

Frequently Asked Questions (FAQs) About GRS 6.5, Public Customer Service Records

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INTRODUCTION

1. What is the purpose of GRS 6.5?

This schedule provides disposition authority for records an agency creates or receives while providing customer service to the public.

2. Whom do I contact for further information about this schedule?

You may contact NARA's General Records Schedules Team at GRS_Team@nara.gov with questions about this schedule.

CHANGES FROM THE OLD GRS

3. How does GRS 6.5 differ from the old General Records Schedule?

Public customer service was never explicitly covered by the old GRS, but is covered in the new GRS. In addition, old items superseded by this schedule include customer or client records, such as mailing lists (GRS 13, items 4a and 4b) and complaints and commendations (GRS 14, item 5, superseded in part).

GENERAL

4. Why are GRS 5.8 Administrative Help Desk Records and GRS 6.5 Public Customer Service Records two separate schedules?

The two schedules reflect different functions. The GRS has separate schedules for administrative support functions (the 5.0 series) and mission support functions (the 6.0 series). Administrative help desk records document administrative support. Public customer service records document mission support. That is why these schedules appear separately.

QUESTION RELATED TO ITEM 020

5. Item 020 covers records that likely include personally identifiable information (PII). Why do you not include instructions for how agencies should handle PII?

The GRS provides instructions for how long agencies must retain records, but does not prescribe how agencies should otherwise manage their records. Agencies should include handling of PII, a form of Controlled Unclassified Information (CUI), in their policies and procedures, in accordance with Government-wide CUI requirements.