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PURPOSE

- To retrieve the records / documents requested by customers within TAT and supply as per customer order.
- To provide all the information asked for by the customer as per their request, in time.
- Send MIS reports as per the requests from Internal and External customers.
- To provide information to billing section.

SCOPE

This process will be closely monitored and followed at all the warehouses across India. Branch Manager / Warehouse Supervisor will be responsible for timely retrieval of documents and to follow the process.

REFERENCE

- Job card for retrievals (Various) Form No.
- Receipt of document form.... ROD 010
- Delivery tickets forms

RESPONSIBILITY

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

PROCEDURE / DESCRIPTION OF ACTIVITIES

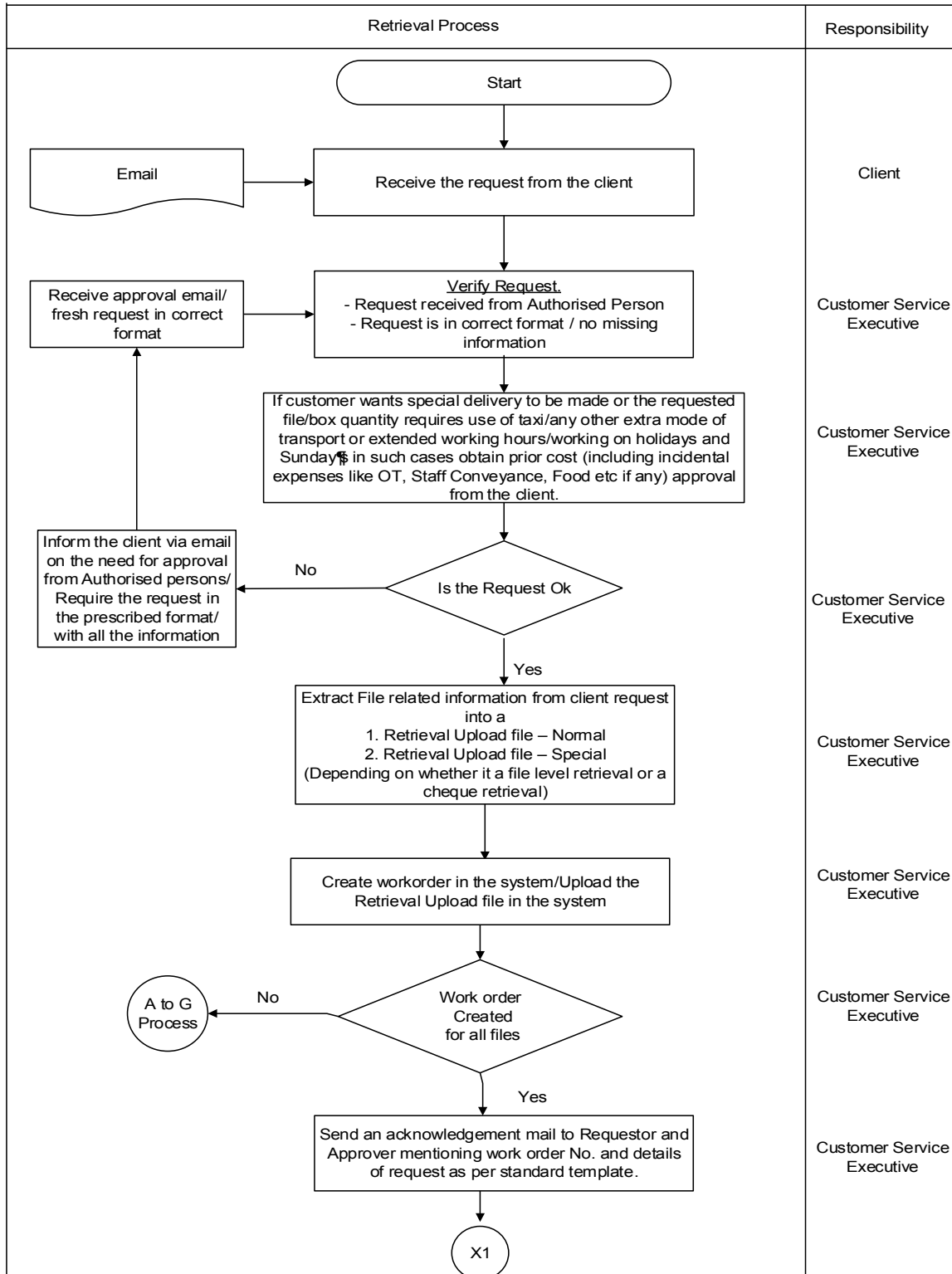
The following steps are included in retrieval process:

- Email is received from the authorised client requesting for retrieval of records in standard retrieval request form at the designated email id.
- Customer service team verifies the authorisation.
- Prior cost approval needs to be taken if any special (other than standard or routine) retrievals to be carried out for expenses like OT, Sunday workings, Staff Conveyance, Food etc.. Also consider expenses like taxi / any other mode of transport to deliver the documents.
- Segregation of retrieval list is done based on the urgency of documents as per TAT and shared with the deputed team at the warehouse.
- Upon confirmation of authorisation, work order is created by the customer service team and the details are shared with the client.

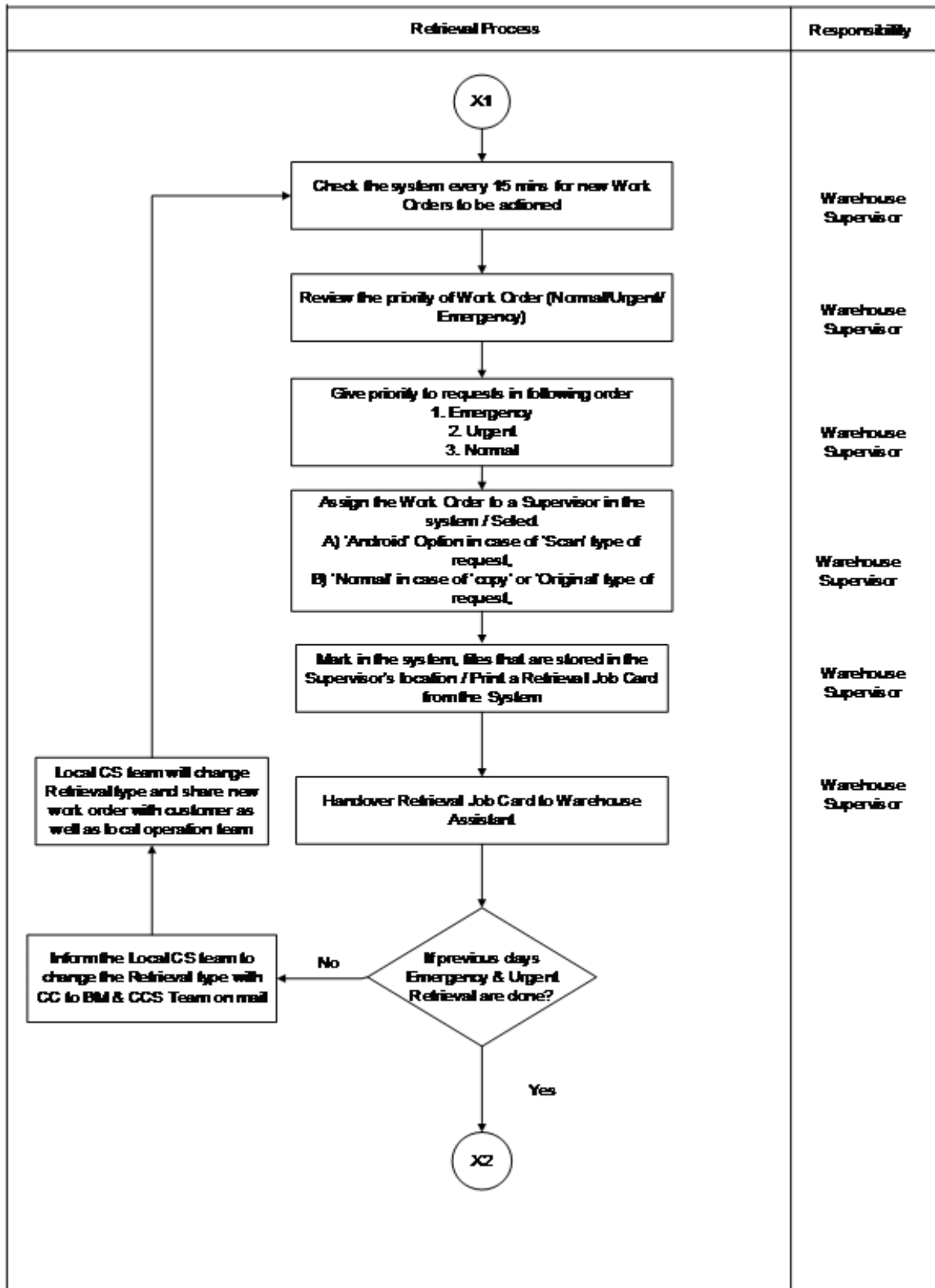
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- Deputed retrieval team at respective OEC Records center retrieves the files/documents and handover the same to warehouse supervisor for further process.
- Warehouse supervisor does the warehouse confirmation, segregate the files/documents and hands over the same to the dispatch team for delivery and also shares the CNT number with the dispatch team.
- In case of retrieval request for original files/documents based on the CNT number, dispatch team does the Quality Check and prints the delivery ticket.
- In case of scanned documents, the dispatch team shares the scanned documents with the client, as per agreed process with the client, prints the delivery ticket and does the refiling process.
- Print delivery ticket to close the work order.
- In case of bulk retrieval / project cases, share the MIS with billing team.

