



**Australian Government**  

---

**National Archives of Australia**

**Records Authority**

**Australia Post**

Job no 2007/00213478

12 June 2009

© Commonwealth of Australia 2009

This work is copyright. Apart from any use as permitted under the *Copyright Act 1968*, no part may be reproduced by any process without prior written permission from the National Archives of Australia. Requests and inquiries concerning reproduction and rights should be directed to the Publications Manager, National Archives of Australia, PO Box 7425, Canberra Mail Centre ACT 2610, Australia.

## CONTENTS

<b>INTRODUCTION</b>	<b>5</b>
<b>APPLICATION OF THIS AUTHORITY</b>	<b>6</b>
<b>CONTACT INFORMATION</b>	<b>7</b>
<b>AUTHORISATION</b>	<b>8</b>
<b>CLASSES</b>	<b>10</b>
COLLECTION MANAGEMENT	10
COMMERCIAL OPERATIONS	31
CORPORATE GOVERNANCE	68
CUSTOMER RELATIONS	79
EXTERNAL RELATIONS	89
MAIL OPERATIONS	98
POST EQUIPMENT AND STORES	129
POST FLEET MANAGEMENT	131
STAMP MANAGEMENT	132
STRATEGIC PLANNING AND MANAGEMENT	150

[This page has been left blank intentionally.]

## INTRODUCTION

Australia Post and the National Archives of Australia have developed this Records Authority to set out the requirements for keeping or destroying records for the core business areas of Collection Management, Commercial Operations, Corporate Governance, Customer Relations, External Relations, Mail Operations, Post Equipment and Stores, Post Fleet Management, Stamp Management and Strategic Planning and Management. It represents a significant commitment on behalf of Australia Post to understand, create and manage the records of its activities.

This Authority is based on the identification and analysis of the business of Australia Post. It takes into account the agency's legal and organisational records management requirements, and the interests of stakeholders, the agency and the National Archives of Australia.

This Authority gives Australia Post permission, under the *Archives Act 1983*, for the destruction, retention or transfer to the National Archives of Australia of the records described. The Authority sets out those records that need to be retained as national archives and the minimum length of time that temporary records need to be kept. Retention periods for these temporary records are based on: an assessment of business needs; broader organisational accountability requirements; and community expectations; and are approved by the National Archives of Australia on the basis of the information provided by the agency.

Australia Post may use the following tools to dispose of their records:

- this Records Authority covering its agency specific records;
- general disposal authorities, such as the Administrative Functions Disposal Authority (AFDA), covering business processes and records common to Australian Government agencies; and
- normal administrative practice (NAP) which allows for the destruction of records where the records are duplicated, unimportant or for short-term use only.

As changes in circumstances may affect future records management requirements, the periodic review of this Authority is recommended. All amendments must be approved by the National Archives.

Advice on using this Records Authority and other recordkeeping matters is available from the National Archives' website at [www.naa.gov.au](http://www.naa.gov.au) or by contacting the Agency Service Centre at [recordkeeping@naa.gov.au](mailto:recordkeeping@naa.gov.au) or (02) 6212 3610.

## APPLICATION OF THIS AUTHORITY

1. The classes in this Authority supersede all classes authorised to Australia Post in previous Records Disposal Authorities and Schedules.

Records already sentenced under previous authorities do not need to be resentenced where:

- They are retained for the minimum periods set out in relevant superseding classes, or
- They are sentenced as retain permanently using previous disposal authorities or schedules and fall within the scope of this Authority.

Records not already sentenced under previous authorities should be sentenced using this authority where possible. Where existing records are not covered by this authority, previous authorities can be used to sentence for temporary retention. The National Archives should be informed of any gaps in the coverage of this Authority.

2. This Authority applies to all records controlled by Australia Post. Records created by subsidiary companies of Australia Post cannot be sentenced under this Authority.

3. The activity, 'Historic Records Accumulation', has been created to cover early postal historic records of continuing research value that are not covered under existing 'retain as national archives' classes within this Authority or the Administrative Functions Disposal Authority. It is located within the COLLECTION MANAGEMENT function. Records sentenced under this class must significantly contribute to meeting one of the five objectives in 'Why Records Are Kept: Directions in Appraisal', which provide the criteria for the selection of national archives.

This class is primarily intended to cover records already in the care of the National Archives of Australia. However, it may be used to transfer historic postal records from the agency where no other appropriate 'retain as national archives' class exists. The agency should consult with the National Archives prior to sentencing records under this class to ensure they meet the National Archives selection criteria.

4. This Authority should be used in conjunction with the Administrative Functions Disposal Authority (AFDA) and general records authorities issued by the National Archives to keep or destroy administrative and other records common to most Commonwealth agencies.

5. This Authority should be used in conjunction with general disposal authorities issued by the National Archives that cover other types of records that may be created by Australia Post such as encrypted records and source records that have been copied.

6. This Authority is to be used to sentence records. Sentencing involves the examination of records in order to identify the individual disposal class to which they belong. This process enables sentencers to determine how long records need to be kept. Advice on sentencing is available from the National Archives.

7. Where the method of recording information changes (for example from a manual system to an electronic system, or when information is migrated from one system to a new system) this Authority can still be used to sentence the records created, providing the records document the same core business. The information must be accessible for the period of time prescribed in this Authority. Australia Post will need to ensure that any software, hardware or documentation required to enable continuing access to the information is available for the periods prescribed.

8. In general, retention requirements indicate a minimum period for retention. Australia Post may extend minimum retention periods if it considers that there is an administrative need to do so, without further reference to the National Archives. Where Australia Post believes that its accountability will be substantially compromised because a retention period or periods are not

adequate, it should contact the National Archives for review of the retention period.

9. Australia Post may destroy certain records without formal authorisation as a normal administrative practice. This usually occurs where the records are duplicated, facilitative or for short-term use only. NAP does not replace the arrangements agreed to in authorities. Advice and guidance on destroying records as a normal administrative practice is available from the National Archives' website at [www.naa.gov.au](http://www.naa.gov.au).

10. From time to time the National Archives will place a freeze on some groups of records to prevent their destruction. Further information about disposal freezes and whether they affect the application of this Authority is available from the National Archives website at [www.naa.gov.au](http://www.naa.gov.au).

11. Records in the care of the Australia Post should be appropriately stored and preserved. Australia Post needs to meet this obligation to ensure that the records remain authentic and accessible over time. Under section 31 of the *Archives Act 1983*, access arrangements are required for records that become available to the public after thirty years.

12. Appropriate arrangements should be made with the National Archives when records are to be transferred into custody. The National Archives accepts for transfer only those records designated as national archives.

13. Advice on how to use this Authority is available from Australia Post's records manager. If there are problems with the application of the authority that cannot be resolved, please contact the National Archives.

## CONTACT INFORMATION

For assistance with this authority or for advice on other records management matters, please contact National Archives' Agency Service Centre.

Queen Victoria Terrace  
Parkes ACT 2600  
PO Box 7425  
Canberra Mail Centre ACT 2610

Tel: (02) 6212 3610  
Fax: (02) 6212 3989  
Email: [recordkeeping@naa.gov.au](mailto:recordkeeping@naa.gov.au)  
Website: [www.naa.gov.au](http://www.naa.gov.au)

Job no 2007/00213478

# AUTHORISATION

## RECORDS AUTHORITY

**Person to whom notice of authorisation is given:**

Managing Director  
Australia Post Headquarters  
321 Exhibition Street  
Melbourne VIC 3000

**Purpose:**

Authorises arrangements for the disposal of records in accordance with section 24(2)(b) of the Archives Act 1983

**Application:**

COLLECTION MANAGEMENT  
COMMERCIAL OPERATIONS  
CORPORATE GOVERNANCE  
CUSTOMER RELATIONS  
EXTERNAL RELATIONS  
MAIL OPERATIONS  
POST EQUIPMENT AND STORES  
POST FLEET MANAGEMENT  
STAMP MANAGEMENT  
STRATEGIC PLANNING AND MANAGEMENT

This authorisation gives permission for the destruction, retention or transfer to the National Archives of Australia of the records described. The authority will apply only if these actions take place with the consent of the agency responsible for the core business documented in the records.

