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	REFILING PROCESS (EXTERNAL & INTERNAL)		PAGES 1 of 9

#### PURPOSE

- To identify, prepare, and take into OEC custody, the customer-returnable records based on request.
- To prepare for safe storage, refile these records in respective parent boxes and update the database.

#### SCOPE

This process will be closely monitored and followed at all the warehouses across India. Branch Manager / Logistic Manager will be responsible for regular refiling of documents and to follow the process.

#### REFERENCE

- Refile Pickup JC.
- Refile uploading format in topgun.
- Refile uploading format in system once the refile is done.

#### RESPONSIBILITY

The branch manager is the owner of the refiling process at OEC Records Center. He must ensure that 100% refiling is done within the TAT for all the retrieval requests. Also, he is responsible for the update of records in the system and safety of records.

#### PROCEDURE / DESCRIPTION OF ACTIVITIES

The following steps are included in refile process:

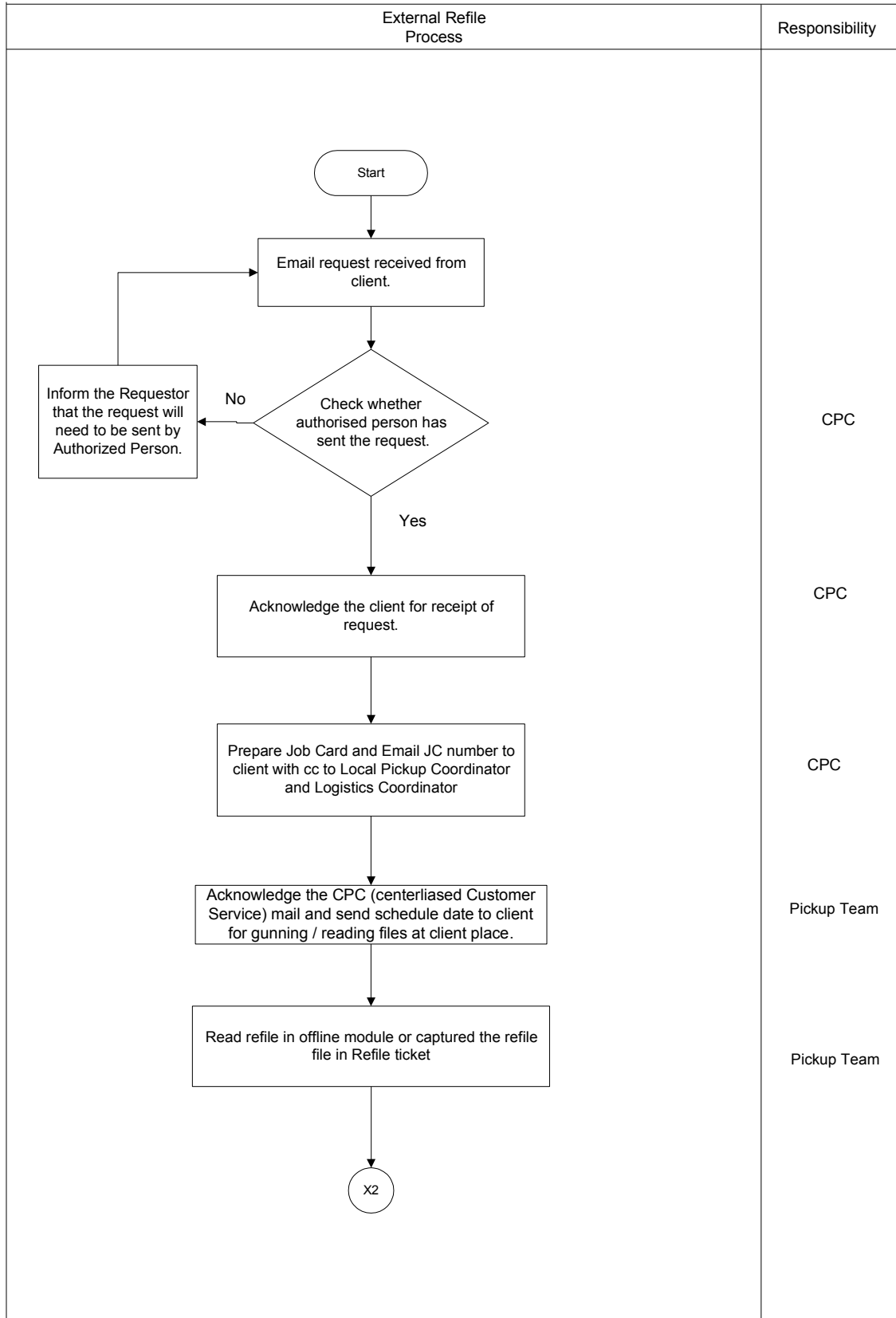
- Customer sends email asking for the retrieved records to be picked up.
- The CPC checks with LPC and obtains the date of visit to the client
- The CPC person creates the Refile ticket and informs the customer about the pickup date and shares the refile ticket details
- The pickup person visits the site and reads the refile files through a barcode reader and shares the data with the client and also with the Logistics team
- Logistics team then arranges for the pickup of files from clients place.
- The logistics team handover the refile files to the Inward-department in the warehouse.
- In-department creates a temporary refile box which has a box barcode.
- All the refile files are then read one by one in the system and system prompts for the actual warehouse where these files are to be stored. Accordingly the in-ward