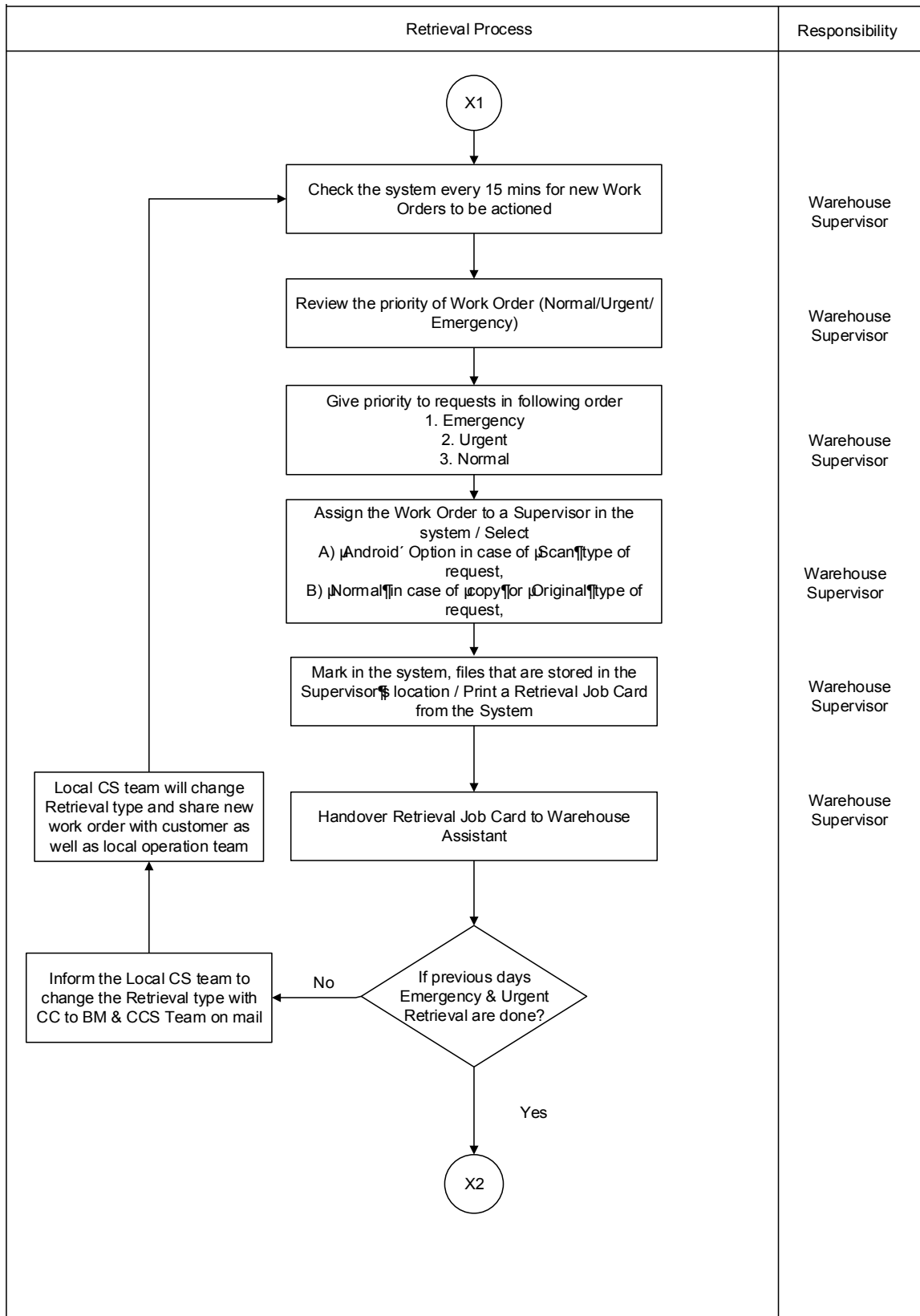
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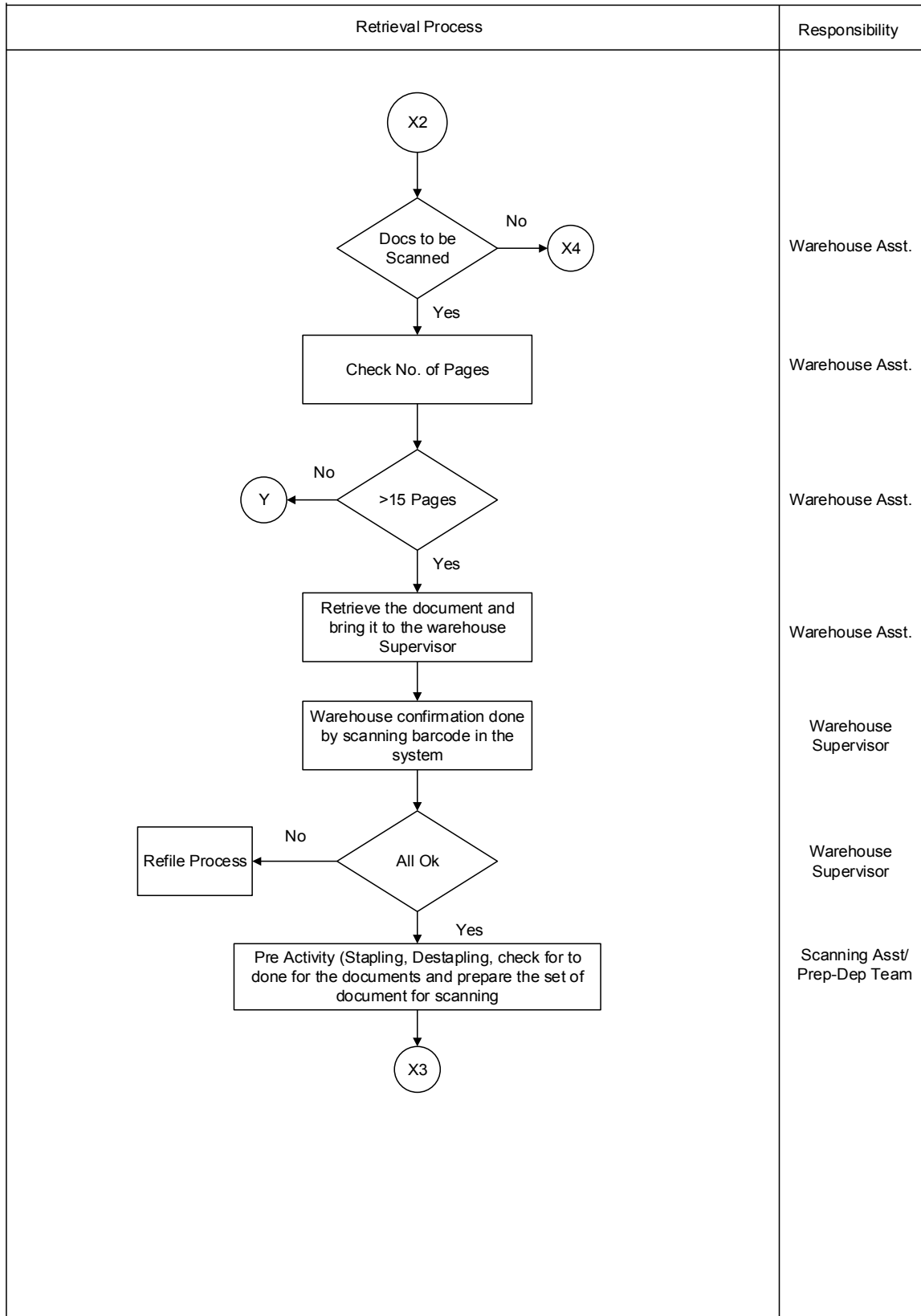
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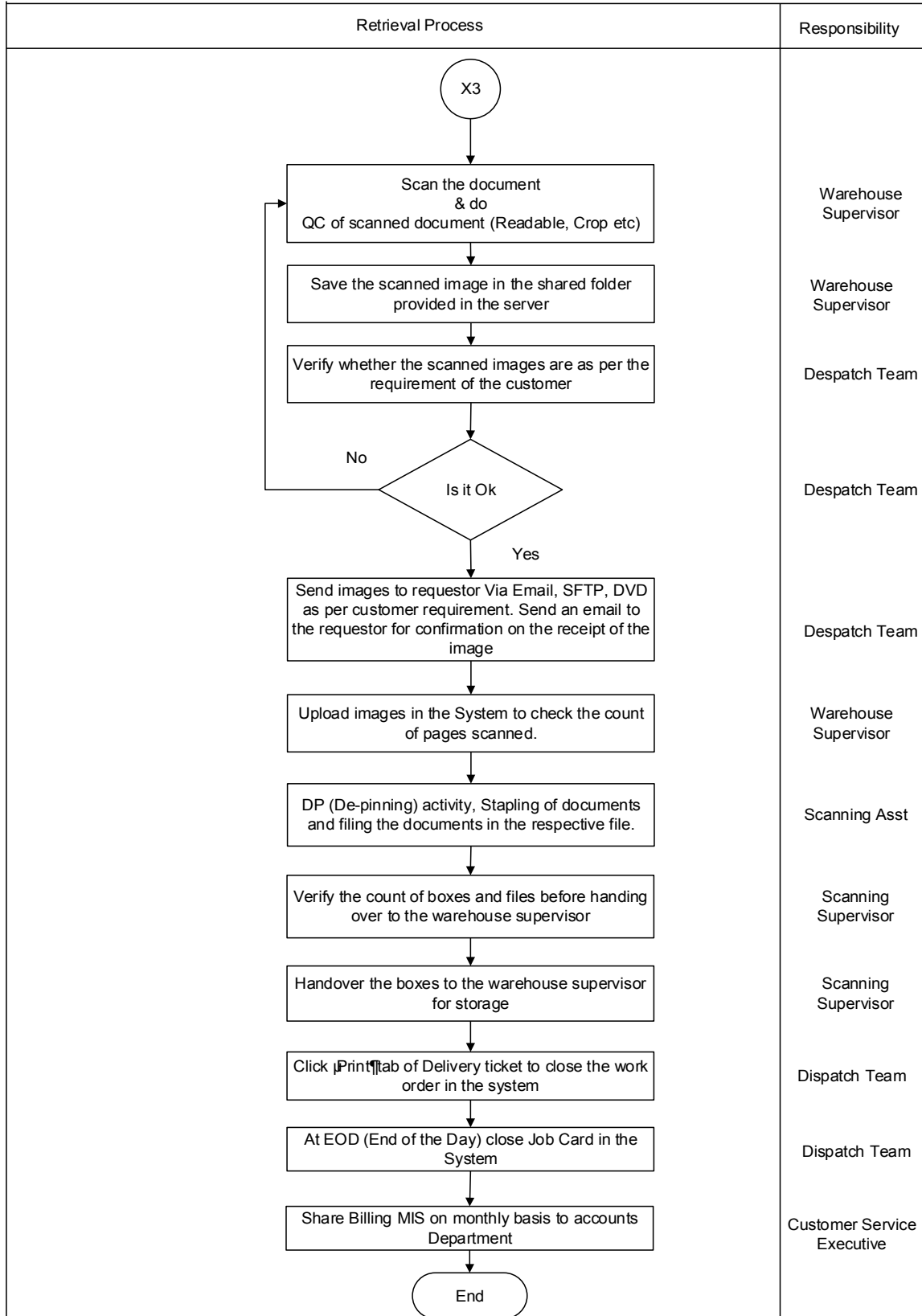
