

EPICOR SOFTWARE CORPORATION
RECORDS RETENTION SCHEDULE
UNITED STATES
09-2019

**Records Retention Schedule
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United States Administrative Records Retention Schedule

Introduction

1. ***This retention schedule governs U.S. records, only.***
2. The records listed in this Schedule include only records that are critical to the business (“Business Critical”). If a record is not Business Critical, the record should not be listed in this Schedule. If the record is not Business Critical and therefore not listed, retain the record for only so long as it is needed for legitimate business purposes. As soon as it is no longer needed for such purposes, it should be disposed of promptly and properly. If you do not see a record listed in the Schedule, and believe the record is Business Critical, please contact the Legal Department.
3. The “Retention Period” column specifies the minimum time period that a record must be retained after its creation. A record may be retained for longer than the time specified in the “Retention Period” column if the department or group has a legitimate business need for retaining it. However, as soon as it is no longer needed, the record destroyed.
4. A record type may apply to multiple departments. For example, while multiple departments may have "contracts" as a record type, each should follow the record requirements set forth below.
5. Disposal of drafts, duplicates and non-records. Unless records are subject to a Legal Hold, or there is some other business purpose that requires retention, it is Epicor’s policy to dispose of drafts, duplicate records and non-records as soon as the record is no longer needed. Unless otherwise required or subject to a Legal Hold, drafts and duplicate records should not be retained longer than the original or official record.
6. Only the final version of a record is subject to the requirements of the Records Retention Schedule. All retention periods are stated in years unless otherwise noted. Additionally, only a single, final copy in one form should be retained; duplicates in different media are not subject to retention period requirements.
7. Where there is no legally required retention period the business has the discretion to store the record for only so long as there is a legitimate business need for this record. When this period expires, the documents should be disposed of properly.
8. Proper disposal of obsolete hard copy records potentially containing sensitive personally identifiable information (“PII”) or sensitive business information should be disposed of by shredding or burning, using approved methods or vendors. Obsolete electronic records potentially containing sensitive PII or sensitive business information should be disposed of by erasing, overwriting or physically destroying the storage media so that the information contained in the Record cannot be reconstructed, or by otherwise rendering the Record unreadable or undecipherable.

Key

ACT – Refers to the active period of the relevant document. For example, for employment records, this period would be until employment ends or is terminated. For contract records, this period would be until the contract or agreement ends or is terminated

PERM - Permanent.

ACT SUP - Active until superseded.

IND – Indefinite retention subject to periodic review.

Records Retention Schedule

Record Type	Record Description	Retention Period (in years, unless otherwise noted)	Internal Notes and Additional Information
ACCOUNTING & TAX			
Accounts Payable Records	Vouchers (for payments, vendors, employees, <i>etc.</i>)	6	
Accounts Receivable Records	Invoices	6	
Bad Debt Write-Off/ Allowance Records	Records regarding deducting material loss from worthless security, loans or bad debt	6	
Banking Records	Bank Statements, Deposit Slips	6	
Depreciation Schedules	Records documenting the amount, timetable and type of depreciation for property and equipment.	IND	
Dividend Records	Dividend Checks (Cancelled)	6	
Escheat Records	Records documenting unclaimed property	IND	
Financial Audit Reports – Internal	Records reviewing and documenting financial information created as part of an audit performed by a person in the organization.	ACT + 2	*Active means the year the report was generated
Foreign Tax Records		ACT + 10	
General Ledgers & Journals	Includes summary records of all accounts and any sub-ledgers.	PERM	
SEC Filings	10K, 10Q, 8K, Supporting Backup	PERM	
Subsidiary Ledger Records	Accounts Payable and Accounts Receivable Ledgers	6	
Tax Audits & Appeals	Amended Returns/Claims, Audit Workpapers (Tax Audits and Appeals), Internal Revenue Service (IRS) Agreements, Internal Revenue Service (IRS) Information Requests, Notices of Proposed	ACT + 10	*ACT means the year the record was filed or generated

