REQUESTING BOXES/FILES

In order to request boxes, you will go through the search process previously described.

Click the checkbox next to the box or boxes you want to request.

Click the "Request" button.
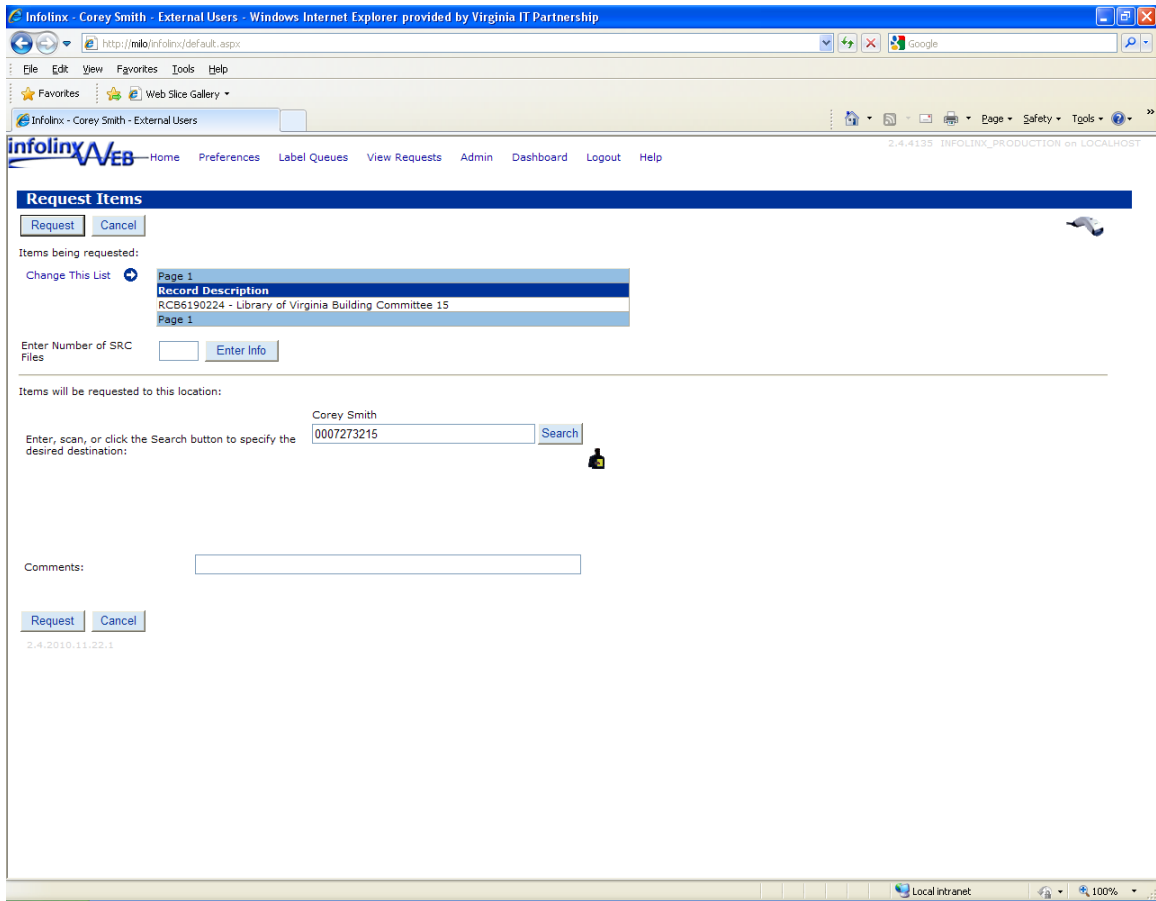
You will be prompted to make sure all the information is correct. If it is, click "Request."
Otherwise, click "Cancel," and you'll be returned to the home page. If there are special
delivery instructions or other information that we need to know, enter that into the
"Comments" field above the "Request" and "Cancel" buttons.
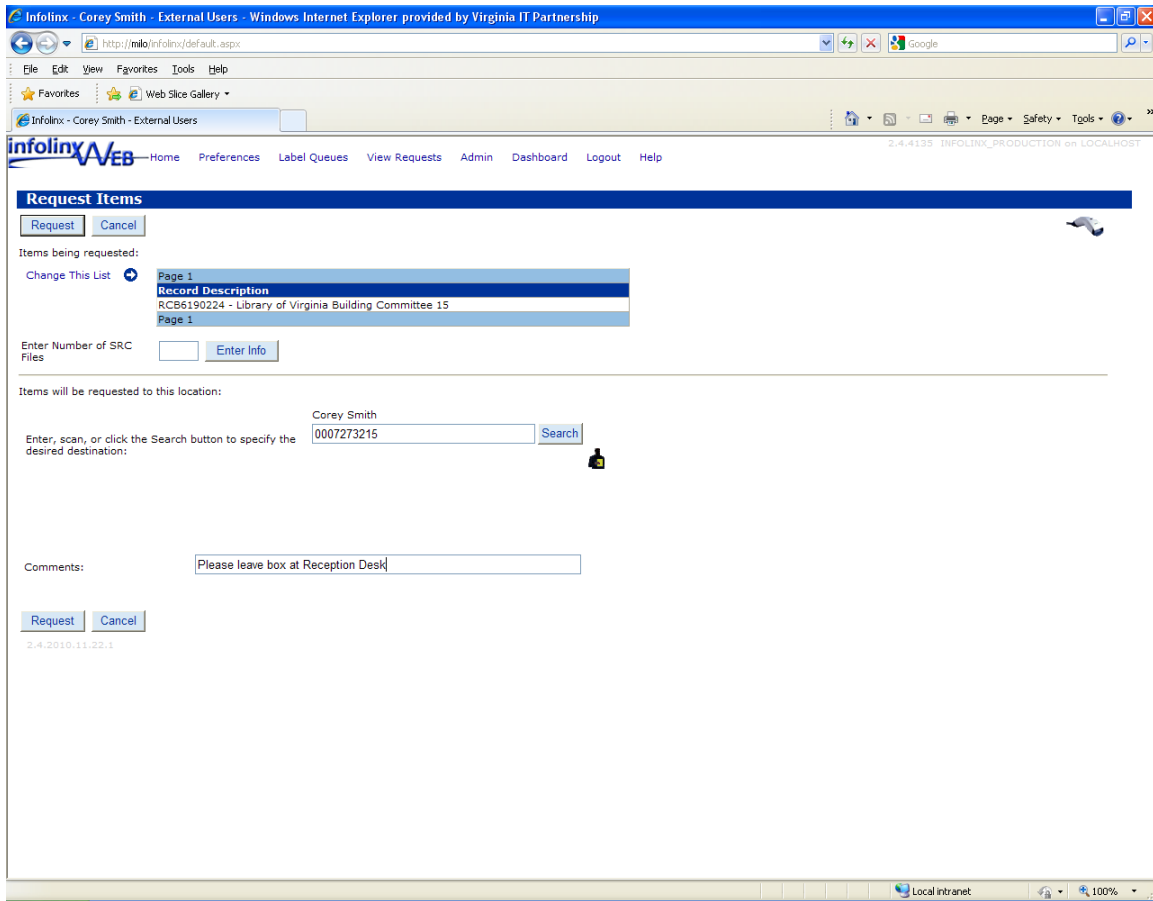
There are two possibilities for requesting an SRC File.

