

Standard Operating Procedure (SOP)

SOP-OPS-006

SOP for Refile of File

Version 1.1

## Document Overview

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## **Objective of the SOP – Refile of File**

This service needs to be executed with caution and precision till the end, as any flaw in this activity will emerge only during the next retrieval of the same file. More so for the client, this SOP when followed will smoothen all other processes internally and clear internal audit parameters.

### **The objective is to ensure that**

1. The records / files / documents that have been retrieved are only being collected for re-filing
2. The records / files / documents that have been retrieved are being refiled in its original location



## Scope of the SOP – Refile of File

The following is the scope for the SoP – Refile of File

1. Begins with the receipt of email from the client to refile the retrieved records.
2. Extends till the Verification of RPL.

## Exclusions

1. Option for the client not informing the details of the files to be refiled.
2. Other department records clubbed with another department's refile request.
3. Retrieval request of the returned request before refiling activity is complete.
4. Carton level retrieval returned at file level.

Notwithstanding any of the above exclusions, records on receipt at the staging area of Kayman Records Centre, will follow every step of this SOP without any modifications / alterations.



## Refile of File – Procedure



## Detailed Instructions

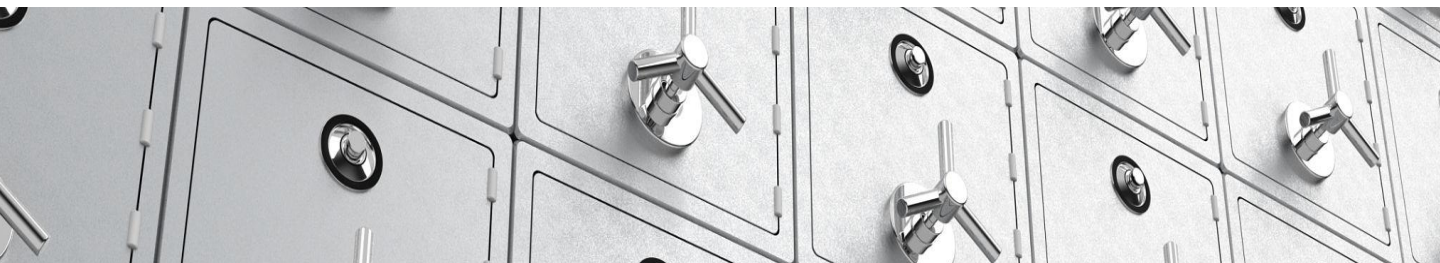
### Refile of File

1. Client to place request through mail.
2. Validate email id n K-Vault.
3. Create Work Order for Re-filing of Retrieved files.
4. An intimation sent to client with Work Order No.
5. Create an open Loading chart / Collect files / provide count of files.
6. Loading chart updated and acknowledged from client and move the files to Facility.
7. Count of files picked up is updated in K-Vault and LC is closed.
8. File Barcodes are scanned in K-Vault and added to Refile list.
9. Location is printed for the refile files.
10. Physical file is replaced in its respective cartons and RPL folder retrieved.
11. RPL file folders scanned in K-Vault for verification.



## List of Glossary

Terms	Full Title / Description
<b>Carton</b>	Corrugated boxes / containers - Kayman's standard record management boxes
<b>Challan</b>	Receipt for confirmation
<b>Barcode</b>	Labels with bar codes, readable by scanners for accuracy
<b>Indexing</b>	Capturing details from a particular file in a specified format
<b>Facility</b>	Kayman's records storage centre
<b>Allocation</b>	Choosing the slot in which the cartos are to be placed.
<b>Validation</b>	Re-confirmation of a previous activity.
<b>K-Vault</b>	Kayman Vaults' Records Management Software.



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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