



## RSWeb.NET

If it is identified that, in order to progress the 2012 scheme case, you need access to CSA scheme case files, fill in a CSF084 form and pass it to the caseworkers that have access to find and retrieve information online for them to request the file from storage.

The purpose of this procedure is to explain how to order deliveries and pickups of records, check the status of orders and update the information associated with stored items through RSWeb.NET.

### How to Log in and Navigate RSWeb.NET

1. Enter your **username** and **password** to log into RSWeb.NET and select **Login**. This displays the RSWeb.NET Homepage.

### Change Password

1. To change password, select **Change Password** from the left hand menu.
2. This will display the Change Password section. Enter old password.
3. Input **new password** and retype **new password**.
4. Select **Change** to confirm password change.

### Add New Boxes

1. Select **Box** from left hand menu. This displays a box grid.
2. Select **Add** from the **Options** menu.
3. Select **Corporate Box Add** from the **Available Forms** dropdown. Complete all fields.
4. Select **Submit** to add the box.
5. Select **Reset Form** to clear the form and to add another box.
6. Select **Back to Results** to return to the box grid.

### Add New File/NAPS

1. Select **File/NAP** from the **Inventory** menu.
2. Select **Add** from the **Options** menu.
3. Enter your data in the appropriate fields. Once you have completed all fields, select **Submit**.
4. Select **Reset Form** to clear the form and to add another file/NAP.
5. Select **Back to Results** to return to the box grid.



When adding a new File/NAP a system message will appear 'Selected Record Series is on Legal Hold'. Choose one of the following options and then select **Submit**. Choose **Option 1 Clear Destroy Date** and set the **Permanent Flag** to **Yes** in all cases for a live item. This removes the Date of Destruction for the file and permanently retains it. The Date of Destruction will not be shown on the screen.



The Date of Destruction cannot be set at box level. For ease of use, the Date of Destruction is automatically calculated for you. You will now be requested to select a file status **Live**, **Closed** or **Exception**. **Closed** means that the liability has ended and there is no outstanding debt. **Exception** means that there is outstanding debt (over or underpayment), legal (appeals), complaints or fraud action.

Please follow [DWP retention guidance](#) for further information on document destruction dates. If the date needs to be amended please follow the Edit File/Nap process.

### Add a Polylope

1. Select **Box** from the left hand menu to access the box grid.
2. Select **Add** from the **Options** menu.

3. Select **Corporate Transit Box** from the **Available Forms** dropdown. RSWeb.NET will automatically assign a barcode to the polylope.
4. Select **Submit** to add the polylope. The polylope has now been added.
5. Select **Reset Form** to clear the form and to add another polylope.
6. Select **Back to Results** to return to the box grid.

## Edit Boxes and Files

1. Before editing a box, a search must be made for the box. Select **Box** from the left hand menu.
2. Select **Quick Search** from the **Search** menu to search for the box to be edited.
3. Select one of the following search queries to search for the box:
  - File reference – Box
  - Description of Content
  - Box Barcode
4. Input the **barcode**, **description** or **reference** and select **Search** to search for the box.
5. The box will appear in the box grid. Select the box that needs to be edited and select **Edit** from the **Options** menu.
6. Edit the fields as required. Greyed out areas are not editable.
7. Select **Submit** to confirm the changes which will return you to the search grid.

## Retrieval and Pickups

A retrieval is submitted to request an item in storage to be sent to you. A pickup is submitted if you want to send an item into storage. The normal TNT courier process has not changed however in RSWeb.NET the supplier must be informed that an item is being sent into storage on the system before being sent.

Whether a retrieval or pickup is being submitted into RSWeb.NET, the address should be the local office address and not that of the storage site in Heywood.

## Order a Pickup

1. If known, enter the **barcode** of the Box or Polylope to be sent to storage.
2. Select **Cart** from the left hand menu.
3. Under **Add to Cart**, scroll over **Items** and select **Enter Items**.
4. Enter the **barcodes** of the records to be collected.
5. Select **Next** to continue.
6. Select **Pickup** as the Service Type and select **Add to Cart** to continue.
7. This screen provides a summary of the items added to the cart. These items can be left in the cart to process later. To process the order, select **Order Now**.
8. Review the items to be ordered and select **Workorder** to continue.
9. A message box will display. Select **OK** to continue.
10. On this screen, check the address and confirm it is correct. Select **Create Workorder** to place the pickup order.
11. Once the order has been checked out, an order summary will display. This can be printed if required.

## Order a Pickup - Search and Select

1. Items can also be added to the cart using the **Search and Select** functionality. Select **Cart** from the left hand menu.
2. Under **Add to Cart**, scroll over **Items** and select **Search and Select**.
3. Select **Box**.
4. Use one of the following search queries to search for Boxes:
  - Box Barcode
  - File Reference – Box

- Description of Content – Box.