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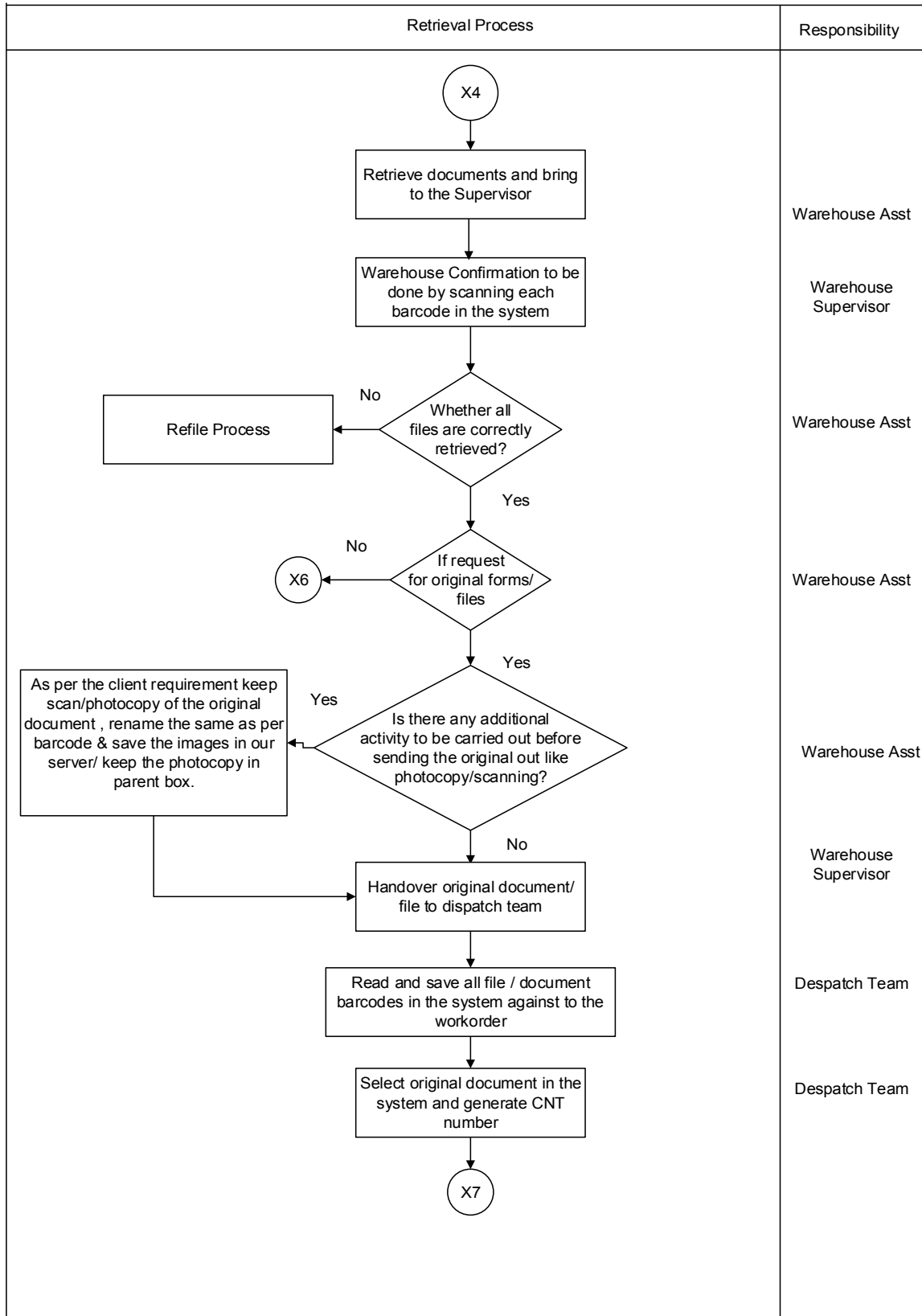
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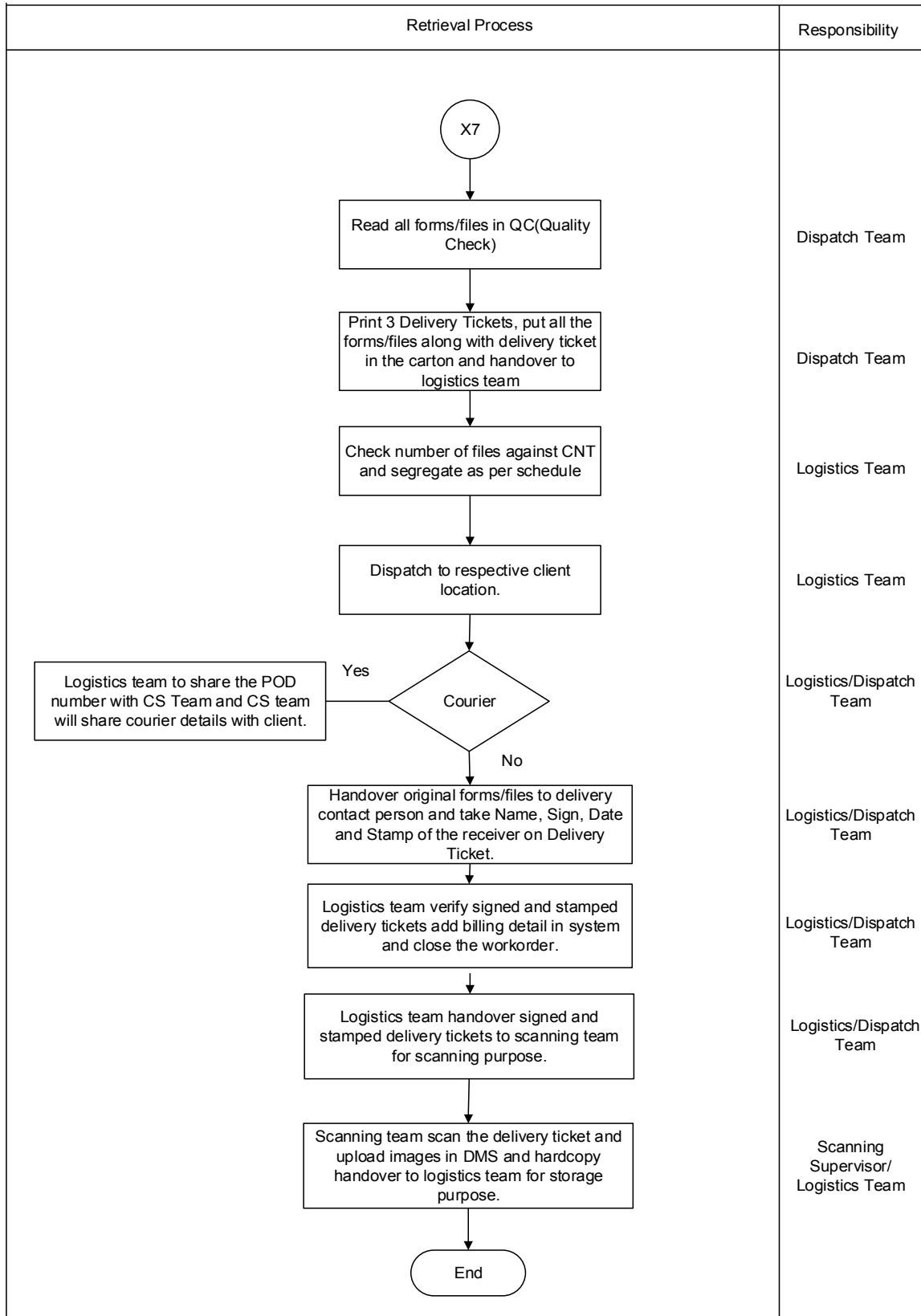
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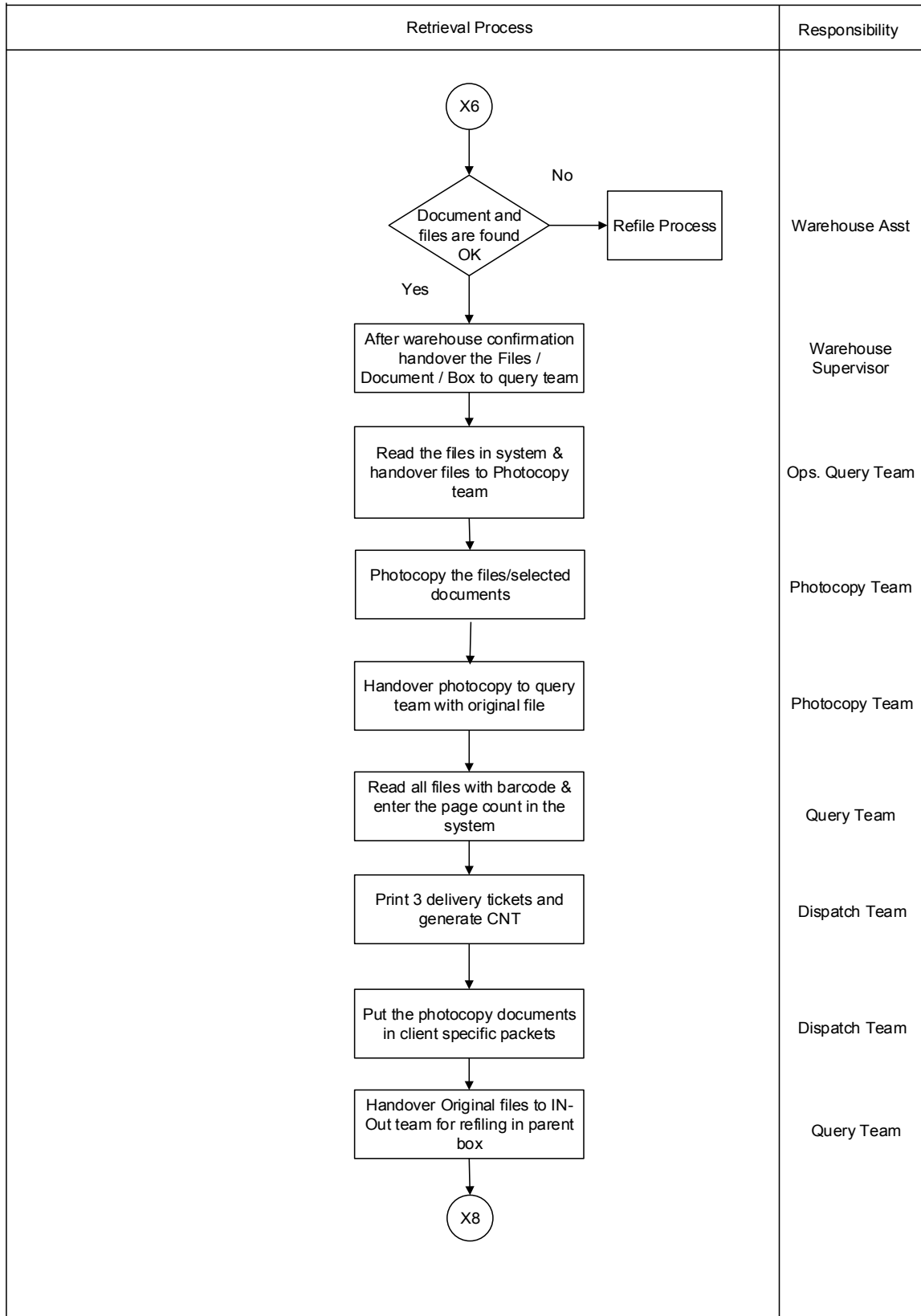