**Authorising Officer**

**Date of issue:**



12 June 2009.

Ross Gibbs  
Director-General  
National Archives of Australia



[This page has been left blank intentionally.]

## COLLECTION MANAGEMENT

The function of managing and promoting the agency's holdings of national philatelic heritage and postal history artefacts such as posting boxes, postmarkers, furniture, equipment, clothing, and vehicles. Includes the acquisition, control, promotion, conservation, and making provision for the access and use of collection items. Also includes the holding of stamp stocks.

For the production and mail order sales of philatelic products, use STAMP MANAGEMENT.

For the copyright of artwork, photographs, etc pertaining to philatelic products, use LEGAL SERVICES - Intellectual Property.

For the publication of exhibition catalogues, use PUBLICATION.

For acquiring, manufacturing, supplying, maintaining, and disposing of non-collection items, use POST EQUIPMENT AND STORES.

For uninsured claims for compensation for lost or damaged postal articles, use CUSTOMER RELATIONS - Compensation Claims.

For investigating complaints about loss or damage of uninsured postal articles, use CUSTOMER RELATIONS - Complaint Handling.

For the determination of prices for stamps, use MAIL OPERATIONS - Pricing.

### Acquisition

The process of gaining ownership or use of property and other items or the provision of services required in the conduct of business through purchase or requisitions.

*For payments made, use FINANCIAL MANAGEMENT - Payments.*

*For the acquisition of artwork, source photographs, printed proofs and other material involved in the production of each Australian stamp, use STAMP MANAGEMENT - Acquisition.*

*For items donated to the organisation, use COLLECTION MANAGEMENT - Donations.*

Entry	Description of records	Disposal action
16832	Records documenting the acquisition of philatelic items relating to the collection management function. Includes: <ul style="list-style-type: none"> <li>• orders</li> <li>• quotations</li> <li>• copies of receipts</li> <li>• copies of invoices</li> <li>• price negotiations</li> </ul> [For the donation of collection items, use COLLECTION MANAGEMENT - Donations.]	Retain as national archives
16833	Records documenting the acquisition of items, excluding philatelic items, relating to the collection management function. Includes: <ul style="list-style-type: none"> <li>• orders</li> <li>• quotations</li> <li>• copies of receipts</li> <li>• copies of invoices</li> <li>• 'with compliments' slips</li> <li>• price negotiations</li> </ul>	Destroy 7 years after action completed

## COLLECTION MANAGEMENT

The function of managing and promoting the agency's holdings of national philatelic heritage and postal history artefacts such as posting boxes, postmarkers, furniture, equipment, clothing, and vehicles. Includes the acquisition, control, promotion, conservation, and making provision for the access and use of collection items. Also includes the holding of stamp stocks.

For the production and mail order sales of philatelic products, use STAMP MANAGEMENT.

For the copyright of artwork, photographs, etc pertaining to philatelic products, use LEGAL SERVICES - Intellectual Property.

For the publication of exhibition catalogues, use PUBLICATION.

For acquiring, manufacturing, supplying, maintaining, and disposing of non-collection items, use POST EQUIPMENT AND STORES.

For uninsured claims for compensation for lost or damaged postal articles, use CUSTOMER RELATIONS - Compensation Claims.

For investigating complaints about loss or damage of uninsured postal articles, use CUSTOMER RELATIONS - Complaint Handling.

For the determination of prices for stamps, use MAIL OPERATIONS - Pricing.

### Addresses (presentations)

The activity of giving addresses for training, professional, community relations or sales purposes. Includes speeches and multi-media presentations.

*For addresses of a more general nature to community groups, use EXTERNAL RELATIONS - Addresses (presentations).*

*For the publication of addresses, use PUBLICATIONS - Production.*

Entry	Description of records	Disposal action
16835	Final versions of addresses relating to the collection management function, including seminars conducted by current and previous stamp designers and floor talks by curators of exhibitions.	Retain as national archives
16836	Working papers documenting the development of addresses. . Includes: <ul style="list-style-type: none"> <li>• draft addresses</li> <li>• research papers</li> <li>• stakeholder comments</li> </ul>	Destroy when reference ceases

## COLLECTION MANAGEMENT

The function of managing and promoting the agency's holdings of national philatelic heritage and postal history artefacts such as posting boxes, postmarkers, furniture, equipment, clothing, and vehicles. Includes the acquisition, control, promotion, conservation, and making provision for the access and use of collection items. Also includes the holding of stamp stocks.

For the production and mail order sales of philatelic products, use STAMP MANAGEMENT.

For the copyright of artwork, photographs, etc pertaining to philatelic products, use LEGAL SERVICES - Intellectual Property.

For the publication of exhibition catalogues, use PUBLICATION.

For acquiring, manufacturing, supplying, maintaining, and disposing of non-collection items, use POST EQUIPMENT AND STORES.

For uninsured claims for compensation for lost or damaged postal articles, use CUSTOMER RELATIONS - Compensation Claims.

For investigating complaints about loss or damage of uninsured postal articles, use CUSTOMER RELATIONS - Complaint Handling.

For the determination of prices for stamps, use MAIL OPERATIONS - Pricing.

### Agreements

The processes associated with the establishment, maintenance, review and negotiation of agreements.

*For the management of work performed or the provision of goods and services under agreement, including monitoring of the agreement, use COLLECTION MANAGEMENT - Contract Management.*

Entry	Description of records	Disposal action
16837	<p>Agreements resulting in major policy and procedural changes in relation to the agency's collection management, such as the s29 agreement under the Archives Act 1983 enabling the agency to retain custody of covered records. Includes:</p> <ul style="list-style-type: none"> <li>• final agreements</li> <li>• draft agreements</li> <li>• negotiations</li> <li>• establishment</li> <li>• reviews</li> <li>• maintenance</li> <li>• working papers</li> </ul> <p>[For records documenting international agreements, use EXTERNAL RELATIONS - Agreements.]</p>	Retain as national archives
16838	Contracts register.	Disposal not authorised

## COLLECTION MANAGEMENT

The function of managing and promoting the agency's holdings of national philatelic heritage and postal history artefacts such as posting boxes, postmarkers, furniture, equipment, clothing, and vehicles. Includes the acquisition, control, promotion, conservation, and making provision for the access and use of collection items. Also includes the holding of stamp stocks.

For the production and mail order sales of philatelic products, use STAMP MANAGEMENT.

For the copyright of artwork, photographs, etc pertaining to philatelic products, use LEGAL SERVICES - Intellectual Property.

For the publication of exhibition catalogues, use PUBLICATION.

For acquiring, manufacturing, supplying, maintaining, and disposing of non-collection items, use POST EQUIPMENT AND STORES.

For uninsured claims for compensation for lost or damaged postal articles, use CUSTOMER RELATIONS - Compensation Claims.

For investigating complaints about loss or damage of uninsured postal articles, use CUSTOMER RELATIONS - Complaint Handling.

For the determination of prices for stamps, use MAIL OPERATIONS - Pricing

### Agreements - Continued

Entry	Description of records	Disposal action
16839	<p>Other agreements, of a routine or operational nature, such as undertakings to contribute to exhibitions, which have little impact on the agency's policies and procedures relating to the collection management function. Includes:</p> <ul style="list-style-type: none"> <li>• final agreements</li> <li>• draft agreements</li> <li>• negotiations</li> <li>• establishment</li> <li>• reviews</li> <li>• maintenance</li> <li>• working papers</li> </ul>	<p>Destroy 7 years after expiry or other termination of contract or agreement, unless a longer period is specified in the agreement</p>

### Audit

The activities associated with officially checking financial, quality assurance and operational records to ensure they have been kept and maintained in accordance with agreed or legislated standards and correctly record the events, processes and business of the organisation in a specified period. Includes compliance audits, financial audits, operational audits, recordkeeping audits, skills audits, system audits and quality assurance audits.

Entry	Description of records	Disposal action
16847	<p>Final internal and external audit reports relating to the collection management function. Includes the final reports from audits conducted by the national auditing body.</p>	<p>Destroy 7 years after action completed</p>

## COLLECTION MANAGEMENT

The function of managing and promoting the agency's holdings of national philatelic heritage and postal history artefacts such as posting boxes, postmarkers, furniture, equipment, clothing, and vehicles. Includes the acquisition, control, promotion, conservation, and making provision for the access and use of collection items. Also includes the holding of stamp stocks.

