



GOVERNMENT RECORDS REPOSITORY

FACT SHEET #1

The Government Records Repository (GRR) is implementing an electronic inventory control system to manage its holdings and billing systems. When fully operational this system will record data about the ownership and location of all boxes of records stored in the Repository. It will also help us manage all services offered by the GRR, including the retrieval and return of individual files and boxes. GRR clients will see some changes in the way we do business, some of which are outlined in this *Fact Sheet*.

1.1 Transfer of records

- Procedures for transfer of records to storage in the GRR will remain largely the same. However, instead of a manual docket being written out when you organise to have your records collected, a **Pick-up Workorder** will be generated.
- As Pick-up Workorders will be generated by our **Customer Service Unit** (see below), all requests for transfer of records will now be dealt with by our Customer Service Unit, including the allocation of Transaction Numbers. More details about procedures associated with the transfer of records to storage in the GRR, including transport procedures and boxing and listing requirements, will be found in *Fact Sheet # 4*.

1.2 Barcoding

- **Barcodes** will be affixed to boxes and individual files. Both these types of barcodes will be easily identifiable as GRR barcodes: box barcodes will contain the GRR logo, file barcodes will show the words 'Government Records Repository'. Box barcodes will be affixed to the front of boxes, either as part of the GRR label or as a separate label. File barcode labels will be affixed to the back of files.
- **UNDER NO CIRCUMSTANCES SHOULD YOU REMOVE OR DEFACE A GRR BARCODE LABEL!** Charges will apply if GRR barcode labels are illegally removed or defaced. Even if you are retaining a file permanently, it is advisable to leave the GRR barcode on the back of the file, just in case you want to send it back to storage at a later stage.
- When you recall whole boxes permanently, we will mark that barcode so it is not longer readable: this will allow you to re-use the box. Note that the original barcode number will **always** remain on our system, showing all the activity associated with that box, including your permanent recall of it. From now on, GRR box codes will only ever be used once, and will always remain on our system, even if the boxes are destroyed.
- If a GRR barcoded file belongs to a particular box and you send it back in another box **YOU MUST ADVISE US** that the file now belongs in a different box so we can change our system to reflect this.
- Once files are barcoded you **cannot amalgamate** them into one file without advising us.

1.3 Customer Service

- We are changing the way we communicate with our clients. We have set up a small team of dedicated and friendly staff to work as our **Customer Service Unit**. When our new system is fully operational, you will contact our Customer Service team for all your requirements: item retrieval, sale of boxes, return of items to storage and transfer of new records for storage.
- The Customer Service team are the people who will contact you if we require further information about your retrieval requests, or if any problems arise from retrieval or transfer of records.
- GRR Customer Service can be contacted on **8805 5325**.



GOVERNMENT RECORDS REPOSITORY

FACT SHEET #2

The Government Records Repository (GRR) is implementing an electronic inventory control system to manage its holdings and billing systems. When fully operational this system will record data about the ownership and location of all boxes of records stored in the Repository. It will also help us manage all services offered by the GRR, including the retrieval and return of individual files and boxes. Some of the changes associated with this new system are described in this *Fact Sheet*.

2.1 Workorders

- The system produces '**Workorders**' which show important information about the items you have requested. A copy of the Workorder will be forwarded to you with the items you have requested. Please read the Workorders carefully as they will contain important information about items retrieved (or not successfully located). **An example of a typical Workorder is on our website under "Important Changes"**.
- Note that we enter file or box details into the Workorder exactly as you show it on your request. Please make sure all file numbers, names and details on your requests are written as completely and accurately as possible to ensure speedy and accurate servicing of your requests. Also, if you know a file has more than one volume, please advise us on your request so we can add these volumes to the workorder when it is generated.

2.2 Charges

- When you requested an item in our old system we physically searched for it, even if that item had been retrieved and not returned to storage, meaning that we had to charge you even if the item was not in storage. Our new system immediately shows us if a box or file is 'Out', so we do not have to raise a charge for this service. Many of our clients are already seeing a reduction in their retrieval fees because of this feature.
- However, we have to treat each volume of a file separately on our system, so all volumes will be charged for as separate files. Also, we will no longer be able to give reductions for 3+ files retrieved from the same box. If you need more than 2 files from the same box, thought should be given to retrieving the whole box.
- When all our holdings are on our new system, we will be changing the way we charge for services. For example, a retrieval may comprise several components: a charge for picking, a charge for transport, and a charge for return. Most clients will see an overall reduction in their bills because they will not be paying full price for files they do not return to storage. All clients will be given several months notification prior to these changes being made.