If the file is one that you have created before sending the records to the SRC, you will likely know the barcode number or file number. From the SRC Files tab, you will search the same way you would on the SRC Boxes tab.
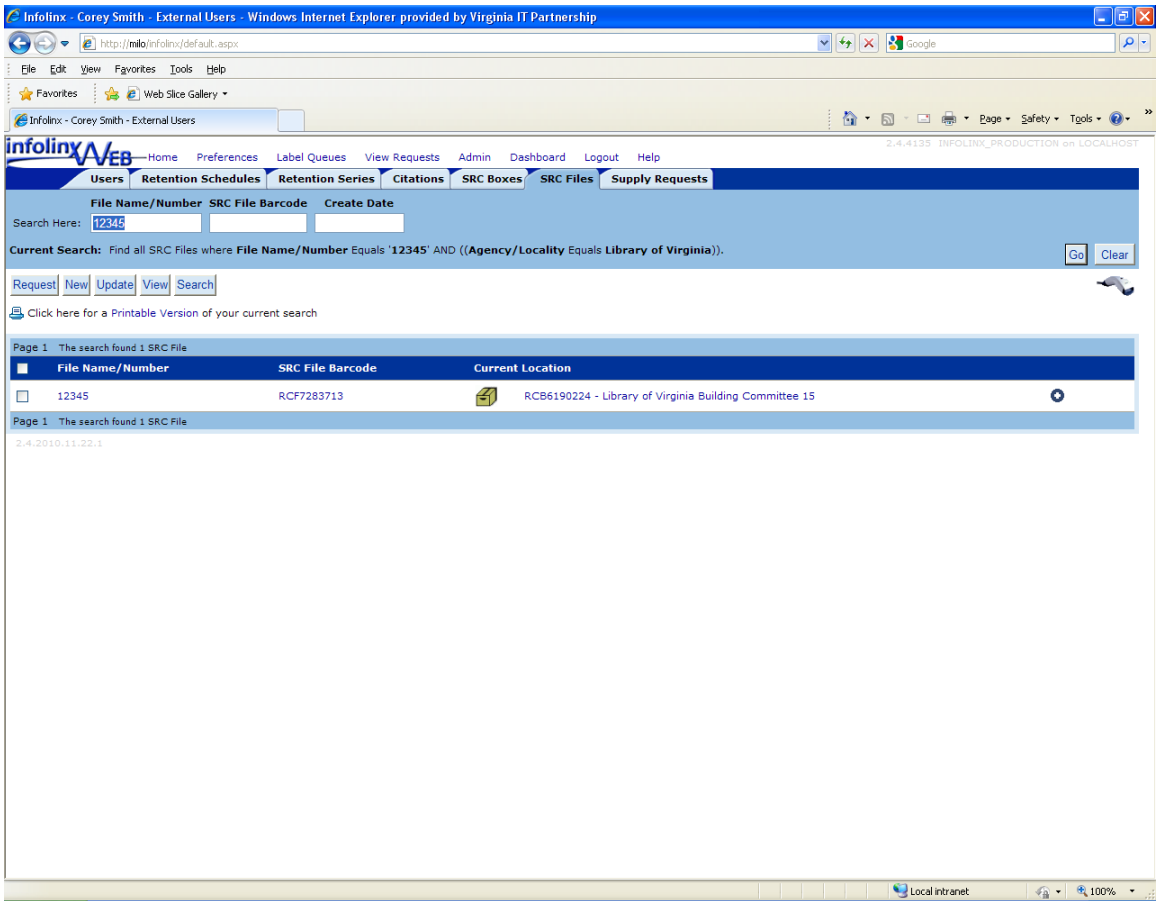
You would then mark the checkbox next to the file number and click "Request."

