# Vocational Rehabilitation Services Manual D-300: Records Management

Revised July 1, 2022

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## D-307: Processing Closed Case Files

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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 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

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 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 weeks, VR Staff will email claimant.files@twc.texas.gov to coordinate follow up with FedEx.

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. 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.