For the production and mail order sales of philatelic products, use STAMP MANAGEMENT.

For the copyright of artwork, photographs, etc pertaining to philatelic products, use LEGAL SERVICES - Intellectual Property.

For the publication of exhibition catalogues, use PUBLICATION.

For acquiring, manufacturing, supplying, maintaining, and disposing of non-collection items, use POST EQUIPMENT AND STORES.

For uninsured claims for compensation for lost or damaged postal articles, use CUSTOMER RELATIONS - Compensation Claims.

For investigating complaints about loss or damage of uninsured postal articles, use CUSTOMER RELATIONS - Complaint Handling.

For the determination of prices for stamps, use MAIL OPERATIONS - Pricing

### Audit - Continued

Entry	Description of records	Disposal action
16848	Records documenting the planning and conduct of internal and external audits relating to the collection management function. Includes: <ul style="list-style-type: none"> <li>• liaison with the auditing body</li> <li>• minutes of meetings</li> <li>• notes taken at opening and exit interviews</li> <li>• draft report</li> <li>• comments</li> </ul>	Destroy 5 years after action completed

### Authorisation

The process of delegating power to authorise an action and the seeking and granting permission to undertake a requested action.

*For archival authority authorisations, use INFORMATION MANAGEMENT - Authorisation.*

Entry	Description of records	Disposal action
16849	Delegations of powers to authorise administrative actions relating to the collection management function.	Destroy 7 years after the delegation is revoked
16850	Authorisations for administrative actions relating to the collection management function. Includes loan approvals.	Destroy 3 years after action completed

### Claims

The process of administering and managing payments demanded in accordance with an insurance policy as compensation for injury, death, or denial of rights of a person, or damage to or destruction of property. Includes disputes over rights and ownership, and recompense sought for stolen or lost property.

Entry	Description of records	Disposal action
16851	Records documenting insurance claims relating to the loss or damage to records or artefacts in the collection.	Destroy 7 years after finalisation of claim

## COLLECTION MANAGEMENT

The function of managing and promoting the agency's holdings of national philatelic heritage and postal history artefacts such as posting boxes, postmarkers, furniture, equipment, clothing, and vehicles. Includes the acquisition, control, promotion, conservation, and making provision for the access and use of collection items. Also includes the holding of stamp stocks.

For the production and mail order sales of philatelic products, use STAMP MANAGEMENT.

For the copyright of artwork, photographs, etc pertaining to philatelic products, use LEGAL SERVICES - Intellectual Property.

For the publication of exhibition catalogues, use PUBLICATION.

For acquiring, manufacturing, supplying, maintaining, and disposing of non-collection items, use POST EQUIPMENT AND STORES.

For uninsured claims for compensation for lost or damaged postal articles, use CUSTOMER RELATIONS - Compensation Claims.

For investigating complaints about loss or damage of uninsured postal articles, use CUSTOMER RELATIONS - Complaint Handling.

For the determination of prices for stamps, use MAIL OPERATIONS - Pricing

### Compliance

The activities associated with complying with mandatory or optional accountability, fiscal, legal, regulatory or quality standards or requirements to which the organisation is subject. Includes compliance with legislation and with national and international standards, such as the ISO 9000 series.

Entry	Description of records	Disposal action
16852	Records documenting compliance with mandatory or optional standards, and statutory requirements relating to the collection management function. Includes: <ul style="list-style-type: none"> <li>• compliance program</li> <li>• compliance reports</li> <li>• certificates of compliance</li> </ul>	Destroy 7 years after action completed

### Conservation

The activities involved in the preservation, protection, maintenance, restoration and enhancement of properties, including buildings and land, and information resources and artefacts.

Entry	Description of records	Disposal action
16853	Records documenting conservation work undertaken for items in the collection. Includes descriptions of treatment. [For records documenting the environmental control and monitoring of collection storage facilities, use PROPERTY MANAGEMENT.]	Disposal not authorised

## COLLECTION MANAGEMENT

The function of managing and promoting the agency's holdings of national philatelic heritage and postal history artefacts such as posting boxes, postmarkers, furniture, equipment, clothing, and vehicles. Includes the acquisition, control, promotion, conservation, and making provision for the access and use of collection items. Also includes the holding of stamp stocks.

For the production and mail order sales of philatelic products, use STAMP MANAGEMENT.

For the copyright of artwork, photographs, etc pertaining to philatelic products, use LEGAL SERVICES - Intellectual Property.

For the publication of exhibition catalogues, use PUBLICATION.

For acquiring, manufacturing, supplying, maintaining, and disposing of non-collection items, use POST EQUIPMENT AND STORES.

For uninsured claims for compensation for lost or damaged postal articles, use CUSTOMER RELATIONS - Compensation Claims.

For investigating complaints about loss or damage of uninsured postal articles, use CUSTOMER RELATIONS - Complaint Handling.

For the determination of prices for stamps, use MAIL OPERATIONS - Pricing

### Contract Management

The activity of managing the performance of work or the provision of goods and services by external contractors, vendors or consultants, in accordance with agreed standards or measures.

*For the establishment, maintenance, review, and negotiation of contracts /agreements in relation to the collection, use COLLECTION MANAGEMENT - Agreements.*

Entry	Description of records	Disposal action
16854	Records documenting the contract management process in relation to the collection management function. Includes: <ul style="list-style-type: none"> <li>• minutes of meetings with main stakeholders</li> <li>• performance and evaluation reports</li> </ul>	Destroy 7 years after expiry or termination of contract, unless a longer period is specified in the contract

### Control

The activities associated with creating, maintaining and evaluating control mechanisms. Includes classification, indexing, registration, forms design etc to ensure maximum control over records and recordkeeping systems. Also includes control mechanisms for other information resources and systems..

*For documenting collection loan activities, use COLLECTION MANAGEMENT - Loans.*

Entry	Description of records	Disposal action
16855	Records documenting the cataloguing, classification, and other registration methods of the collection. Includes collection metadata and registers such collection exchange registers.	Retain as national archives

### Disposal

The process of disposing of property no longer required by the organisation, by sale, transfer, termination of lease, auction, donation or destruction. Includes destruction or transfer to archives, and the program of activities to facilitate the orderly transfer of semi-active and inactive records from current office space into storage.

Entry	Description of records	Disposal action
16856	Records documenting the disposal of non-Commonwealth records. Includes lists of items transferred to alternative storage areas.	Destroy 1 year after control records are updated



## COLLECTION MANAGEMENT

The function of managing and promoting the agency's holdings of national philatelic heritage and postal history artefacts such as posting boxes, postmarkers, furniture, equipment, clothing, and vehicles. Includes the acquisition, control, promotion, conservation, and making provision for the access and use of collection items. Also includes the holding of stamp stocks.

For the production and mail order sales of philatelic products, use STAMP MANAGEMENT.

For the copyright of artwork, photographs, etc pertaining to philatelic products, use LEGAL SERVICES - Intellectual Property.

For the publication of exhibition catalogues, use PUBLICATION.

For acquiring, manufacturing, supplying, maintaining, and disposing of non-collection items, use POST EQUIPMENT AND STORES.

For uninsured claims for compensation for lost or damaged postal articles, use CUSTOMER RELATIONS - Compensation Claims.

For investigating complaints about loss or damage of uninsured postal articles, use CUSTOMER RELATIONS - Complaint Handling.

For the determination of prices for stamps, use MAIL OPERATIONS - Pricing.

### Donations

The activities associated with managing money, items, artefacts or property donated to the organisation, or by the organisation and or its staff to charities etc, includes managing unsolicited donations.

Entry	Description of records	Disposal action
16857	Records documenting donations of items for the collection which do meet current selection or acquisition criteria. Includes: <ul style="list-style-type: none"> <li>• letter of acceptance</li> <li>• terms and conditions</li> </ul>	Retain as national archives
16858	Records documenting donations of items for the collection which do not meet current selection or acquisition criteria. Includes letters of rejection.	Destroy when reference ceases
19763	Records documenting donations of items to the collection which do not have long term value, or are not of ongoing interest for postal history.	Destroy 7 years after action completed

### Enquiries

The activities associated with handling requests for information about the organisation and its services by the general public, agency employees or another organisation.

