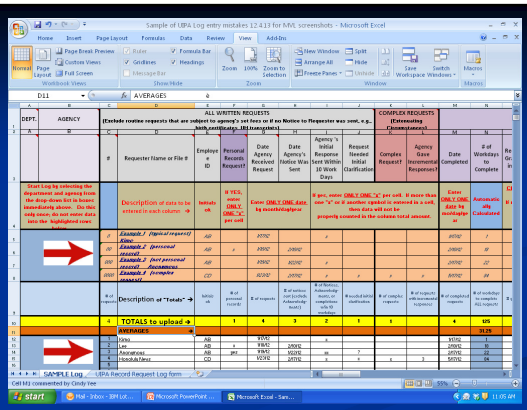
Office of Information Practices

UIPA Record Request Log

Hawaii's Public Records Law
Chapter 92F, HRS



For detailed UIPA Log Instructions, Frequently Asked Questions, & other training materials:

- visit OIP's website oip.hawaii.gov
- click on Laws/Rules/Opinions, then the UIPA page: http://oip.hawaii.gov/laws-rules-opinions/uipa/uipa-record-request-log/

To log in a written request for records…

- The Excel spreadsheet has pop-up instructions … just mouse over the column heading.

Hawaii's Public Records Law

HRS § 92F-18 requires each agency to:

- Inform employees of the UIPA's requirements
- Compile a report using forms prescribed by OIP
- Ensure that the information remains accurate and complete

Benefits! … the UIPA Log helps an agency to:

- Track written UIPA requests for records & the agency's response
- Report requests & outcomes onto data.hawaii.gov
- Assist & account to the public
- Calculate fees & costs
- Keep government open

Semi-annual reports due

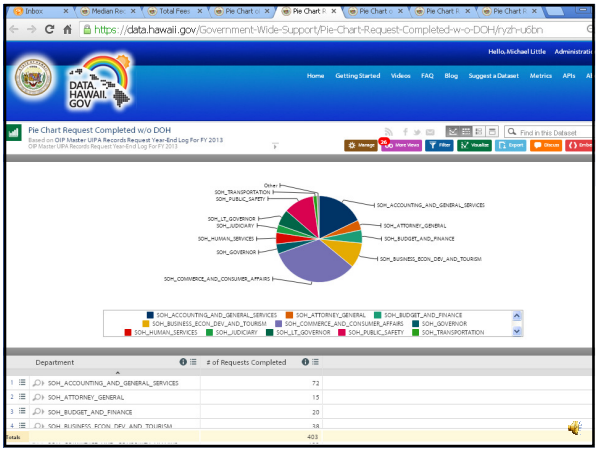
Upload to UIPA Master Record Request Log on data.hawaii.gov by:

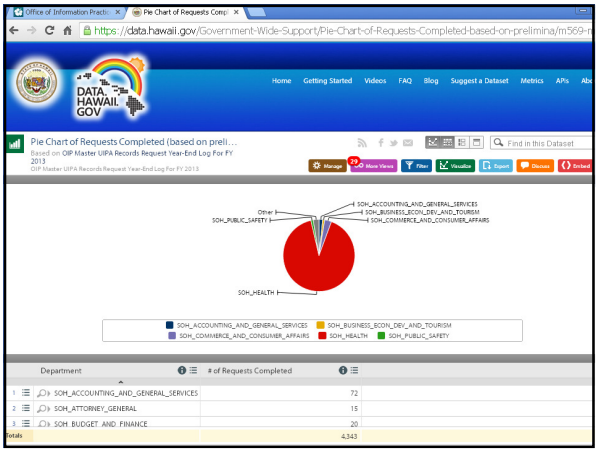
January 31: for requests received from July 1 through December 31

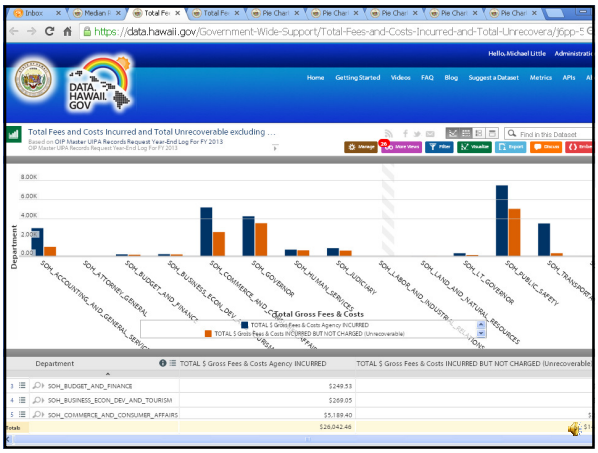
August 31: for requests received from July 1 through June 30

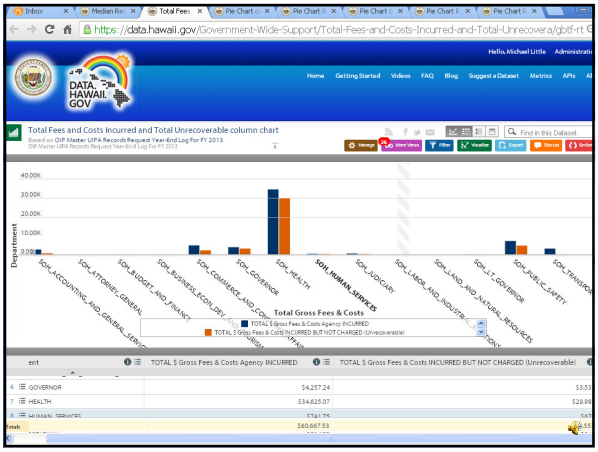
Start a new agency Log each July 1

For the first part of FY 2014, please cut & paste agency's old data onto new Log and **report "Totals" on new Log by January 31, 2014**









The UIPA Log has 4 main parts:

1. Identification
2. Resolution of requests
3. Fees & costs
4. Time to respond

Sample of UIPA Log entry mistakes 12.4.13 for MVL screenshots - Microsoft Excel

D11 AVERAGES

DEPT.	AGENCY	#	Requester Name or File #	Employee ID	Personal Records Request?	Date Agency Received Request	Date Agency's Notice Was Sent	Agency's Initial Response Sent Within 10 Work Days	Request Needed Initial Clarification	Complex Request?	Agency Gave Incremental Responses?
			ALL WRITTEN REQUESTS (Exclude routine requests that are subject to agency's set fees or if no Notice to Requester was sent, e.g., birth certificates, UH transcripts)							COMPLEX REQUESTS (Extenuating Circumstances)	
Start Log by selecting the department and agency from the drop-down list in boxes immediately above. Do this only once: do not enter data into the highlighted rows below.			Description of data to be entered in each column →	Initials ok	If YES, enter ONLY ONE "x" per cell	Enter ONLY ONE date by month/day/year		If yes, enter ONLY ONE "x" per cell. If more than one "x" or if another symbol is entered in a cell, then data will not be properly counted in the column total amount.			
			Description of "Totals" →	Initials ok	# of personal records	# of requests	# of notices sent (exclude Acknowledgments)	# of Notices, Acknowledgments, or completions w/in 10 workdays	# needed initial clarification	# of complex requests	# of requests with incremental responses
			TOTALS to upload →		1	4	3	2	1	1	
			AVERAGES →								
		1	Kimo	AB		1/17/12		x			
		2	Lex	AB	x	1/18/12	2/10/12				
		3	Anonymous bitther	AB		1/19/12	1/22/12	x			
		4	Honolulu News	CD		1/23/12	2/17/12	x	x	x	x