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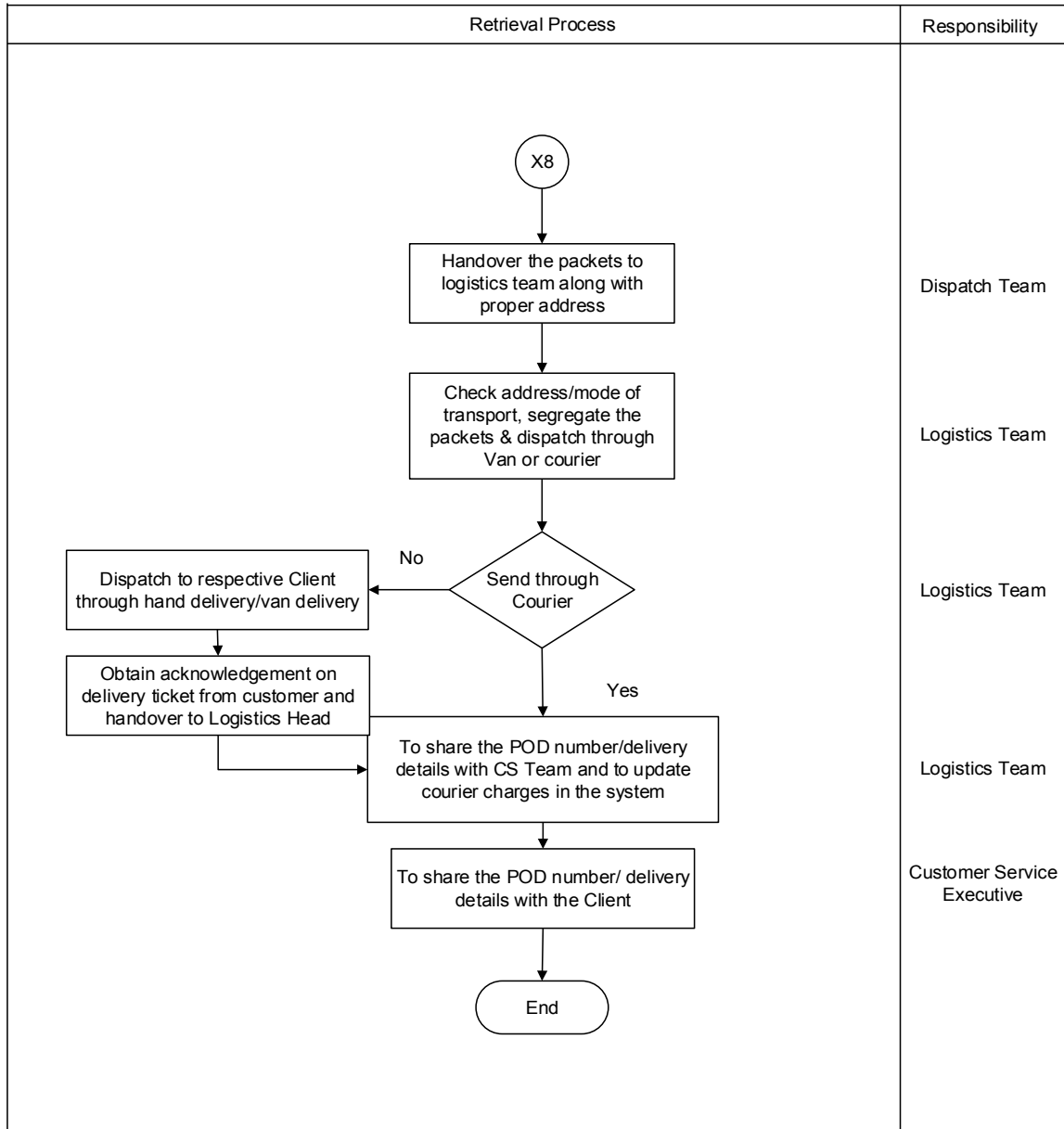
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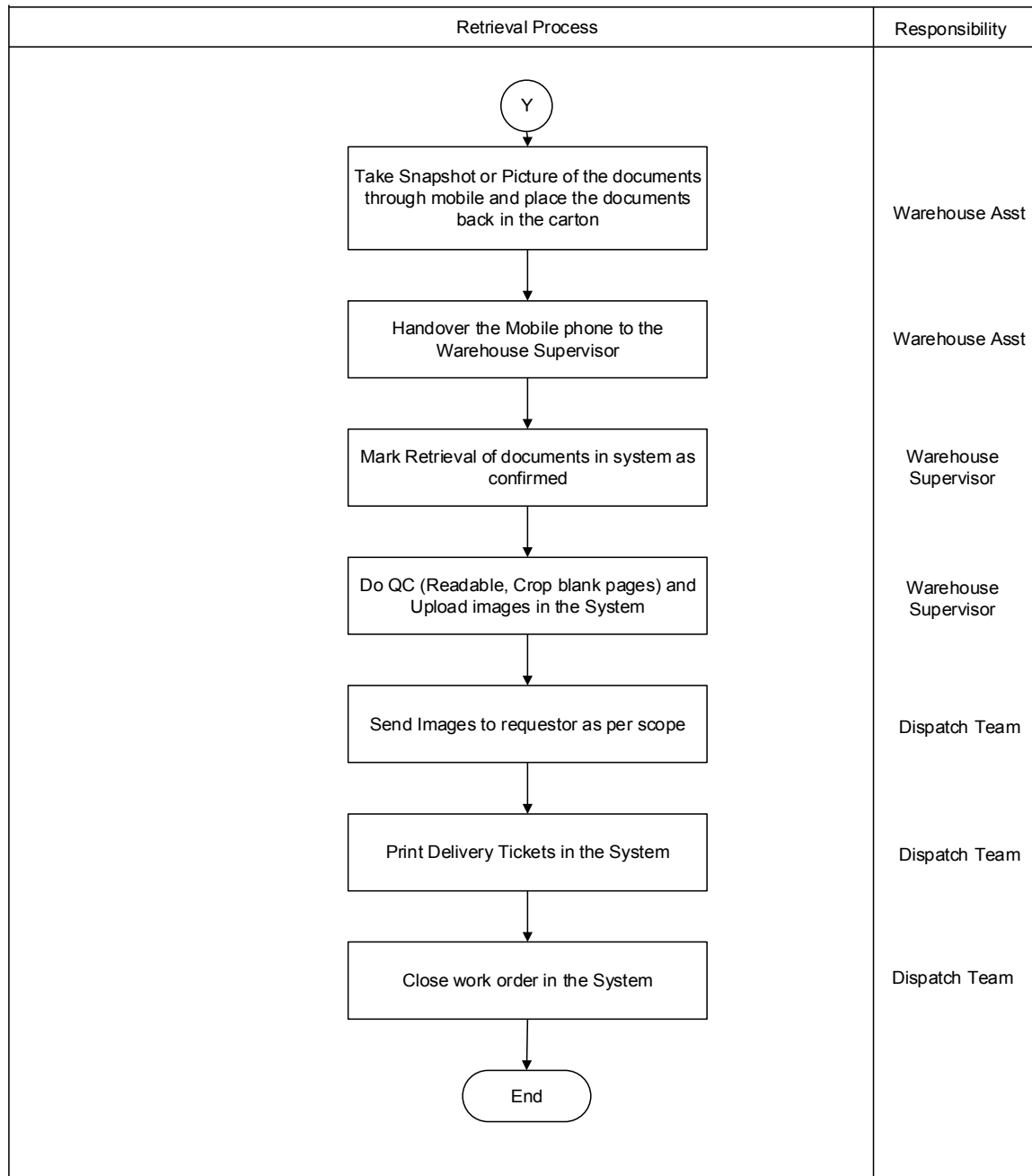
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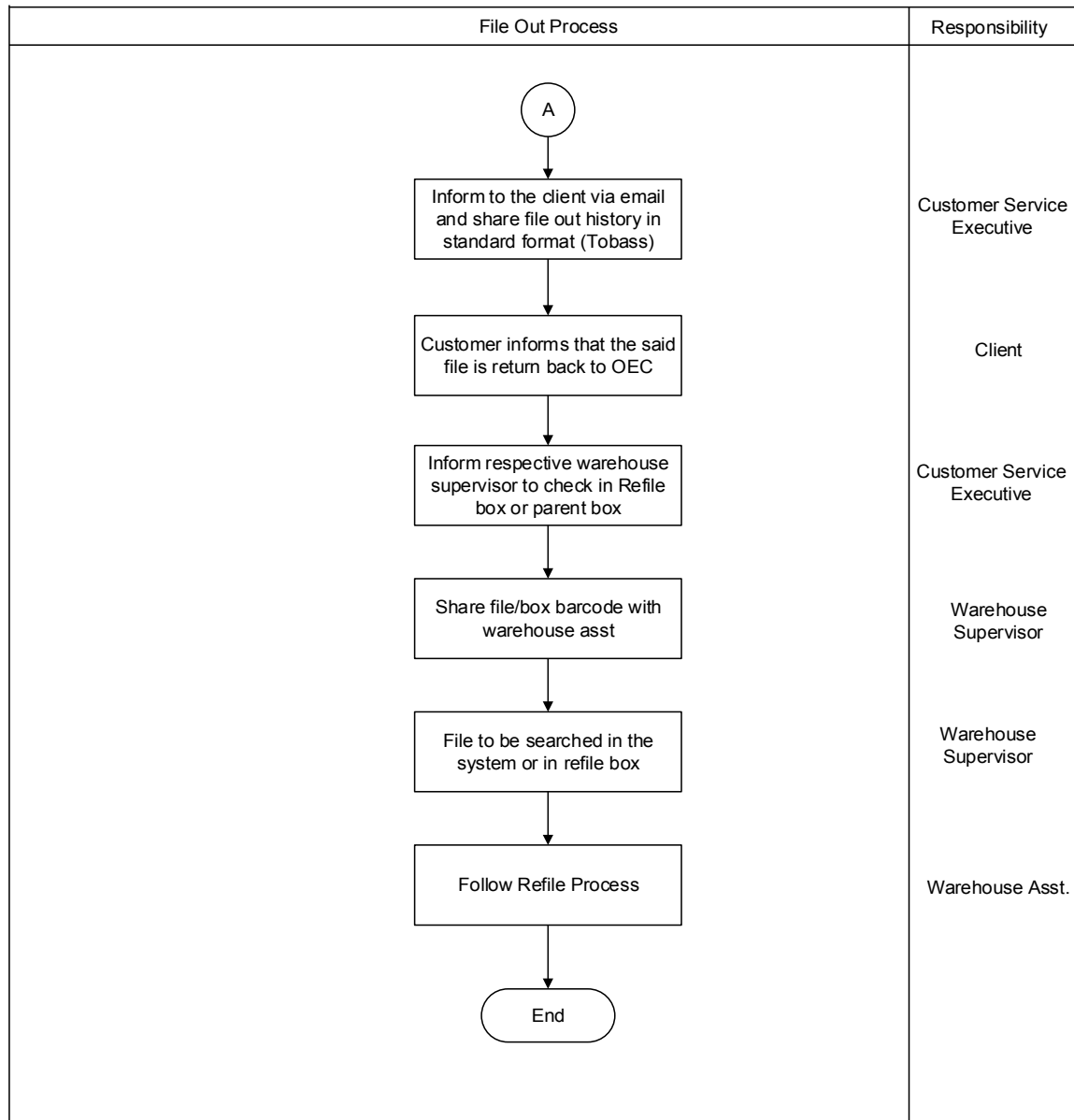
