### REQUEST FOR RECORDS DISPOSITION AUTHORITY

**To:** NATIONAL ARCHIVES AND RECORDS ADMINISTRATION  
8601 ADELPHI ROAD, COLLEGE PARK, MD 20740-6001

**JOB NUMBER:** 211-064-05-3

**Date received:** 12-2-2004

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**FROM (Agency or establishment):** National Archives and Records Administration

**MAJOR SUBDIVISION:** Office of the Federal Register

**MINOR SUBDIVISION:**

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**NAME OF PERSON WITH WHOM TO CONFER:** Laurence Patlen

**TELEPHONE NUMBER:** 301-837-2038

**DATE:** 11/14/02

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**AGENCY CERTIFICATION**

I hereby certify that I am authorized to act for this agency in matters pertaining to the disposition of its records and that the records proposed for disposal on the attached __2__ page(s) are not needed now for the business for this agency or will not be needed after the retention periods specified; and that written concurrence from the General Accounting Office, under the provisions of Title 8 of the GAO Manual for Guidance of Federal Agencies,

- [ ] is not required  
- [ ] is attached; or  
- [ ] has been requested.

**DATE:** NOV 5 2004

**SIGNATURE OF AGENCY REPRESENTATIVE:** [Signature]

**TITLE:** NARA Records Officer

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<th>ITEMNO.</th>
<th>DESCRIPTION OF ITEM AND PROPOSED DISPOSITION</th>
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<td>Customer Service Communications Files</td>
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Records created or accumulated in providing replies to inquiries from researchers and the general public for general and specific information on publications, policies, and procedures (e.g. rulemaking) of the Federal Register, or other government publications. Included are incoming correspondence, e-mails or records of telephone inquiries, copies of replies, and related supporting materials.

1. Routine inquiries and replies and related records.

Cut off annually. Destroy when 2 years old.

2. Communications control registers and logs (including automated logs) that list incoming inquiries and replies, with related information.

Cut off annually. Destroy/delete when 2 years old.

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**Superseded by job / item number:**  
DAA-GRS-2017-0002-0001  
Date (MMDDYYYY): July 16, 2019  
[Signature] J Barnes

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**PREVIOUS EDITION NOT UsABLE STANDARD FORM 115 (REV. 3-91)**  
Prescribed by NARA 36 CFR 1238
Item 3. Word Processing Files and E-mail Records.

a. Word Processing Files. Documents such as letters, memoranda, reports, handbooks, directives, and manuals recorded on electronic media, such as hard disks or floppy diskettes, after they have been copied to an electronic recordkeeping system, paper, or microform for recordkeeping purposes.

Disposition: Delete from the word processing system when no longer needed for updating or revision.

b. E-mail Records. Senders' and recipients' versions of e-mail messages that meet the definition of Federal records, and any attachments to the record messages after they have been copied to an electronic recordkeeping system, paper, or microform for recordkeeping purposes.

Disposition: Delete from the e-mail system after copying to a recordkeeping system.

NOTE: Along with the message text, the recordkeeping system must capture the names of sender and recipients and date (transmission data for recordkeeping purposes) and any receipt data when required.