You will be taken to the same Request screen that you previously saw when requesting a box. Click "Request," and that request will be submitted to the SRC.
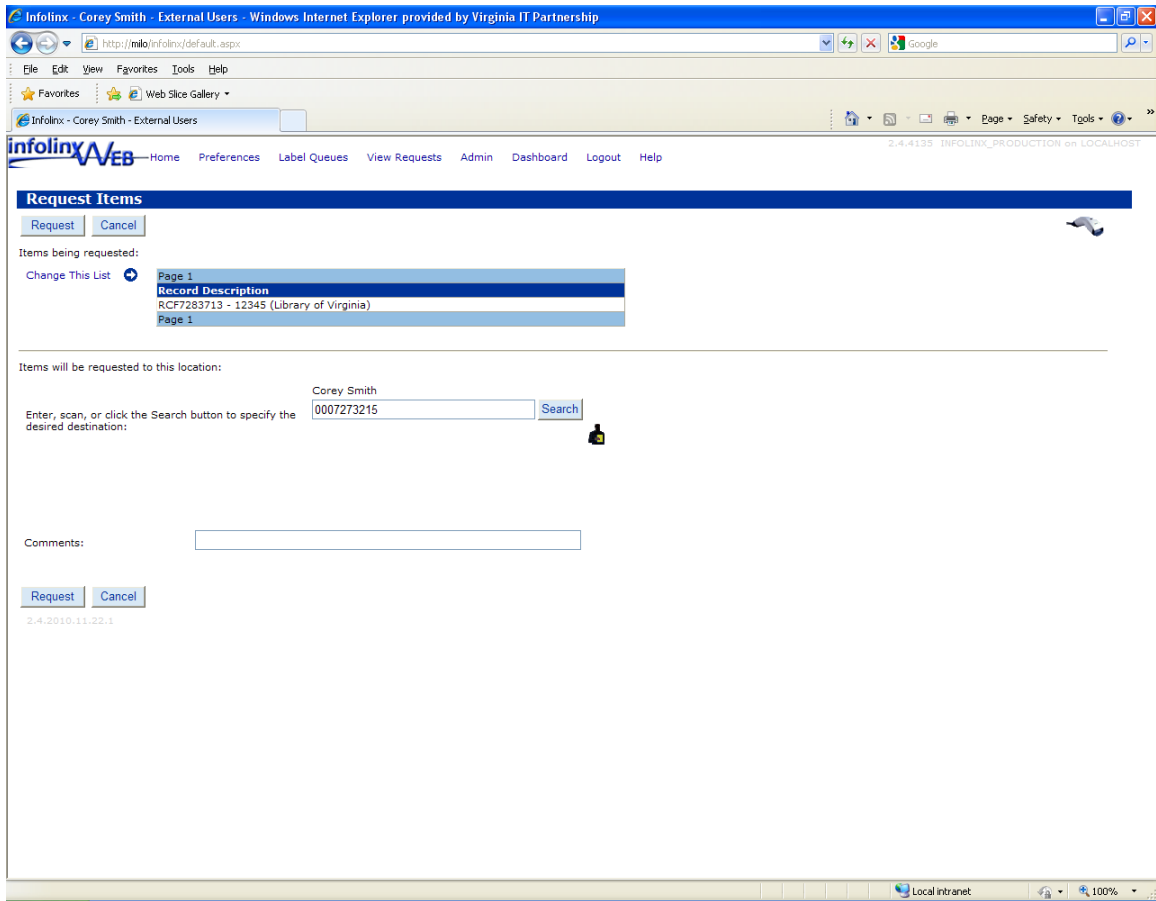
If you want to request a file that is in an existing box at the SRC, you will first have to create a File record for that file, within its box. See instructions for creating an SRC File. After you have created that file, you will use the same steps outlined above for requesting the file. For any files you create for boxes that are at the SRC, we will print out the file barcode label and attach it to the file before that file is delivered or mailed to your office.

When a box or file is requested, we will receive electronic notification of the pending request. Those will be processed similarly to our current paper requests. However, using Infolinx will cut out some of the issues we've had with faxed requests.