



Standard Operating Procedure (SOP)

SOP-OPS-003

SOP for File Retrieval

Version 1.1

Document Overview

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Objective of SOP – File Retrieval

This would be the first service to the client post the Inwarding of Cartons and based on the quality of this service the client would form a perception of all other services that are to be provided during the contract period.

The Objective is to ensure that

1. The files that have been requested for, are retrieved Swiftly.
2. The files that have been requested for, are retrieved swiftly and Accurately
3. The files that have been requested for, are retrieved swiftly, accurately and delivered to the Requestor Only.
4. The files that have been requested for, are retrieved swiftly, accurately, delivered to the requestor, within the stipulated time.

Requested Record to the Requested Person within the Requisite Time

- every time



Scope of SOP – File Retrieval

The following is the scope for the SoP – File Retrieval

1. Begins with the receipt of email from the client to retrieve the list of files.
2. Extends till the uploading the proof of receipt taken from the client.

Exclusions

1. Possibility of the client requesting for an already retrieved File
2. Option for requiring only a document in the file.
3. Option for returning the file immediately after delivering the file.
4. Option for Electronic Retrieval – Scan / Photocopy / Fax
5. Option for Client collecting the file from Kayman’s Record Centre
6. Option for Client requesting File Retrieval while using “Referral Room”
7. Option for Couriering the requested file – Mostly Outstation.
8. Option for delivering the files to another person in another location.

Notwithstanding any of the above exclusions, records retrieved from Kayman Records Centre, will follow every step of this SoP without any modifications / alterations.



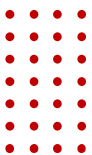
File Retrieval – Procedure



Detailed Instructions

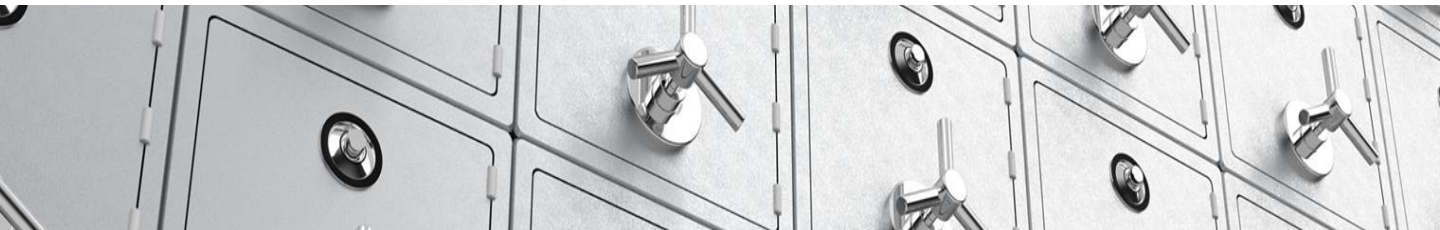
File Retrieval

1. Client to place request through mail.
2. Validate email id in K-Vault.
3. Create Work Order for File Retrieval Process.
4. Intimation to client with Customer Request No. / Work Order No. / Count of files
5. File search in K-Vault & print Pick List.
6. Create RPL folder and print.
7. Files retrieved and RPL folders placed in lieu of Retrieved file.
8. File barcodes are scanned for confirmation in K-Vault.
9. Delivery Challan printed / loaded in Kayman Vehicle
10. Delivered to Client.
11. Acknowledgement from the Requestor for receipt of files.
12. Upload Proof of Delivery in K-Vault.



List of Glossary

Terms	Full Title / Description
Carton	Kayman's Standard RM boxes / Corrugated boxes / Containers etc.
Challan	Receipt for confirmation
Barcode	Labels with bar codes, readable by scanners for accuracy
Indexing	Capturing details from a particular file in a specified format
Facility	Kayman's records storage Centre
Allocation	Choosing the slot in which the cartos are to be placed.
Validation	Re-confirmation of a previous activity.
Pick list	List of files that are to be picked with File Nos. and Location details
RPL	Replacement Folder – A File with pseudo name and details of the original file



1800-572-5262

About Kayman Vaults

Kayman Vaults offer offsite record management services - specializing in document lifecycle management services - that caters to records storage, scanning, electronic document management, and shredding needs. With over 40 years of collective experience in records management, data management and document management, Kayman Vaults is the trusted name for offsite records management.

Read More

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