



## GUIDELINES

# Transfer of Records and Archives to the United Nations Archives and Records Management Section (ARMS)

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**Effective date:** *April 2018*

**Contact:** *United Nations Archives and Records Management Section: [arms@un.org](mailto:arms@un.org)*

**Review date:** *April 2020*

## Transfer of Records and Archives to the Archives and Records Management Section (ARMS)

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**Annex 3: Workflow outlining the main steps of the records transfer process**

#### A. PURPOSE

1. This document provides guidelines on transferring paper and electronic records from Offices at UNHQ and field Offices to the Archives and Records Management Centre (ARMS). It also contains instructions on how to use the Records Transfer Form (RTF) application in Unit Self Service.

#### B. SCOPE

2. This document is intended for United Nations personnel who are responsible for the transfer of inactive records and archives from their office to ARMS.

#### C. RATIONALE

3. In line with the provisions of the Secretary-General's Bulletin ST/SGB/2007/5 *Record-keeping and the Management of United Nations Archives (paragraphs 4.3 and 5.5)*, both ARMS and Offices have specific roles and responsibilities in the records transfer process. ARMS "*shall undertake the transfer from departments and offices, to its premises or delegated premises away from Headquarters, archives and non-current records which are more than three years old.*" Offices and Departments shall "*...Prior to transferring their records to the Archives and Records Management Section [...] prepare them for transfer in accordance with the format established by the Chief of the Archives and Records Management Section.*"

## D. PROCEDURES

### D.1 Introduction

4. All Offices are required to use the electronic Records Transfer Form (RTF) to transfer records to ARMS for storage/preservation. The RTF is accessible through Unite Self Service: <https://unite.un.org/ineedservice>. Using the RTF will enable both the transferring Office and ARMS to record all relevant information about each consignment. ARMS will transfer the data captured in the RTF into its record-keeping system. This will allow ARMS to manage the records over time; and ensure they can be retrieved efficiently upon request.

### D.2 Overview of the records transfer process

#### 5. Step I – Preparation for transfer

##### Paper records

- 5.1 Identify the record groups (record series) that are eligible or required to be transferred to ARMS. This is done by using the Office's approved Records Retention Schedule (available on ARMS' website <https://archives.un.org/content/retention-schedules-un-offices>). Records to be transferred to ARMS need to be retained even though they are no longer active, or they need to be retained in cases where an Office is in transition or closing. (Other series of records which do not have any further value according to the retention schedule can be securely disposed of in-situ.)
- 5.2 Determine the appropriate retention schedules of the record series.
- 5.3 If your Office does not have a retention schedule or if you are unsure, contact [arms@un.org](mailto:arms@un.org)

##### Electronic Records

- 5.4 Identify electronic records that are eligible for transfer. ARMS will accept records in unstructured environments, such as shared drives, stand-alone media and in non-standard enterprise application databases.
- 5.5 Please contact [arms@un.org](mailto:arms@un.org) to prepare electronic records for transfer; each request will be individually assessed

#### 6. Step II – Create a transfer request in Unite Self Service

- 6.1 The record transfer process requires users to login with their Unite ID in Unite Self Service: <https://unite.un.org/ineedservice> and by selecting *Records Management Catalogue*.
- 6.2 Enter **record series** information in the RTF (Annex 1).

- 6.3 Submit the RTF containing **records series** information to ARMS for approval.
- 6.4 ARMS reviews, approves or requests amendments to the record series submission within two days.
- 6.5 If the transfer of paper records is approved, ARMS arranges for the delivery of boxes to the office (UNHQ offices only).
- 6.6 After ARMS approves the request for transfer, pack the boxes and complete the **Box/Folder** information in the RTF for each record series. The title and date range of each folder is required for each box in each record series.
- 6.7 Submit the RTF containing **Box/Folder** information to ARMS.
- 6.8 ARMS reviews, approves, or requests amendments to the folder list.
- 6.9 If approved, ARMS provides the Office with barcoded labels and makes arrangements for the boxes to be picked up and sent to the Record Centre (UNHQ only).
- 6.10 When ARMS has received the records, it sends the transferring Office an accession control report (effectively a receipt) which gives notice that the records are in the custody of ARMS. The report includes the accession number as well as the list of all the folders and boxes under each records series that was submitted by the transferring Office. The accession number should be retained to facilitate future records retrieval requests.

### Electronic Records

- 6.11 Records transfer is also done using Records Transfer Form (RTF). The form is available here: <https://unite.un.org/ineedservice>. Complete the RTF as instructed by ARMS.

