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PURPOSE

The objective of this document is to ensure that the boxes / files are permanently moved out from warehouse.

SCOPE

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

REFERENCE

- Job card for retrievals
- Delivery Tickets forms

RESPONSIBILITY

The branch manager is the owner for perm out process at OEC Records Center. He needs to ensure that all the documents are retrieved and shared with customer for permanent movement.

PROCEDURE / DESCRIPTION OF ACTIVITIES

The following steps are included in perm out process:

- Email is received from the authorised client, requesting for perm out of records in standard retrieval request form at the designated email id.
- Customer service team verifies the authorisation.
- Upon confirmation of authorisation, perm out work order is created by the customer service team within 24hrs from the receipt of the email (depending on the volume)
- A mutual date is agreed by OEC and client to visit respective records centre for verification and perm out /in case of perm out of all the records to competitor.
- Deputed team at respective OEC Records center begins retrieval of records at least 2 days in advance based on the number of boxes/files as per the perm out work order.
- Warehouse confirmation is done in the TOBAS for boxes/files based on the records retrieved as per perm out work order and moved to the earmarked area.
- This earmarked area will have a location code. The Location code & box barcodes are read & uploaded in the system to release the original rack space.

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- Once the records are retrieved, the same is verified by deputed OEC's team to ensure that there are no gaps or variations as per the perm out work order list.
- The identified file/boxes for perm out are finally read/gunned in TOBAS.
- Ask client to complete "Advance Payment Process" before sending identified file/boxes for permanent movement as per agreed terms with the customer.
- If customer wishes to discontinue business with us and want OEC to move documents at competitors place. Client official need to be available at the time of handover.
- Post receipt of payment as applicable, handed over the documents to the despatch team for further delivery.
- Post scanning of the delivery ticket, handover the hardcopy to the logistics team for storage and upload the images in DMS.
- Close the destruction work order in system and share the billing MIS with accounts department.

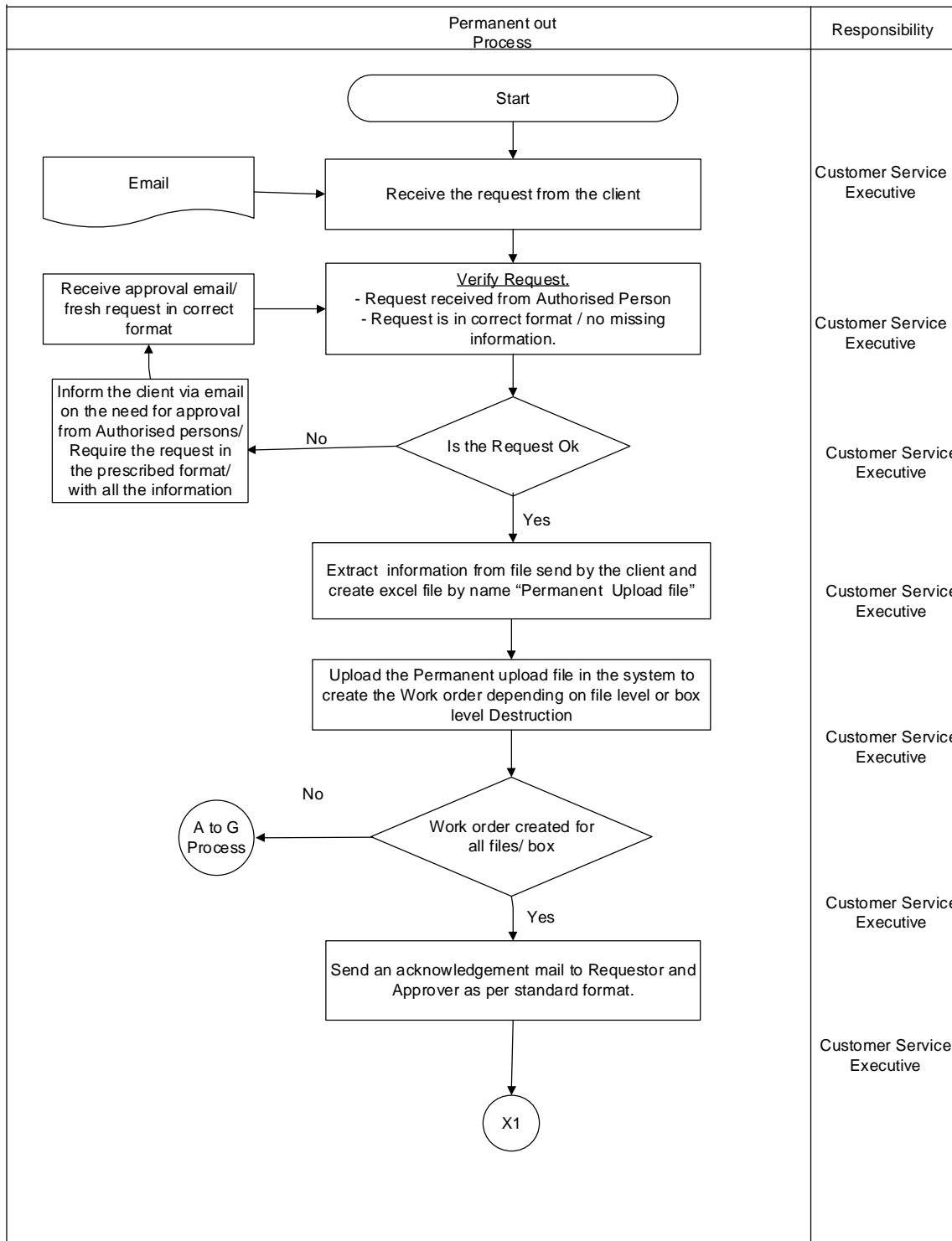
The following steps are included in Partial perm out process:-

