Physical Files and Assets Tracking Platform

Normal User Guide

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Prepared by SPACE95

Release 2.0 | June 2026

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Document Control

Document Title	Normal User Guide
Prepared By	SPACE95
Document Type	User Guide / Operating Manual
Release	2.0
Date	June 2026
Platform	SPACE95 Physical Files and Assets Tracking Platform
Audience	Normal system users, clerks, officers and staff who request, receive or send files

Document Acceptance and Release Notice

This is a managed user guide. Changes should be issued as a complete document replacement with the release number incremented. The guide is intended for practical training, reference and audit support for the Physical Files and Assets Tracking Platform.

Release	Date	Affected Pages	Description of Changes
2.0	June 2026	All	Expanded practical operating manual with step-by-step procedures, USB RFID support and Electronic Documents tab guidance.
1.0	June 2026	All	Initial professional user guide release for the redesigned Asset Tracking Center.

About SPACE95

SPACE95 is a Seychelles-based Information Technology services company providing custom application development, technical support, enterprise systems, training, network infrastructure and business solution services. The platform described in this guide forms part of SPACE95's practical business systems capability for physical records, asset custody, file movement, reporting and decision-support.

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Introduction for New Users

This guide is written for staff who may never have used a file tracking system before. It explains what the system does, why each action matters and exactly how to perform common office file movement tasks.

What you are responsible for

Whenever a physical file reaches your desk, you should make sure the system shows that you received it. Whenever you send a file away, the system should show who you sent it to.

What this guide covers

- How to understand the cockpit screen.
- How to search and open file profiles.
- How to scan using barcode, QR, webcam or USB RFID.
- How to receive files sent to you.
- How to send files to another person.
- How to request a file from another custodian.
- How to report issues and read notifications.
- How to view or upload electronic scanned copies when allowed.

Core Concepts for New Users

File tracking is the discipline of knowing where each physical file is, who is responsible for it, when it moved, and what evidence exists for that movement. The system does not replace office procedure; it records and controls it.

> **Main principle**
>
> Every file should have one known custodian and one clear location. If a file is passed from one person to another, it must be scanned or recorded so the chain of custody remains reliable.

Term	Meaning	Why it matters
Physical file	The actual folder, box, document packet or asset being tracked.	This is what staff handle and move in the office.
File number	The official file reference printed on the label.	Users can search and identify files without opening the folder.
Barcode / QR	Machine-readable label printed for the file.	Allows quick scanning and reduces typing mistakes.
USB RFID tag	A tag read by a USB RFID reader at a desktop or laptop.	Allows fast identification by scanning the RFID tag like a keyboard input.
Custodian	The person currently responsible for the file.	Accountability depends on knowing who has the file.
In Transit	The file has been sent but receiver has not confirmed receipt.	Prevents silent handover and forces confirmation.
Electronic document	A scanned copy or attachment stored under the physical file profile.	Allows digital copies to be found with the physical file record.