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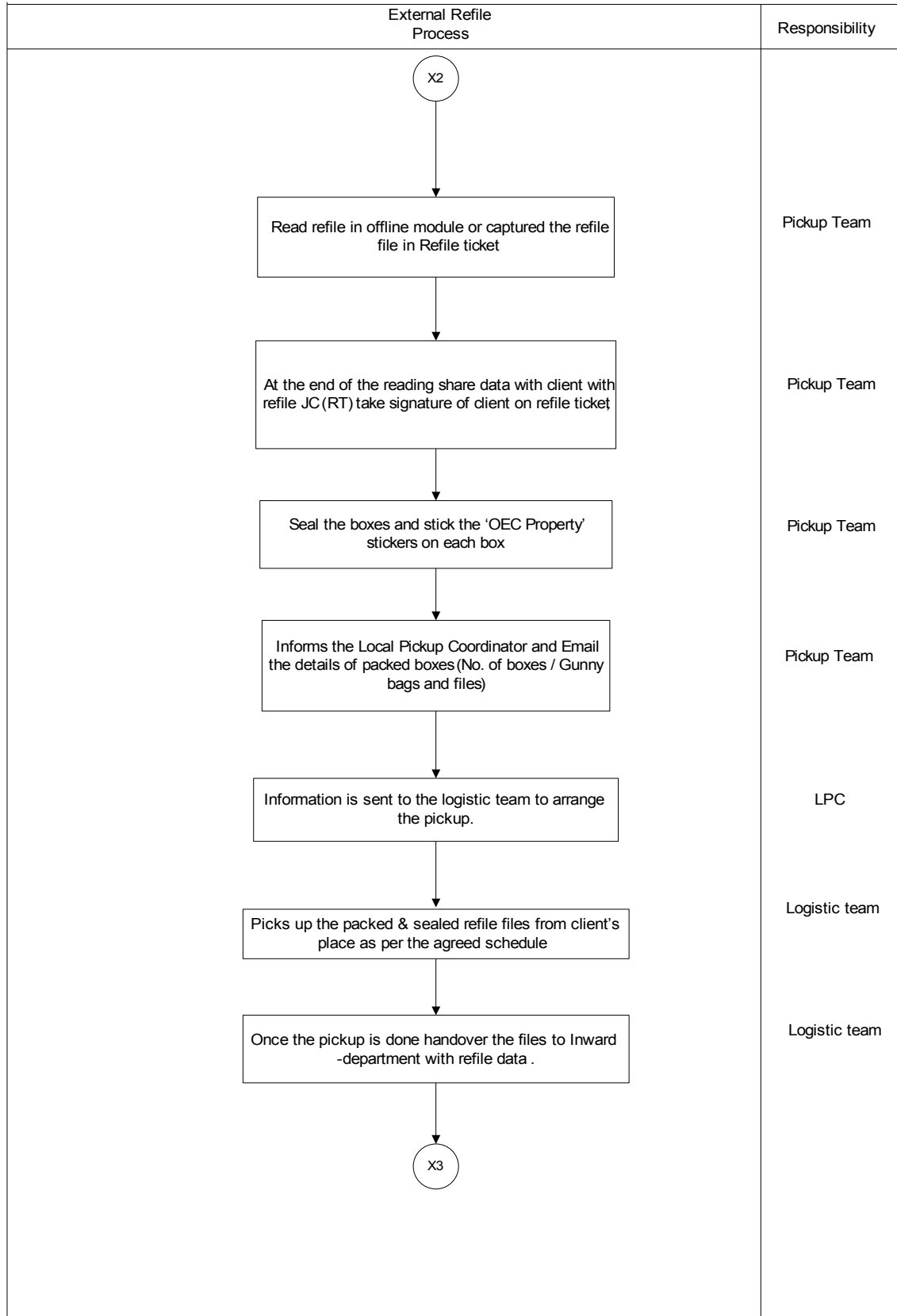
person reads the temporary refile box and puts back the file in that box. Once all the files are read this way and finally clicks on upload, system generates the Refile Job card no.