- CSS team sends an email to Collections team to confirm for any payment O/S for perm out request received
- Collections team check for payment o/s and the no. of boxes in system being billed and the boxes requested for perm out. Basis the internal approval from collections team, CSS team raises work order in system
- OR informs the customer to clear the payment o/s for processing of the perm out request.
- System triggers an email to Accounts team (Accounts@oecrecords.com), Sales / KAM (mapped to that client) & CS team (Requester email id) for respective teams to take appropriate action basis the information shared.
- Since point # 2 is under development, until such time, CS team shall raise a work order in Tobas and share the details of the work order with the above accounts, Sales / KAM team for confirmation to proceed with processing of work order.
- In case the no. of boxes requested have reached its maximum, Accounts team to inform CS team to process for complete Perm-out process and the existing complete perm-out process needs to be effected.
- In Case the no of boxes requested are less than the boxes billed, the partial perm-out process shall be affected as followed currently.

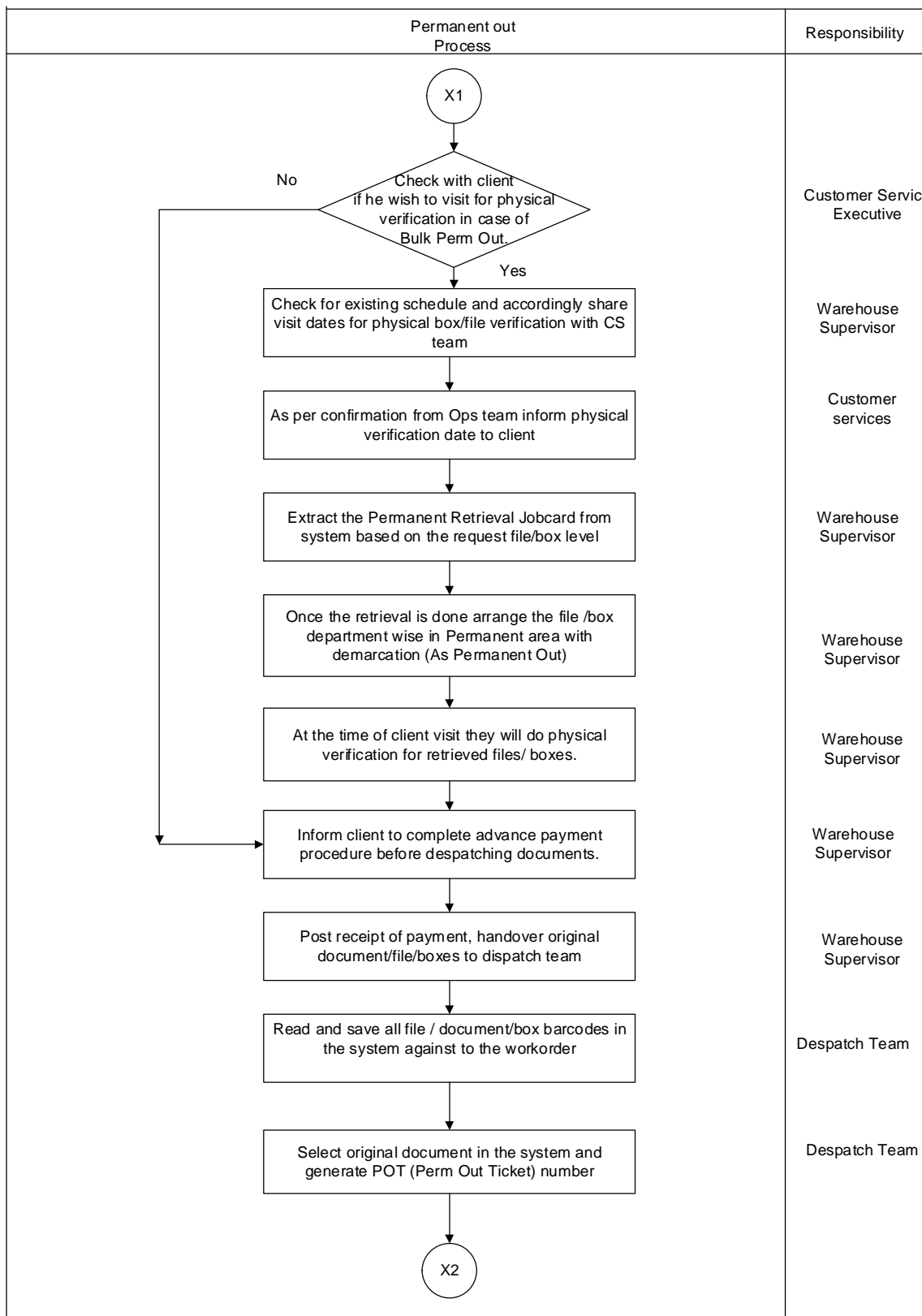
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ENCLOSURES