SAMPLE Log | UIPA Record Request Log form

Sample of UIPA Log entry mistakes 12.4.13 for MVL screenshots - Microsoft Excel

D11 AVERAGES

DEPT.	AGENCY	#	Requester Name or File #	Employee ID	Personal Records Request?	Date Agency Received Request	Date Agency's Notice Was Sent	Agency's Initial Response Sent Within 10 Work Days	Request Needed Initial Clarification	Complex Request?	Agency Gave Incremental Responses?	Date Completed	# Work to Comp
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		4	TOTALS to upload →		1	4	3	2	1	1		4	19
			AVERAGES →										21.2
		1	Kimo	AB		1/17/12		x				1/17/12	1
		2	Lex	AB	x	1/18/12	2/10/12					2/10/12	3
		3	Anonymous	AB	yes	1/19/12	1/22/12	xx	?			2/17/12	3
		4	Honolulu News	CD		1/23/12	2/17/12	x	x	x	3	5/17/12	8
		5											

SAMPLE Log | UIPA Record Request Log form

Sample of UIPA Log entry mistakes 12.4.13 for MVL screenshots - Microsoft Excel

D11 AVERAGES

DEPT.	AGENCY	#	Requester Name or File #	Employee ID	Personal Records Request?	Date Agency Received Request	Date Agency's Notice Was Sent	Agency's Initial Response Sent Within 10 Work Days	Request Needed Initial Clarification	Complex Request?	Agency Gave Incremental Responses?	Date Completed	# Work to Comp
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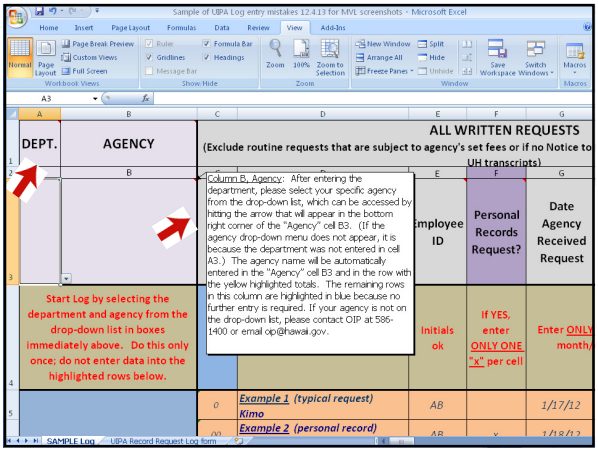
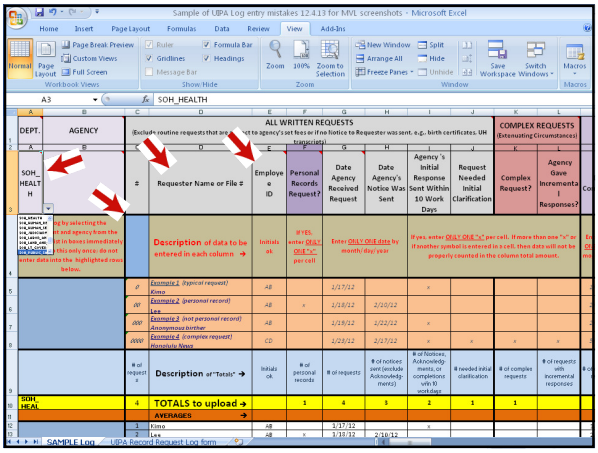
Start Log by selecting the department and agency from the drop-down list in boxes immediately above. Do this only once: do not enter data into the highlighted rows below.			Description of data to be entered in each column →	Initials ok	If YES, enter ONLY ONE "x" per cell	Enter ONLY ONE date by month/day/year		If yes, enter ONLY ONE "x" per cell. If more than one "x" or if another symbol is entered in a cell, then data will not be properly counted in the column total amount.				Enter ONLY ONE date by month/day/year	Auto-Calcu
			Description of "Totals" →	Initials ok	# of personal records	# of requests	# of notices sent (exclude Acknowledgments)	# of Notices, Acknowledgments, or completions w/in 10 workdays	# needed initial clarification	# of complex requests	# of requests with incremental responses	# of completed requests	# of w to com ALL re
		4	TOTALS to upload →		1	4	3	2	1	1		4	19
			AVERAGES →										21.2
		1	Kimo	AB		1/17/12		x				1/17/12	1
		2	Lex	AB	x	1/18/12	2/10/12					2/10/12	3
		3	Anonymous	AB	yes	1/19/12	1/22/12	xx	?			2/17/12	3
		4	Honolulu News	CD		1/23/12	2/17/12	x	x	x	3	5/17/12	8
		5											

SAMPLE Log | UIPA Record Request Log form

The UIPA Log--
First part is:

1. **Identification**





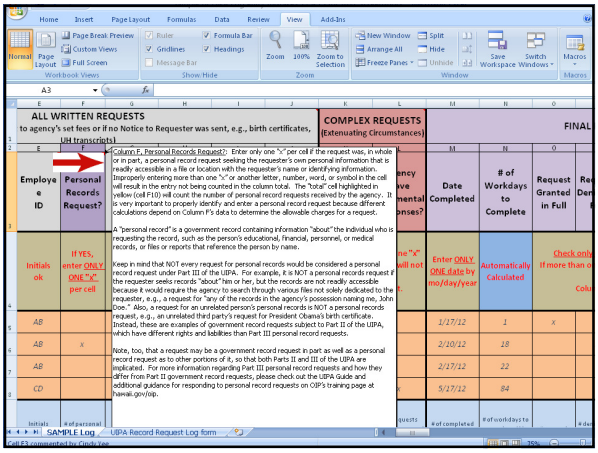
Columns C, D, & E:
will be deleted before uploading

Columns F on must not be altered

Agency can change only Columns C, D, and E.

Requesters' names on the UIPA Log

- Column D will be deleted before the agency's Log is uploaded onto the Master Log at data.hawaii.gov
- If the Log itself must be provided in response to a government records request, requesters' names are usually not redacted
- But if the Log itself contains mostly personal records requests, then requesters' names might have to be redacted – call OIP for help



Column F:

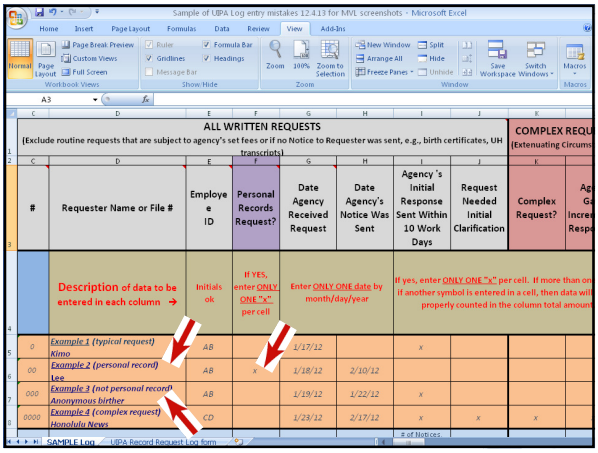
Q. **What is a "personal record?"**

A. **A "personal record" is a government record that contains information "about" the individual who is requesting the record.**

This includes an individual's educational, financial, or medical records, or items that reference the individual by name or otherwise.

Note: Not every request for personal records would be considered a personal record request under UIPA, Part III.

- For example, it is **not** a personal records request if the requester seeks records "about" him or her, but the records are not readily accessible because it would require the agency to search through various files not solely dedicated to the requester.
- Also, a request for an **unrelated person's** personal records is **not** a personal records request.