Entry	Description of records	Disposal action
16859	Records documenting the receipt and processing of enquires relating to the collection management function. Includes requests for access to collection items.	Destroy 3 years after action completed

## COLLECTION MANAGEMENT

The function of managing and promoting the agency's holdings of national philatelic heritage and postal history artefacts such as posting boxes, postmarkers, furniture, equipment, clothing, and vehicles. Includes the acquisition, control, promotion, conservation, and making provision for the access and use of collection items. Also includes the holding of stamp stocks.

For the production and mail order sales of philatelic products, use STAMP MANAGEMENT.

For the copyright of artwork, photographs, etc pertaining to philatelic products, use LEGAL SERVICES - Intellectual Property.

For the publication of exhibition catalogues, use PUBLICATION.

For acquiring, manufacturing, supplying, maintaining, and disposing of non-collection items, use POST EQUIPMENT AND STORES.

For uninsured claims for compensation for lost or damaged postal articles, use CUSTOMER RELATIONS - Compensation Claims.

For investigating complaints about loss or damage of uninsured postal articles, use CUSTOMER RELATIONS - Complaint Handling.

For the determination of prices for stamps, use MAIL OPERATIONS - Pricing.

### Exhibitions

The activities associated with using organisational material in mounted displays for the purpose of informing or educating the viewer, or promoting the activities, services, projects or programs of the organisation.

*For loan of items from the collection for exhibition purposes, use COLLECTION MANAGEMENT - Loans.*

*For exhibitions undertaken to promote the organisation or its products to the community, use COMMUNITY RELATIONS - Exhibitions.*

Entry	Description of records	Disposal action
16860	Exhibition visitor books which contain signatures and comments from prominent members of the community, parliamentarians, and other significant persons.	Retain as national archives
16861	Records documenting final versions of the design and layout of exhibitions. Includes: <ul style="list-style-type: none"> <li>• final design drawings and layout records</li> <li>• photographs</li> </ul>	Retain as national archives
16862	Records documenting the preparation and arrangements for exhibitions relating to the collection management function. Includes: <ul style="list-style-type: none"> <li>• design brief</li> <li>• exhibition brief</li> <li>• visitor books of non-significant persons</li> <li>• venue bookings</li> <li>• advertising / promotional material</li> <li>• assessment / evaluation records</li> <li>• registration records</li> <li>• exhibition installation instructions/records</li> </ul>	Destroy when reference ceases

## COLLECTION MANAGEMENT

The function of managing and promoting the agency's holdings of national philatelic heritage and postal history artefacts such as posting boxes, postmarkers, furniture, equipment, clothing, and vehicles. Includes the acquisition, control, promotion, conservation, and making provision for the access and use of collection items. Also includes the holding of stamp stocks.

For the production and mail order sales of philatelic products, use STAMP MANAGEMENT.

For the copyright of artwork, photographs, etc pertaining to philatelic products, use LEGAL SERVICES - Intellectual Property.

For the publication of exhibition catalogues, use PUBLICATION.

For acquiring, manufacturing, supplying, maintaining, and disposing of non-collection items, use POST EQUIPMENT AND STORES.

For uninsured claims for compensation for lost or damaged postal articles, use CUSTOMER RELATIONS - Compensation Claims.

For investigating complaints about loss or damage of uninsured postal articles, use CUSTOMER RELATIONS - Complaint Handling.

For the determination of prices for stamps, use MAIL OPERATIONS - Pricing.

### Functions (social)

The process of organising and managing an official or formal social occasion conducted by the organisation to enhance its internal and external relationships, or to promote its services and image.

*For financial transactions supporting events, use FINANCIAL MANAGEMENT - Accounting.*

Entry	Description of records	Disposal action
16863	Records documenting the organisation and management of an official or formal social occasion relating to the collection management function. Includes: <ul style="list-style-type: none"> <li>• venue bookings</li> <li>• guest lists</li> <li>• invitations</li> <li>• catering</li> </ul>	Destroy 3 years after action completed

## COLLECTION MANAGEMENT

The function of managing and promoting the agency's holdings of national philatelic heritage and postal history artefacts such as posting boxes, postmarkers, furniture, equipment, clothing, and vehicles. Includes the acquisition, control, promotion, conservation, and making provision for the access and use of collection items. Also includes the holding of stamp stocks.

For the production and mail order sales of philatelic products, use STAMP MANAGEMENT.

For the copyright of artwork, photographs, etc pertaining to philatelic products, use LEGAL SERVICES - Intellectual Property.

For the publication of exhibition catalogues, use PUBLICATION.

For acquiring, manufacturing, supplying, maintaining, and disposing of non-collection items, use POST EQUIPMENT AND STORES.

For uninsured claims for compensation for lost or damaged postal articles, use CUSTOMER RELATIONS - Compensation Claims.

For investigating complaints about loss or damage of uninsured postal articles, use CUSTOMER RELATIONS - Complaint Handling.

For the determination of prices for stamps, use MAIL OPERATIONS - Pricing.

### Historic Records Accumulation

Historic records accumulated in the course of operations by the agency and its predecessors

Note: This activity should only be used for historic records that are not 'retain as national archives' under a specific function/activity in this Records Authority or the Administrative Functions Disposal Authority. Please see the note under the Application Page for further information on the application and coverage of this class.

*For original significant records which were compiled and rearranged by subject or topic for the purpose of postal history research (including records rearranged by postal museums and historical sections), use COLLECTION MANAGEMENT – Research.*

Entry	Description of records	Disposal action
19764	<p>Historic records covering all postal operations of the agency prior to 1975. Includes records of activities dealing with all postal functions and related administrative functions deemed to be of historic value because of their age and demonstrated research value that have the capacity to illustrate the condition and status of Australia and its people, the impact of Colonial and Commonwealth postal activities on them, and the interaction of the people with the government. Includes records documenting:</p> <ul style="list-style-type: none"> <li>activities relating to Post Office buildings that are regarded as locally significant covering records such as plans or drawings of aesthetic merit or historic interest and that are not substantially duplicated in the records of other agencies</li> <li>activities relating to hiring and employment of personnel that provide a unique source of information of value to local historians or postal history genealogists</li> <li>core operational activities such as delivery of mail that significantly demonstrate the interaction of the postal function with the local community or nation</li> </ul>	Retain as national archives

## COLLECTION MANAGEMENT

The function of managing and promoting the agency's holdings of national philatelic heritage and postal history artefacts such as posting boxes, postmarkers, furniture, equipment, clothing, and vehicles. Includes the acquisition, control, promotion, conservation, and making provision for the access and use of collection items. Also includes the holding of stamp stocks.

For the production and mail order sales of philatelic products, use STAMP MANAGEMENT.

For the copyright of artwork, photographs, etc pertaining to philatelic products, use LEGAL SERVICES - Intellectual Property.

For the publication of exhibition catalogues, use PUBLICATION.

For acquiring, manufacturing, supplying, maintaining, and disposing of non-collection items, use POST EQUIPMENT AND STORES.

For uninsured claims for compensation for lost or damaged postal articles, use CUSTOMER RELATIONS - Compensation Claims.

For investigating complaints about loss or damage of uninsured postal articles, use CUSTOMER RELATIONS - Complaint Handling.

For the determination of prices for stamps, use MAIL OPERATIONS - Pricing.

### Implementation

The activities associated with carrying out or putting into action, plans, policies, procedures or instructions, all of which could be internally or externally driven. Includes manual or automated databases, applications or systems, but excludes installation of equipment. Also includes monitoring to ensure the implementation goes according to schedule and that standards are met and includes first aid treatment.

Entry	Description of records	Disposal action
16864	Records documenting the implementation process in relation to the collection management function. Includes: <ul style="list-style-type: none"> <li>• progress monitoring</li> <li>• instructions</li> <li>• implementation/action plan (including schedules)</li> </ul>	Destroy 7 years after action completed

### Insurance

The process of taking out premiums to cover loss or damage to property or premises, and to cover customers and staff against injury or death resulting from incidents on the organisation's premises or whilst engaged during employment.