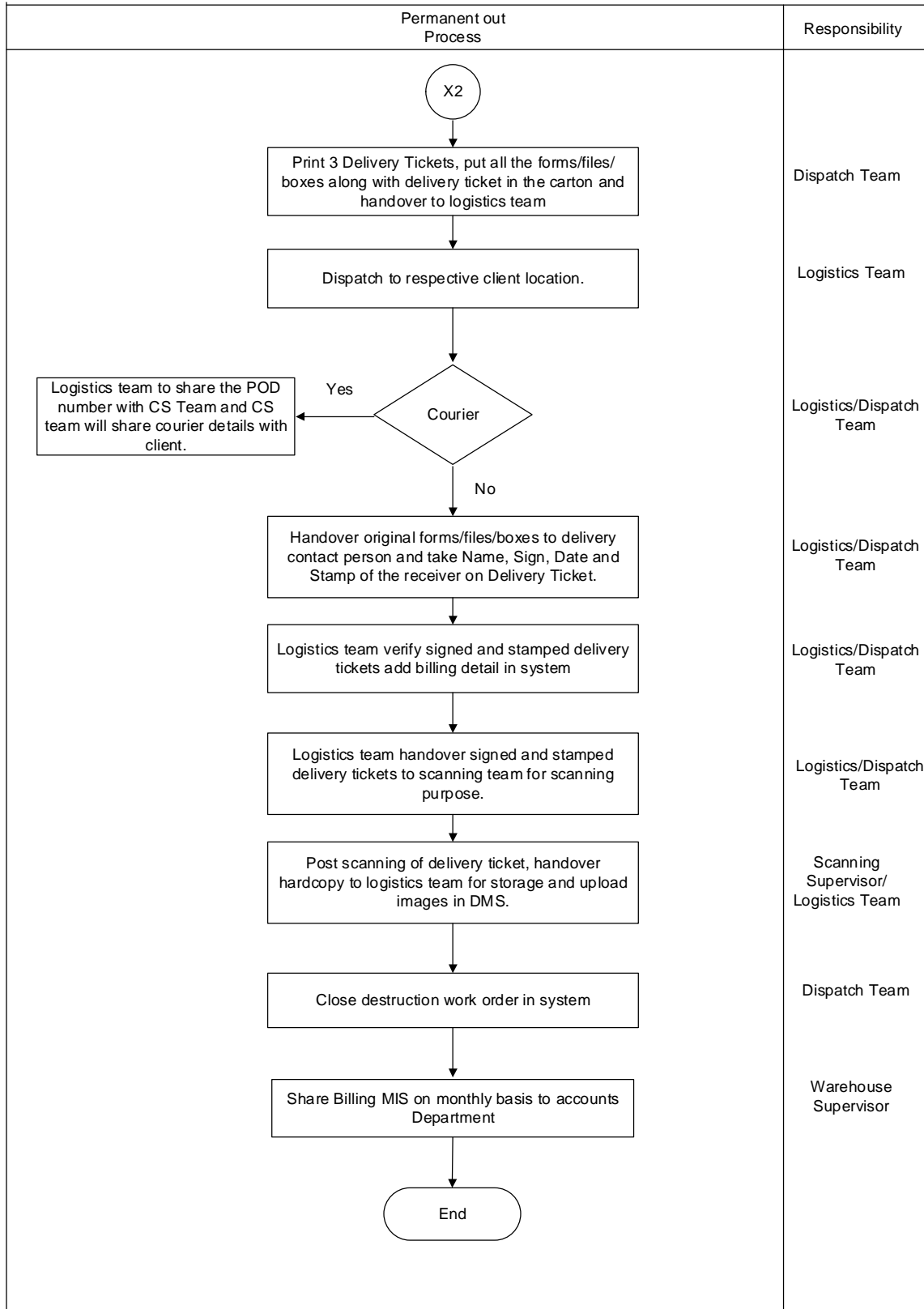
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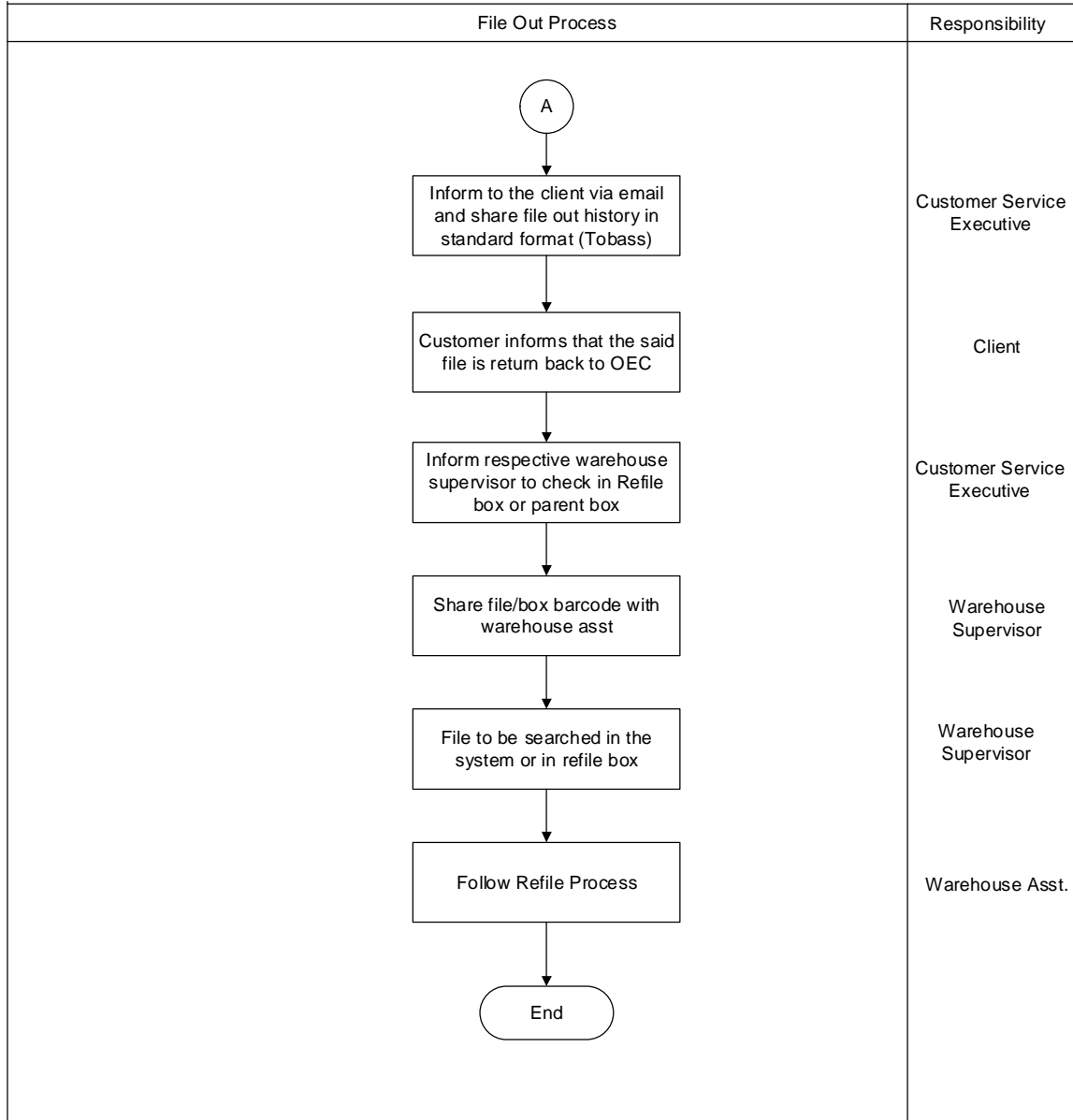
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