Sample of UIPA Log entry mistakes 12.4.13 for MVL screenshots - Microsoft Excel

ALL WRITTEN REQUESTS

(Exclude routine requests that are subject to agency's set fees or if no Notice to Requester was sent, e.g., birth certificates, UH transcripts)

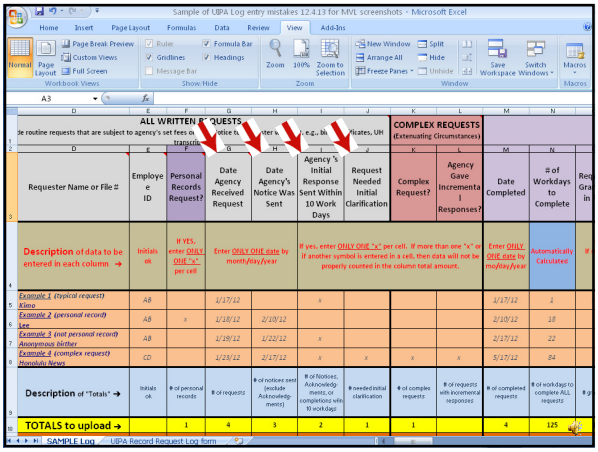
COMPLEX REQU (Extenuating Circums

#	Requester Name or File #	Employee ID	Personal Records Request?	Date Agency Received Request	Date Agency's Notice Was Sent	Agency 's Initial Response Sent Within 10 Work Days	Request Needed Initial Clarification	Complex Request?	Ag Gr Increm Respo
	Description of data to be entered in each column →	Initials ok	If YES, enter ONLY ONE "x" per cell	Enter ONLY ONE date by month/day/year		If yes, enter ONLY ONE "x" per cell. If more than on If another symbol is entered in a cell, then data wil property counted in the column total amoun			
0	Example 1 (typical request) Kimo	AB		1/17/12		x			
00	Example 2 (personal record) Lee	AB	x	1/18/12	2/10/12				
000	Example 3 (not personal record) Anonymous birther	AB		1/19/12	1/22/12	x			
0000	Example 4 (complex request) Honolulu News	CD		1/23/12	2/17/12	x	x	x	

SAMPLE Log | UIPA Record Request Log form

Columns G thru J:

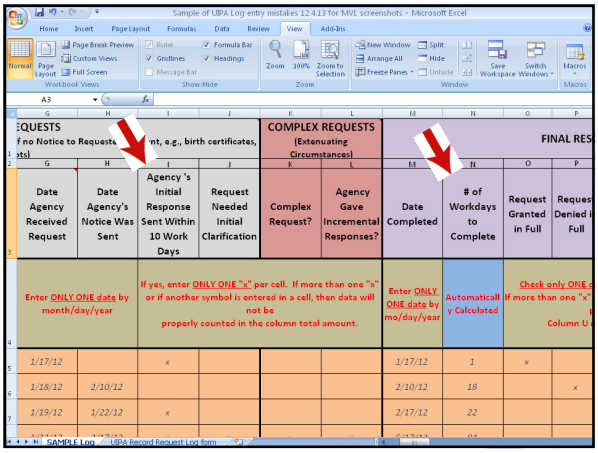
- Date of agency's **receipt** of request
- Date agency sent its **Notice to Requester**
- Did agency initially **respond within 10 work days?**
- Did request need **initial clarification?**



Sample of UIPA Log entry mistakes 12.4.13 for MVL screenshots - Microsoft Excel

	ALL WRITTEN REQUESTS						COMPLEX REQUESTS (Extenuating Circumstances)			
Requester Name or File #	Employee ID	Personal Records Request?	Date Agency Received Request	Date Agency's Notice Was Sent	Agency's Initial Response Sent Within 10 Work Days	Request Needed Initial Clarification	Complex Request?	Agency Gave Incremental Responses?	Date Completed	# of Workdays to Complete
Description of data to be entered in each column →	Initials ok	If YES, enter ONLY ONE "x" per cell	Enter ONLY ONE date by month/day/year		If yes, enter ONLY ONE "x" per cell. If more than one "x" or if another symbol is entered in a cell, then data will not be properly counted in the column total amount.				Enter ONLY ONE date by mo/day/year	Automatically Calculated
Example 1 (typical request) Kimo	AB		1/17/12		x				1/17/12	1
Example 2 (personal record) Lee	AB	x	1/18/12	2/10/12					2/10/12	18
Example 3 (not personal record) Anonymous birther	AB		1/19/12	1/22/12	x				2/17/12	22
Example 4 (complex request) Honolulu News	CD		1/23/12	2/17/12	x	x	x	x	5/17/12	84
Description of "Totals" →	Initials ok	# of personal records	# of requests	# of notices sent (exclude Acknowledgments)	# of Notices, Acknowledgments, or completions with 10 workdays	# needed initial clarification	# of complex requests	# of requests with incremental responses	# of completed requests	# of workdays to complete ALL requests
TOTALS to upload →		1	4	3	2	1	1		4	125

SAMPLE Log | UIPA Record Request Log form



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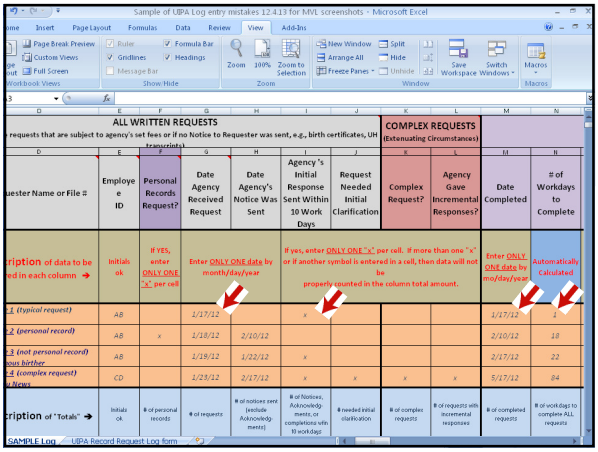
EQUESTS f no Notice to Requeste nt, e.g., birth certificates, ts)				COMPLEX REQUESTS (Extenuating Circumstances)		FINAL RES			
Date Agency Received Request	Date Agency's Notice Was Sent	Agency's Initial Response Sent Within 10 Work Days	Request Needed Initial Clarification	Complex Request?	Agency Gave Incremental Responses?	Date Completed	# of Workdays to Complete	Request Granted in Full	Request Denied in Full
Enter ONLY ONE date by month/day/year		If yes, enter ONLY ONE "x" per cell. If more than one "x" or if another symbol is entered in a cell, then data will not be properly counted in the column total amount.				Enter ONLY ONE date by mo/day/year	Automatically Calculated	Check only ONE If more than one "x" Column U	
1/17/12		x				1/17/12	1	x	
1/18/12	2/10/12					2/10/12	18		x
1/19/12	1/22/12	x				2/17/12	22		

SAMPLE Log | UIPA Record Request Log form

Columns K & L:
Complex Requests

Enter only one "x" if this is:

- Column K: COMPLEX request involving extenuating circumstances or voluminous records
- Column L: Incremental responses were sent



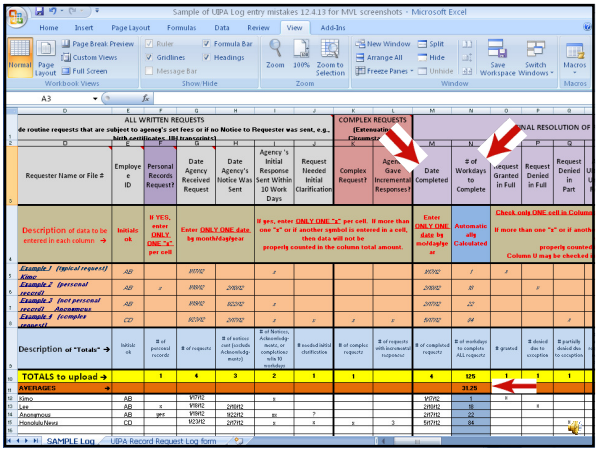
ALL WRITTEN REQUESTS							COMPLEX REQUESTS (Extenuating Circumstances)			
D	E	F	G	H	I	J	K	L	M	N
uester Name or File #	Employee ID	Personal Records Request?	Date Agency Received Request	Date Agency's Notice Was Sent	Agency's Initial Response Sent Within 10 Work Days	Request Needed Initial Clarification	Complex Request?	Agency Gave Incremental Responses?	Date Completed	# of Workdays to Complete
ription of data to be ed in each column →	Initials ok	If YES, enter ONLY ONE "x" per cell	Enter ONLY ONE date by month/day/year		If yes, enter ONLY ONE "x" per cell. If more than one "x" or if another symbol is entered in a cell, then data will not be properly counted in the column total amount.				Enter ONLY ONE date by mo/day/year	Automatically Calculated
1 (typical request)	AB		1/17/12		x				1/17/12	1
2 (personal record)	AB	x	1/18/12	2/10/12					2/10/12	18
3 (not personal record) ous birther	AB		1/19/12	1/22/12	x				2/17/12	22
4 (complex request) Nov	CD		1/23/12	2/17/12	x	x	x	x	5/17/12	84
ription of "Totals" →	Initials ok	# of personal records	# of requests	# of notices sent (exclude Acknowledg-ments)	# of Notices, Acknowledg-ments, or completions w/in 10 work days	# needed initial clarification	# of complex requests	# of requests with incremental responses	# of completed requests	# of work days to complete ALL requests