Dashboard cards
Totals, waiting, in transit, overdue, alerts

Universal scanner/search
Barcode, QR, webcam, USB RFID, manual search

Actions
scan + operational tabs

Central Register
search results and clickable file cards

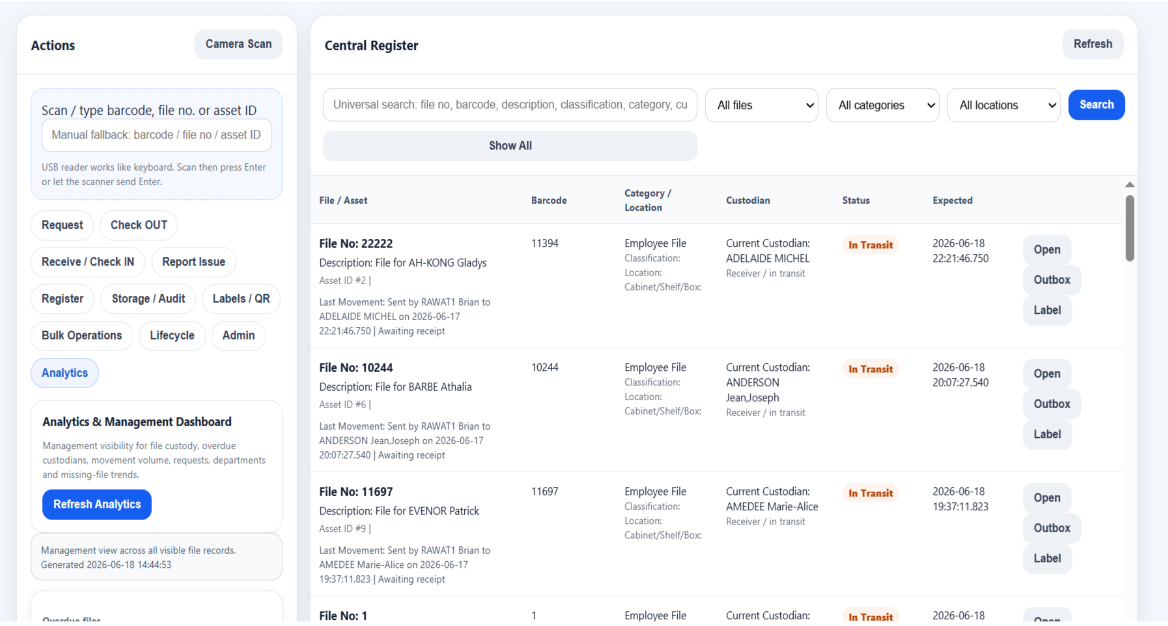
Selected File Profile
custody, RFID, documents, history, issues

Why the one-screen cockpit matters

The page is designed to avoid switching between old separate pages for check-out, check-in, request, register, movement history and reports. Users can search, scan, open a file profile, send, receive, print labels and upload electronic documents from one operational screen.

Opening the System and Choosing the Best View

1. Open the Asset Tracking Center from your eHRIS / Human Capital menu.
2. Wait for the dashboard and central register to load.
3. Check the My Actions Today or dashboard cards for files waiting for you, files with you, unread alerts and overdue items.
4. Choose the layout. Use Show Both for normal work, More Register Space when searching many files, or Actions Full Screen when receiving/sending many files.
5. Keep the page open while processing physical files so the scan field remains available.



Panel view controls

Control	Use it when
Show Both	You need actions and central register visible together.
More Actions Space	You are receiving/sending many files and need more left-panel space.
More Register Space	You are searching or reviewing many file records.
Actions Full Screen	You are doing batch scanning or operational tasks.
Register Full Screen	You want a wider register with less distraction.

How to Search for and Open a File

Searching is the safest first step when you are unsure where a file is. You can search by file number, barcode, description, custodian, category, location, RFID tag, document title and other fields.

Step-by-step: search by file number or description

1. Go to the Central Register search box.
2. Type the file number, part of the name, description, barcode or RFID tag.
3. Click Search or press Enter.
4. Review the result cards. Check File No, Description, Current Custodian, Status and Expected Date.
5. Click Open on the correct file.
6. Read the file profile before requesting, receiving or sending the file.

Step-by-step: use filters

1. Use the All files dropdown to limit the register to files with you, waiting for you, in transit, overdue or requested.
2. Use the category dropdown to show only a selected file category such as Employee File or Legal File.
3. Use the location dropdown to show files for a location or registry area.
4. Click Search to refresh results.
5. Click Show All to remove narrow search text if you need the full register again.

What to check before acting on a file

Check	What to look for
Current Custodian	Who currently has the file or whether it is in transit.
Status	Whether the file is with a user, waiting receipt, archived, missing or destroyed.
Pending Requests	Whether someone else has requested it.
Confidentiality	Whether the file has restricted information.
Electronic Documents	Whether scanned copies or attachments are available.
Movement Timeline	Last send/receive action and who performed it.