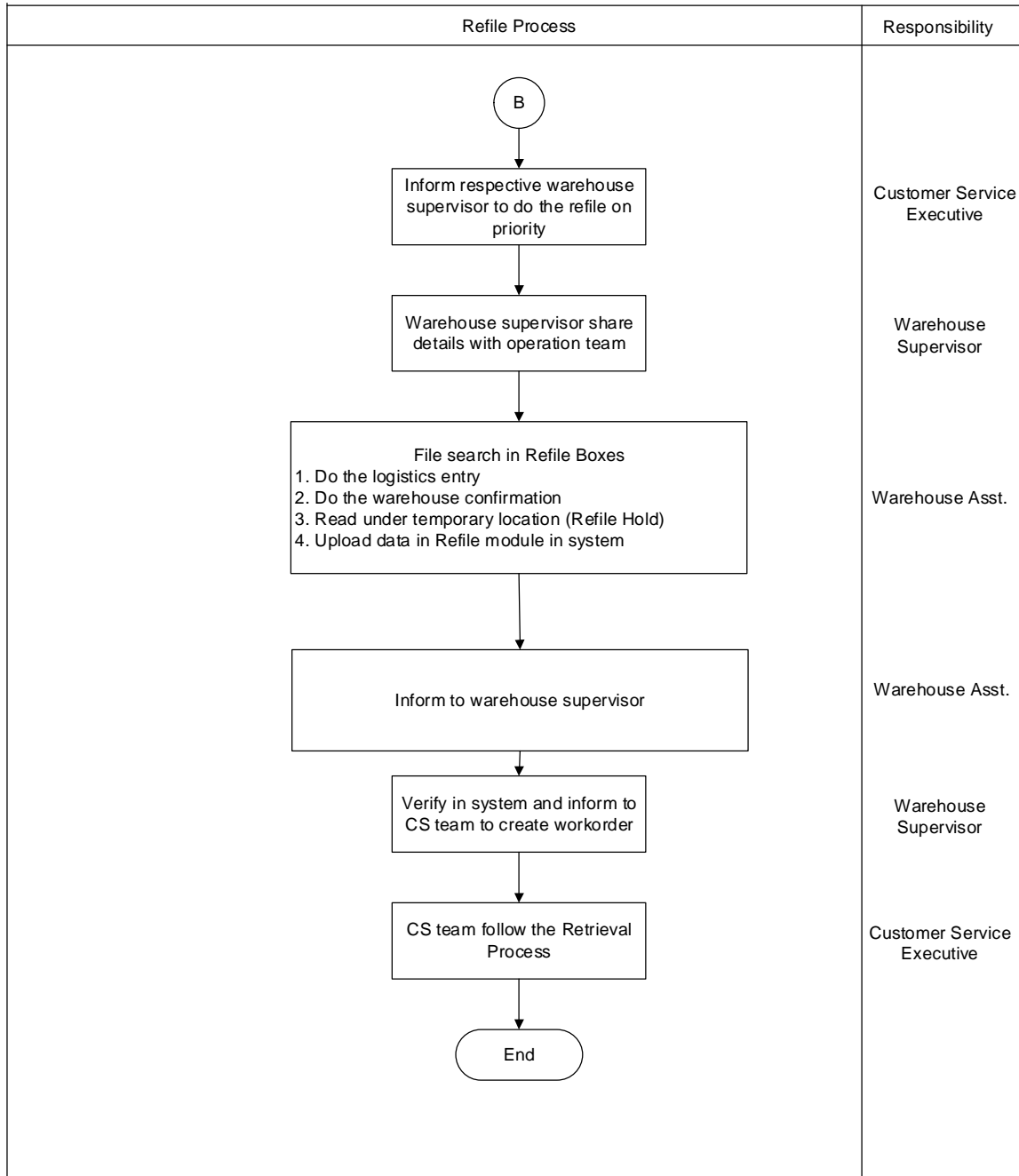
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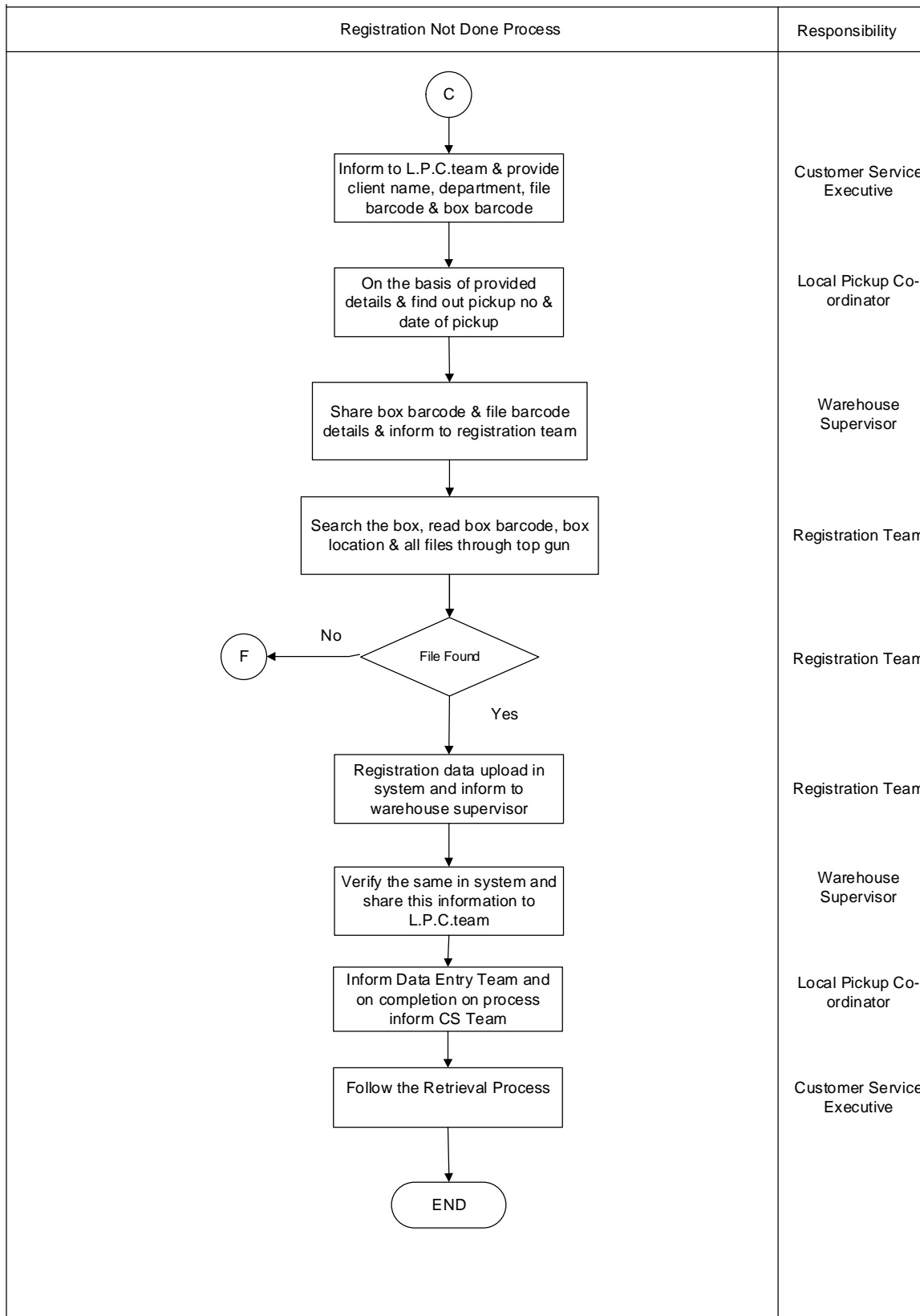