The UIPA Log--
Second part is:

1. **Identification**
2. **Resolution of requests**

Columns M & N:
Request Resolution

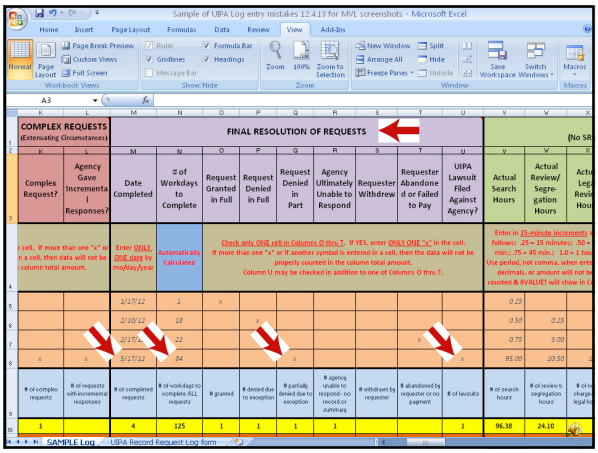
- Col. M = Date completed
- Col. N = # of workdays to complete is automatically calculated, based on date the request was received and date of completion. (Holidays are included as a "workday.")



Columns O thru U:
Request Resolution

- Request granted in full?
- Request withdrawn?
- Denied in full?
- Denied in part?
- Agency unable to respond?
- Requester abandoned or failed to pay fees & costs?
- Lawsuit filed?

An agency should check ONLY ONE CELL in Columns O through T, but can additionally check Column U. See Example 4.



COMPLEX REQUESTS (Extenuating Circumstances)		FINAL RESOLUTION OF REQUESTS									(No SRS
K	L	M	N	O	P	Q	R	S	T	U	V	W	X
Complex Request?	Agency Gave Incremental Responses?	Date Completed	# of Workdays to Complete	Request Granted in Full	Request Denied in Full	Request Denied in Part	Agency Ultimately Unable to Respond	Requester Withdrew	Requester Abandoned or Failed to Pay	UIPA Lawsuit Filed Against Agency?	Actual Search Hours	Actual Review/ Segre-gation Hours	Actu Leg Revie Hou
r cell. If more than one "x" or n a cell, then data will not be column total amount.		Enter ONLY ONE date by mo/day/year	Automatically Calculated	Check only ONE cell in Columns O thru T. If YES, enter ONLY ONE "x" in the cell. If more than one "x" or if another symbol is entered in a cell, then the data will not be properly counted in the column total amount. Columns U may be checked in addition to one of Columns O thru T.							Enter in .25-minute increments as follows: .25 = 15 minutes; .50 = min.; .75 = 45 min.; 1.0 = 1 hou Use period, not comma, when ente decimals, or amount will not be counted & #VALUE! will show in O		
		1/17/12	1	x							0.25		
		2/10/12	18		x						0.50	0.25	
		2/17/12	22						x		0.75	3.00	
x	x	3/17/12	84			x				x	95.00	20.50	
# of complex requests	# of requests with incremental responses	# of completed requests	# of workdays to complete ALL requests	# granted	# denied due to exception	# partially denied due to exception	# agency unable to respond - no record or summary	# withdrawn by requester	# abandoned by requester or no payment	# of lawsuits	# of search hours	# of review & segregation hours	# of h charge legal ho
1		4	125	1	1	1	1			1	96.30	24.10	

SAMPLE Log | UIPA Record Request Log form

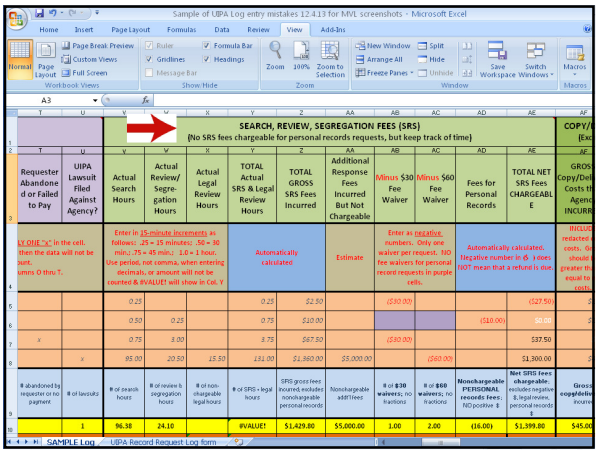
The UIPA Log-- Third part is:

1. Identification
2. Resolution of requests
3. **Fees** & **costs**

UIPA Log, Part 3: Fees & Costs

Automatic Calculations based on agency's input of hours, costs, & fee waivers

- Search, review, segregation **fees** (SRS)
  -- Fee waivers
- Copy/delivery **costs**
- Total fees and costs – ALL compared to COMPLEX requests



Search, Review, Segregation Fees (SRS)

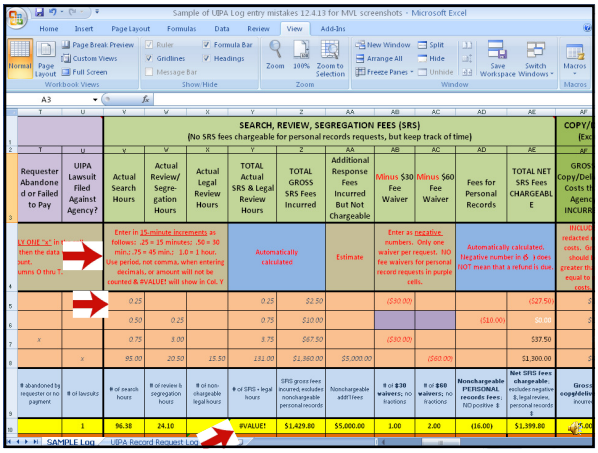
Q & A

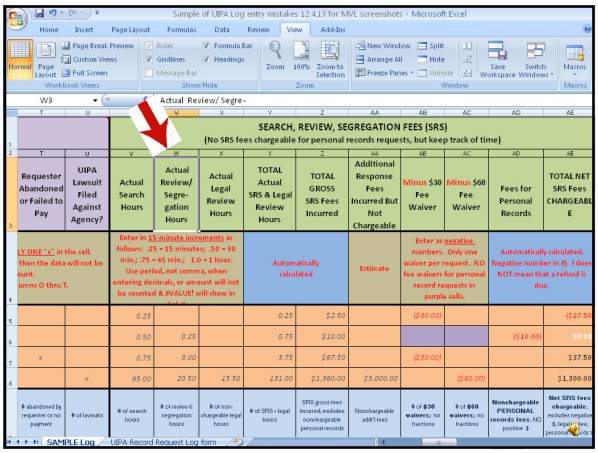
- **What are SRS fees?**

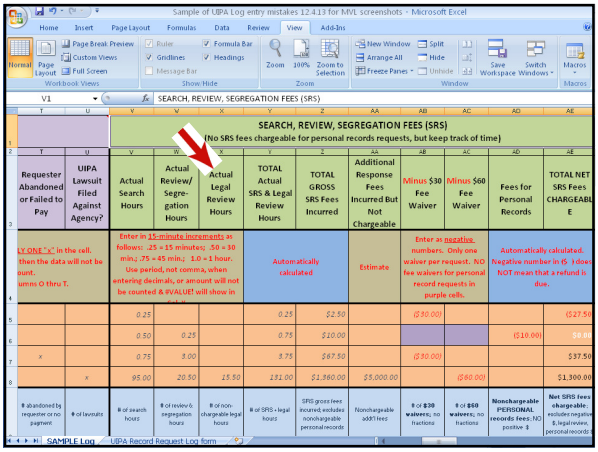
These are fees that the agency may charge for time spent searching for, reviewing, and segregating government records in response to a request:

$2.50 per fifteen minutes or fraction thereof for **searching** for the record; and

$5.00 per fifteen minutes or fraction thereof for **reviewing and segregating** the record.