Scanning Methods: Barcode, QR, Webcam and USB RFID

The system supports several scanning methods because different offices work differently. A registry desk may use a USB barcode scanner; a laptop user may type manually; a tablet user may use the camera; and offices with RFID tags may use a USB RFID reader. All of these methods use the same scanner/search area.

Scanner input choices

Barcode	QR Code	USB RFID	Manual
USB scanner types barcode	camera or QR label	reader types tag number	type file no or barcode

Method	How it works	Best used for
USB barcode scanner	The scanner types the barcode into the scan field and usually presses Enter automatically.	Fast daily check-in and check-out at a desktop.
QR code / webcam	The camera reads the QR/barcode printed on the label.	Tablet or mobile use where no USB scanner is available.
USB RFID reader	The reader types the RFID/EPC number into the active scan field.	Office clerks scanning files at a desktop/laptop using RFID tags.
Manual typing	User types file number, barcode, RFID or description into search.	Fallback when a label is damaged or no scanner is connected.

Step-by-step: prepare the scanner area

1. Click inside the Scan / type barcode, file no. or asset ID field.
2. Select Scan Mode. Use Auto Detect for normal work. Use RFID USB only when assigning or testing RFID tags.
3. Check the RFID workstation/reader name if the field is shown. Use a clear name such as HR Registry Counter PC or Payroll Laptop.
4. Scan the label or RFID tag. If the scanner does not press Enter automatically, press Enter.
5. Read the message shown by the system before taking the physical file to the next person.

How Auto Detect works

Scanned value looks like	System treats it as
ASSETID=...;FILENO=...;BARCODE=...	QR value containing multiple fields
Long hexadecimal/number value from USB RFID reader	RFID tag or EPC value
Known barcode or file number	Barcode/file number lookup
Plain text description	Universal search text

Important for USB RFID

The USB RFID reader is not a network device in this phase. It simply types the RFID value into the page like a keyboard. Keep the cursor in the scan field before scanning.

Common status colours and meanings

Green Completed or available	**Orange** In transit or needs attention	**Red** Exception, issue or not found

Understanding Dashboard Cards and Status

The dashboard tells you what needs attention before you start searching manually. Many cards are clickable and will filter the central register.

Dashboard Card	Meaning	Normal user action
Files With Me	Files currently assigned to you.	Keep safely, send onward or return when done.
Files Waiting For Me	Someone sent files to you but you have not confirmed receipt.	Receive by scan or button.
Files I Sent Out / In Transit	Files you sent but receiver has not confirmed.	Follow up if overdue.
Requested Files	Requests made by you or requests needing action.	Check status or respond if you are custodian.
Overdue Files	Files past expected receipt/return date.	Act immediately or contact registry.
Unread Alerts	System notifications.	Open and read details.

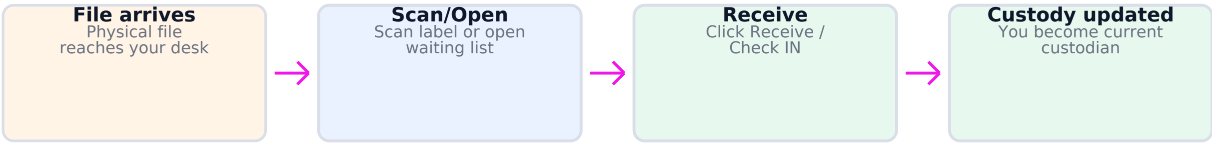
File status meanings

Status	Meaning
With User / Available	The file is held by a confirmed custodian or is available.
In Transit	The file has been sent but the receiver has not confirmed receipt.
Waiting Receipt	The receiver must scan or click Receive.
Overdue	Expected receipt or return date has passed.
Issue Open	A dispute or exception was reported.
Archived / Destroyed / Missing / Inactive	Lifecycle status controlled by the registry.