Record Type	Record Description	Retention Period (in years, unless otherwise noted)	Internal Notes and Additional Information
	Adjustment and Responses, Revenue Agent Reports, Tax Appeals, Tax Audits		
Tax Returns	Amended Tax Returns, Tax Statements, Tax Bills, Tax Returns, Tax Workpapers	10	
Tax Support Records	Tax Accounting Records, Tax Averaging Records, Tax Bills, Tax Receipts, Tax Statements, Tax Advice/Planning, Tax Calendars, Tax Citations, Tax Forecasts, Tax Planning Records, Tax Regulations, Third Party Analysis	10	
Trial Balances	Monthly Trial Balances	7	
CORPORATE RECORDS			
Business Organization Records	Articles of Incorporation, Bylaws, Certificates of Incorporation, Minutes and Summaries of Board of Director Meetings (existing entities, acquired entities and entities merged out of existence) Subsidiary By-Laws, Corporate Committee Charters, Corporate Seal	PERM	
Capital Stock Records	Capital Stock & Bond Records (incl. stock certificates and transfer lists), Proxies	ACT + 6	*ACT means the period during which an individual actively holds debt or equity in the company.
Mergers, Acquisitions, Divestitures	Acquisition Agreements, Sales Agreements, Merger Agreements, Joint Venture Files	ACT + 10	*ACT means until the merger, acquisition or divestiture is complete.
ENVIRONMENTAL HEALTH & SAFETY			
Accident / Incident Records	Accident Records, Annual Occupational Injuries and Illness Survey (Form 200S), Injury and Illness Incident Report (Form 301), Inspection Records, Investigation Reports, Log and Summary of Occupational Injuries and Illnesses	Non-Hazardous Accident or Incident Records retain for 5 Hazardous Accident or Incident Records retain for ACT + 30	

Record Type	Record Description	Retention Period (in years, unless otherwise noted)	Internal Notes and Additional Information
Environmental and Safety Records	Asbestos Records, exposure records for toxic and hazardous materials, audit reports, performance reports, material safety data sheets, all documentation related to environmental and safety compliance.	IND	
OSHA Files (Non-Hazardous Records)	Records related to occupational injuries and illnesses, including case investigations. incident reports, risk assessments, checklists, medical referrals	5	
OSHA Hazardous Substance Files	Records related to employee exposure to hazardous substances (specific substances, effects, safety precautions, antidotes and other related information), medical records, analyses, records documenting the communication of information about hazardous substances or dangerous situations to employees, records maintained in locations where hazardous substances exist that describe the substances, effects, safety precautions, antidotes and other specifically related information, and records related to the disposal and transportation of regulation hazardous substances, documentation of the identification of known and regulated hazardous substances.	ACT+30	
Permits & Licenses		ACT + 3	*ACT means as long as the permit or license is valid.
FACILITIES MANAGEMENT			
Audits - Internal	Building audits, security audits	Business Critical	No legally required retention period.
Building/Space Allocation	Records related to the purchase, sales and management of real property -- land, buildings, offices.	ACT + 6	*ACT means until property is no longer owned.
Emergency Procedures/ Plans/Outlines	Records documenting the procedures pertaining to security of employees, floor wardens, equipment, buildings, and information.	ACT + 10	*ACT means while the policy is valid.