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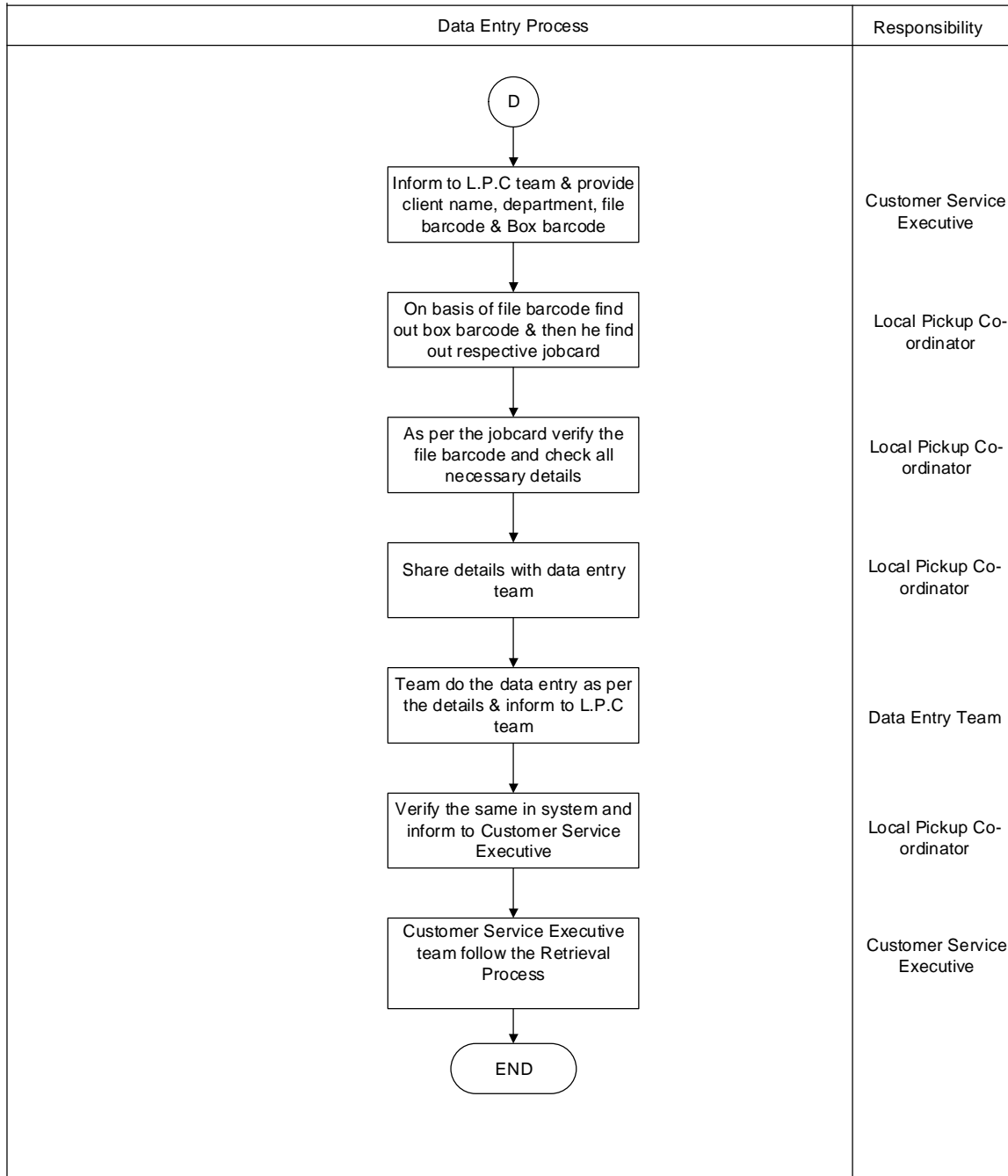
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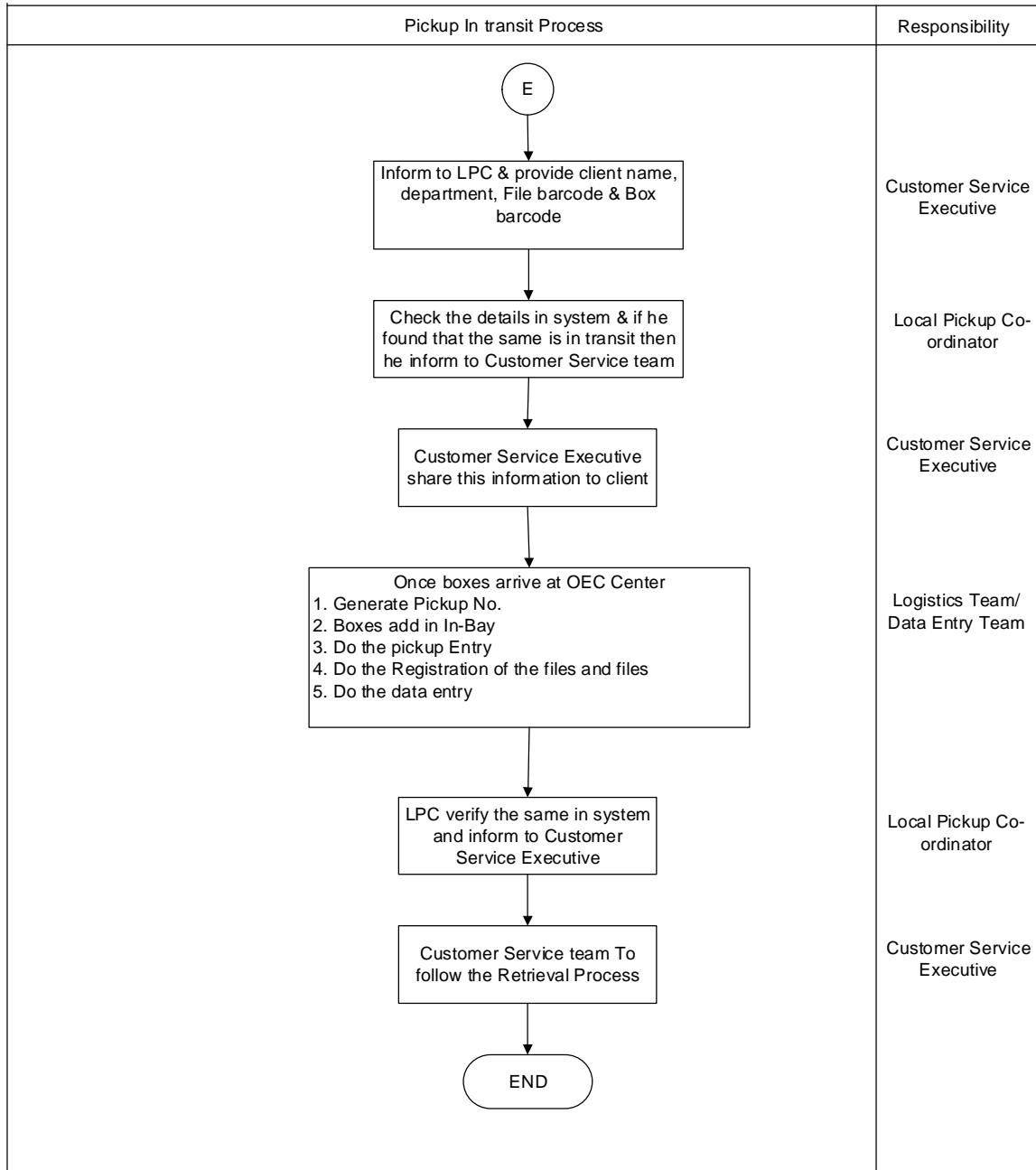