How to Receive a File Sent to You

Receiving is one of the most important actions. It confirms that the file is now in your custody. Without this action, the file remains in transit and the sender may still be considered responsible.

Receive workflow



Step-by-step: receive from Files Waiting For Me

1. Open the Asset Tracking Center.
2. Look at the Files Waiting For Me dashboard card or panel.
3. Find the physical file in the list.
4. Compare the file number and description on screen with the physical label.
5. Click Receive / Check IN.
6. Confirm the success message.
7. Check that the file is no longer waiting and now appears as with you.

Step-by-step: receive by scanning

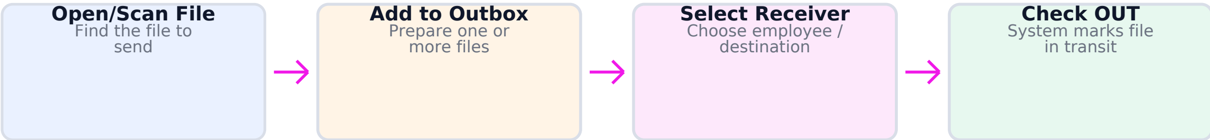
1. Click inside the scan field.
2. Scan the barcode, QR code or USB RFID tag on the file.
3. If the system says the file is waiting for you, select Receive / Check IN.
4. Wait for the confirmation message.
5. Physically place the file in your pending work tray or secure storage.

> **Do not skip receive confirmation**
>
> A file physically on your desk but not received in the system creates a custody gap. Always confirm receipt as soon as possible.

How to Send a File to Another Person

Sending a file through the system creates evidence of who sent it, who should receive it and when it is expected. This avoids disputes when files are passed between departments.

Send workflow



Step-by-step: send one file

1. Search or scan the file.
2. Open the file profile and confirm it is the correct file.
3. Click Outbox or Add to Outbox.
4. Open the Outbox To Send panel.
5. Select the receiver/custodian.
6. Select movement reason if required.
7. Enter expected return or receipt date if required.
8. Click Check OUT / Send.
9. Hand over the physical file to the receiver or dispatch tray.
10. Follow up if the receiver does not confirm receipt.

Step-by-step: send several files together

1. Scan the first file and add it to Outbox.
2. Scan each additional file and add it to Outbox.
3. Review the outbox list before sending.
4. Remove any file added by mistake.
5. Select the receiver once.
6. Click Check OUT / Send to send the batch.
7. Confirm all sent files show In Transit.

What happens after you send

The file status becomes In Transit until the receiver confirms receipt. If the receiver delays, the file may appear under Files I Sent Out / In Transit and may later become overdue.

How to Request a File from Another Custodian

A file request creates an official record that you need a file. This is better than only making a phone call because the current custodian and registry can see the request, priority and needed-by date.

Step-by-step: request a file

1. Search for the file using file number, description, barcode or RFID.
2. Open the file profile.
3. Check the current custodian and status.
4. Click Request.
5. Enter why you need the file.
6. Select priority such as Normal, Urgent, Audit, Legal, Payroll or Management if available.
7. Enter needed-by date.
8. Submit the request.
9. Watch notifications or dashboard for approval, rejection or send-later response.

What the custodian can do

Custodian response	Meaning
Approve & Send	The custodian accepts and sends the file to you.
Reject	The custodian declines and should enter a reason.
Send Later	The custodian accepts but cannot send immediately.
Expired	The request expired because the needed-by/expiry date passed.

How to Report a File Issue

Report an issue whenever the physical reality does not match the system record. Reporting an issue protects users because it creates an audit trail instead of hiding a problem.

When to report an issue

- You were expected to receive a file but it never arrived.
- You received the wrong file.
- The file is damaged.
- The barcode/QR/RFID label cannot be read.
- The file appears missing.
- A file was sent to the wrong person.