Record Type	Record Description	Retention Period (in years, unless otherwise noted)	Internal Notes and Additional Information
Security Records -	Lists identifying employee - issued special security clearances and any suspensions of access. Logs of employee proxy card access. Lists detailing information about contractors, vendors and/or visitors who have been issued special security clearances, security badges.	ACT + 6	*ACT means when the record is generated.
System and Procedure Records	System policies and procedures issued by the Company.	ACT + 10	*ACT means until the procedure is no longer valid.
Vendor Files	Includes vendor contacts, vendor updates, product and service lists.	ACT SUP	*ACT means while the vendor information is current.
HUMAN RESOURCES			
401(k) Records	401(k) Age 70 1/2 Required Minimum Distribution Request Form, 401(k) Beneficiary Form, 401(k) Benefit Plan Documents, 401(k) Census, 401(k) Deferral Change Form, 401(k) Distribution Request, 401(k) Enrollment Form , 401(k) Hardship Request Form, 401(k) In-service Withdraw, 401(k) Loan Application Form, 401(k) Plan Highlights, 401(k) Rollover Form	6	
401K Employee Eligibility Records	Service records that are used to determine waiting periods, eligibility, vesting, breaks in service, and benefits; payroll records; marital status records; beneficiary designations; participant account records and actuarial accrued benefit analyses; benefit claim procedures and procedures for reviewing denied claims; trust documents, custodial agreements, group annuity contracts and other funding instruments; and plan notices, election forms, and distribution forms (including COBRA notices), written explanation of the joint and survivor annuity option, notice of taxation, distribution election forms.	IND	

Record Type	Record Description	Retention Period (in years, unless otherwise noted)	Internal Notes and Additional Information
Affirmative Action Records	Affirmative Action Program Records, Applicant Flow Logs, Diversity Records, EEO-1 Reports, EEO-2 Reports, Equal Employment Opportunity Reports, Equal Employment Reference Materials, Racial Harassment Records, Records of Accommodation, Sexual Harassment Records, Title VII Materials.	ACT + 10 *ACT means until (1) the program or investigation ends; or (2) the year the record was created.	*ACT means until (1) the program or investigation ends; or (2) the year the record was created.
Benefit Plans and Programs Summaries, Forms, Descriptions and Newsletters	Records relating to Benefit Plan Summaries, including but not limited to Dental Benefit Plan Description, Domestic Partner Plan Summary, Disability Insurance Plans (including but not limited to STD and LTD Booklets and Forms) Educational Assistance Program, FSA Benefit Plan Description, Life Insurance Benefit Plan Description, Medical Plan Description, Newsletters, Prescription Plan Description and Forms, Vision Plan Description and Forms	ACT + 6	
Census Records	Census Reports, including Medical Census	6	
COBRA Records	COBRA Reports, Required Notices and Initial Notification.	6	
Education & Training Records	Lists and related correspondence	ACT + 3	
Employee Complaint Records	Employee Complaints, Forms and related documents	ACT + 6	*ACT means while the complaint is under investigation or until the issue is resolved.
Employee Eligibility Verification Records	Legally required government forms regarding employee status, for example, Employee Immigration Files, Form I-9 Records, H-1B Visa Documentation, Labor Department Audit Records, Naturalization Records, and Right to Work Documentation.	ACT + 1 or 3	*ACT means retain for the longer of 3 years from the date of hire or 1 year after termination.
Employee Handbook Records	Agreement Handbook, Employee Handbook and Acknowledgement	ACT + 10 *ACT means while the handbook and related documents are in force.	

