 – Monday**  
*(New Year's Day observed)*

**May 30 – Monday**  
*(Memorial Day)*

**July 4 – Monday**  
*(Independence Day)*

**September 5 – Monday**  
*(Labor Day)*

**November 24 & 25**  
**Thursday & Friday**  
*(Thanksgiving Holiday)*

**December 26 – Monday**  
*(Christmas Day Observed)*

Please plan for your company holiday needs.  
These are the only holidays that Gilmore Services  
observes!  
Thank You.

## Four Ways To Place Your Records Management (RM) Service Requests!

- Call customer service @ (850) 434-0161
- Email requests to: [request@gilmoreservices.com](mailto:request@gilmoreservices.com)
- Log into our RS Web Portal on our website (need ID/password)
- Fax requests to customer service @ (850) 433-9520

## Delivery Schedule (Local Area):

**Your Records and Media are always available!**

**Standard** operating service hours are: Monday through Friday;  
8:00 am to 5:00 pm. Excluding Holidays

**Urgent:** Any request for service when retrieval and/or delivery is  
two hours or less.

**Rush Delivery:** Any service request with a specified retrieval  
and/or delivery time from 2-4 hours.

**Same Day Delivery:** Any service request which requires retrieval  
and/or delivery the same day within normal business hours.

**Next Day Delivery:** Between the hours of 8:00 am to 12 noon or  
12 noon to 5:00 pm respectively to when the request was  
received.