Sample of UIPA Log entry mistakes 12.4.13 for MVL screenshots - Microsoft Excel
W3
Actual Review/ Segre-
SEARCH, REVIEW, SEGREGATION FEES (SRS)
(No SRS fees chargeable for personal records requests, but keep track of time)
Requester Abandoned or Failed to Pay
UIPA Lawsuit Filed Against Agency?
Actual Search Hours
Actual Review/ Segre-gation Hours
Actual Legal Review Hours
TOTAL Actual SRS & Legal Review Hours
TOTAL GROSS SRS Fees Incurred
Additional Response Fees Incurred But Not Chargeable
Minus $30 Fee Waiver
Minus $60 Fee Waiver
Fees for Personal Records
TOTAL NET SRS Fees CHARGEABLE
Enter in 15-minute increments as follows: .25 = 15 minutes; .50 = 30 min.; .75 = 45 min.; 1.0 = 1 hour. Use period, not comma, when entering decimals, or amount will not be counted & #VALUE! will show in
Automatically calculated
Estimate
Enter as negative numbers. Only one waiver per request. NO fee waivers for personal record requests in purple cells.
Automatically calculated. Negative number in ($) does NOT mean that a refund is due.
SAMPLE Log
UIPA Record Request Log form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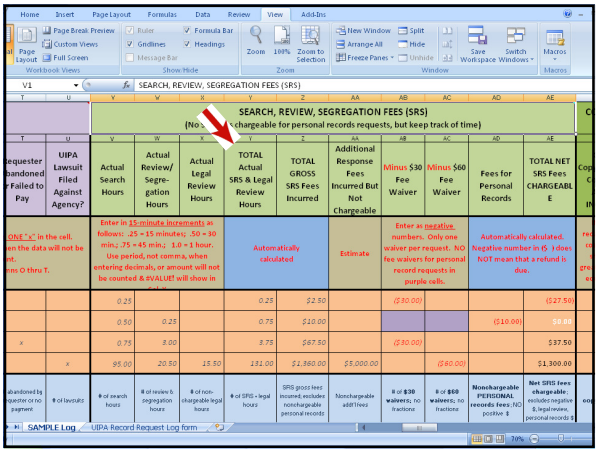
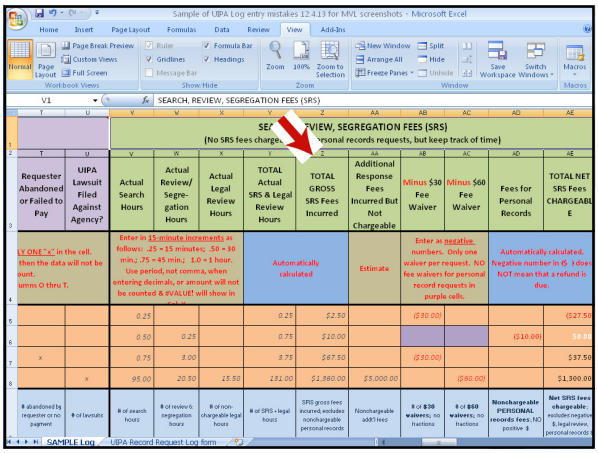
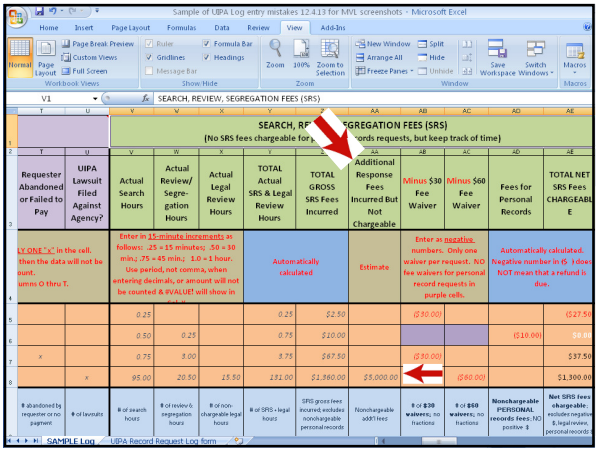
V1
SEARCH, REVIEW, SEGREGATION FEES (SRS)
SEARCH, REVIEW, SEGREGATION FEES (SRS)
(No SRS fees chargeable for personal records requests, but keep track of time)
Requester Abandoned or Failed to Pay
UIPA Lawsuit Filed Against Agency?
Actual Search Hours
Actual Review/ Segre-gation Hours
Actual Legal Review Hours
TOTAL Actual SRS & Legal Review Hours
TOTAL GROSS SRS Fees Incurred
Additional Response Fees Incurred But Not Chargeable
Minus $30 Fee Waiver
Minus $60 Fee Waiver
Fees for Personal Records
TOTAL NET SRS Fees CHARGEABLE
Enter in 15-minute increments as follows: .25 = 15 minutes; .50 = 30 min.; .75 = 45 min.; 1.0 = 1 hour. Use period, not comma, when entering decimals, or amount will not be counted & #VALUE! will show in
Automatically calculated
Estimate
Enter as negative numbers. Only one waiver per request. NO fee waivers for personal record requests in purple cells.
Automatically calculated. Negative number in ($) does NOT mean that a refund is due.
SAMPLE Log
UIPA Record Request Log form


V1
SEARCH, REVIEW, SEGREGATION FEES (SRS)
SEARCH, REVIEW, SEGREGATION FEES (SRS)
Actual Search Hours
Actual Review/ Segre-gation Hours
Actual Legal Review Hours
TOTAL Actual SRS & Legal Review Hours
TOTAL GROSS SRS Fees Incurred
Additional Response Fees Incurred But Not Chargeable
Minus $30 Fee Waiver
Minus $60 Fee Waiver
Fees for Personal Records
TOTAL NET SRS Fees CHARGEABLE
Automatically calculated
Estimate
SAMPLE Log
UIPA Record Request Log form





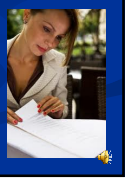
Search, Review, Segregation Fees (SRS)

Q & A

- **What are fee waivers?**

The agency **must** waive **the first $30** in fees for search, review, and segregation …

OR the first $60 where the agency finds that the requester has met the requirements under OIP's administrative rules for a **public interest waiver**.