Step-by-step: report an issue

1. Search or scan the related file if possible.
2. Click Report Issue.
3. Select the issue reason.
4. Enter a clear description of what happened.
5. Submit the issue.
6. Notify your registry officer if the issue is urgent or relates to confidential files.
7. Follow the issue until it is resolved.

Writing a good issue description

Weak description	Better description
File missing	Employee File 10244 was expected from Registry on 18-Jun but was not found in my incoming tray.
Wrong file	Received File 11697 instead of File 11679 from Brian at 10:30.
Damaged	Folder cover torn and barcode partly unreadable when received from Payroll.

USB RFID Basic Operation

RFID support in this release is intentionally simple. The USB RFID reader behaves like a keyboard. When a tag is scanned, the number is typed into the scan field. There is no fixed antenna, no background device communication and no automatic door tracking.

RFID Item	Meaning
RFID Tag No	The RFID number assigned to the file.
RFID EPC Code	The electronic product code, often the same value as the tag number.
RFID Tag Type	Usually USB RFID or the model/type of tag.
RFID Tag Status	Assigned, replaced, inactive or other status.
Last RFID Seen Date	Last time the tag was scanned in the system.
Last RFID Seen Location	Office/counter where the scan happened.
Last RFID Reader	The workstation or reader name used during the scan.

Step-by-step: scan a file using USB RFID

1. Click inside the scan field.
2. Set Scan Mode to Auto Detect or RFID USB.
3. Scan the RFID tag attached to the file.
4. If the file is waiting for you, follow the Receive prompt.
5. If the file is with you, the system can add it to your outbox so you can send it.
6. If the file belongs to another custodian, read the custodian information and request the file if needed.

RFID limitation in this phase

The system only knows about an RFID tag when a user scans it on the page. It does not automatically know that a file passed through a doorway or moved between rooms.

Electronic Documents and Scanned Copies

The Electronic Documents tab allows the system to manage the physical folder and also store scanned copies or attachments linked to that folder. This is useful when staff need quick access to a scanned document but still need to know where the original physical file is.

Field	Purpose
Document Title	Clear name such as Employment Contract 2026 or Signed Request Form.
Document Type	Groups documents, for example Contract, Letter, Form, Certificate, Photo or Other.
Upload File	The scanned PDF, image, Word document or other attachment.
Document Date	The date of the actual document, not just the upload date.
Version No	Used when the same document is uploaded again as a later version.
Uploaded By / Uploaded Date	Audit evidence of who added it and when.
Confidentiality	Controls how sensitive the electronic copy is.
Notes	Short explanation of the document.

Step-by-step: view electronic documents

1. Search for the physical file and click Open.
2. Scroll to the Selected File Profile.
3. Find the Electronic Documents / Scanned Copies section.
4. Read the document title, type, version and upload details.
5. Click Open or the file link to view/download the attachment if your access allows it.
6. Close the document when finished and do not save copies locally unless your office policy allows it.

Step-by-step: upload a scanned copy or attachment

1. Open the physical file profile.
2. Click the Electronic Documents action tab or upload section.
3. Enter a clear Document Title.
4. Select the Document Type.
5. Select the file from your computer.
6. Enter Document Date if known.
7. Enter Version No. Use 1.0 for a first upload if your office has no version rule.
8. Select Confidentiality if the scanned copy contains sensitive information.
9. Enter Notes explaining why the document is attached.
10. Click Upload / Save.
11. Confirm that the document now appears in the Electronic Documents list.

Good practice

Do not upload duplicate scans with unclear names such as scan001.pdf. Use a meaningful title so another user can identify the document without opening every attachment.

Notifications and Daily Digest

Notifications help users act before file control problems become serious. They are especially useful for files waiting receipt, overdue files, reported issues and daily summaries.