*For financial transactions supporting events, use FINANCIAL MANAGEMENT - Accounting.*

Entry	Description of records	Disposal action
16865	Records documenting insurance policies covering the collection management function.	Destroy 7 years after policy expires.
16866	Records documenting the annual renewal of insurance policies covering the collection management function.	Destroy 1 year after action completed

## COLLECTION MANAGEMENT

The function of managing and promoting the agency's holdings of national philatelic heritage and postal history artefacts such as posting boxes, postmarkers, furniture, equipment, clothing, and vehicles. Includes the acquisition, control, promotion, conservation, and making provision for the access and use of collection items. Also includes the holding of stamp stocks.

For the production and mail order sales of philatelic products, use STAMP MANAGEMENT.

For the copyright of artwork, photographs, etc pertaining to philatelic products, use LEGAL SERVICES - Intellectual Property.

For the publication of exhibition catalogues, use PUBLICATION.

For acquiring, manufacturing, supplying, maintaining, and disposing of non-collection items, use POST EQUIPMENT AND STORES.

For uninsured claims for compensation for lost or damaged postal articles, use CUSTOMER RELATIONS - Compensation Claims.

For investigating complaints about loss or damage of uninsured postal articles, use CUSTOMER RELATIONS - Complaint Handling.

For the determination of prices for stamps, use MAIL OPERATIONS - Pricing.

### Loans

The activities associated with managing the lending of items from the collection and stamp stock, either for internal use or for display in external exhibitions.

*For loan agreements, use COLLECTION MANAGEMENT - Agreements.*

*For the valuation of items prior to loan, use COLLECTION MANAGEMENT - Valuation.*

Entry	Description of records	Disposal action
16867	Records documenting the lending of items from the collection and stamp stock or incoming loans from external sources. Includes: <ul style="list-style-type: none"> <li>• loan requests</li> <li>• loan authorisations</li> <li>• loan agreements</li> <li>• delivery and/or collection arrangements</li> </ul>	Destroy 7 years after item has been returned
16868	Records documenting the lending of items, which have since been de-accessioned from the collection and stamp stock. Includes: <ul style="list-style-type: none"> <li>• loan requests</li> <li>• loan authorisations</li> <li>• loan agreements</li> <li>• delivery and/or collection arrangements</li> </ul>	Destroy 1 year after control records are updated
16869	Records documenting unsuccessful requests for loans from the collection and stamp stock.	Destroy when reference ceases

## COLLECTION MANAGEMENT

The function of managing and promoting the agency's holdings of national philatelic heritage and postal history artefacts such as posting boxes, postmarkers, furniture, equipment, clothing, and vehicles. Includes the acquisition, control, promotion, conservation, and making provision for the access and use of collection items. Also includes the holding of stamp stocks.

For the production and mail order sales of philatelic products, use STAMP MANAGEMENT.

For the copyright of artwork, photographs, etc pertaining to philatelic products, use LEGAL SERVICES - Intellectual Property.

For the publication of exhibition catalogues, use PUBLICATION.

For acquiring, manufacturing, supplying, maintaining, and disposing of non-collection items, use POST EQUIPMENT AND STORES.

For uninsured claims for compensation for lost or damaged postal articles, use CUSTOMER RELATIONS - Compensation Claims.

For investigating complaints about loss or damage of uninsured postal articles, use CUSTOMER RELATIONS - Complaint Handling.

For the determination of prices for stamps, use MAIL OPERATIONS - Pricing.

### Planning

The process of formulating ways in which objectives can be achieved. Includes determination of services, needs and solutions to those needs.

Entry	Description of records	Disposal action
16870	Final versions of plans relating to the collection management function.	Disposal not authorised
16871	Working papers used to develop all plans relating to the collection management function. Includes: <ul style="list-style-type: none"> <li>• draft plans</li> <li>• reports analysing issues</li> <li>• stakeholder comments</li> <li>• supporting papers</li> <li>• approvals</li> </ul>	Destroy 2 years after action completed
16872	Copies of all plans relating to the collection management function.	Destroy when reference ceases

## COLLECTION MANAGEMENT

The function of managing and promoting the agency's holdings of national philatelic heritage and postal history artefacts such as posting boxes, postmarkers, furniture, equipment, clothing, and vehicles. Includes the acquisition, control, promotion, conservation, and making provision for the access and use of collection items. Also includes the holding of stamp stocks.

For the production and mail order sales of philatelic products, use STAMP MANAGEMENT.

For the copyright of artwork, photographs, etc pertaining to philatelic products, use LEGAL SERVICES - Intellectual Property.

For the publication of exhibition catalogues, use PUBLICATION.

For acquiring, manufacturing, supplying, maintaining, and disposing of non-collection items, use POST EQUIPMENT AND STORES.

For uninsured claims for compensation for lost or damaged postal articles, use CUSTOMER RELATIONS - Compensation Claims.

For investigating complaints about loss or damage of uninsured postal articles, use CUSTOMER RELATIONS - Complaint Handling.

For the determination of prices for stamps, use MAIL OPERATIONS - Pricing.

### Policy

The activities associated with developing and establishing decisions, directions and precedents which act as a reference for future decision making, and are the basis from which the organisation's operating procedures are determined.

Entry	Description of records	Disposal action
16873	Records documenting the development of policies relating to the collection management function. Includes: <ul style="list-style-type: none"> <li>• final policies</li> <li>• policy proposals</li> <li>• research papers</li> <li>• consultation papers</li> <li>• meeting notes</li> <li>• supporting reports</li> <li>• comments</li> <li>• draft policy documents</li> </ul>	Retain as national archives
16875	Copies of policy documents and supporting papers relating to the collection management function.	Destroy when reference ceases

### Procedures

Standard methods of operating laid down by an organisation according to formulated policy.

Entry	Description of records	Disposal action
16876	Master set of manuals, handbooks and guidelines formally endorsed by executive management and detailing procedures relating to the collection management function.	Disposal not authorised
16877	Manuals, handbooks and guidelines not formally endorsed by executive management and detailing procedures relating to the collection management function.	Destroy 7 years after procedures are superseded



## COLLECTION MANAGEMENT

The function of managing and promoting the agency's holdings of national philatelic heritage and postal history artefacts such as posting boxes, postmarkers, furniture, equipment, clothing, and vehicles. Includes the acquisition, control, promotion, conservation, and making provision for the access and use of collection items. Also includes the holding of stamp stocks.

For the production and mail order sales of philatelic products, use STAMP MANAGEMENT.

For the copyright of artwork, photographs, etc pertaining to philatelic products, use LEGAL SERVICES - Intellectual Property.

For the publication of exhibition catalogues, use PUBLICATION.

For acquiring, manufacturing, supplying, maintaining, and disposing of non-collection items, use POST EQUIPMENT AND STORES.

For uninsured claims for compensation for lost or damaged postal articles, use CUSTOMER RELATIONS - Compensation Claims.

For investigating complaints about loss or damage of uninsured postal articles, use CUSTOMER RELATIONS - Complaint Handling.

For the determination of prices for stamps, use MAIL OPERATIONS - Pricing.

### Procedures - Continued

Entry	Description of records	Disposal action
16878	Records documenting the development of procedures relating to the collection management function. Includes: <ul style="list-style-type: none"> <li>• research and consultation papers</li> <li>• draft procedure documents</li> <li>• stakeholder comments</li> <li>• procedure updates and amendments</li> </ul>	Destroy 7 years after procedures are superseded
16879	Copies of manuals, handbooks and guidelines detailing procedures relating to the collection management function.	Destroy when reference ceases

### Promotion

The activity of promoting products and services and the general image of the organisation. Includes advertising, sponsorship, direct marketing, sales promotions, publicity, and personal selling.