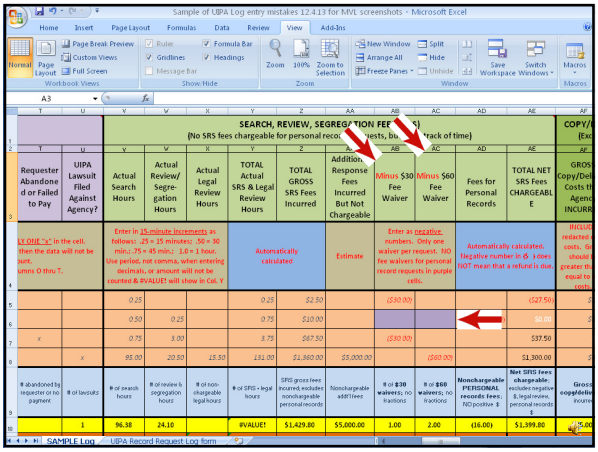


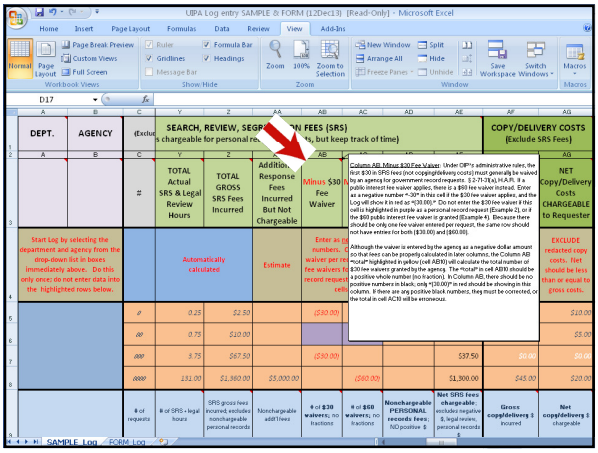
Search, Review, Segregation Fees (SRS)
Q & A

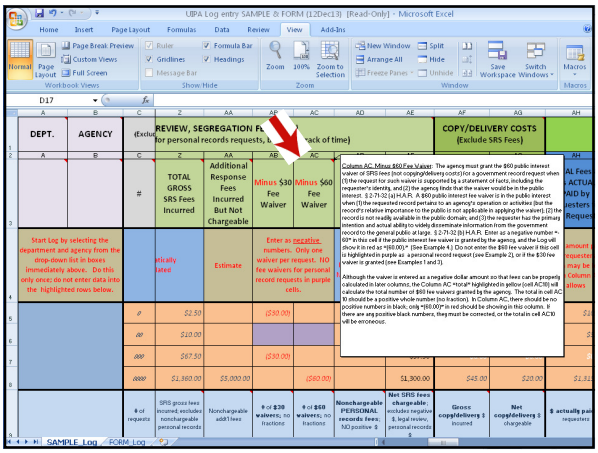
- **How are fee waivers recorded on the log?**

  Enter the waiver as a **negative** number, which will show up in RED as ($30.00) or ($60.00). If it shows up in **black**, then you've entered it wrong.

  For a **personal** records request, do **not** enter the $30 or $60 fee waiver because SRS fees m not be charged in the first place.

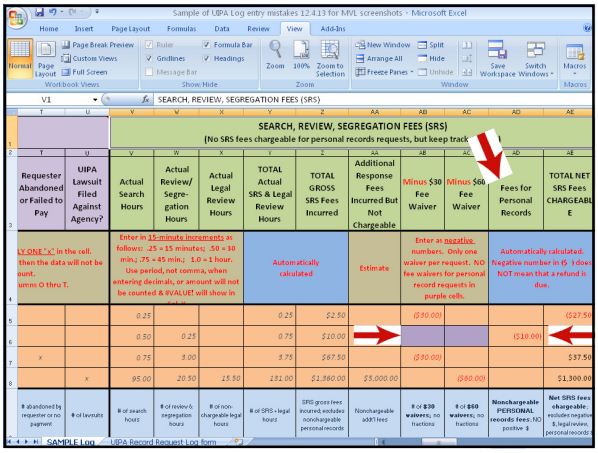


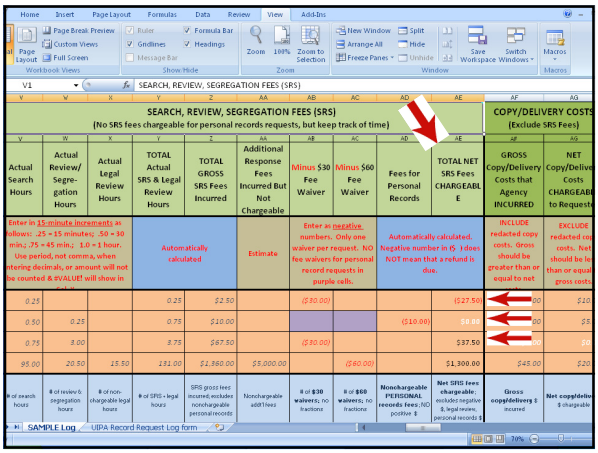


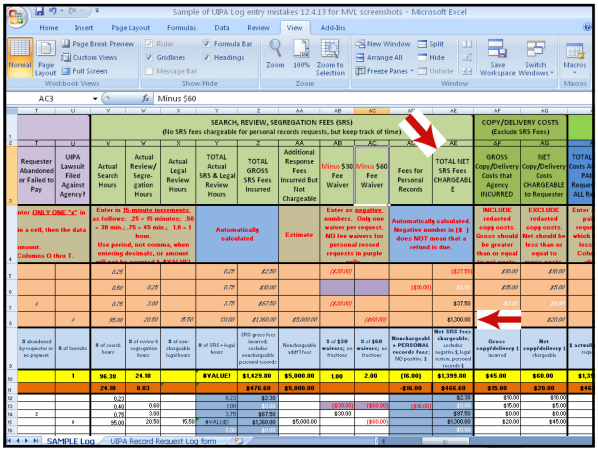


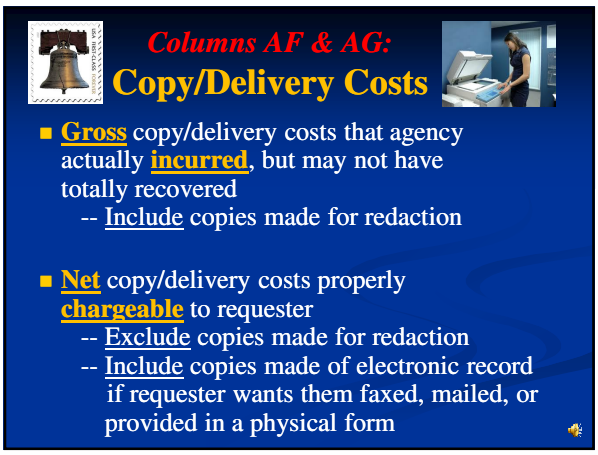
Column AD: Fees for Personal Records

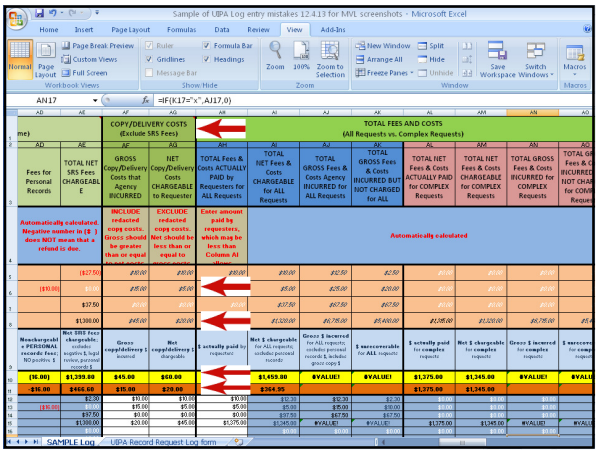
- Will be subtracted from net amounts chargeable in Column AE
- CANNOT be charged by the agency
- Not a refund to requester




SEARCH, REVIEW, SEGREGATION FEES (SRS)
(No SRS fees chargeable for personal records requests, but keep track of time)
COPY/DELIVERY COSTS
(Exclude SRS Fees)
Actual Search Hours
Actual Review/ Segre-gation Hours
Actual Legal Review Hours
TOTAL Actual SRS & Legal Review Hours
TOTAL GROSS SRS Fees Incurred
Additional Response Fees Incurred But Not Chargeable
Minus $30 Fee Waiver
Minus $60 Fee Waiver
Fees for Personal Records
TOTAL NET SRS Fees CHARGEABLE
GROSS Copy/Delivery Costs that Agency INCURRED
NET Copy/Deliv Costs CHARGEABL to Requeste
Automatically calculated
Estimate
Enter as negative numbers. Only one waiver per request. NO fee waivers for personal record requests in purple cells.
Automatically calculated. Negative number in (5 1 does NOT mean that a refund is due.
INCLUDE redacted copy costs. Gross should be greater than or equal to net
EXCLUDE redacted co costs. Net should be le than or equal gross costs
SAMPLE Log
UIPA Record Request Log form