## E. ROLES AND RESPONSIBILITIES

7. The following table outlines roles and responsibilities of the stakeholders involved in the records transfer.

Role	Responsibilities
ARMS	<ul style="list-style-type: none"> <li>• Develop procedures for the transfer of paper and electronic records.</li> <li>• Assist offices with the transfer of paper records into its custody; including approving RTF transfer requests and supplying boxes to the offices at UNHQ.</li> <li>• Assist offices with transferring electronic records and coordinating with the Office of Information and Communication Technology (OICT) if required.</li> <li>• Maintain the security and accessibility of records while in its custody.</li> <li>• Maintain transfer documentation.</li> </ul>
Originating offices	<ul style="list-style-type: none"> <li>• Identify groups of records that should be transferred to ARMS under approved retention and disposition schedules.</li> </ul>

	<ul style="list-style-type: none"> <li>• Liaise with ARMS to recommend retention period for records to be transferred, in absence of approved retention schedules.</li> <li>• Use the RTF to request records transfers.</li> <li>• Adhere to ARMS' requirements for transferring electronic records.</li> <li>• Notify ARMS when boxes are collected by movers. (UNHQ only).</li> </ul>
Movers (UNHQ only)	<ul style="list-style-type: none"> <li>• Deliver empty boxes to Offices.</li> <li>• Transfer boxes from Offices to ARMS.</li> <li>• Ensure the security of the records while in transit to ARMS.</li> </ul>
OICT	<ul style="list-style-type: none"> <li>• Assist with the transfer of electronic records as needed.</li> <li>• Ensure that the electronic records are backed-up.</li> <li>• Ensure that electronic records can be restored from backup copies if necessary.</li> <li>• Protect electronic records from unauthorized access.</li> </ul>

## F. TERMS AND DEFINITIONS

<b>Accession</b>	The acquisition of a group of records or materials that are physically and legally transferred to a repository or archives. Also refers to the documentation of the transfer the records or materials into a registry or database.
<b>Non-record</b>	A “non-record” is any document or data regardless of physical form or characteristic, created or received by Offices that does not document the organization, functions, policies, decisions, procedures, operations, or other activities of the Office.
<b>Records</b>	Information created, received, and maintained as evidence and as an asset by the United Nations, in pursuit of its legal obligations, activities, or in the transaction of business.
<b>Records Series</b>	A group of records that all arise from and support the same activity or function, with the same format or profile of information, for example project files. Although the subject matter for individual instances will be unique all the records in a series have the same disposition requirements and can be managed at series level.
<b>RTF</b>	Records Transfer Form (available through <i>Records Management Catalogue</i> in Unite Self Service) <a href="https://unite.un.org/ineedservice">https://unite.un.org/ineedservice</a>
<b>Retention Schedule</b>	An instruction covering the disposition of records to ensure that they are retained for as long as necessary based on their administrative, fiscal, legal, historical or informational value and disposed or held as archives accordingly.

## **G. REFERENCES**

### **Normative or superior references**

ST/SGB/2007/5 on Record-keeping and the Management of United Nations Archives  
ST/SGB/2007/6 on Information sensitivity, Classification and Handling

### **Related procedures or guidelines**

SOP Liquidation of United Nations Field Operations: Records and Archives  
UN Retention Policies are available here: <https://archives.un.org/content/retention-policies>  
[Managing Electronic Information and Records in Shared Drives](#)

## **H. MONITORING**

In UNHQ, the implementation of these Guidelines shall be the responsibility of a staff member under the authority of the Head of Office. In Field Missions, the implementation of these guidelines shall be the responsibility of records management Focal Points under the authority of the Head of the Office or the Head Liquidation Team.

ARMS shall monitor compliance with these Guidelines.

## **I. CONTACT**

United Nations Archives and Records Management Section (ARMS)  
United Nations Headquarters  
ARMS e-mail contact: arms@un.org

**APPROVAL: Bridget Sisk (Chief of Archives and Records Management Section)**

**DATE OF APPROVAL: 20/04/2018**

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

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# I. Creating a new request in Unite Self Service

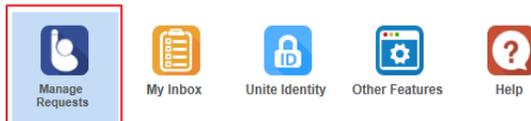
## Step I – Entering Record Series Information

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

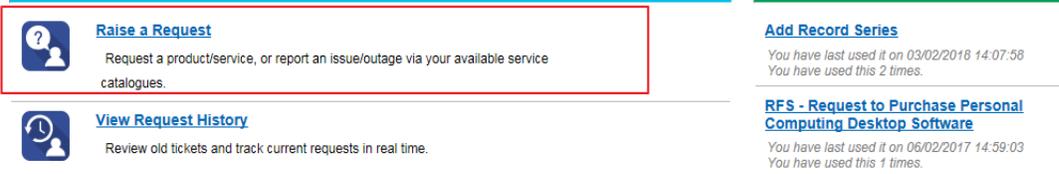


#### CHOOSE AN OPTION

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 Record 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:



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 >

11. 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

Go Back

Submit

Cancel

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):

Request for: Add Record Series

**Describe/Justify your Request**  
(max 2000 characters):

Attach Documents

Share with Others

12. 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

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

Fill out Request Details

Attach Documents

### DOCUMENTS

New File

Delete

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

- 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.*

**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

Fill out Request Details

Attach Documents

**Share with Others**

You can share this request with other people, so that they can monitor and request updates. Please use the

Add my Shared List **Add Others** Refresh Delete

User Id	First Name	Last Name
MTKACOVA2	Monika	TKACOVA

Add Contacts

Query Find Last Name Starting with climaco Go 1 - 1 of 1

User Id	First Name	Last Name	Index #	Email
DCLIMACO	Dominique	CLIMACO	10057729	

OK Cancel

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

**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

Fill out Request Details

Attach Documents

Share with Others

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:

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 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.*

## 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 to 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 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 type="checkbox"/>		RFS-1-4887506902	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.

Transfer of Records and Archives to the Archives and Records Management Section (ARMS)

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SR# RFS-1-5624371641

UPDATES DOCUMENTS WORK ORDERS APPROVALS FORM SHARED WITH RECORD SERIES

Contact Agent Contact Manager Copy SR

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

05/03/2018 12:11:49 PM

Type: Email

Sent by: iNeed Self Service Portal

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](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](mailto:arms@un.org)

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

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:

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

View Details Delete Submit Box Details 1 - 1 of 1

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**

Save Cancel

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.

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

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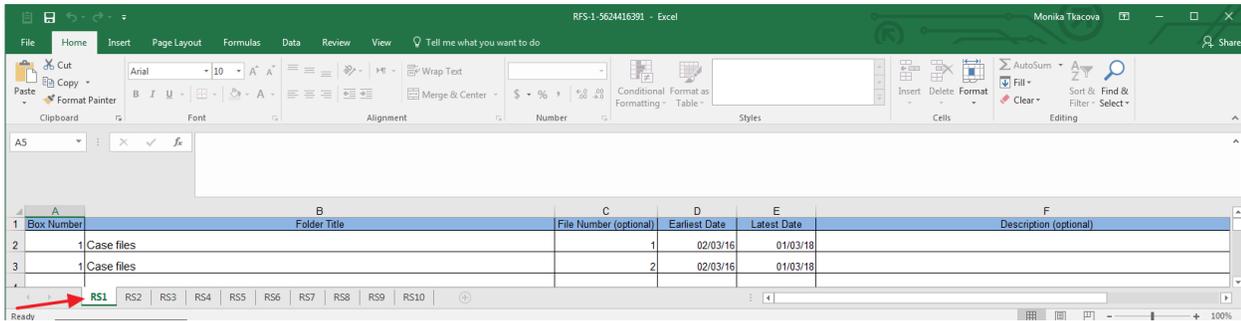
**BOX INFORMATION**

New View Details Delete

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:  Status:  Open (New/Open)

Description:   Resolved

Reported By:   Pending

Requested For:   Closed (Closed/Cancelled)

Requested Item:  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"/>		<a href="#">RFS-1-5624371641</a>	t	Pending	Waiting on Customer	Add Record Series TKACOVA, Monika	TKACOVA, Monika	TKACOVA, Monika	05/03/2018 12:11 PM
<input checked="" type="checkbox"/>		<a href="#">RFS-1-4887906902</a>	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
------	------	----------	------	----------

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

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**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.

## **ANNEX 2: Instruction for packing boxes**

Once the Phase I of your request is approved, pack record boxes provided by ARMS as follows:

1. **Box Contents.** Files belonging to the same series and having the same retention period should be packed together.
2. **Non-Records, Blank Forms and Personal Items.** Blank forms, personal items and printed United Nations documents and publications collected for informational purposes should be weeded and disposed before packing records.
3. **Filing Supplies.** Active records should have been filed in manila or pressboard folders. If they were not, the ring binder should be removed and the records should be placed in labelled manila folders before packing. Excess filing supplies, such as hanging folders, file guides/dividers and binder clips should be removed.
4. **File Sequence.** Files should be arranged in record plan or file list order.
5. **Box Limit.** No more than one foot of records should be placed in a box to prevent the overfilling of boxes.
6. **Box Numbering.** Offices should write their acronyms and a box number on the two sides of the box. Box numbering should include the specific and total box numbers, ex. 1/12, 2/12, 3/12, 4/12 etc.
7. **Box Label.** When the transfer request has been approved by ARMS, ARMS will provide the labels. Affix Bar Code Labels to the record boxes to track location and manage the records.

### Annex 3: Workflow outlining the main steps of the records transfer process

