

ANNEX 1: Instructions for completing Records Transfer Form (RTF).

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I. Creating a new request in Unite Self Service

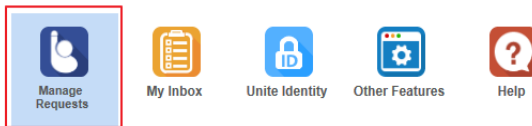
A. Step I – Entering Record Series Information

1. Login to site <https://unite.un.org/ineedservice> using your Unite ID and password.
2. Choose the feature **Manage Requests**. Click on **Raise a Request** to create a new request.

Welcome to Unite Self Service.

Unite Self Service is your portal to perform multiple functions, including submitting requests and questions, managing approvals, checking request status, as well as providing access to a number of additional features. For assistance with using Unite Self Service, please click the Help button below, to access training materials and search the knowledge base.

CHOOSE A FEATURE

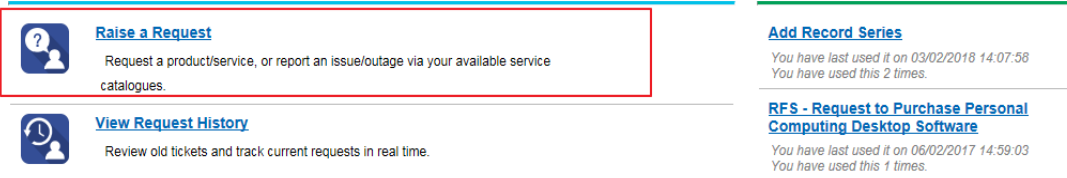


CHOOSE AN OPTION

1 - 2 of 2

RECENTLY USED

1 - 5 of 5



3. If not highlighted, select **Records Management Catalogue** and from the Choose an Item window frame select **Add Records Series**. Click **Continue**.

Raise a Request

This screen enables you to place a request for any service/product available to you, as well as reporting any issues requiring support. Initiate request by first selecting the relevant catalogue. Then use the filters to display the corresponding available services/products below. Please proceed by submitting or sharing the service/product of your selection.

Choose a catalog from below:

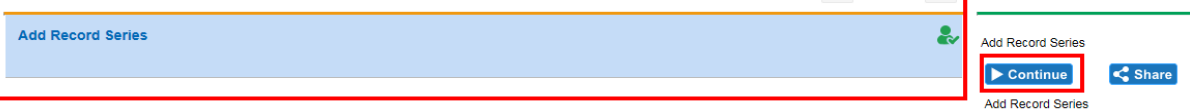


Filters:

CHOOSE AN ITEM

1 - 1 of 1

YOUR CHOICE



4. The section **Fill out Contact Details** will open. The name and the contact information of the person preparing the request will be displayed. Ensure that the contact details are correct. If you create a request on someone else's behalf, you must enter the name of the respective person in the field **I am requesting Service for**. Ensure that contact information displayed are correct.

Note: The person initiating the request or the person on whose behalf the request is being prepared for must work in the office/section/unit the records originate from.

SUBMIT REQUEST

[Go Back](#) [Submit](#) [Cancel](#)

Please fill out the sections below.

You have requested: Add Record Series

Fill out Contact Details

Are you the point of contact?: Yes *If requesting service for someone else, select "No" and fill in details below.*

I am requesting Service for: TKACOVA, Monika

First Name: Monika

Last Name: TKACOVA

Email Address: tkacova@un.org

Work Phone: +1 212 963-5442

Organization: DM-OCSS

Service/Section: 0098 - Archives and Records Management Section

Service Location: FAL-0308

Additional Location Info: FAL-0308

Region: USA - New York

[Fill out Record Series](#)

[Fill out Request Details](#)

[Attach Documents](#)

[Share with Others](#)

5. Select section **Fill out Records Series** and click **New** to create a record series.

SUBMIT REQUEST

[Go Back](#) [Submit](#) [Add Screenshot](#) [Cancel](#)

Please fill out the sections below.