Record Type	Record Description	Retention Period (in years, unless otherwise noted)	Internal Notes and Additional Information
Employee Personnel Files	Personnel records for employees including Change of Address Forms, Dental Plan Enrollment Forms, Doctor Notes, Domestic Partner Plan Affidavit, Emergency Medical Forms, Employee Performance Evaluations and Appraisals, Employee Training, Family Leave Act Applications and Requests, Flexible Spending Account, Medical Records, KHPE/Personal Choice Enrollment Form, Life Insurance Beneficiary and Continuation Request Form, Physical/Drug Test Results, Vision Plan	ACT + 6	* ACT means while the employee is actively employed
Employee Tax Records	W-2, Withholding Tax Statements	7	
Employee Tax Records	W-4 Form	ACT + 3	* ACT means while the employee is actively employed.
Employee Training Certifications	Certifications and associated certificates, information and records.	ACT + 3	* ACT means while the employee is actively employed
Employment Contracts	Employee Agreements, Employee Non-Compete Agreements, Employee Confidentiality Agreements and any other Employee Contracts or Agreements (including, those expired).	ACT + 10	* ACT means while the employee is actively employed
Insurance Records – Group Plans	Records documenting benefits received under group insurance plans.	ACT + 6	*ACT means when plan or program ends or is terminated.
Leave of Absence Records	Correspondence, Doctor's Authorization for Time Off, Family Medical Leave Act ("FMLA") Application and Physician Statement, FMLA Requests, Family Member Medical Certificate, Leave Applications and requests Medical and Non-Medical, Long-Term Disability Records, Short-Term Disability Records, Sick Leave Records, Non-Medical Leave Records	ACT + 6	*ACT means while the employee is actively employed by the Company.
Payroll Records	Employee Time-Off Requests, Timecards, Timesheets, Vacation Requests, Direct Deposit Pre-Note Reports, Direct Deposit Waiver Forms, Employee Deductions for Charitable Donations, Commission Calculation Worksheets, Incentive Plan Bonus Calculations	10	

Record Type	Record Description	Retention Period (in years, unless otherwise noted)	Internal Notes and Additional Information
Personnel Administration – Layoff Records	Records related to decisions to reduce the labor force, including Severance Agreements.	ACT + 6	*ACT means until the layoff, reduction in force or termination are completed.
Recruiting Records	Applicant Drug Screening, Applicant Flow Chart, Applicant Phone Screen Form, Applicants Testing, Background Check Form, Employment Application, Job Advertisements and Descriptions, Job Applicant Agreement (Physical and Drug Screen), Offer Letters, Resumes and References.	ACT + 6 for hired applicants; 3 years for rejected applicants	
Workers Compensation Act Records	Report of Injury Form for Worker's Compensation	IND	
INFORMATION TECHNOLOGY			
Business Continuity Planning	Includes disaster recovery plans.	ACT + 10	*ACT means while the plan is in place.
Change Management Records	Records related to application migration from QA environment into production, release notes (documentation of changes/edits/modifications made to an application)	6	
Computer Software/ Development Records	Records including source code, source code fixes, source code upgrades, flow charts, testing records and other records needed to understand the logic of software development.	No legally required retention period.	
Software Licenses		ACT + 10	*ACT means until the license ends or is terminated.
System Logs, Documentation and Design Records	Includes Information Security Bulletins & Reports, Machine Downtime, System Requirements, System Design Documentation, Test Specifications, Web Requests, system security logs, scan logs, access requests.	3	

Record Type	Record Description	Retention Period (in years, unless otherwise noted)	Internal Notes and Additional Information
INSURANCE			
Insurance Files	Records related to insurance coverage affecting the company. These records include approved and not approved insurance applications, insurance reporting forms, and insurance renewal forms and/or applications.	IND	
Insurance Claims	Records related to insurance claims.	ACT + 10	*ACT means until the underlying litigation, claim, investigation or other matter is resolved.
LEGAL			
Contracts/ Agreements (Intercompany and Customer)	Intercompany Agreements and Customer Contracts, Intellectual Property Agreements, Legal Agreements, Master Service Agreements, and all Amendments to the same	ACT + 10	*ACT means until the contract, agreement or lease ends or is terminated
Contracts/ Agreements (Negotiations, Disputes, Notices)	Records related to Legal Activities, including Notifications of Contract Breach or Dispute, Official Correspondence and Notes, Contract and Agreement Negotiations, and Advice and Counsel Records	ACT + 10	*ACT means until the contract, agreement or lease ends or is terminated
Contracts/ Agreements (Vendors, Partners, Contractors)	Business Development Agreements, Independent Contractor Contracts, Licensing Agreements, Marketing Agreements, Product Sample and Development Agreements, Production Agreements, Selling Contracts, Software Licenses and Escrow Agreements, Supplier Contracts, Supply Contracts, Third Party Warehouse Agreements, Vendor Contracts, including Statements of Work and all Amendments for the same	ACT + 10	*ACT means until the contract, agreement or lease ends or is terminated
Contracts/ Agreements (Confidentiality, Loyalty etc.)	Confidentiality Agreements, Loyalty Agreements and all Amendments to the same	ACT + 10	*ACT means until the contract or agreement ends or is terminated
Deeds & Easements		IND	