*For relations with the media, use COMMUNITY RELATIONS - Media Relations.*

*For the authorisation of promotional material in relation to the collection, use COLLECTION MANAGEMENT - Authorisation.*

Entry	Description of records	Disposal action
16880	Records documenting the promotion of the national philatelic heritage and postal history artefacts. Includes: <ul style="list-style-type: none"> <li>• briefing, design, and undertaking of advertising campaigns</li> <li>• sponsorships</li> <li>• promotional photographs</li> <li>• media liaison records</li> </ul>	Destroy 3 years after action completed

## COLLECTION MANAGEMENT

The function of managing and promoting the agency's holdings of national philatelic heritage and postal history artefacts such as posting boxes, postmarkers, furniture, equipment, clothing, and vehicles. Includes the acquisition, control, promotion, conservation, and making provision for the access and use of collection items. Also includes the holding of stamp stocks.

For the production and mail order sales of philatelic products, use STAMP MANAGEMENT.

For the copyright of artwork, photographs, etc pertaining to philatelic products, use LEGAL SERVICES - Intellectual Property.

For the publication of exhibition catalogues, use PUBLICATION.

For acquiring, manufacturing, supplying, maintaining, and disposing of non-collection items, use POST EQUIPMENT AND STORES.

For uninsured claims for compensation for lost or damaged postal articles, use CUSTOMER RELATIONS - Compensation Claims.

For investigating complaints about loss or damage of uninsured postal articles, use CUSTOMER RELATIONS - Complaint Handling.

For the determination of prices for stamps, use MAIL OPERATIONS - Pricing.

### Reporting

The processes associated with initiating or providing a formal response to a situation or request (either internal, external or as a requirement of corporate policies), and to provide formal statements or findings of the results of the examination or investigation. Includes agenda, briefing, business, discussion papers, proposals, reports, reviews and returns.

Entry	Description of records	Disposal action
16881	Final versions of non-routine reports produced as part of the collection management function. Includes reports of strategic activities.	Retain as national archives
16882	Final versions of periodic reports of a routine nature relating to the collection management function.	Destroy 3 years after action completed
16883	Records documenting the development of all reports produced as part of the commercial operations function. Includes: <ul style="list-style-type: none"> <li>• draft reports</li> <li>• stakeholder comments</li> <li>• supporting documentation</li> </ul>	Destroy 1 year after action completed

## COLLECTION MANAGEMENT

The function of managing and promoting the agency's holdings of national philatelic heritage and postal history artefacts such as posting boxes, postmarkers, furniture, equipment, clothing, and vehicles. Includes the acquisition, control, promotion, conservation, and making provision for the access and use of collection items. Also includes the holding of stamp stocks.

For the production and mail order sales of philatelic products, use STAMP MANAGEMENT.

For the copyright of artwork, photographs, etc pertaining to philatelic products, use LEGAL SERVICES - Intellectual Property.

For the publication of exhibition catalogues, use PUBLICATION.

For acquiring, manufacturing, supplying, maintaining, and disposing of non-collection items, use POST EQUIPMENT AND STORES.

For uninsured claims for compensation for lost or damaged postal articles, use CUSTOMER RELATIONS - Compensation Claims.

For investigating complaints about loss or damage of uninsured postal articles, use CUSTOMER RELATIONS - Complaint Handling.

For the determination of prices for stamps, use MAIL OPERATIONS - Pricing.

### Research

The activities involved in investigating or enquiring into a subject or area of interest in order to discover facts, principles etc used to support development of projects, standards, guidelines etc and the business activities of the organisation in general. Includes following up enquiries relating to organisational programs, projects, working papers, literature searches etc.

Entry	Description of records	Disposal action
16884	Records documenting significant research into postal history, such as those which contain rare or unique accumulations of material on a topic or post office. Includes: <ul style="list-style-type: none"> <li>• photographs</li> <li>• originals or copies of materials such as journal articles, press clippings</li> <li>• selected copies from original postal records such as diaries, registers and correspondence on a postal topic or individual post office.</li> <li>• original postal records which have been removed from their original context and rearranged by topic or theme</li> <li>• précis or reports of research undertaken into a postal topic or theme</li> </ul>	Retain as national archives
16885	Routine postal history research records such as compilations of duplicated material or research reports which are used for temporary reference purposes.	Destroy when reference ceases
19765	Records documenting research conducted to develop background information to support the collection. Includes research for storylines and content for exhibitions.	Destroy 5 years after last action

## COLLECTION MANAGEMENT

The function of managing and promoting the agency's holdings of national philatelic heritage and postal history artefacts such as posting boxes, postmarkers, furniture, equipment, clothing, and vehicles. Includes the acquisition, control, promotion, conservation, and making provision for the access and use of collection items. Also includes the holding of stamp stocks.

For the production and mail order sales of philatelic products, use STAMP MANAGEMENT.

For the copyright of artwork, photographs, etc pertaining to philatelic products, use LEGAL SERVICES - Intellectual Property.

For the publication of exhibition catalogues, use PUBLICATION.

For acquiring, manufacturing, supplying, maintaining, and disposing of non-collection items, use POST EQUIPMENT AND STORES.

For uninsured claims for compensation for lost or damaged postal articles, use CUSTOMER RELATIONS - Compensation Claims.

For investigating complaints about loss or damage of uninsured postal articles, use CUSTOMER RELATIONS - Complaint Handling.

For the determination of prices for stamps, use MAIL OPERATIONS - Pricing.

### Risk Management

The process involving identification of risks, likelihood and consequences of those risks and implementation of appropriate practice and procedures to treat the risks.

Entry	Description of records	Disposal action
16886	Records documenting risk management processes undertaken in support of the collection management function. Includes records covering each stage of the process, such as: <ul style="list-style-type: none"> <li>• risk assessments</li> <li>• treatment schedules</li> <li>• action plans</li> </ul>	Destroy 7 years after next risk assessment

### Security

The activities associated with measures taken to protect people, premises, equipment or information from accidental or intentional damage or from unauthorised access. Includes the security classification of personnel and criminal record checks.

Entry	Description of records	Disposal action
16887	Records documenting the management of activities undertaken to secure the collection. Includes: <ul style="list-style-type: none"> <li>• security breach reports</li> <li>• investigation reports</li> <li>• security management plans</li> <li>• records of liaison with security agencies</li> </ul>	Destroy 7 years after action completed

## COLLECTION MANAGEMENT

The function of managing and promoting the agency's holdings of national philatelic heritage and postal history artefacts such as posting boxes, postmarkers, furniture, equipment, clothing, and vehicles. Includes the acquisition, control, promotion, conservation, and making provision for the access and use of collection items. Also includes the holding of stamp stocks.

For the production and mail order sales of philatelic products, use STAMP MANAGEMENT.

For the copyright of artwork, photographs, etc pertaining to philatelic products, use LEGAL SERVICES - Intellectual Property.

For the publication of exhibition catalogues, use PUBLICATION.

For acquiring, manufacturing, supplying, maintaining, and disposing of non-collection items, use POST EQUIPMENT AND STORES.

For uninsured claims for compensation for lost or damaged postal articles, use CUSTOMER RELATIONS - Compensation Claims.

For investigating complaints about loss or damage of uninsured postal articles, use CUSTOMER RELATIONS - Complaint Handling.

For the determination of prices for stamps, use MAIL OPERATIONS - Pricing.

### Stocktake

The activities associated with the examination, counting and valuing of goods in the organisation with the view to reassessing the need for replacing those goods and to identify missing items and determine the condition of the existing items.

Entry	Description of records	Disposal action
19766	Records documenting the complete valuation of collection holdings. Includes reports.	Disposal not authorised
19767	Records documenting the stocktakes of collection items. Includes: <ul style="list-style-type: none"> <li>• stocklists</li> <li>• reports</li> </ul>	Destroy 7 years after next stocktake

### Tendering

The activities involved in receiving and assessing tenders, of making offers and finalising contract arrangements for the supply, sale or purchase of goods and services that support the Collection Management function.

*For tendering for the provision of commercial goods and services, use COMMERCIAL OPERATIONS - Tendering*

*For the establishment, maintenance, review, and negotiation of contracts, including the contract register, use COLLECTION MANAGEMENT - Agreements.*

Entry	Description of records	Disposal action
16888	Records documenting the development and issue of tender documentation in relation to the collection management function. Includes: <ul style="list-style-type: none"> <li>• Statement of Requirements/tender specifications</li> <li>• Request for Proposals</li> <li>• Expression of Interest (EOI)</li> <li>• Request for Tender (RFT)</li> </ul>	Destroy 7 years after the tender process is completed

## COLLECTION MANAGEMENT

The function of managing and promoting the agency's holdings of national philatelic heritage and postal history artefacts such as posting boxes, postmarkers, furniture, equipment, clothing, and vehicles. Includes the acquisition, control, promotion, conservation, and making provision for the access and use of collection items. Also includes the holding of stamp stocks.