You have requested: Add Record Series

[Fill out Contact Details](#)

Fill out Record Series

[New](#) [View Details](#) [Delete](#) No Records

Record Series Title	Retention Schedule	Transfer Type
---------------------	--------------------	---------------

« ‹ › »

[Fill out Request Details](#)

[Attach Documents](#)

[Share with Others](#)

6. The following form will open for data entry. *Note: fields marked with red star are mandatory.*

SUBMIT REQUEST

Go Back Submit Cancel

Please fill out the sections below.

You have requested: Add Record Series

Fill out Contact Details

Fill out Record Series

DETAILS

Save Cancel

Transfer Type:* Sec Class:*

Record Series Title:*

Retention Schedule:

Earliest Date:* Latest Date:*

Req Box (Qty):*

Comments:

Please fill out the below fields when the Transfer Type is "Electronic"

Transfer Type-Ext Media:

DVD (Qty): Ext HDD (Qty):

Flash Drive (Qty):

Other Type: Other (Qty):

Transfer Type-Network:

Network URL:

File Type-AV: DB: Other Type:

Email: Unstr Doc:

File Size(Gb):

7. If you select **Transfer Type** *Paper*, continue as follows:
- **Sec Class:** select highest security level present in this series.
 - **Records Series Title:** select a records series title from the list.
 - **Retention Schedule:** retention schedule will be automatically populated when you choose a record series title.
 - **Earliest Date:** select the date of the earliest record present in this series.
 - **Latest Date:** select the date of the latest record present in this series.
 - **Box (Qty):** enter number of boxes needed for this series.
8. If you select **Transfer Type** *Electronic*, continue as follows:
- **Sec Class:** select highest security level for any of the records included in this transfer.
 - **Records Series Title:** describe the records included in the transfer.

- **Retention Schedule:** select generic retention schedule with respective retention period.
- **Earliest Date:** select the date of the earliest record in any of the files for this transfer.
- **Latest Date:** select the date of the latest record in any of the files for this transfer.
- **Transfer Type-Ext Media:** check if records are stored on external media.
- **DVD (Qty):** enter number of DVD, if applicable.
- **Ext HDD (Qty):** enter number of HDD, if applicable.
- **Flash Drive (Qty):** enter number of Flash Drive, if applicable.
- **Other Type:** check for other type of media.
- **Other (Qty):** enter the number.
- **Transfer Type-Network:** check if records are stored on the network.
- **File Type-AV:** check if transferred records include audio visual information.
- **DB:** check for database.
- **Other Type:** describe other type of electronic records if applicable.
- **Email:** check for emails.
- **Unstr Doc:** check for unstructured data.
- **File Size (Gb):** enter volume of electronic records in GB.

9. If you are transferring only one records series, click **Save** after entering the records series information. If you are transferring multiple records series click **Save** and then click **New**. The new form will open for data entry. Repeat steps # 7-8.

10. To see the list of the records series being transferred, click on **Save** or choose **Main Request** from the top menu. If you notice that a record series should not be transferred because its retention period has expired or the records are still needed by the office, you may delete the record series from the list by highlighting the record series and click **Delete**.

SUBMIT REQUEST

Go Back Submit Cancel

Please fill out the sections below.

You have requested: Add Record Series

Fill out Contact Details >

Fill out Record Series >

LIST 1 - 1 of 1

New View Details Delete

Record Series Title	Retention Schedule	Transfer Type	Req Box (Qty)	Earliest Date	Latest Date
Auditor Training and Qualification Files - IAD112	T + 5	Paper	1	01/03/2017	01/03/2018

« ‹ › »

Fill out Request Details >

Attach Documents >

Share with Others >

- Select section **Fill out Request Details** to provide a justification for transfer (e.g. inactive records that have not reached their retention period, office closure, mission liquidation/transition).

SUBMIT REQUEST

Please fill out the sections below.