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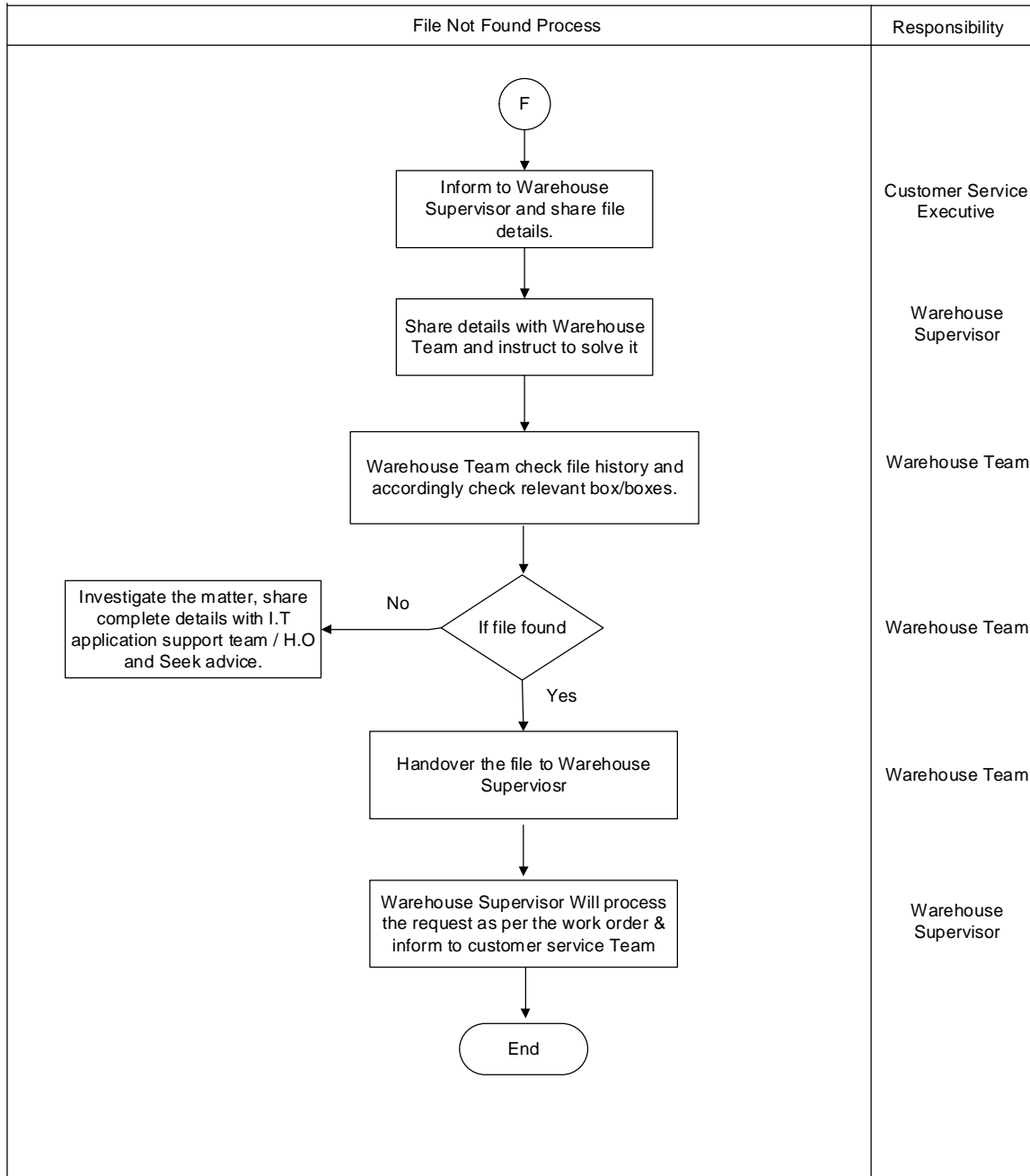
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