2.3 Service delivery

- When you request a file for the first time its details have to be entered onto our system by our Customer Service team. This can be a time-consuming process. To compensate for this additional process we have had to make some small changes to our service delivery.
- **Our afternoon cut-off time for next-day delivery is now 4:00 pm.** Our morning cut-off time for same-day delivery remains at 11:00 am.
- Our system works better if you forward your retrieval requests to us as you receive them. Please do **NOT** save up all your requests and send them to us in one lot just before our cut-off times. **We reserve the right to limit individual client's requests in the ½ hour leading up to both morning and afternoon's cut-off times.** That is, if we are very busy, or we feel your request is excessive, we may contact you and ask you to nominate a maximum of 5 items for the next courier run. All the other items on your request will be returned to you on the following courier run.



GOVERNMENT RECORDS REPOSITORY

FACT SHEET #3

The Government Records Repository (GRR) is implementing an electronic inventory control system to manage its holdings and billing systems. When fully operational this system will record data about the ownership and location of all boxes of records stored in the Repository. It will also help us manage all services offered by the GRR, including the retrieval and return of individual files and boxes. Some of the changes associated with this system are described in this *Fact Sheet*.

3.1 Retrieval of boxes & files

- Our new system allows us to track and manage individual files and boxes to a much greater degree than previously. As individual items are requested from or returned to the GRR, their details (such as your file/box number, and a short description) will be entered into our system. Once a file or box is on our system, we will be able to tell when it was retrieved, when it was returned to storage, and so on.
- The ability to retain more information about our holdings will make us much more efficient. For example, when you request a file or box in our manual system we physically have to go to our warehouse and check for it, even if it has already been retrieved. Now, our system will automatically tell us if a file or box is 'Out', 'Permanently Out' or 'Destroyed'. However, we do need to be informed if you are permanently recalling a file or a box so we can change that item's status on our system.
- When retrieval is managed electronically, the yellow '**File Movement**' cards that have been attached to files or boxes retrieved from the GRR will no longer be used. You will be able to tell if a file has been stored in the GRR by the barcode affixed to the back of the file, and the GRR box number which will still be written on the back of the file. Some clients are choosing to affix their own sticker or stamps to the front of files retrieved from the GRR, saying 'File stored in GRR' or 'Return to storage in GRR', etc.
- Note that we enter file or box details into the Workorder exactly as you show it on your request. Please make sure all file numbers, names and details on your requests are written as completely and accurately as possible to ensure speedy and accurate servicing of your requests. For example, please write all numbers in a file number (including leading zeroes) and both first names and surnames if appropriate.

3.2 Account management

- Our new system is an account-based system: boxes cannot be put on the system without belonging to an account. We are converting our holdings to the new system based on our existing storage accounts.
- In the future, all clients will be asked to quote the appropriate **account code** when transferring records to storage. That is, clients will advise us in advance the account to which the records are to be charged.
- Our new system allows for much greater control over the ability to retrieve or request records, and we will be placing more strict control over who can request the return of items from the GRR. At a minimum, clients who request records will be required to quote the appropriate **account code** for those records. It will be the responsibility of the client to ensure that all requesting officers know the correct account codes.
- Some clients may find that they need to change their storage account structure to deny/allow access to certain records for different parts of their organisations. We will be progressively contacting all our clients individually to ensure that their account structure reflects their needs.



GOVERNMENT RECORDS REPOSITORY

FACT SHEET #4

The Government Records Repository (GRR) is implementing an electronic inventory control system to manage its holdings and billing systems. When fully operational this system will record data about the ownership and location of all boxes of records stored in the Repository and will help us manage all services offered by the GRR.

4.1 Organising transfer of records to storage

- In our new system, procedures for transfer of records to storage in the GRR are largely the same as they always were. However, as is outlined in *Fact Sheet # 1*, instead of a manual docket being written out when you organise to have your records collected, a **Pick-up Workorder** will be generated. When you ring to arrange a Pick-up Workorder your records **MUST BE READY FOR COLLECTION AT THAT TIME**.
- Pick-up Workorders are generated by our Customer Service Unit. Consequently all requests for transfer of records will now be dealt with by our Customer Service Unit, including the allocation of **GRR Transaction Numbers**.