You have requested: Add Record Series

[Fill out Contact Details](#)

[Fill out Record Series](#)

[Fill out Request Details](#)

Summary
(max 100 characters):

Describe/Justify your Request
(max 2000 characters):

[Attach Documents](#)

[Share with Others](#)

- If you need to attach any electronic document relevant to transfer, select section **Attach Documents** and click on **New File**. *Note: This step is optional.*

SUBMIT REQUEST

Please fill out the sections below.

You have requested: Add Record Series

[Fill out Contact Details](#)

[Fill out Record Series](#)

[Fill out Request Details](#)

[Attach Documents](#)

DOCUMENTS

1 - 1 of 1

Name	Type	Size(Kb)	Date	Comments
Record Series - In... docx		253.59	18/10/2017 11:49:40 AM	

« « » »

[Share with Others](#)

13. To make a request accessible to other colleagues in your office/section select tab **Share with Others**. Select **Add Others** and search for the respective names from the displayed form. Highlight the name and click **OK**. *Note: This step is optional.*

The screenshot shows the 'SUBMIT REQUEST' interface. At the top, there are buttons for 'Go Back', 'Submit', 'Add Screenshot', and 'Cancel'. Below this, a message says 'Please fill out the sections below.' and 'You have requested: Add Record Series'. There are several expandable sections: 'Fill out Contact Details', 'Fill out Record Series', 'Fill out Request Details', 'Attach Documents', and 'Share with Others'. The 'Share with Others' section is expanded, showing a message: 'You can share this request with other people, so that they can monitor and request updates. Please use the...' and buttons for 'Add my Shared List', 'Add Others', 'Refresh', and 'Delete'. Below these buttons is a table with columns 'User Id', 'First Name', and 'Last Name'. The table contains one row: 'MTKACOVA2', 'Monika', 'TKACOVA'. An 'Add Contacts' modal window is open over the 'Add Others' button. It has a search bar with 'Find Last Name' and 'Starting with climaco'. Below the search bar is a table with columns 'User Id', 'First Name', 'Last Name', 'Index #', and 'Email'. The table contains one row: 'DCLIMACO', 'Dominique', 'CLIMACO', '10057729', and a blue highlight on the 'Email' cell. At the bottom of the modal are 'OK' and 'Cancel' buttons.

14. To submit the request for review and approval click **Submit**.

The screenshot shows the 'SUBMIT REQUEST' interface. At the top, there are buttons for 'Go Back', 'Submit', 'Add Screenshot', and 'Cancel'. The 'Submit' button is highlighted with a red box. Below this, a message says 'Please fill out the sections below.' and 'You have requested: Add Record Series'. There are several expandable sections: 'Fill out Contact Details', 'Fill out Record Series', 'Fill out Request Details', 'Attach Documents', and 'Share with Others'. All sections are collapsed.

15. The sub-status of your request will display “**Awaiting Approval**”. *Important: Keep the Service Request number (SR #) for reference.*

My Service Requests

All the services/products ever Requested By you (RB) or Requested For you (RF) are listed below. Use this screen to review the request, provide updates to and request updates from, the service desk. Use the Search Criteria area to specify your search. To view additional details about a specific request, click on the corresponding SR# link.

SEARCH REQUESTS

Search

SR Number:

Description:

Reported By:

Requested For:

Requested Item:

Status: Open (New/Open)
 Resolved
 Pending
 Closed (Closed/Cancelled)

SRs shared with me:

MY REQUESTS

Shared	Priority	SR #	Description	Status	Sub-Status	Requested Item	Reported By	Requested For	Last Updated
<input checked="" type="checkbox"/>		RFS-15624371641	t	Pending	Awaiting Approval	Add Record Series TKACOVA, Monika	TKACOVA, Monika	TKACOVA, Monika	05/03/2018 11:52 AM

16. Once ARMS approves your request:

- You will receive an email that your request for transfer is approved;
- The sub-status of your request will display “**Waiting on Customer**” next to each records series;
- You will receive the requested boxes within a few working days.

Note: ARMS may also send the request back to the originator for corrections. In this case, the sub-status of the request will display a list of record series, with status: “To be Amended”. For each record series whose status is “To be Amended”, you are requested to make the changes as detailed in the Comments section. After you complete the amendments, you may resubmit your request by clicking on Submit.


