

## FILING METHODOLOGIES

There are two types of basic filing

<b>ACTIVE FILING</b>	<b>HISTORICAL FILING</b>
<p>This occurs when the document or paper which arrives in the office from any source, (mail, delivery, internal creation, Fax or Email) is placed on the appropriate file in the cover as the top piece of correspondence.</p> <p>The file is then taken to the person requiring to deal with the matter (Sometimes called "Actioning a File").</p> <p>The person actioning the file (Sometimes called "Action Officer") will note the file as seen, write a comment or direction on the correspondence, dictate or create a reply. The file is then handed to the personal assistant (if available) and the copy of the outward correspondence is placed on the file, together with other working papers relating to the matter.</p> <p>The completed file is then (a) sent to another officer for comment or (b) returned to the filing room as completed.</p> <p>If it is sent to another officer, the latest correspondence is read and appropriate action taken.</p> <p>If it is returned to the file room, the records clerk will inspect the file prior to placing it on the shelf and ensure the action is complete. If regarded as incomplete, it will be referred back to the officer, the third party or supervisor for direction or clarification.</p> <p>If the file is required at a future date, the file number or name is placed in a diary and on that date it will be returned to the officer last using the file. (Called Re-submits, or Bring Ups)</p>	<p>This occurs when the correspondence arrives in the section.</p> <p>The individual pieces of paper, reports or Email data are handled by the action officer without reference to any previous papers.</p> <p>If there is a simple action such as a phone call, the response can be noted on the document and the document sent to filing for attachment.</p> <p>If there is consultative action to be taken, the action officer has two options.</p> <ul style="list-style-type: none"> <li>• Deal with the matter without reference to the file, or</li> <li>• Call for the file and view the previous papers.</li> </ul> <p>If additional action is required the action officer will either create a response or memo to another office or</p> <p>Create a copy of the paper and send to another officer for comment. (while retaining the original to remind them of their action)</p> <p>The copy or memo to a third party will be sent for filing. (The copy can be retained on the desk as a watch copy)</p> <p>After the reply from the consultative party, the matter can be finalised and all the papers sent to the records section for filing.</p> <p>If action is delayed, it generally sits in the action officer's pending tray until they finally get around to it or a response is received.</p>
<p><b>Advantages</b></p> <p>It prevents the creation of duplicate files in separate departments, as the same file moves with the action.</p> <p>If allows the action officers to see the whole file in context. (Saving their calling for the file out of the file room)</p> <p><b>Disadvantages</b></p> <p>Individual actions will be slower than just sending the correspondence to the action officer, (However the total system is faster)</p>	<p><b>Advantages</b></p> <p>The papers arrive on the action officer's desk hours before the active method.</p> <p><b>Disadvantages</b></p> <p>Too many files can be created, none of which holds the full story.</p> <p>A person viewing the "official file" will get the story as of the last attachment, not including any action still sitting on some-one's desk.</p> <p>If the action officer wants to view previous papers, they must call for the file or retrieve it of their own watch system.</p> <p>All action officers hold pending correspondence in a different, personalised way. It is not generally user friendly to other people.</p>