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

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)

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<th>Item</th>
<th>Records Description</th>
<th>Disposition Instruction</th>
<th>Disposition Authority</th>
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| 010  | **Mail, printing, and telecommunication services administrative and operational records.**  
Records of internal mail room, printing/duplication services, and radio/telecommunication services administration and operation. Includes:  
- agreements and related background data and other records regarding mail, printing, telecommunication, and radio services, the agency retains for administrative (not fiscal) use  
- records that document acquiring, installing, changing, removing, and servicing mail, printing, telecommunication, and radio service equipment  
- telephone and mobile device use records with details on call origin/destination, date, time, duration, downloads, messaging, cost, and other data  
- records documenting allocation, distribution, and use of telephone calling cards  
- statistical reports on mail and package shipment volume and costs | **Temporary.** 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. | DAA-GRS-2016-0012-0001 |
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<td>020</td>
<td><strong>Mail, printing, and telecommunication services control records.</strong> Records of general day-to-day communication service administration and specific transmission tracking. Includes: - 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 - messenger and courier service logs, assignment records and instructions, dispatch records, delivery receipts, route schedules, and related records documenting messenger and courier service activity - reports of loss, rifling, delayed or late delivery, wrong delivery, or other improper mail treatment - records that document requisitioning and receiving stamps and postage meter balances - 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 - staff and office directories the agency uses to ensure correct mail and package delivery - printing requisitions, work orders, samples, manuscript clearances, and related documents - mailing and contact lists a mailroom or similar office manages - telephone message registers and logs  <strong>Exclusion 1:</strong> United States Postal Service records tracking shipment, etc. (first bullet) and reports of loss, etc. (third bullet). USPS must schedule these separately.  <strong>Exclusion 2:</strong> Requisitions used to support payment vouchers (GRS 1.1, item 010 covers these)  <strong>Exclusion 3:</strong> Mailing lists for public distribution of material (GRS 6.5, item 020 covers these)</td>
<td>Temporary. Destroy when 1 year old or when superseded or obsolete, whichever is applicable, but longer retention is authorized if required for business use.</td>
<td>DAA-GRS-2016-0012-0002</td>
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<td>030</td>
<td><strong>Metered mail records.</strong> Official metered mail reports such as GSA-1390A, “Quarterly Postage Mail Report / Record of Accountable Metered Mail Report,” and all related papers.</td>
<td>Temporary. Destroy when 6 years old, but longer retention is authorized if required for business use.</td>
<td>DAA-GRS-2016-0012-0003</td>
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| 040  | **Lost, destroyed, or damaged shipment records.**  
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. | **Temporary.** Destroy when 6 years old, but longer retention is authorized if required for business use. | DAA-GRS-2016-0012-0004 |