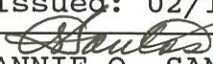
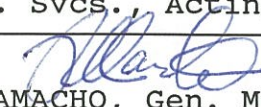


G U A M P O W E R A U T H O R I T Y Standard Operating Procedure	* No. SOP-038	Issued: 02/16/93 
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1.0 CUSTOMER ACCOUNT FILE CHECK IN/OUT PROCEDURE

1.1 General

The following instructions will govern the issuance and return of customer account files. Only Records Center personnel and other specifically designated personnel will enter the customer files. An access list containing all the names of persons authorized to enter the customer files will be posted at the service counter.

1.2 File Requests and Charge-Outs

- 1.2.1 File requests for customer accounts may be received by inter-office mail, by telephone or by personal request at the service counter of the Records Center. However, the request is received, enough information must be obtained to complete a Records Requisition.
- 1.2.2 After completing or receiving a Records Requisition, locate the requested material in the files. Remove the requested material from the files, record the account number from the file folder on the Requisition, attach Part 1 of the Requisition to charge-out card and insert the charge-out card in the file in place of the material being removed.
- 1.2.3 Attach Part III of the Requisition to the file, and give the file to the requestor. Place Part II of the Requisition in the appropriate folder in the suspense file (see Paragraph 1.5 below). Individual documents will not be removed from a file folder.

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- 1.2.4 If the material requested is not in the file and there is a charge-out card in its place, determine the urgency of the request. If the name, department and phone number (from the Requisition) of the person who has the material charged out. Remind the requestor that the person who has the material signed out may not transfer the material to a different individual. The material must be signed in and out again by the Records Center.
- 1.2.5 The initial requestor of material from the Records Center will be responsible for its return. If the material is not needed immediately, attach Parts I and II of the Requisition to the out card in the file; and inform the requestor that the material will be forwarded to him as soon as it is returned. Locate Part II of the Requisition for this material now in the suspense file and annotate it: **"DO NOT RE-SUSPENSE"**.
- 1.2.6 If the material is not in the file and there is no charge-out card in its place, check the file folders in the immediate vicinity. If the requested material is found, proceed as outlined above. If the requested material is not found, obtain additional information about the material from the requestor. This additional information may indicate other areas in the files where the material may be located. If the material still cannot be located, write "Search" in the remarks section of the Requisition, attach Part I of the Requisition to a charge-out card and insert it in the location in the file where the material should be. Return Part III of the Requisition to the requestor to notify him that the material cannot be found, that it will be searched for and forwarded to him as soon as it is located. Place Part II of the Requisition in the "Search" file under today's date (see Paragraph 1.5). If the requestor needs the material immediately, it will receive a priority in the Search schedule.

1.3 Charge-Out Periods

The normal charge-out time for customer account records is one day. Such records should be returned by 5:00 on the checkout day. When certain projects or activities require constant use of material, longer term charge-outs will be processed the same as a normal charge-out. In no case will a customer account record be charged out for more than three working days.

1.4 Return of Records

Upon return of charged-out material to Records, Records Center personnel will replace the material in its proper location in the file. Remove the charge-out card from the files and remove Part I of the Requisition. Using Part I of the Requisition as a guide, locate and remove Part II of the Requisition from the suspense file and destroy Part II. Place Part I in the "Completed Requests" file.

- 1.4.1 If there is an additional Record Requisition on the charge-out card indicating that someone else has requested the file, remove Parts I and II of this Requisition from the out card and complete a new Retrieval Request for the material. Attach Part I of the new Requisition in the suspense file and destroy it. Place Part I in the "Completed Requests" file (see Paragraph 1.5).
- 1.4.2 If the Record Requisition attached to the charge-out card indicates that the document is being searched for, remove it from the file, remove Part I of the Requisition, complete a new Requisition and attach Part I. Insert the charge-out card in the files in place of the material and locate Part II of the old Requisition in the "Search" file. Notify the searcher that this document has been found, remove Part II of the old Requisition from the Search file and destroy both copies. Attach Part III of the new Requisition to the material and forward the whole to the requestor. File Part II of the Requisition in the appropriate folder in the suspense file.
- 1.4.3 if a document is returned to the Records Center and there is no charge-out card in the proper location in the file, check the charge-out cards in the immediate vicinity for possible misplacement. If it is found, remove it from the files and replace the returned material in its proper location. If there is no charge-out card in the files concerning the returned material, the document or file should be compared against the "Search" file to determine if the material is being searched for under a different account number. If the material is not being searched for, it will be replaced in its proper location in the files.

1.5 Follow-Up

Follow-up of overdue material is accomplished with the suspense file. The suspense file consists of file guides for the months of the year and folders for the days of the month, as described below:

1.5.1 Guides

A set of month guides (one for each of the twelve months) is prepared and placed in a file drawer.

1.5.2 Folders

A folder for each day of the month (31 total folders) is prepared and filed behind the guide for the current month. Each day, the folder for that date is removed from behind the current month guide, the Record Requisitions removed from the folder, and the folder is placed in the appropriate sequence behind the following month guide. Those materials represented by the Requisitions removed from this folder are overdue and will be followed up as follows:

Each day, the Record Requisitions are removed from the folder of that date and the persons charged for these materials are contacted regarding their return. If the person needs the file for another period and there are no outstanding requests for it, re-suspense the material and refile the Requisition in the appropriate date folder. Whenever a file is re-suspended in this manner, the suspense date on Part I of the Requisition on the charge-out card in the file must also be changed. If there is an outstanding request for this material (Part II of the Requisition has "**DO NOT RE-ISSUE**" written on it), inform the person holding the material of this fact and request the immediate return of the material.

1.5.2 (continued)

- (1) In addition to the suspense folders, two additional folders will be prepared and maintained in the suspense file. These are (a) the **Search** folder which is specially used for maintaining a record of those files and (b) the **Completed Request** folder which is used to maintain a record for the ensuing thirty (30) days of those personnel who have had access to a customer file.

1.6 Standards of Service

Records Center personnel will attempt to maintain the following time standards for customer file service:

1.6.1 Location and Retrieval

When material is in file: 1 hour from receipt of file request; or better.

When material is out of file: the same day it is returned to file.

1.7 Records Center

During normal working hours and under normal operating circumstances, access to the Records Center will be restricted to Records Center personnel. However, there will be occasions (usually after normal working hours and/on weekends) when it will be necessary for other GPA personnel to have access to the files. The following procedures will apply:

- 1.7.1 Access to the Record Center file area is the responsibility of, and must be coordinated with the respective Manager. An access list will be provided at the counter.

1.7 (continued)

1.7.2 Use of the Records Center files after normal working hours is contingent upon the proper and regular use of the charge out card for material withdrawn. The person withdrawing material will complete a Records Requisition Form and attach it to an out card for each folder removed from the file. The charge out card will not be inserted into the files, but will be left in the "in" basket on the designated personnel's desk.

1.7.3 All material removed from the files will also be left in his "in" basket when use of them is completed. Only Records Center personnel will replace materials in the files. Repeated failure to observe this mutual aid effort will result in revocation of the offending party's file privileges.

1.8 Records Center Files

Requests for retrieval of records from the Center may be made in person, or telephone. However, the request is received, enough information must be obtained to complete a Records Requisition (Exhibit 1).

Retrieval may also be for a Records storage box. The retrieval, charge-out and follow-up procedures are identical to those described. In lieu of the account number, the requestor will provide and the Record Requisition will reflect, the box number assignments provided when the records were committed to storage.