- The in-ward person handover the temporary boxes to respective warehouses for refilling.
- Refile supervisor then reads the files and creates IRJ and loads the data in the top gun.
- The files along with top gun are given to the refilling assistant to do the refilling.
- The data loaded on the topgun is sorted by location, box and then file and based on this the refilling assistant goes to the location where the parent box is located, reads the parent box and then reads the file and puts that file in the parent box. If the contents in the top gun and the contents read doesn't match, then the top gun gives a beep to denote the mis-match. It is a clear wrong refilling done, and the re-filing assistant has to get that wrong refilled file and put that in the correct parent box by following again the refilling process (read box and then the file).
- Once the refilling activity is complete, the top gun refilled data needs to be uploaded in the system.
- If there are any errors while uploading, the same needs to be resolved by the refilling supervisor.
- On successful completion of refilling activity, the RT needs to be closed.

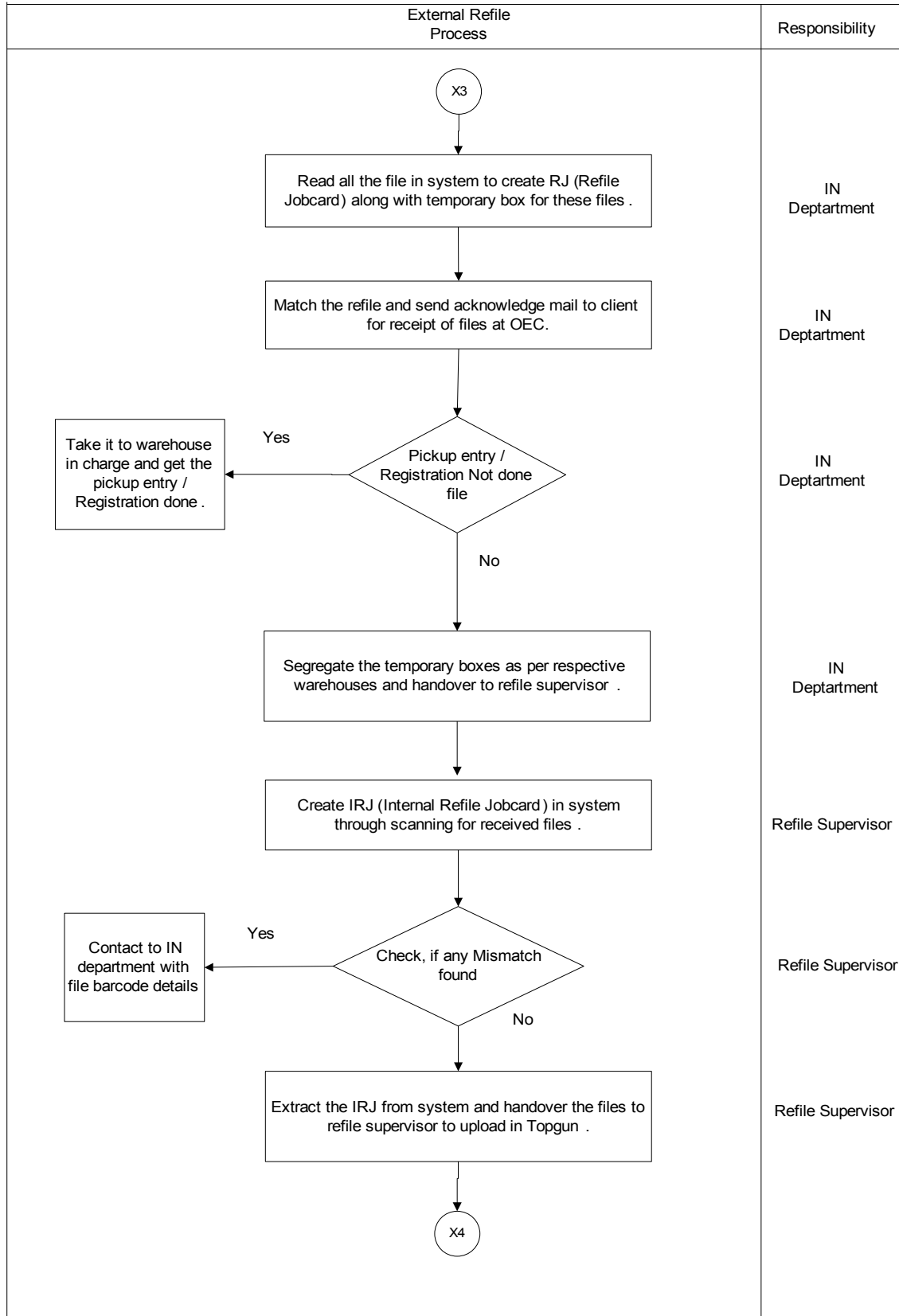
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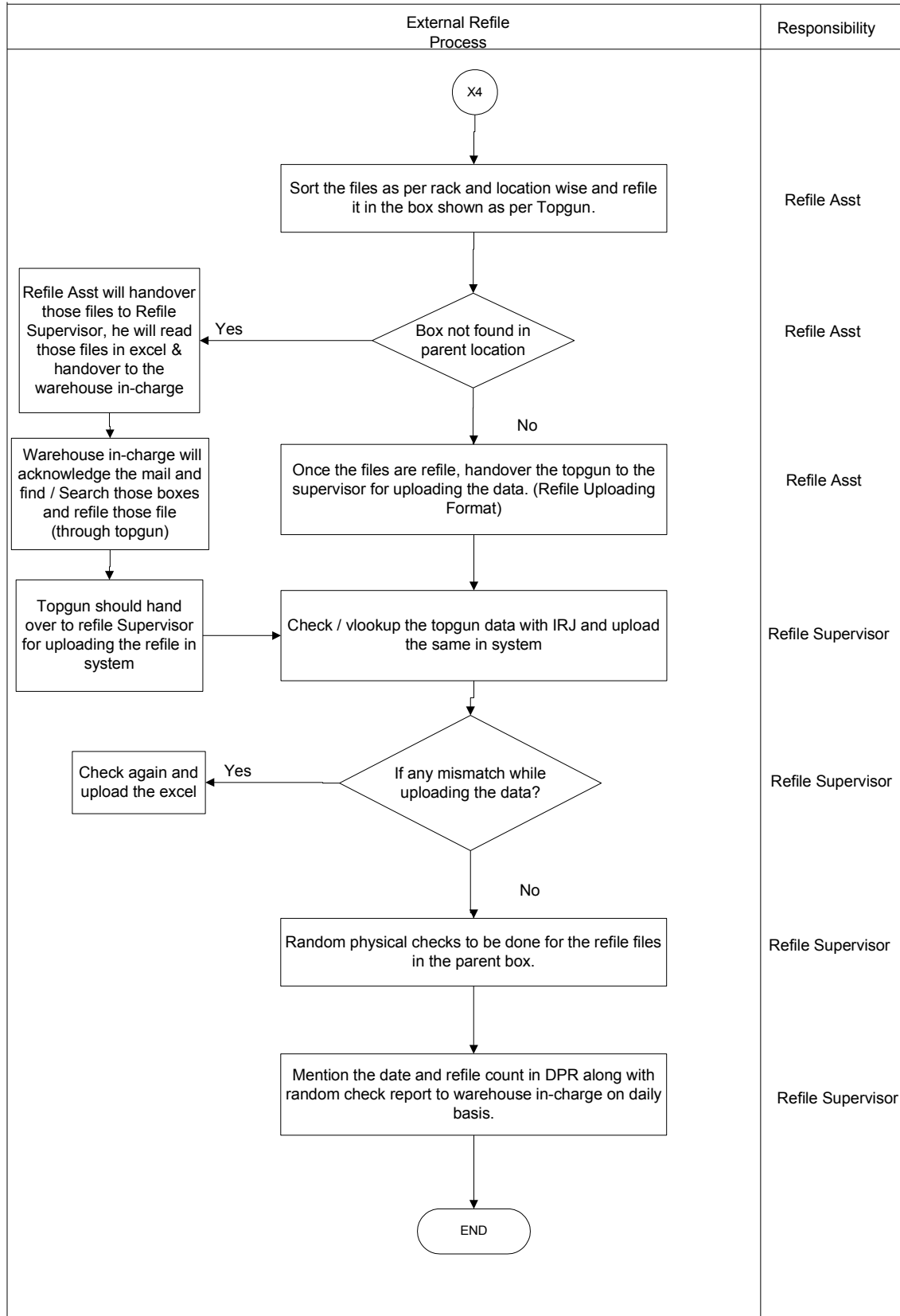