5. Repeat process if ordering multiple boxes.
6. Select **Search**.
7. Once you have searched for all records to be sent to storage, scroll over **Options** and select **Add to Cart** to process the order.
8. A message box will display. Select **OK** to continue with order.
9. Select **Pickup** (Pick up the item at my business) from the **Service Type** dropdown and select **Add to Cart**.
10. This screen provides a summary of the items added to the cart. These items can be left in the cart to process later. To process the order, select **Order Now**.
11. Review the items to be ordered and select **Workorder** to continue.
12. A message box will display.
13. Select **OK** to continue. Confirm the address is correct and select **Create Workorder** to place the pickup order.
14. Once 'checked out', an order summary will appear. Select **Print Page** if required.

### Order a Retrieval of Boxes – Enter Items

1. Select **Cart** from the left hand menu.
2. Under **Add to Cart**, scroll over **Items** and select **Enter Items**.
3. Input the **barcode** of the records to be collected and select **Next** to continue.
4. Select **Deliver** as the **Service Type** and select **Add to Cart** to continue.
5. The screen displays a summary of the items added to the cart.
6. These items can be left in the cart to process later. To process the order, select **Order Now**.
7. Review the items ordered and select **Workorder** to continue.
8. A message box will appear. Select **OK** to continue.
9. Check the address is correct and select **Create Workorder** to place the retrieval order.
10. Once 'checked out', an order summary will appear. Select **Print Page** if required.

### Order a Retrieval of Items – Search and Select

1. Items can also be added to the cart using the **Search and Select** functionality. Select **Cart** from the left hand menu.
2. Under **Add to Cart**, scroll over **Items** and select **Search and Select**.
3. Select **Box**.
4. Enter the **barcode** of the box and select **Search**. If searching for multiple, repeat steps 1- 4.
5. Once you have searched for all records to be sent to be retrieved/ordered from storage, scroll over **Options** and select **Add to Cart** to process the retrieval order.
6. A message box will display. Select **OK** to continue with order.
7. Select **Deliver** from the **Service Type** dropdown and select **Add to Cart**.
8. If raising order on behalf of someone else, enter their name here and state the reason for the order.
9. This screen provides a summary of the items added to the cart. These items can be left in the cart to process later. To process the order, select **Order Now**.
10. Review the items to be ordered and select **Workorder** to continue.
11. A message box will display. Select **OK** to continue.
12. Confirm the address is correct and select **Create Workorder** to place the retrieval order.
13. Once 'checked out', an order summary will appear. Select **Print Page** if required.

### Order Materials

1. Materials are consumables and include boxes and barcode labels. Select **Getting Started** from the **Order** menu on the left hand menu.

2. Select **Materials** from **Add Items into Cart** menu.
3. Select the **Material** dropdown and select type of material to be ordered.
4. Enter the **quantity requested** in the Quantity field.
5. Enter the **name of the person requesting the order** (optional field).
6. Enter the **reason for the request** (optional field).
7. Select **Add to Cart**.
8. From the **Checkout** menu select **Workorder**. A message box will display. Select **OK** to continue.
9. Confirm the address is correct and select **Create Workorder** to place the order.

## Remove Items from a Cart

Items can be removed from the cart without adding them to an order or workorder. There are three different options for deleting items.

1. To remove all items in the cart, from the **Results** menu, select **Remove All Rows**.
2. A message box will display. Select **OK** to remove all items. All items will be removed from the cart whether selected or not. Select **Cancel** if this action is incorrect or if you change your mind.

## Remove Current Row

1. To remove only the item, select **Remove Current Row** from the **Results** menu.
2. A message box will display. Select **OK** to remove the single selected item. Select **Cancel** if this action is incorrect or if you change your mind.

## Remove Selected Rows

1. To remove all selected items, select **Remove Selected Rows** from the **Results** menu.
2. A message box will display. Select **OK** to remove all selected items. Any unselected items remain in the cart. Select **Cancel** if this action is incorrect or if you change your mind.

### Content Editor

Edit this page to modify your web part content.

Is there a best practice that the user should adopt to protect against loss of information?

Users should add items to the cart at regular intervals rather than loading many items in a single go.

If a user logs off inadvertently, when they log back in will the items in their basket be lost?

The items in the cart will not be lost. The In-Cart Status is held within the database so it is not affected by a user logging in and out.

Does the user have to check out their cart before logging off for the day?

The user does not need to check out their cart before logging off for the day. However, it is good practice to do this.

Are there any time constraints?

There is no limit on how long an item can be in a cart before an order is placed.

Is there a limit to the number of items added to the cart?

There is no limit to the number of items that can be added to the cart.

Legal cases are requested to be stored by law for 6 years, will this happen?

Papers will be held for the life of the case plus 7 years.