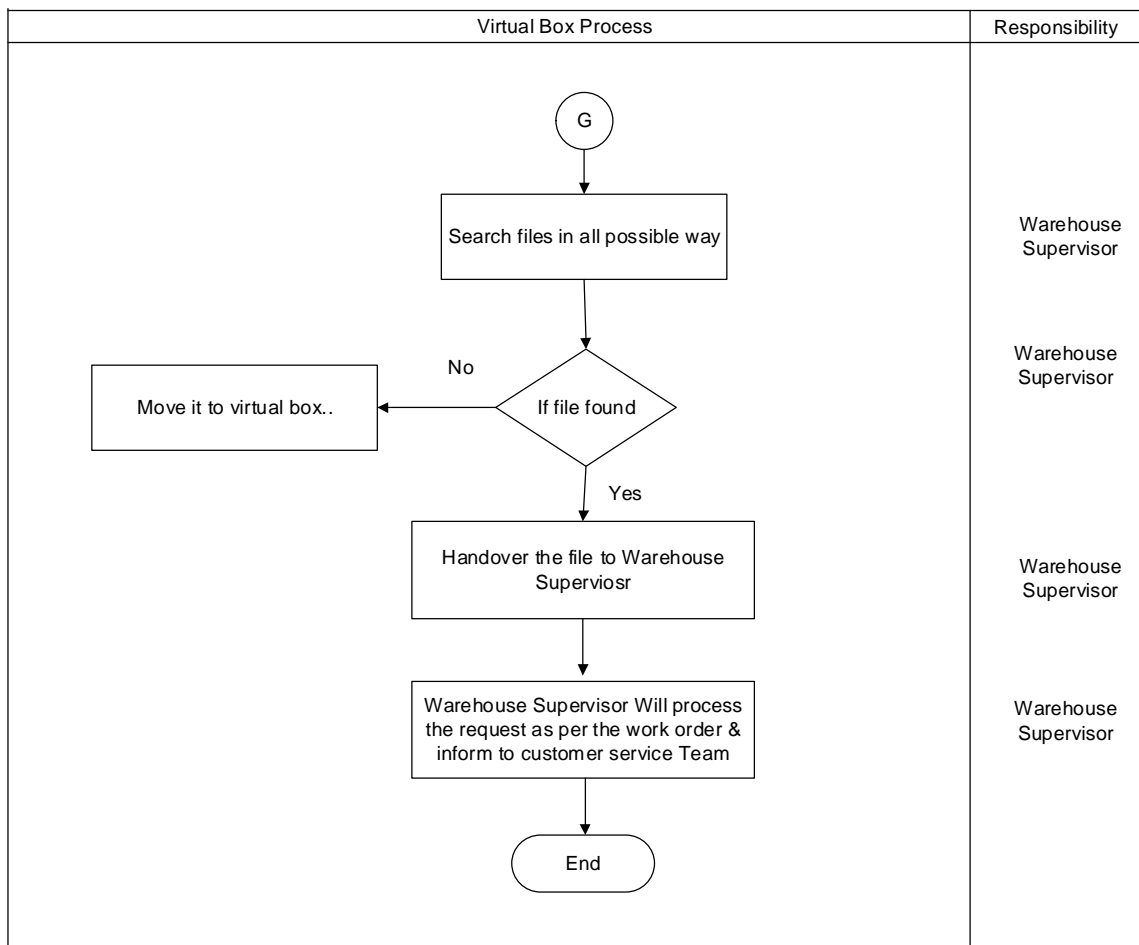
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FORMATS / EXHIBITS

OEC Request format

Branch Ref. No.	Cost Code	Box No / Bar Code.	File No/ File Bar Code.	Transaction Branch	Cheque No	Amt	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
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