For the production and mail order sales of philatelic products, use STAMP MANAGEMENT.

For the copyright of artwork, photographs, etc pertaining to philatelic products, use LEGAL SERVICES - Intellectual Property.

For the publication of exhibition catalogues, use PUBLICATION.

For acquiring, manufacturing, supplying, maintaining, and disposing of non-collection items, use POST EQUIPMENT AND STORES.

For uninsured claims for compensation for lost or damaged postal articles, use CUSTOMER RELATIONS - Compensation Claims.

For investigating complaints about loss or damage of uninsured postal articles, use CUSTOMER RELATIONS - Complaint Handling.

For the determination of prices for stamps, use MAIL OPERATIONS - Pricing.

### Tendering - Continued

Entry	Description of records	Disposal action
16889	Records documenting the evaluation of tenders received against selection criteria in relation to the collection management function. Includes: <ul style="list-style-type: none"> <li>• records documenting arrangements for carrying out the evaluation process</li> <li>• evaluation report</li> <li>• recommendations</li> <li>• final report</li> <li>• public notices</li> </ul>	Destroy 7 years after the tender process is completed
16890	Records documenting tendering post-offer negotiations and due diligence checks made in relation to the collection management function.	Destroy 7 years after the tender process is completed
16891	Records of unsuccessful tenders, or a tender process where there is no suitable bidder, or where the tender process has been discontinued. Includes: <ul style="list-style-type: none"> <li>• submissions</li> <li>• notification of outcome</li> <li>• reports on debriefing sessions</li> </ul>	Destroy 2 years after the tender process is completed or a decision is made not to continue with the tender
16892	Tender register.	Destroy 7 years after last entry

## COMMERCIAL OPERATIONS

The function of managing and providing the agency's retail and other commercial services. Includes establishing licence, franchise, and agency agreements, training staff of non-corporate owned retail outlets. Also includes the provision of commercial services such as product delivery, outsource logistics (including warehousing), financial processing including bill payments, banking, and money order processing, as well as courier services and mailroom solutions.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For the collection, processing and delivery of letters, parcels, and international mail, use MAIL OPERATIONS.

For the processing of orders and the distribution of stamps through mail orders, use STAMP MANAGEMENT.

For the management and maintenance of the transport fleet for delivery services, use FLEET MANAGEMENT.

For specific customer matters, such as complaint handling and account management, use CUSTOMER RELATIONS.

For the management of commercial property owned or leased by the corporation, use PROPERTY MANAGEMENT.

For the management of equipment and stores used to support commercial operations, use EQUIPMENT & STORES.

For the protection of commercial trademarks and product innovations, use LEGAL SERVICES - Intellectual Property.

For the identification and examination of new business opportunities, use STRATEGIC PLANNING AND MANAGEMENT - Business Opportunities.

### Acquisition

The process of gaining ownership or use of property and other items or the provision of services required in the conduct of business through purchase or requisitions.

*For payments made, use FINANCIAL MANAGEMENT - Payments.*

Entry	Description of records	Disposal action
16893	Records documenting the acquisition of products (where there is no tender or contracting-out process) in relation to the commercial operations function. Includes: <ul style="list-style-type: none"> <li>• stock orders/materials demands</li> <li>• purchase orders/repair orders</li> <li>• order confirmations/sign-offs</li> </ul>	Destroy 7 years after action completed
16894	Preferred Suppliers Register.	Destroy 7 years after action completed
16895	Information provided by vendors relating to products for commercial sale.	Destroy when reference ceases

## COMMERCIAL OPERATIONS

The function of managing and providing the agency's retail and other commercial services. Includes establishing licence, franchise, and agency agreements, training staff of non-corporate owned retail outlets. Also includes the provision of commercial services such as product delivery, outsource logistics (including warehousing), financial processing including bill payments, banking, and money order processing, as well as courier services and mailroom solutions.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For the collection, processing and delivery of letters, parcels, and international mail, use MAIL OPERATIONS.

For the processing of orders and the distribution of stamps through mail orders, use STAMP MANAGEMENT.

For the management and maintenance of the transport fleet for delivery services, use FLEET MANAGEMENT.

For specific customer matters, such as complaint handling and account management, use CUSTOMER RELATIONS.

For the management of commercial property owned or leased by the corporation, use PROPERTY MANAGEMENT.

For the management of equipment and stores used to support commercial operations, use EQUIPMENT & STORES.

For the protection of commercial trademarks and product innovations, use LEGAL SERVICES - Intellectual Property.

For the identification and examination of new business opportunities, use STRATEGIC PLANNING AND MANAGEMENT - Business Opportunities.

### Advice

The activities associated with offering opinions by or to the organisation as to an action or judgement. Includes the process of advising.

Entry	Description of records	Disposal action
16896	Records documenting the receipt and provision of advice provided on the commercial operations function.	Destroy 5 years after action completed
16897	Working papers supporting the receipt and provision of advice provided on the commercial operations function.	Destroy 2 years after action completed



## COMMERCIAL OPERATIONS

The function of managing and providing the agency's retail and other commercial services. Includes establishing licence, franchise, and agency agreements, training staff of non-corporate owned retail outlets. Also includes the provision of commercial services such as product delivery, outsource logistics (including warehousing), financial processing including bill payments, banking, and money order processing, as well as courier services and mailroom solutions.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For the collection, processing and delivery of letters, parcels, and international mail, use MAIL OPERATIONS.

For the processing of orders and the distribution of stamps through mail orders, use STAMP MANAGEMENT.

For the management and maintenance of the transport fleet for delivery services, use FLEET MANAGEMENT.

For specific customer matters, such as complaint handling and account management, use CUSTOMER RELATIONS.

For the management of commercial property owned or leased by the corporation, use PROPERTY MANAGEMENT.

For the management of equipment and stores used to support commercial operations, use EQUIPMENT & STORES.

For the protection of commercial trademarks and product innovations, use LEGAL SERVICES - Intellectual Property.

For the identification and examination of new business opportunities, use STRATEGIC PLANNING AND MANAGEMENT - Business Opportunities.

### Agreements

The processes associated with the establishment, maintenance, review and negotiation of agreements.

*For service level agreements, use STRATEGIC MANAGEMENT - Agreements.*

*For service delivery agreements with customers, use CUSTOMER RELATIONS - Agreements.*

Entry	Description of records	Disposal action
16898	Records documenting signed, simple contracts and agreements and supporting records relating to the commercial operations function, including service level agreements (SLAs). Includes: <ul style="list-style-type: none"> <li>• final agreements</li> <li>• negotiations</li> <li>• establishment</li> <li>• reviews</li> <li>• maintenance</li> </ul>	Destroy 7 years after expiry or other termination of contract or agreement, unless a longer period is specified in the agreement
16899	Contracts register.	Destroy 20 years after last entry

## COMMERCIAL OPERATIONS

The function of managing and providing the agency's retail and other commercial services. Includes establishing licence, franchise, and agency agreements, training staff of non-corporate owned retail outlets. Also includes the provision of commercial services such as product delivery, outsource logistics (including warehousing), financial processing including bill payments, banking, and money order processing, as well as courier services and mailroom solutions.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For the collection, processing and delivery of letters, parcels, and international mail, use MAIL OPERATIONS.

For the processing of orders and the distribution of stamps through mail orders, use STAMP MANAGEMENT.

For the management and maintenance of the transport fleet for delivery services, use FLEET MANAGEMENT.

For specific customer matters, such as complaint handling and account management, use CUSTOMER RELATIONS.

For the management of commercial property owned or leased by the corporation, use PROPERTY MANAGEMENT.

For the management of equipment and stores used to support commercial operations, use EQUIPMENT & STORES.

For the protection of commercial trademarks and product innovations, use LEGAL SERVICES - Intellectual Property.

