USB FLASH DRIVES DATA PRELOADING CHECK LIST

flashbay ®
Technology. Customised.

Please always check with your customer what preloaded USB Flash Drives will be used for?
★ Do they need any special USB settings or working samples to test? Do they want to lock data so their clients cannot delete it?
  If you have any issues or questions about data you can always verify it on Flashbay Wiki portal or your Group Leader.

How big is the data?
★ We will only accept data in one complete zip folder. We do not accept data via any external link such as WeTransfer or Dropbox.
★ Data <10GB – via website data upload , >10GB has to be sent by post to IT Support UK HQ in the form of USB/CD/External drive.
★ If data is over 3GB the lead time needs to be checked with Operations, cc your Group Leader.
★ Please verify whether data was created/zipped on MAC OS and inform IT Support /Operations team according to the Data handling procedure.

Please always inform your customer in writing what is the last date to receive and confirm the data, to ensure their initial deadline is met with no delays.

Please double check whether the Customer's Data size will fit the chosen capacity. For more information please visit Flashbay website: FAQs How much data can a USB Flash Drive hold?

Any single file bigger > 4GB?
★ Please inform your customer about following USB Flash Drive settings:
★ Our standard file system is FAT32 for capacity range 2GB-32GB, however for 64GB and 128GB file system exFAT is used.
★ If a single preloaded file is bigger > 4GB, the USB Flash Drives will be formatted to exFAT.
  Customer might ask for NTFS instead but then preloaded files will be read-only on MAC OS – it means a customer won't be able to preload any data to USB Fash Drive on MAC OS.

Any Volume Label (VL)?
★ VL is free and optional with up to 11 characters.
★ No special characters possible (e.g. #%&*£!)

File lock/Dual zone (DPUS)?
★ Please supply your customer with a detailed description of DPUS service and a screenshot confirming how locked data will appear on their computer.
★ We do not encrypt data. If Autorun was queried, please clarify your Group Leader team for possible options before confirming this service to a customer.

Be proactive with your customers and let them know well in advance that their data is still pending.

Data Handling Process

flashbay ®
Technology. Customised.

Flashbay Ltd
IT Support
+44(0) 203 053 9555 (GB)
6 The Fountain Centre
Imperial Wharf
London SW6 2TW
United Kingdom

Customer Data

Sent via Flashbay website

Sent via USB or other media

If data is bigger than **10GB** please ask your Customer to send it via USB (or CD, DVD) to our HQ address provided above. Upon arrival our IT Team will download data to a shared location and will notify you via email.

Data is downloaded to **Public** folder

Extract Data

IT Support has to be notified if you have received **Mac OSX** data and they will assist you with unzipping the data to your Public folder.

Please **do a cross check** with your Customer about:
Properties:
★ Total Size of Data
★ Total Amount of Folders in the Data
★ Total Amount of Files

Root:
★ This shows how Data will look when viewed from the USB Flash Drive

Confirm Properties & Root with **Customer**

Send original Data via **FTP** to **Operations**

Rename the original zipped file with Sales Order number and Customer details before uploading onto FTP server, for example **S123456 C123456 John Smith**

Confirm Properties & Root with **Operations**

Please **always** use **Flashbay Text Parts** to send Data Preload confirmation email to Operations.