B. Step II - Entering Box and Folder Information


17. To access the request directly, click the link found in the email confirming that your request for transfer is approved. You can also access the request by logging into the RTF site using your Unite ID and password. Click on **View Request History** to open an existing service request.


Welcome to Unite Self Service.


Unite Self Service is your portal to perform multiple functions, including submitting requests and questions, managing approvals, checking request status, as well as providing access to a number of additional features. For assistance with using Unite Self Service, please click the Help button below, to access training materials and search the knowledge base.


CHOOSE A FEATURE


Manage Requests



 My Inbox


 Unite Identity



 Other Features


 Help

CHOOSE AN OPTION



Raise a Request
Request a product/service, or report an issue/outage via your available service catalogues.



View Request History
Review old tickets and track current requests in real time.

RECENTLY USED

[Add Record Series](#)
You have last used it on 01/23/2018 15:36:10
You have used this 10 times.

18. Select the respective SR # from the list or use the search function. *Note: The sub-status displays "Waiting on Customer".*

My Service Requests

All the services/products ever Requested By you (RB) or Requested For you (RF) are listed below. Use this screen to review the request, provide updates to and request updates from, the service desk. Use the Search Criteria area to specify your search. To view additional details about a specific request, click on the corresponding SR# link.

SEARCH REQUESTS

SR Number:

Description:

Reported By:

Requested For:

Requested Item:

Status: Open (New/Open)

Resolved

Pending

Closed (Closed/Cancelled)

SRs shared with me:

MY REQUESTS

Shared	Priority	SR #	Description	Status	Sub-Status	Requested Item	Reported By	Requested For	Last Updated
<input checked="" type="checkbox"/>		RFS-1-5624371641	t	Pending	Waiting on Customer	Add Record Series TKACOVA, Monika	TKACOVA, Monika	TKACOVA, Monika	05/03/2018 12:11 PM
<input checked="" type="checkbox"/>		RFS-1-4887906802	REQUEST TO PURCHASE PERSONAL COMPUTING DESKTOP SOFTW	Pending	Waiting on Another group	RFS - Request t...	RANASINGHE, Arya	TKACOVA, Monika	08/08/2017 01:34 PM

19. Click on **Record Series** and highlight the respective record series from the list.

SR# RFS-1-5624371641

UPDATES DOCUMENTS WORK ORDERS APPROVALS FORM SHARED WITH **RECORD SERIES**

Contact Agent Contact Manager Copy SR

05/03/2018 12:11:49 PM

Service Request Details:

SR ID : RFS-1-5624371641
 SR Type : RFS
 Customer Name : Monika TKACOVA
 Requesting Organization : Archives and Records Management Section
 Request Classification : Transfer
 Creation Date : 05/03/2018 11:05:46 AM

To: ARMS Service Desk,

The Service Request RFS-1-5624371641 has been approved.

Service Request Description: t

Link: https://ineed.un.org/epublicsector_enu/start.swe?SWECmd=GotoView&SWEView=UNIN+My+Service+Requests+across+Master+Org

Thank you.

Regards,

Archives and Records Management Section (ARMS)
 Department of Management
 United Nations Headquarters, New York
 Email: arms@un.org

REF: (SR ID: RFS-1-5624371641)

Summary:
 Request for: Add Record Series

Description:
 t

Date Opened:
 05/03/2018 11:05 AM

Requested Item:
 Add Record Series

Status:
 Pending

Sub Status:
 Waiting on Customer

Alert Me by eMail when Updated:

Qty:
 1.00

Reported By:
 TKACOVA, Monika

Requested For:
 TKACOVA, Monika

Assigned To Group:
 ARMS Service Desk

20. From the **Box information** window frame, click **New** to add box information for the selected record series.

UPDATES DOCUMENTS WORK ORDERS APPROVALS FORM SHARED WITH **RECORD SERIES**

View Details Delete Submit Box Details

Record Series Title	Retention Schedule	Transfer Type	Req Box (Qty)	Filled Box (Qty)	Earliest Date	Latest Date
Auditor Training and Qualification Files - IAD112	T + 5	Paper	1	0	01/03/2017	01/03/2018