4.2 Transaction Numbers

- No new records will be accepted for storage in the GRR without a **GRR Transaction Number**. A GRR Transaction Number is a 4-digit numerical code with an alpha prefix, e.g. V1234. The GRR has been using the Transaction Number system for nearly 30 years and it is very useful as a means of identifying records if information about GRR box codes has been lost.
- The GRR Transaction Code should appear on the relevant box lists (see *Fact Sheet # 5* for more information about boxing and listing records for storage in the GRR). Transaction Codes should also be written on all boxes transferred to storage in the GRR, unless you have obtained special permission from us not to do so.
- All clients are advised to take particular care to record the GRR Transaction Number as this number identifies all records transferred to the GRR from the time of their physical collection. If you need to retrieve any records recently transferred to the GRR, that is, before you have received the GRR box codes, please tell the Customer Service Officer the date they were picked up and quote the GRR Transaction Number.
- GRR Transaction Numbers can be allocated in advance but clients will need to contact the GRR again when the boxes are ready for collection to organise transport.

4.3 Transport of records to the GRR

- The GRR collects and transports records within the Sydney metropolitan area every working day. When you ring to arrange for transfer of new records for storage we will arrange their collection on our next available pick-up run. If you have **more than 10 boxes** for collection our Transport Unit will contact you and let you know the date of collection. Quantities of less than 10 boxes will generally be picked up within 1-2 days.
- We also collect and make deliveries to Wollongong and the Hunter region. When you organise a pickup from these areas, our Transport Unit will contact you regarding next available collection times.
- Pickup Workorders can also be generated for boxes or files which you have retrieved from storage and wish to return to the GRR. Note that the GRR will collect records for return to storage in the metropolitan area only and that we do not provide any Service Guarantees relating to the timeliness of this service. Clients may wish to organise their own transport for return of records to storage, or send them via the normal postage system.

GRR Customer Service can be contacted on 8805 5325.



GOVERNMENT RECORDS REPOSITORY

FACT SHEET #5

The Government Records Repository (GRR) is implementing an electronic inventory control system to manage its holdings and billing systems. When fully operational this system will record data about the ownership and location of all boxes of records stored in the Repository and will help us manage all services offered by the GRR. While data from lists provided by clients may now be uploaded to our electronic control system, RS-SQL, there is very little change in the recommended procedures for boxing and listing records for transfer to storage.

5.1 Boxing records for storage in the GRR

- The GRR accepts records for storage ONLY if they are contained in standard boxes. Our preferred box is the **Type 1 (T1) archives box** which is available for sale from the GRR. Details about the dimensions and costs of this box may be found at http://www.records.nsw.gov.au/grr/storage_boxes_2636.asp
- The GRR no longer accepts the Type 2 (T2) archives box which is also described on the above leaflet. If you have records formats which are too large to fit in our standard T1 box, please contact us for individual advice.
- The GRR reserves the right to re-box any records which are received in non-standard or damaged boxes, or boxes which will not fit into our shelving. The GRR charges for re-boxing records, and clients will be contacted if estimated re-boxing charges exceed \$250.00. Alternatively, the GRR may choose to return unsatisfactorily boxed records to clients, and transport charges may apply in this case.

5.2 Listing records

- It is a minimum requirement of transfer to storage in the GRR that clients provide a list of the boxes which are to be transferred in each consignment, and it is preferable that this list be provided electronically.
- The GRR has no requirements relating to the level of description shown for the contents of individual boxes on these lists. Clients need to be aware of how they will retrieve their records and list contents accordingly. For example, a description of inclusive box contents is often all that is necessary for routine accounting records. However, it is recommended that individual contents listings be submitted for file based records.
- Note that failure to provide detailed contents listing may adversely impact on the GRR's ability to satisfactorily service your file requests. Writing box contents on the outside of boxes, or inserting sheets of box contents inside individual boxes, is not recommended as the GRR cannot transcribe or extract this information and convert it to our own system.
- The GRR Transaction Code should appear on the relevant box lists (see *Fact Sheet # 4* for more information about GRR Transaction Numbers). If you are sending the GRR an electronic list of boxes and/or box contents, it is a good idea to name the list according to the Transaction Number you have been allocated, e.g. V1234.doc or V1234.xls.
- The GRR has developed a listing format for clients to use as a guide: a MS Excel spreadsheet which is available at

http://www.records.nsw.gov.au/grr/records_transfer_2632.asp

If possible, your electronic box listings should be forwarded to the GRR when you make application to transfer the records (see *Fact Sheet # 4*). Listings should be e-mailed to grradmin@records.nsw.gov.au

- If your e-mail system will not allow this spreadsheet to be e-mailed (for size or other reasons) a delimited text file containing the data can be forwarded instead.

**Enquiries re box lists or types of boxes to use should be directed to the GRR's
Client Services Coordinator on 8805 5353.**