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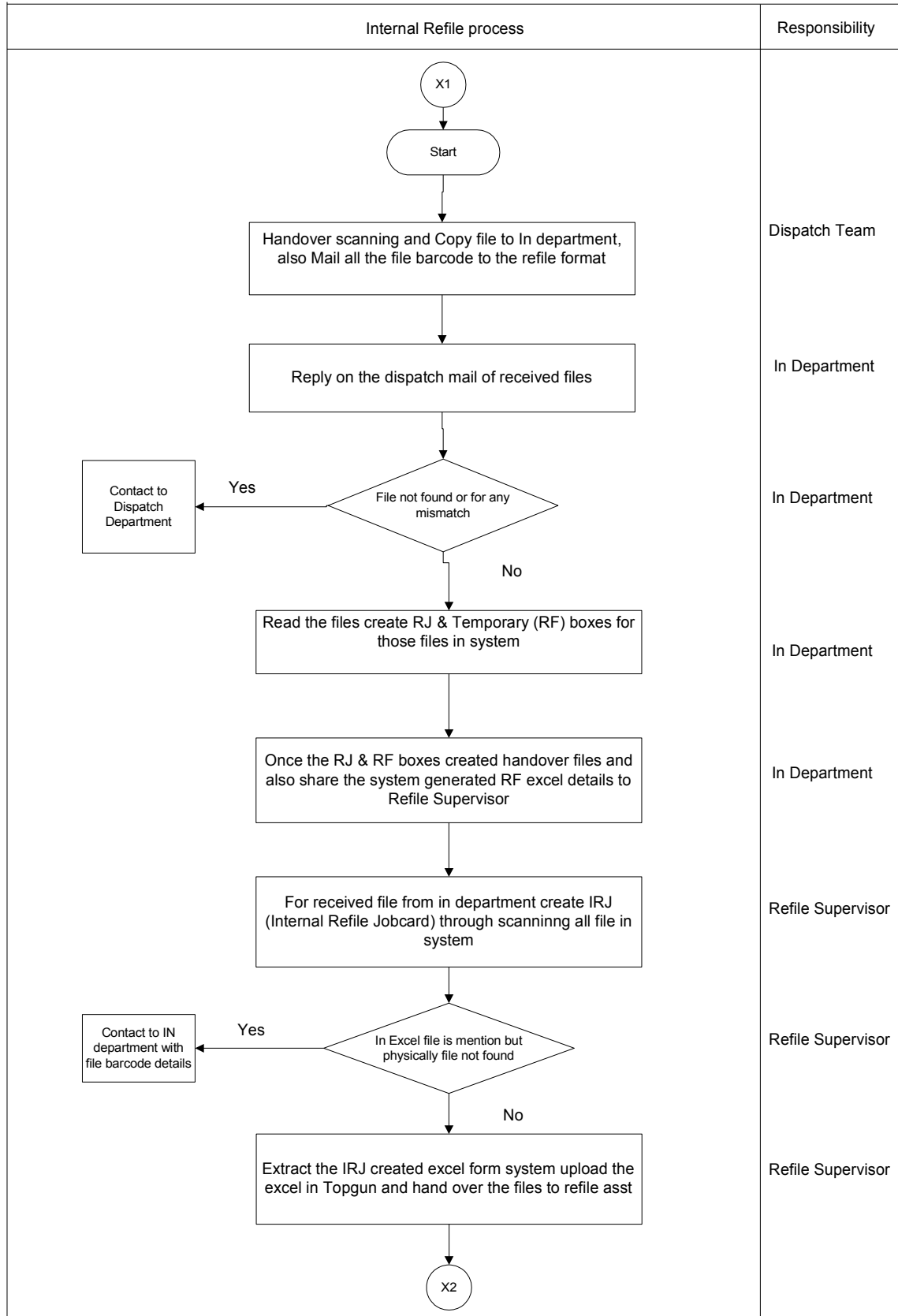
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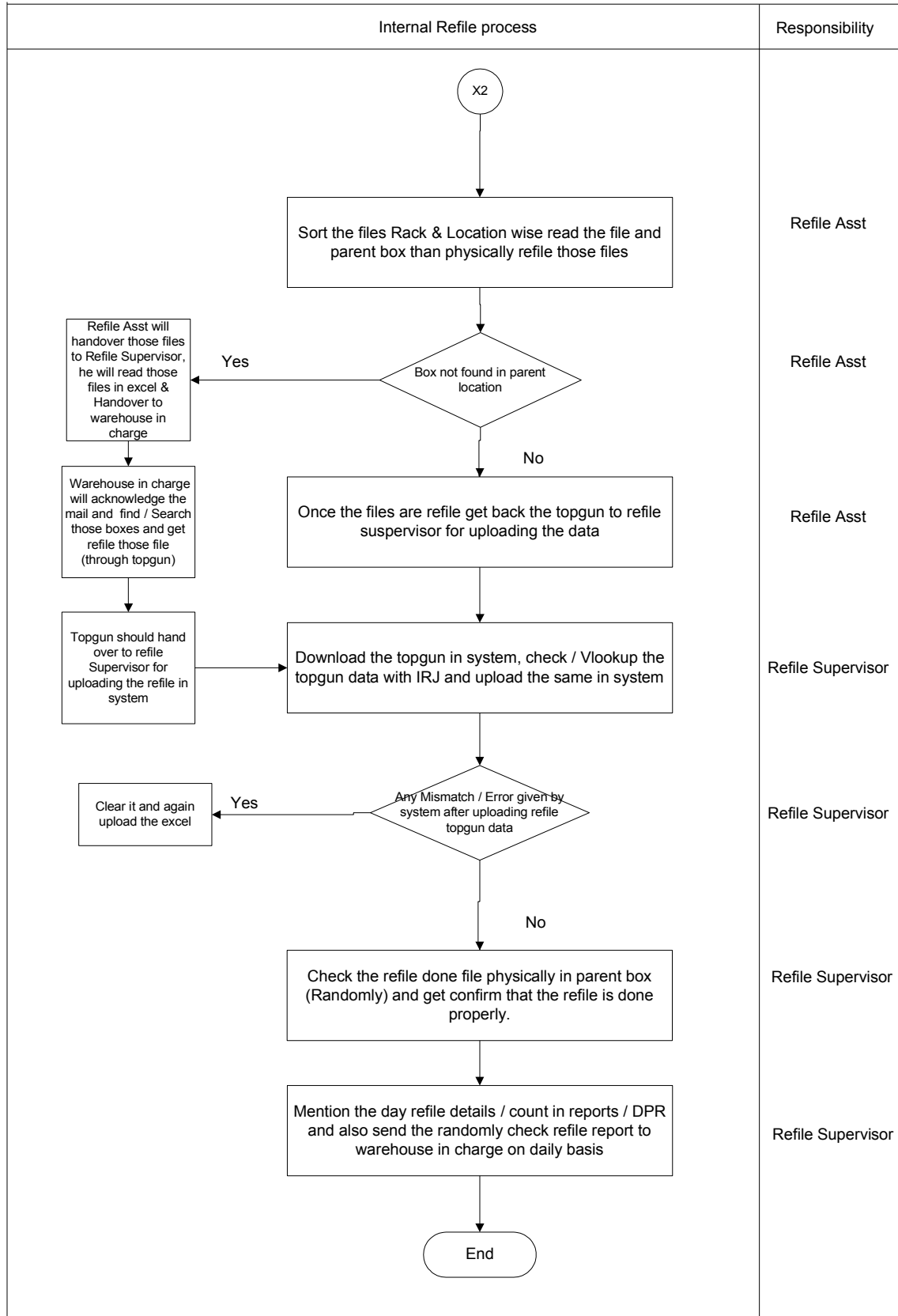
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**ENCLOSURES**

NA

**FORMATS / EXHIBITS**

Format For upload data in TOP-GUN for refile,

FILE BARCODE	BOX BARCODE	LOCATION

For upload refile done files in system format.

FILEBARCODE	BOXBARCODE	LOCATION	TOPGUNNO	TOPGUNDATE	TOPGUNTIME	REMARK