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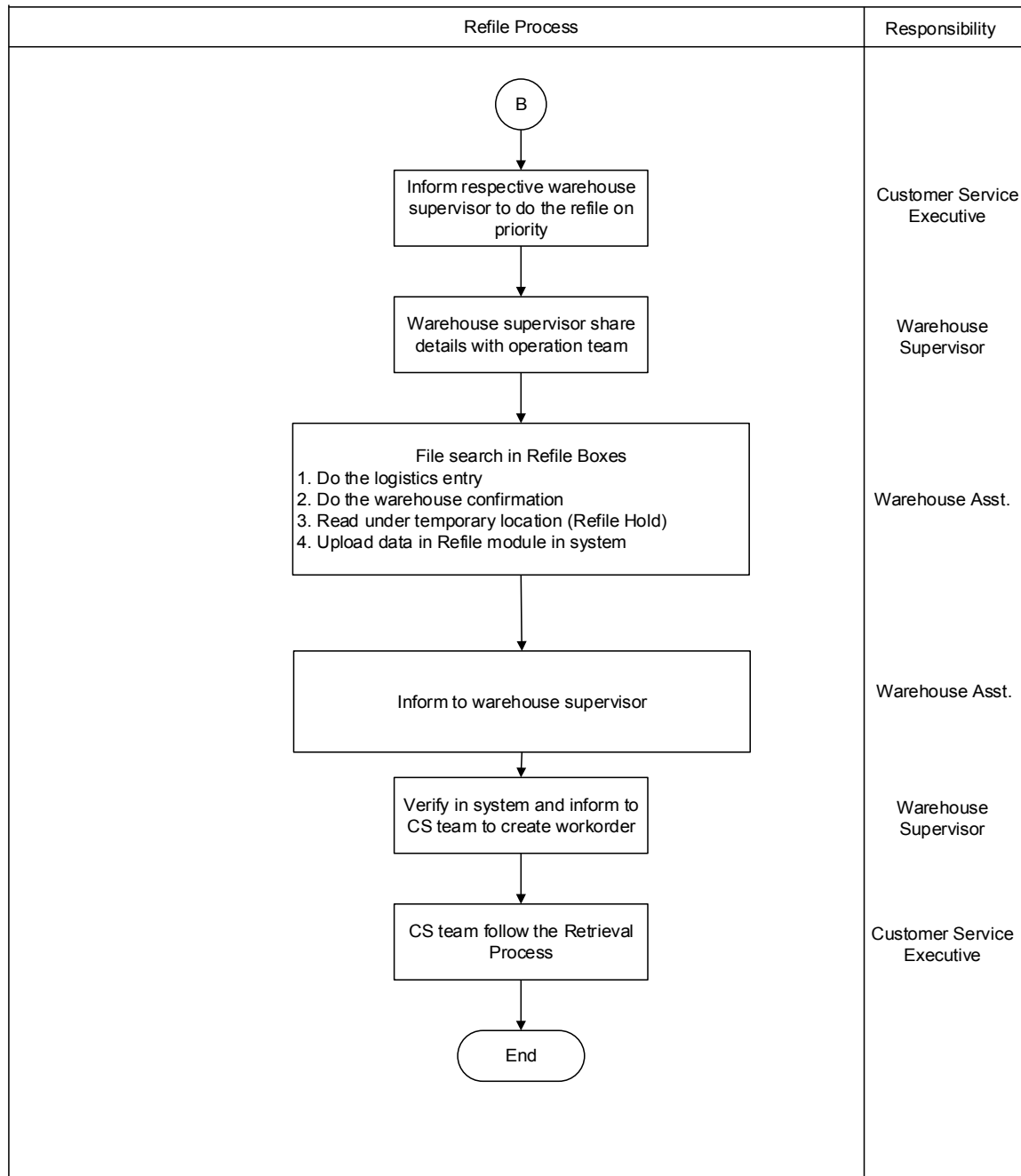
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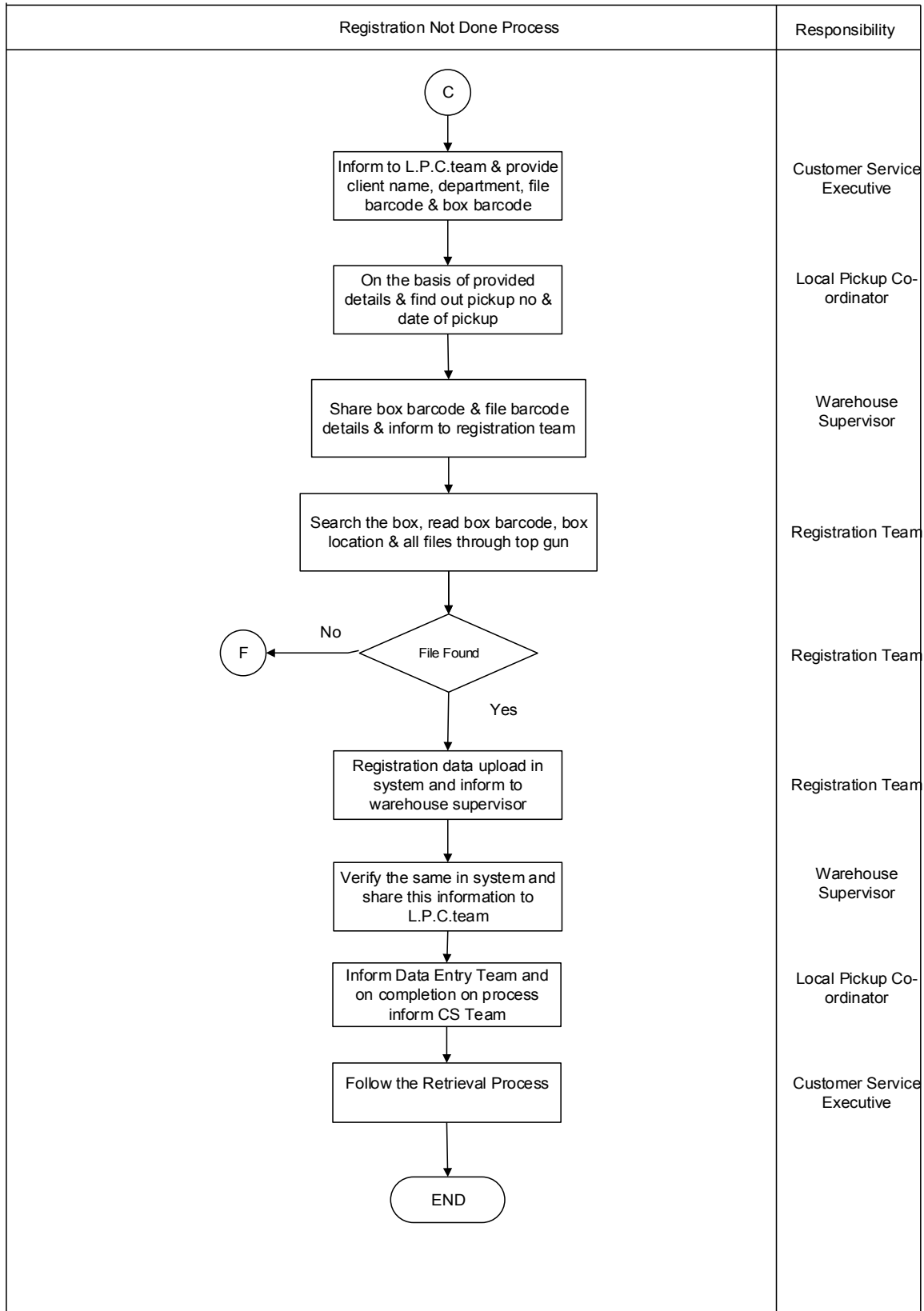
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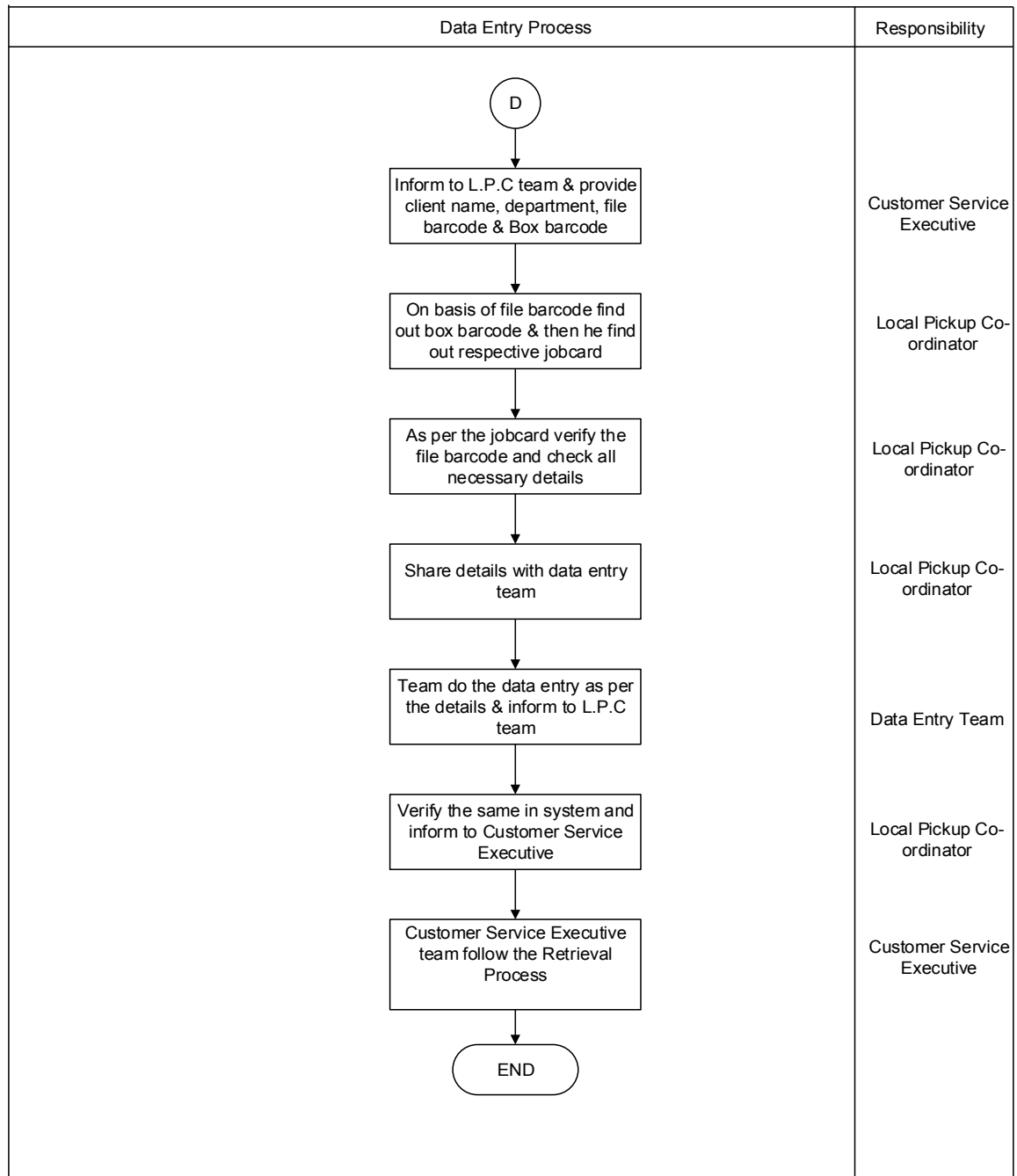
