

SERVICE REQUEST FORM



OPERATIONS FAX: 603-7848 3155

OPERATIONS TELEPHONE: 603-78476755

COMPULSORY SECTION

(CUSTOMER INFORMATION)

ACCOUNT CODE:		COMPANY NAME:	
DATE OF REQUEST:		REQUESTOR NAME:	
DATE REQUESTED:		TELEPHONE NO:	
DELIVERY/COLLECTION ADDRESS	_____ _____		

AUTHORISED BY : _____

COMPANY CHOP:

SIGNATURE* : _____

**Signature here will be verified against the given authorization list*

A. RETRIEVAL SERVICE

(please tick one only)

TICK (✓)	TYPE OF SERVICE	CUT-OFF TIME	DELIVERY COMMITMENT	MAXIMUM QTY PER DAY
	ROUTINE SERVICE	4.00PM	BEFORE 5.00PM NEXT WORKING DAY	100
	PRIORITY SERVICE	10.00AM	BEFORE 5.00PM SAME DAY	50
	URGENT SERVICE	1.00PM	WITHIN 4 HOURS OF REQUEST SAME DAY	15
	SELF-RETRIEVAL	12.00PM	WITHIN 4 HOURS OF REQUEST SAME DAY	20
	PERM-OUT	TO BE SCHEDULED		100
	DESTRUCTION	TO BE SCHEDULED		

CARTON /FILE BARCODE NUMBER:

1.	5.	9.	13.	17.
2.	6.	10.	14.	18.
3.	7.	11.	15.	19.
4.	8.	12.	16.	20.

(If columns are insufficient above, you may insert additional attachment together with this form)

B. SUPPLIES ORDER

TYPE OF MATERIAL	QUANTITY REQUIRED (pcs)
STANDARD A3 CARTON -(16.5" L x 13" W x 11.5" H)	
PLAN CARTON -(43" L x 6" W x 6" H)	
BARCODE LABEL -(replacement)	
TAMPER PROOF SEAL	

C. COLLECTION

(for collection of new carton OR return of retrieved carton)

NEW CARTONS/FILES:

RETURN OF RETRIEVALS:

GENERAL NOTE:

- REGALIA/ VPI OFFICE HOURS IS MON-FRI 9.00AM TO 5.30PM
- NO URGENT SERVICE FOR SELF RETRIEVAL, COLLECTION, PERM-OUT OR DESTRUCTION
- SEPARATE WORK-ORDERS WILL BE CREATED FOR DIFFERENT TYPES OF SERVICES