

## GENERAL RECORDS SCHEDULE 5.5: Mail, Printing, and Telecommunication Service Management Records

This schedule covers records related to:

- organizing, planning, administering, controlling, and overseeing agency communications it sends and receives through any mail, messenger, courier, or shipping service
- administering and using all landline and mobile telecommunication equipment and devices that transmit and receive UHF, VHF, short-wave, satellite, and other radio frequencies
- administering printing/binding/duplicating services

Agencies must offer any records created prior to January 1, 1921, to the National Archives and Records Administration (NARA) before applying disposition instructions in this schedule.

This schedule specifically excludes certain records from coverage:

- objects relayed by any delivery system: hard copy mail, packages, and messages the agency sends or receives by telephone, email, text, or radio (the agency must schedule these according to the item's subject matter content)
- records documenting agency contracts with shipping, delivery, and telecommunication services (covered under GRS 1.1, item 010)
- information technology (IT) records (covered under GRS 3.1)
- unique agency publications produced by a printing service (the publishing agency must schedule these records)
- records documenting agency programs that provide printing services (*e.g.* the Government Printing Office and the Bureau of Engraving and Printing) and radio/broadcasting services (*e.g.* the Armed Forces Radio and Television Service) (those agencies must schedule these records)

Item	Records Description	Disposition Instruction	Disposition Authority
010	<p><b>Mail, printing, and telecommunication services administrative and operational records.</b> Records of internal mail room, printing/duplication services, and radio/telecommunication services administration and operation. Includes:</p> <ul style="list-style-type: none"> <li>• agreements and related background data and other records regarding mail, printing, telecommunication, and radio services, the agency retains for administrative (not fiscal) use</li> <li>• records that document acquiring, installing, changing, removing, and servicing mail, printing, telecommunication, and radio service equipment</li> <li>• telephone and mobile device use records with details on call origin/destination, date, time, duration, downloads, messaging, cost, and other data</li> <li>• records documenting allocation, distribution, and use of telephone calling cards</li> </ul>	<p><b>Temporary.</b> Destroy when 3 years old, or 3 years after applicable agreement expires or is cancelled, as appropriate, but longer retention is authorized if required for business use.</p>	DAA-GRS-2016-0012-0001

Item	Records Description	Disposition Instruction	Disposition Authority
	<ul style="list-style-type: none"> <li>• statistical reports on mail and package shipment volume and costs</li> <li>• related correspondence</li> </ul> <p><b>Exclusion:</b> Agreements used to support payment vouchers (GRS 1.1, item 010 covers these)</p>		
020	<p><b>Mail, printing, and telecommunication services control records.</b> Records of general day-to-day communication service administration and specific transmission tracking. Includes:</p> <ul style="list-style-type: none"> <li>• records that track shipment, routing, registration, certification, declared value, insurance, and receipt of incoming and outgoing mail, including overnight, express, special delivery, and specially tracked packages</li> <li>• messenger and courier service logs, assignment records and instructions, dispatch records, delivery receipts, route schedules, and related records documenting messenger and courier service activity</li> <li>• reports of loss, rifling, delayed or late delivery, wrong delivery, or other improper mail treatment</li> <li>• records that document requisitioning and receiving stamps and postage meter balances</li> <li>• documentation and tracking to intended destination of valuables (e.g. checks, cash, stamps, money orders, etc.) the agency receives by mail or private delivery/messenger</li> <li>• staff and office directories the agency uses to ensure correct mail and package delivery</li> <li>• printing requisitions, work orders, samples, manuscript clearances, and related documents</li> <li>• mailing and contact lists a mailroom or similar office manages</li> <li>• telephone message registers and logs</li> </ul> <p><b>Exclusion 1:</b> United States Postal Service records tracking shipment, <i>etc.</i> (first bullet) and reports of loss, <i>etc.</i> (third bullet). USPS must schedule these separately.</p> <p><b>Exclusion 2:</b> Requisitions used to support payment vouchers (GRS 1.1, item 010 covers these)</p> <p><b>Exclusion 3:</b> Mailing lists for public distribution of material (GRS 6.5, item 020 covers these)</p>	<p><b>Temporary.</b> Destroy when 1 year old or when superseded or obsolete, whichever is applicable, but longer retention is authorized if required for business use.</p>	DAA-GRS-2016-0012-0002
030	<p><b>Metered mail records.</b> Official metered mail reports such as GSA-1390A, "Quarterly Postage Mail Report / Record of Accountable Metered Mail Report," and all related papers.</p>	<p><b>Temporary.</b> Destroy when 6 years old, but longer retention is authorized if required for business use.</p>	DAA-GRS-2016-0012-0003

Item	Records Description	Disposition Instruction	Disposition Authority
040	<b>Lost, destroyed, or damaged shipment records.</b> Records documenting shipment of valuables under the Government Losses in Shipment Act, including consignee and carrier identification; shipment description; value or replacement value declaration, and registry or lock number; date and time of delivery; registry and carrier receipts; shipment notice; shipment inspection; report of loss, destruction, or damage; and claim for replacement.	<b>Temporary.</b> Destroy when 6 years old, but longer retention is authorized if required for business use.	DAA-GRS-2016-0012-0004