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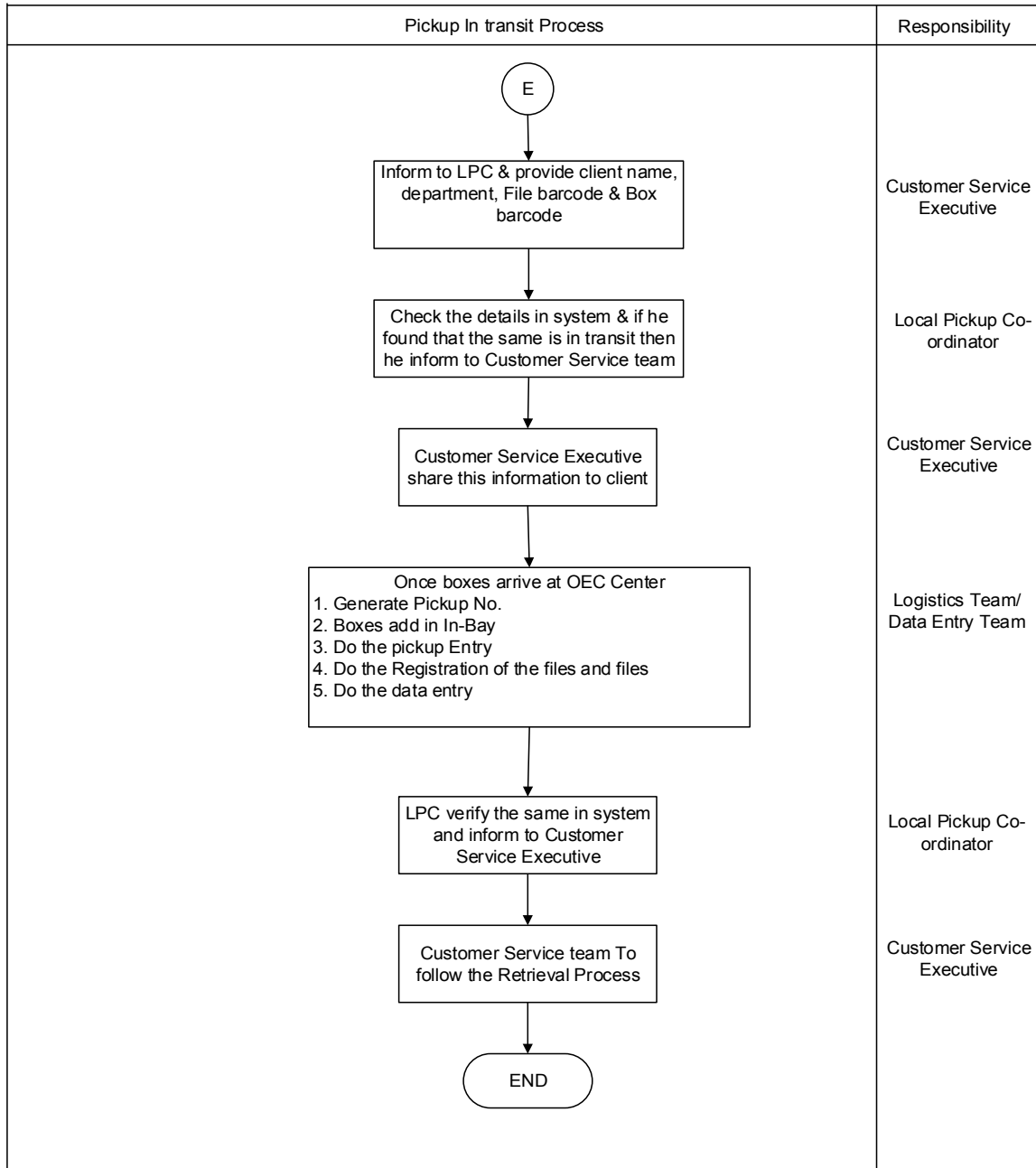
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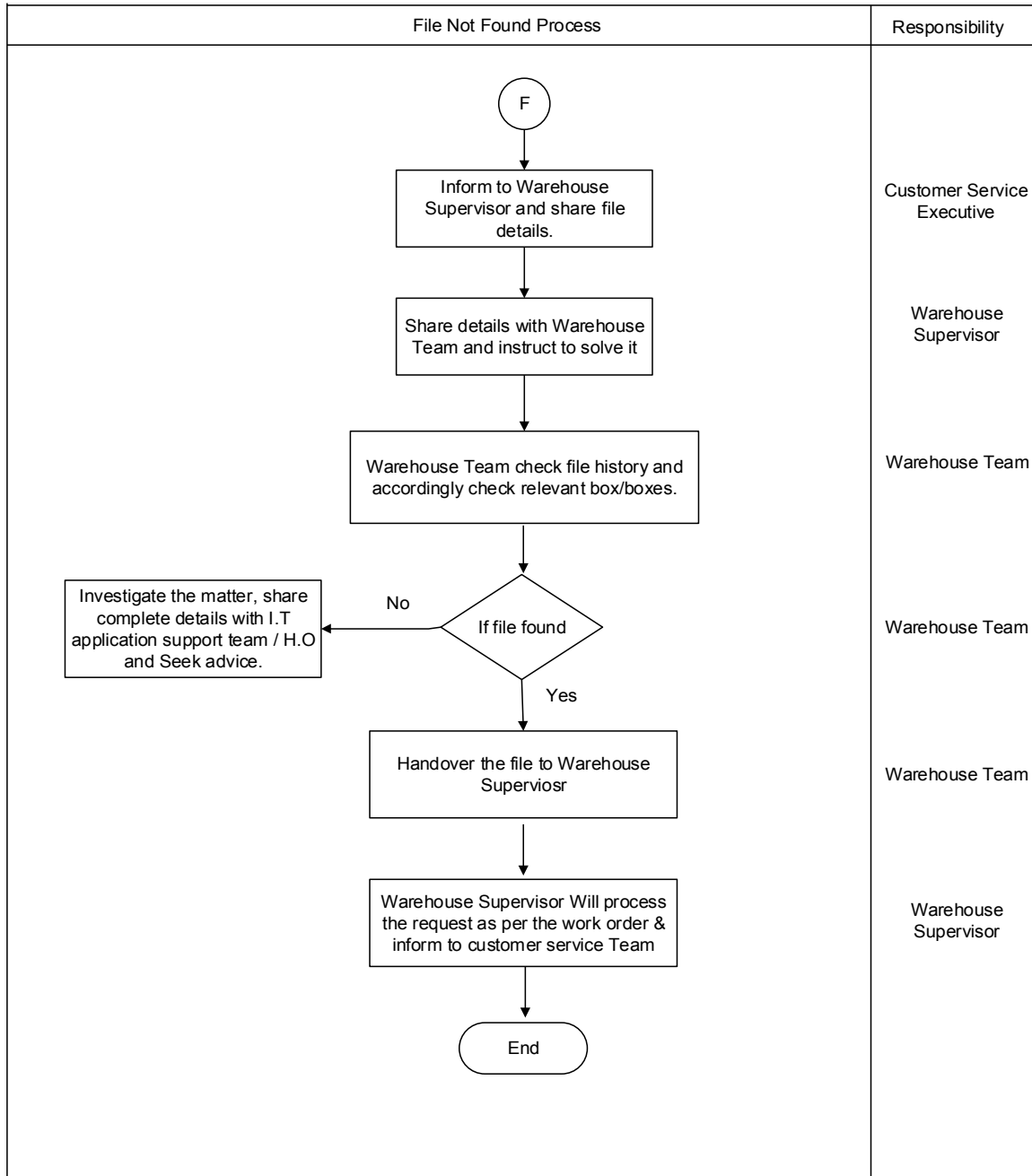
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