BOX INFORMATION

New View Details Delete

Box#	Folder Title	File Number	Earliest Date	Latest Date
------	--------------	-------------	---------------	-------------

21. The following form will open for data entry:

Record Series Title	Retention Schedule	Transfer Type	Box (Qty)	Earliest Date	Latest Date
Administrative: General Issues - DGACM.PLS001	P	Paper	4	01/01/1999	31/01/2016

BOX INFORMATION

Box#: * 1

Folder Title: * PTL-OTHER EVENTS/ Awards

Folder Description: PTL-OTHER EVENTS/ Awards

File Number: * 2

Earliest Date: * 01/01/1999

Latest Date: * 31/01/2016

Note: fields marked with red star are mandatory.

22. Enter a box/folder information and click **Save**. To enter additional box/folder information as necessary click **New** and repeat the steps.

23. After you enter all box/folder information, click **Submit Box Details** to submit the box/folders details to ARMS for review and approval. The box **Submit Box Details** will be greyed out and you will receive email confirming that your request has been submitted.

Record Series Title	Retention Schedule	Transfer Type	Req Box (Qty)	Filled Box (Qty)	Earliest Date	Latest Date
Auditor Training and Qualification Files - IAD112	T + 5	Paper	1	0	01/03/2017	01/03/2018

BOX INFORMATION

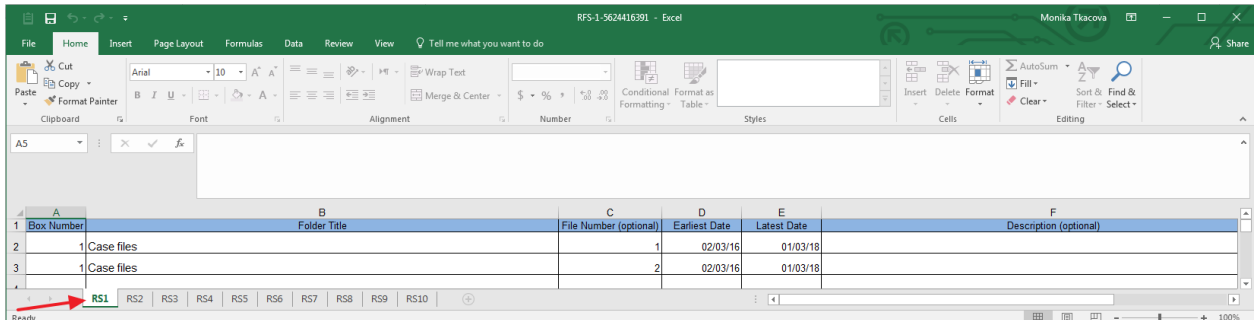
Box#	Folder Title	File Number	Earliest Date	Latest Date
1	test	2	01/03/2017	01/03/2018
1	Test	1	01/03/2017	01/03/2018

24. As an alternative solution, you can provide box/folder information via a spreadsheet. A spreadsheet template is available here: <https://archives.un.org/content/arms-forms>

25. The spreadsheet template includes Named tabs as RS (records series) + number. In addition, it includes validation on each column:

- Box number: previous cell cannot be blank
- Folder Title: corresponding Box number cannot be blank
- Earliest date: corresponding Folder title cannot be blank; date format dd/mm/yy; date cannot be > current date
- Latest date: corresponding Earliest date cannot be blank; date format dd/mm/yy; date cannot be > Earliest date; date cannot be > current date.

26. Enter box and folder details into the spreadsheet and save it on your computer under the respective SR#. If you are submitting box/folders details for more than one records series, ensure that details for first series are save in the tab RS1, for the second records series in the tab RS2, etc.



27. Click on the respective SR # in the list. If it is not displayed, use the search function.
Note: The sub-status displays "Waiting on Customer".