Sample of UIPA Log entry mistakes 12.4.13 for MVL screenshots - Microsoft Excel
Minus $60
SEARCH, REVIEW, SEGREGATION FEES (SRS)
(No SRS fees chargeable for personal records requests, but keep track of time)
COPY/DELIVERY COSTS
(Exclude SRS Fees)
Requester Abandoned or Failed to Pay
UIPA Lawsuit Filed Against Agency?
Actual Search Hours
Actual Review/ Segre-gation Hours
Actual Legal Review Hours
TOTAL Actual SRS & Legal Review Hours
TOTAL GROSS SRS Fees Incurred
Additional Response Fees Incurred But Not Chargeable
Minus $30 Fee Waiver
Minus $60 Fee Waiver
Fees for Personal Records
TOTAL NET SRS Fees CHARGEABLE
GROSS Copy/Delivery Costs that Agency INCURRED
NET Copy/Delivery Costs CHARGEABLE to Requester
Automatically calculated
Estimate
SAMPLE Log
UIPA Record Request Log form


Columns AF & AG:
Copy/Delivery Costs
Gross copy/delivery costs that agency actually incurred, but may not have totally recovered
-- Include copies made for redaction
Net copy/delivery costs properly chargeable to requester
-- Exclude copies made for redaction
-- Include copies made of electronic record if requester wants them faxed, mailed, or provided in a physical form



Columns AH thru AO:

Total Fees & Costs

Agency to input:

- Total fees & costs <u>actually paid</u> by requester

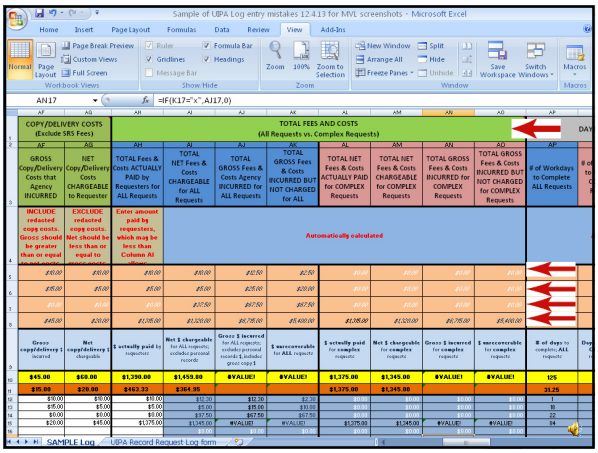
Log automatically calculates (for ALL vs. COMPLEX requests):

- Total net fees & costs <u>chargeable</u> **(AI, AM)**
- Total gross fees & costs <u>incurred</u> **(AJ, AN)**
- Total gross fees & costs <u>incurred but not charged</u> **(AK, AO)**

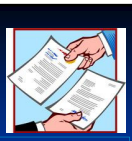
ENTRY TIP

The calculations and information obtained are only as good as the data that is entered by the agency.

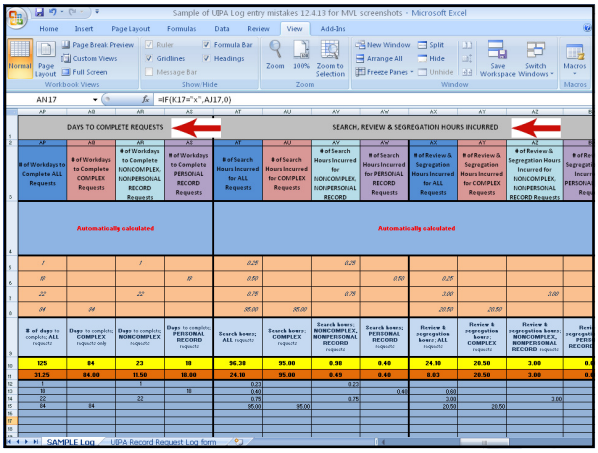
Agencies must properly enter the data, especially in Columns F and K, which identify personal record and complex requests.

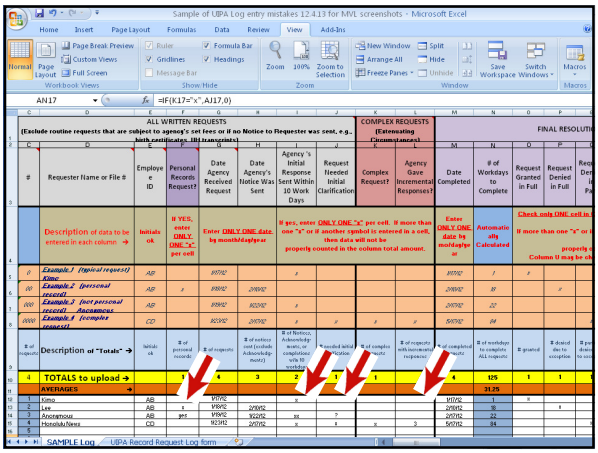


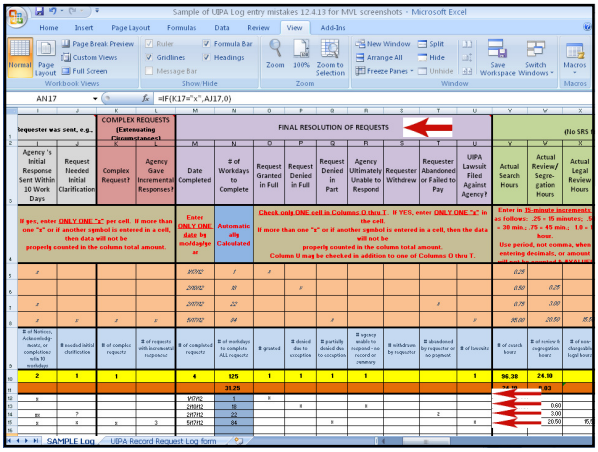
The UIPA Log-- Fourth part is:

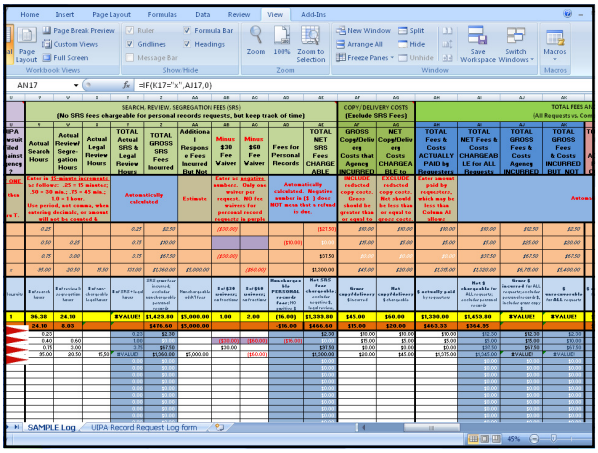


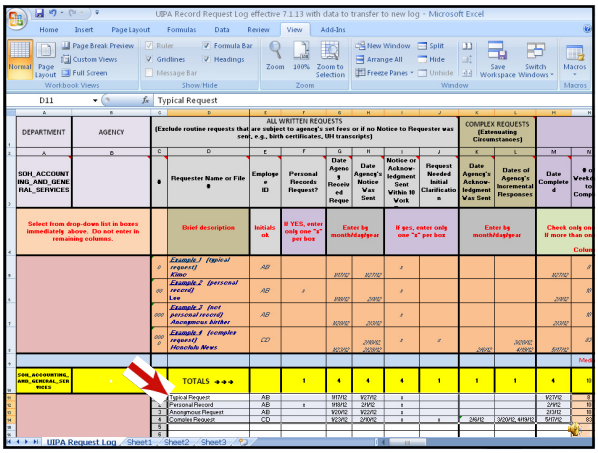
1. **Identification**
2. **Resolution of requests**
3. **Fees and costs**
4. **Time to respond**