Step-by-step: review notifications

1. Click the Unread Alerts dashboard card or notification area.
2. Read the newest alert first.
3. Open the linked file if available.
4. Take the required action: receive, return, request, follow up or report issue.
5. Mark the notification as read after action.

Notification	Action
File sent to you	Receive/check in the file as soon as physically received.
Overdue file	Return or contact registry.
Issue reported	Read details and assist resolution.
Daily digest	Use it as a checklist for the day.

Labels, QR Codes and Mobile / Tablet Use

Labels are normally printed by registry staff, but normal users should understand what the label does. It gives a visible file number and a machine-readable barcode or QR code for scanning.

Using camera scan on phone/tablet

1. Open the Asset Tracking Center on the device.
2. Click Camera Scan.
3. Allow camera permission if prompted.
4. Point the camera at the barcode or QR code on the file label.
5. Wait until the code is detected.
6. Follow the smart action prompt to receive, request or open the file.

Tablet mode

Tablet mode increases button size and makes scanning/receiving easier on touch screens. Use it when working in a registry room, storage area or physical audit where keyboard/mouse use is inconvenient.

Good Custody Practice for Everyday Users

Daily user checklist

- [ ] Check dashboard for files waiting for you.
- [ ] Receive every physical file as soon as it reaches your desk.
- [ ] Do not pass a file onward without using Check OUT / Send.
- [ ] Keep confidential files secure and do not leave them unattended.
- [ ] Report issues immediately.
- [ ] Return files promptly when work is complete.
- [ ] Do not upload unclear duplicate scans.
- [ ] Read overdue and notification messages daily.

Do and do not

Do	Do not
Scan/receive files when they arrive.	Keep files on your desk without confirming receipt.
Use Request when a file is with someone else.	Take a file from another user without system movement.
Use meaningful electronic document titles.	Upload files named scan001.pdf without description.
Report missing/damaged/wrong files immediately.	Wait until the end of the week to report custody issues.

Troubleshooting and Frequently Asked Questions

Problem	Likely Cause	What to do
Scanner types nothing	Cursor is not inside the scan box or USB reader is not connected.	Click the scan field, reconnect reader, test in Notepad, then try again.
Scanner types value but no action occurs	Reader may not send Enter automatically.	Press Enter manually after scan or configure scanner suffix to Enter.
RFID tag not found	Tag is not assigned to any file or wrong scan mode.	Search manually, open file, assign RFID if authorised.
File shows In Transit	Sender checked it out but receiver has not confirmed.	Receiver should scan/click Receive. Registrar may follow up.
Cannot see confidential file details	Your access does not allow full view.	Request access through registry or administrator.
Uploaded document will not open	File path, browser permission or access issue.	Check document link, server documents folder and user permission.
Camera scan does not start	Browser camera permission denied or unsupported.	Allow camera permission or use USB/manual scan.
Register area too narrow	Panel layout is not suitable for current work.	Use More Register Space or Register Full Screen.

When to contact support

- A file record is missing from the register after confirming it exists in the old system.
- A movement was recorded to the wrong employee and cannot be corrected by normal workflow.
- A confidential file is visible to users who should not see it.
- Schema upgrade was applied but the page still reports missing database columns.
- Document uploads fail for all users.

Quick Reference Procedures

Task	Quick procedure
Find a file	Search by file number, barcode, RFID, description or custodian -> Open.
Receive a file	Scan file or use Files Waiting For Me -> Receive / Check IN.
Send a file	Open/scan file -> Add to Outbox -> select receiver -> Check OUT.
Request a file	Open file -> Request -> enter reason, priority and needed-by date.
Report an issue	Open/scan file -> Report Issue -> reason -> description -> Submit.
Upload scan	Open file -> Electronic Documents -> enter title/type/date/version/confidentiality -> choose file -> Upload.
Scan RFID	Click scan field -> Auto Detect or RFID USB -> scan RFID tag.