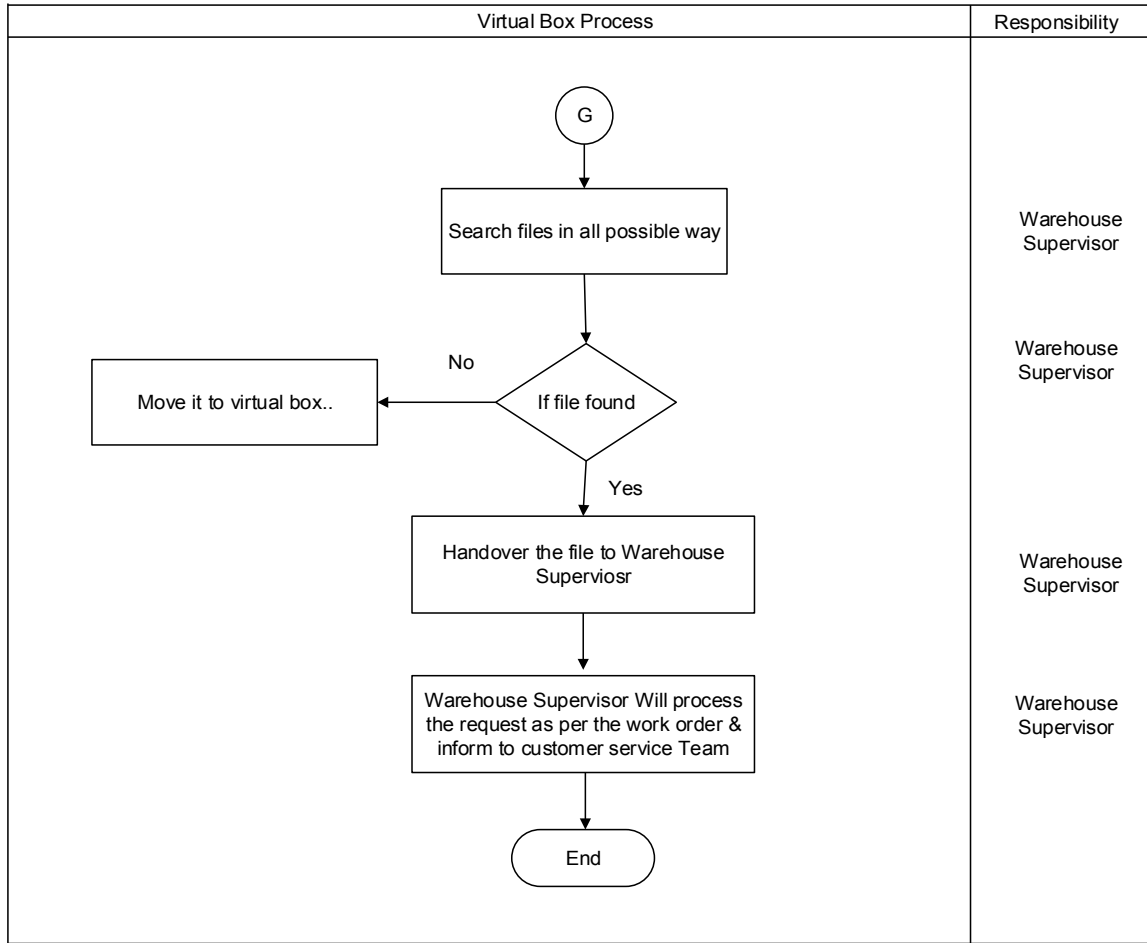
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ENCLOSURES

NA

FORMATS / EXHIBITS

OEC Request format																
Branch Ref. No.	Cost Code	Box No/ Bar Code	File No/ File Bar Code	Transaction Branch	Cheque No	Amount	A/c no	Date of Transaction	Batch No	Mode (i.e Scan/Fax/Courier/Hand Delivery/Email information)	Request send By	Request to be delivered to	Dept Name	Branch mailing address where physical copies have to be sent.	Priority (Normal /Urgent)	Remarks / Instructions