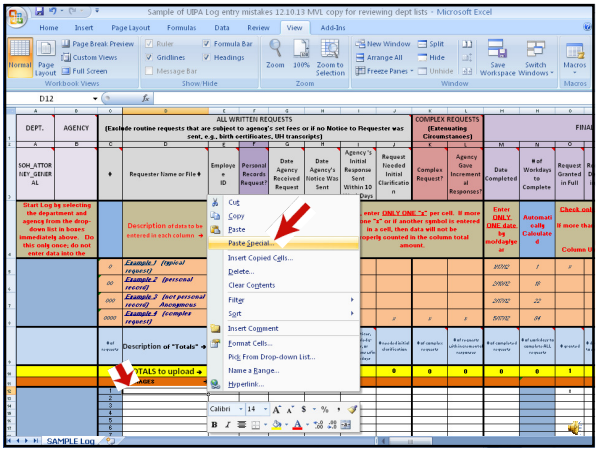


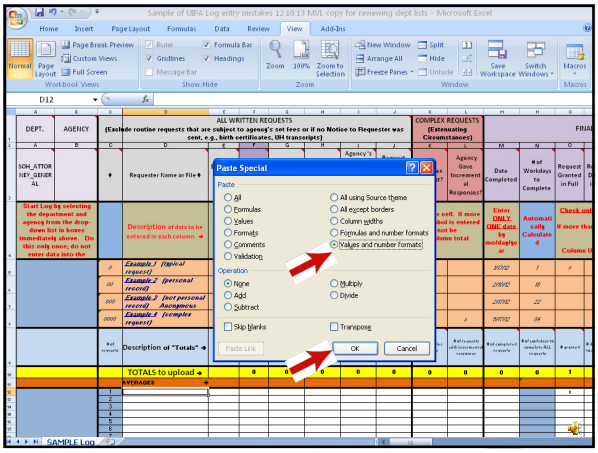


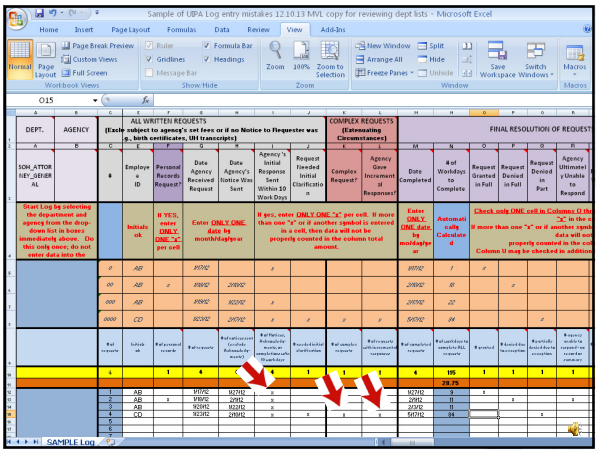





UIPA Record Request Log effective 7.1.13 with data to transfer to new log - Microsoft Excel
Typical Request
ALL WRITTEN REQUESTS
COMPLEX REQUESTS
TOTALS
UIPA Request Log

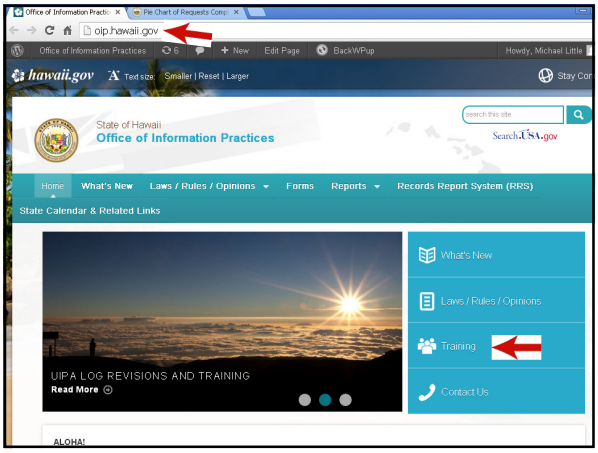

Sample of UIPA Log entry mistakes 12.10.13 MVL copy for reviewing dept lists - Microsoft Excel
ALL WRITTEN REQUESTS
COMPLEX REQUESTS
Cut
Copy
Paste
Paste Special...
Insert Copied Cells...
Delete...
Clear Contents
Filter
Sort
Insert Comment
Format Cells...
Pick From Drop-down List...
Name a Range...
Hyperlink...
SAMPLE Log

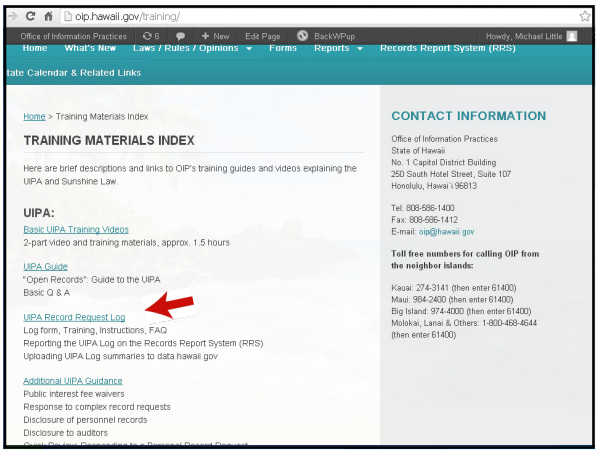

Sample of UIPA Log entry mistakes 12.10.13 MVL copy for reviewing dept lists - Microsoft Excel
ALL WRITTEN REQUESTS
COMPLEX REQUESTS
Paste Special
Paste
All
Formulas
Values
Formats
Comments
Validation
All using Source theme
All except borders
Column widths
Formulas and number formats
Values and number formats
Operation
None
Add
Subtract
Multiply
Divide
Skip blanks
Transpose
Paste Link
OK
Cancel
SAMPLE Log



For detailed UIPA Log Instructions, Frequently Asked Questions, & other training materials:

- Go to OIP's website **oip.hawaii.gov**
- Click on Training (right side of screen), then the UIPA section to take you to **oip.hawaii.gov/training**




oip.hawaii.gov/training/
Office of Information Practices
Howdy, Michael Little
Home
What's New
Laws / Rules / Opinions
Forms
Reports
Records Report System (RRS)
tate Calendar & Related Links
Home > Training Materials Index
TRAINING MATERIALS INDEX
Here are brief descriptions and links to OIP's training guides and videos explaining the UIPA and Sunshine Law.
UIPA:
Basic UIPA Training Videos
2-part video and training materials, approx. 1.5 hours
UIPA Guide
"Open Records": Guide to the UIPA
Basic Q & A
UIPA Record Request Log
Log form, Training, Instructions, FAQ
Reporting the UIPA Log on the Records Report System (RRS)
Uploading UIPA Log summaries to data.hawaii.gov
Additional UIPA Guidance
Public interest fee waivers
Response to complex record requests
Disclosure of personnel records
Disclosure to auditors
CONTACT INFORMATION
Office of Information Practices
State of Hawaii
No. 1 Capitol District Building
250 South Hotel Street, Suite 107
Honolulu, Hawai'i 96813
Tel: 808-586-1400
Fax: 808-586-1412
E-mail: oip@hawaii.gov
Toll free numbers for calling OIP from the neighbor islands:
Kauai: 274-3141 (then enter 61400)
Maui: 984-2400 (then enter 61400)
Big Island: 974-4000 (then enter 61400)
Molokai, Lanai & Others: 1-800-468-4644 (then enter 61400)

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OIP website: oip.hawaii.gov