Record Type	Record Description	Retention Period (in years, unless otherwise noted)	Internal Notes and Additional Information
Final Judgments	Records specifying final judgments, settlements or orders related to or resulting from litigation or arbitration.	IND	
Foreclosures	Request for release documents, such as paid-in-full or foreclosure files.	IND	
Garnishments & Levies	Child Support Levy Orders, Federal Levies, Garnishment Orders, Garnishment Accounting Court Orders, Garnishment Accounting Reports, Payroll Garnishment Records	ACT + 3	*ACT means while the employee is actively employed by the Company.
Intellectual Property Records	Includes records related to patents, trademarks and copyrights, IP agreements, applications, copyright/trademark registrations and enforcement matters	ACT + 6	*ACT means the life of the patent, trademark or copyright
Investigation Case Files	Documents pertaining to investigation cases.	ACT + 10	*ACT means until the investigation is complete.
Joint Venture Files	Records related to joint ventures, joint venture financing, etc.	ACT + 10	*ACT means until the deal or transaction is in a quiet period.
Lease Agreements	Building and equipment leases and related records, hardware lease and support agreements	ACT + 10	*ACT means until the lease ends or is terminated.
Legal Opinions		ACT +10	
Litigation & Claims; Arbitration	Detailed records describing the proceedings of cases gone to trial, including affidavits, subpoenas, case files, claims, depositions, discovery records, exhibits, litigation motions, pleadings, trial documents and other equivalent documents related to arbitration. .	ACT + 6	*ACT means the life of the litigation or arbitral claim.
Mergers, Acquisitions, Divestitures	Acquisition Agreements, Sales Agreements, Merger Agreements	ACT + 10	*ACT means until the merger, acquisition or divestiture is complete.
Mortgage Records	Mortgages, Notes,	ACT + 10	*ACT means as long as the underlying notes or mortgages are in force.

Record Type	Record Description	Retention Period (in years, unless otherwise noted)	Internal Notes and Additional Information
Sarbanes Oxley Records	Audit and review records, client memos, regulations, due diligence, internal control reports, gap strategy sheets, SOX matrices, control testing documentation, SOX 404 test action plans, internal/external SAS 70 documents and compliance documentation.	7 years	
MARKETING			
Market Research	Data Sheets	ACT	No legally required retention period.
Press Releases		ACT	No legally required retention period.
Promotional and Advertising Materials	Records relating to Brochures, Promotional Flyers, Displays and Product Fact Sheets. Also, records relating to Packaging Cards/Boxes - Art/Copy both in progress and final.	6	
Trade Show Records	Trade Show Report	ACT	No legally required retention period.
SALES			
Customer Account Records	Records relating to Credit Applications and New Account/Account Changes	ACT + 6	
Customer Service Records	Records relating to services provided to customers, including audit and service organization records.	ACT + 10	
Employee Expense Records	T&E Request Forms	7	
Imprint Guides and Reference Materials	Imprint Guides		
Promotion Records	Director Special Pricing, Documentation and supporting material for marketing campaigns and promotions, 4th Quarter Promo/Engraving Documents, Promotional Activity Request	6	

Record Type	Record Description	Retention Period (in years, unless otherwise noted)	Internal Notes and Additional Information
Software as a Service Records	Documentation of computer software provided to customers as a service, including licenses and service records.	ACT + 10	*ACT means until the license ends or is terminated.