# Vocational Rehabilitation Services Manual D-300: Records Management

Revised August 1, 2022

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**D-307: Processing Closed Case Files**

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**D-307-2: Adding Files to Boxes**

When adding the closed customer files to boxes to be shipped, VR staff ensure that:

* Each box must contain only the closed case files from the previous fiscal year.
* There is approximately 2" of space in each box in case of interfiles. (Boxes are not over packed.)
* Only standard records storage boxes are used (hand-holds on either end, with a removable lid, 10" x 12" x 15"). Do not use copy paper boxes.
* Files are arranged within the box in alphabetical order by last name.
* Only ten boxes are sent to RMC per shipment.

Each box is labeled with "Box [number]" on the left side of the hand hold. Underneath the "Box [number]" the label must contain the "Cost Center [number]" and "Location Code [number]." The box lid should not cover the box number.**D-307-3: Completing the Box Inventory Spreadsheet**

All files in each box must be listed on the Box Inventory Spreadsheet. Ten boxes are sent per shipment to RMC. To complete a Box Inventory Spreadsheet, update the fields "box\_nbr" and "rhw\_updated" for each file on your TWC Inventory Spreadsheet as follows:

* For "box\_nbr", number each box in the set as "[department cost center number]-001", "[department cost center number]-002", etc. (for example, 4584-001).
* For "rhw\_updated", put "Yes" after ReHabWorks has been updated to reflect the new location of that file.
* All the fields on this tab are mandatory:
  + Once the inventory is complete, VR staff filter the "box\_nbr" field for each box and print the inventory sheet.
  + A hard copy is placed in front of the first file of the corresponding box. One is kept for the unit reference.

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**D-307-6: Requesting Pickup**

VR staff email both the File Inventory and Transmittals worksheets in Excel format to [claimant.files@twc.texas.gov](mailto:claimant.files@twc.texas.gov) for approval and upload.

The following information is included in the email:

* On the subject line: Cost Center number, FY 20\_\_ Closed Customer Case, City of Field Office
* Contact information (Contact Name and Phone number)
* Physical pickup location (street address, room or suite number, city, state, ZIP code)
* Special instructions for location access, if any
* Number of boxes you are requesting to have picked up (no more than 10 per shipment)

A separate email is sent for CCH records. The following information is included in the email message:

* On the subject line: CCH files
* Contact information (Contact Name and Phone number)
* Physical pickup location (street address, room or suite number, city, state, ZIP code)
* Special instructions for location access, if any
* Number of boxes you are requesting to have picked up.

VR staff should double-tape all boxes (not covering the hand-holds) to secure the lids to the boxes and ensure that no records spill out during transit.

TWC RMC staff will review the inventory and transmittals sheets for approval. Within five business days upon approval from the RMC, the field office will schedule the shipment of file boxes on the approved inventory worksheets to the address below:

Texas Workforce Commission  
Records Management Center  
4405 Springdale Road Suite C  
Austin, TX 78723

Once records are sent through FedEx, VR Staff must email all FedEx tracking numbers to [claimant.files@twc.texas.gov](mailto:claimant.files@twc.texas.gov) on the day the records are picked up by FedEx.

TWC Records Management Center (RMC) staff will confirm the receipt of the records by notifying the VR staff member who submitted the tracking numbers once the shipment is received at TWC RMC. If VR Staff have not received the confirmation that the shipment has arrived to TWC RMC within 3 business days of the expected delivery date, VR Staff will email  [claimant.files@twc.texas.gov](mailto:claimant.files@twc.texas.gov) to coordinate follow up with FedEx.

Once the shipment has been received by RMC, staff may ship any additional boxes following procedures outlined in this chapter refer to D-307: Processing Closed Case Files.

Field office staff will need to determine the supplies needed for shipping the files and coordinate with the third-party shipping vendor.

Effective September 1, 2018, the TWC express shipping provider is FedEx. Please refer to the TWC Mail Services Instructions (PDF) (<https://intra.twc.texas.gov/intranet/phss/docs/mail_services_instructions.pdf>) for further information on shipping using FedEx.

When using a third-party shipping service, the TWC [EMA-65 Express Mail Authorization form](https://intra.twc.texas.gov/intranet/gl/docs/ema-65.docx) must be completed and emailed only to [Alisha.Lewis@twc.texas.gov](mailto:Alisha.Lewis@twc.texas.gov). When emailing the EMA-65 Express Mail Authorization form, do not attach or include the Inventory and Transmittal spreadsheet.

VR staff must:

* Ensure personally identifiable information (PII) is not exposed.
* Make sure that all boxes are double-taped (not covering the hand-holds) to ensure that no records will spill during transit.
* Save file inventories in a secure place.

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