My Service Requests

All the services/products ever Requested By you (RB) or Requested For you (RF) are listed below. Use this screen to review the request, provide updates to and request updates from, the service desk. Use the Search Criteria area to specify your search. To view additional details about a specific request, click on the corresponding SR# link.

SEARCH REQUESTS

Search

SR Number:

Description:

Reported By:

Requested For:

Requested Item:

SRs shared with me:

Status: Open (New/Open)
 Resolved
 Pending
 Closed (Closed/Cancelled)

MY REQUESTS

Shared	Priority	SR #	Description	Status	Sub-Status	Requested Item	Reported By	Requested For	Last Updated
<input checked="" type="checkbox"/>		RFS-1-5624371641	t	Pending	Waiting on Customer	Add Record Series TKACOVA, Monika	TKACOVA, Monika	TKACOVA, Monika	05/03/2018 12:11 PM
<input checked="" type="checkbox"/>		RFS-1-4887906902	REQUEST TO PURCHASE PERSONAL COMPUTING DESKTOP SOFTW	Pending	Waiting on Another group	RFS - Request t...	RANASINGHE, Arya	TKACOVA, Monika	08/08/2017 01:34 PM

28. To upload the excel spreadsheet, select **Documents** and click on **New**.

← SR# RFS-1-5624416391

UPDATES **DOCUMENTS** WORK ORDERS APPROVALS FORM SHARED WITH RECORD SERIES

DOCUMENTS

New File

Name	Type	Size(Kb)	Date	Comments
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Summary:
 Request for: Add Record Series
Description:
 Test

Date Opened:
 05/03/2018 01:49 PM

Requested Item:
 Add Record Series

Status:
 Pending

Sub Status:
 Waiting on Customer

Alert Me by eMail when Updated:

Qty:
 1.00

Reported By:
 TKACOVA, Monika

Requested For:
 TKACOVA, Monika

Assigned To Group:
 ARMS Service Desk

29. It is imperative that the spreadsheet is named by the respective SR#. *Note: To ensure that the document has been attached, click on Records Series and back on Documents and again on Records Series tab. If the document has not been attached, upload it again, and click anywhere in the field.*

← SR# RFS-1-5624416391

UPDATES **DOCUMENTS** WORK ORDERS APPROVALS FORM SHARED WITH RECORD SERIES

DOCUMENTS

New File

Name	Type	Size(Kb)	Date	Comments
RFS-1-5624416391	xsm	107.59	05/03/2018 02:31:40 PM	

Summary:
 Request for: Add Record Series
Description:
 Test

30. Click **Submit Box Details** to submit the box/folders details to ARMS for review and approval. The box **Submit Box Details** will be greyed out and you will receive email confirming that your request has been submitted.

UPDATES DOCUMENTS WORK ORDERS APPROVALS FORM SHARED WITH **RECORD SERIES**

View Details Delete **Submit Box Details**

Record Series Title	Retention Schedule	Transfer Type	Req Box (Qty)	Filled Box (Qty)	Earliest Date	Latest Date
Audit Files - Internal - UNFIP012	T+15	Paper	1	0	05/03/2017	01/03/2018

BOX INFORMATION

New View Details Delete

Box#	Folder Title	File Number	Earliest Date	Latest Date
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31. As in Step I, Step II requires ARMS' approval. If entries need to be amended or deleted ARMS will send the request back to the originator explaining what needs to be modified. After the requested changes are made, you must re-submit your request.

32. The process ends when box/folder information is approved by ARMS.

What happens next:

- You will be informed by email of ARMS approval;
- The sub-status of the request will display "Customer updated";
- All information pertaining to your records transfer request will be entered into ARMS recordkeeping system, where an Accession number will be assigned;
- You will receive a report with the accession number and all the information that was provided through the E-Form, for reference purposes. The number provided should be used if you need to retrieve records from the transfer in the future
- You will also receive ARMS' barcoded labels. After you affix labels on boxes, you notify ARMS who will request the movers to transfer the boxes to the Records Center.