For the identification and examination of new business opportunities, use STRATEGIC PLANNING AND MANAGEMENT - Business Opportunities.

### Agreements - Continued

Entry	Description of records	Disposal action
16900	Records documenting signed contracts and agreements under seal prior to 15 November 2005 and supporting records: Western Australia. Includes: <ul style="list-style-type: none"> <li>• final agreements</li> <li>• negotiations</li> <li>• establishment</li> <li>• reviews</li> <li>• maintenance</li> </ul>	Destroy 21 years after completion or other termination of contract
16901	Records documenting signed contracts and agreements under seal and supporting records: Victoria and South Australia. Includes: <ul style="list-style-type: none"> <li>• final agreements</li> <li>• negotiations</li> <li>• establishment</li> <li>• reviews</li> <li>• maintenance</li> </ul>	Destroy 15 years after expiry or other termination of contract or agreement, unless a longer period is specified in the agreement

## COMMERCIAL OPERATIONS

The function of managing and providing the agency's retail and other commercial services. Includes establishing licence, franchise, and agency agreements, training staff of non-corporate owned retail outlets. Also includes the provision of commercial services such as product delivery, outsource logistics (including warehousing), financial processing including bill payments, banking, and money order processing, as well as courier services and mailroom solutions.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For the collection, processing and delivery of letters, parcels, and international mail, use MAIL OPERATIONS.

For the processing of orders and the distribution of stamps through mail orders, use STAMP MANAGEMENT.

For the management and maintenance of the transport fleet for delivery services, use FLEET MANAGEMENT.

For specific customer matters, such as complaint handling and account management, use CUSTOMER RELATIONS.

For the management of commercial property owned or leased by the corporation, use PROPERTY MANAGEMENT.

For the management of equipment and stores used to support commercial operations, use EQUIPMENT & STORES.

For the protection of commercial trademarks and product innovations, use LEGAL SERVICES - Intellectual Property.

For the identification and examination of new business opportunities, use STRATEGIC PLANNING AND MANAGEMENT - Business Opportunities.

### Agreements - Continued

Entry	Description of records	Disposal action
16902	Records documenting signed contracts and agreements under seal and supporting records: New South Wales, Western Australia (from 15 November 2005), Queensland, Australian Capital Territory, Tasmania, and the Northern Territory. Includes: <ul style="list-style-type: none"> <li>• final agreements</li> <li>• negotiations</li> <li>• establishment</li> <li>• reviews</li> <li>• maintenance</li> </ul>	Destroy 12 years after expiry or other termination of contract or agreement, unless a longer period is specified in the agreement

### Audit

The activities associated with officially checking financial, quality assurance and operational records to ensure they have been kept and maintained in accordance with agreed or legislated standards and correctly record the events, processes and business of the organisation in a specified period. Includes compliance audits, financial audits, operational audits, recordkeeping audits, skills audits, system audits and quality assurance audits.

Entry	Description of records	Disposal action
16903	Final internal and external audit reports relating to the commercial operations function.	Destroy 7 years after action completed

## COMMERCIAL OPERATIONS

The function of managing and providing the agency's retail and other commercial services. Includes establishing licence, franchise, and agency agreements, training staff of non-corporate owned retail outlets. Also includes the provision of commercial services such as product delivery, outsource logistics (including warehousing), financial processing including bill payments, banking, and money order processing, as well as courier services and mailroom solutions.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For the collection, processing and delivery of letters, parcels, and international mail, use MAIL OPERATIONS.

For the processing of orders and the distribution of stamps through mail orders, use STAMP MANAGEMENT.

For the management and maintenance of the transport fleet for delivery services, use FLEET MANAGEMENT.

For specific customer matters, such as complaint handling and account management, use CUSTOMER RELATIONS.

For the management of commercial property owned or leased by the corporation, use PROPERTY MANAGEMENT.

For the management of equipment and stores used to support commercial operations, use EQUIPMENT & STORES.

For the protection of commercial trademarks and product innovations, use LEGAL SERVICES - Intellectual Property.

For the identification and examination of new business opportunities, use STRATEGIC PLANNING AND MANAGEMENT - Business Opportunities.

### Audit - Continued

Entry	Description of records	Disposal action
16904	Records documenting the planning and conduct of internal and external audits relating to the commercial operations function. Includes: <ul style="list-style-type: none"> <li>• liaison with the auditing body</li> <li>• audit plan</li> <li>• minutes of meetings</li> <li>• notes taken at opening and exit interviews</li> <li>• draft audit report</li> <li>• comments on draft audit report</li> <li>• internal control checklist</li> </ul>	Destroy 5 years after action completed

### Authorisation

The process of delegating power to authorise an action and the seeking and granting permission to undertake a requested action.

Entry	Description of records	Disposal action
16905	Delegations of power to staff to authorise administrative action relating to the commercial operations function.	Destroy 7 years after delegation expires

## COMMERCIAL OPERATIONS

The function of managing and providing the agency's retail and other commercial services. Includes establishing licence, franchise, and agency agreements, training staff of non-corporate owned retail outlets. Also includes the provision of commercial services such as product delivery, outsource logistics (including warehousing), financial processing including bill payments, banking, and money order processing, as well as courier services and mailroom solutions.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For the collection, processing and delivery of letters, parcels, and international mail, use MAIL OPERATIONS.

For the processing of orders and the distribution of stamps through mail orders, use STAMP MANAGEMENT.

For the management and maintenance of the transport fleet for delivery services, use FLEET MANAGEMENT.

For specific customer matters, such as complaint handling and account management, use CUSTOMER RELATIONS.

For the management of commercial property owned or leased by the corporation, use PROPERTY MANAGEMENT.

For the management of equipment and stores used to support commercial operations, use EQUIPMENT & STORES.

For the protection of commercial trademarks and product innovations, use LEGAL SERVICES - Intellectual Property.

For the identification and examination of new business opportunities, use STRATEGIC PLANNING AND MANAGEMENT - Business Opportunities.

### Authorisation - Continued

Entry	Description of records	Disposal action
16906	Records documenting the seeking and granting of authorisations relating to the commercial operations function. Includes: <ul style="list-style-type: none"> <li>• licence applications, requests, approvals, and notifications</li> <li>• advertising / promotional material approvals</li> <li>• product launch, public speaking, etc approvals</li> <li>• Trade Practices Clearance Forms</li> </ul>	Destroy 3 years after action completed

## COMMERCIAL OPERATIONS

The function of managing and providing the agency's retail and other commercial services. Includes establishing licence, franchise, and agency agreements, training staff of non-corporate owned retail outlets. Also includes the provision of commercial services such as product delivery, outsource logistics (including warehousing), financial processing including bill payments, banking, and money order processing, as well as courier services and mailroom solutions.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For the collection, processing and delivery of letters, parcels, and international mail, use MAIL OPERATIONS.

For the processing of orders and the distribution of stamps through mail orders, use STAMP MANAGEMENT.

For the management and maintenance of the transport fleet for delivery services, use FLEET MANAGEMENT.

For specific customer matters, such as complaint handling and account management, use CUSTOMER RELATIONS.

For the management of commercial property owned or leased by the corporation, use PROPERTY MANAGEMENT.

For the management of equipment and stores used to support commercial operations, use EQUIPMENT & STORES.

For the protection of commercial trademarks and product innovations, use LEGAL SERVICES - Intellectual Property.

For the identification and examination of new business opportunities, use STRATEGIC PLANNING AND MANAGEMENT - Business Opportunities.

### Bidding

The activities associated with the organisation, preparing and lodging of bids for the provision of goods and/or services. Includes proposals for services, quotations and the management of both successful and unsuccessful bids.

*For the management of the tender process, use COMMERCIAL OPERATIONS - Tendering.*

*For the drawing up of a contract, use COMMERCIAL OPERATIONS - Agreements.*

Entry	Description of records	Disposal action
16907	Records documenting the development and lodgement of successful bids relating to the commercial operations function. Includes: <ul style="list-style-type: none"> <li>• draft bid submissions</li> <li>• approvals</li> <li>• final bid submissions</li> <li>• notifications of outcome</li> </ul>	Destroy 7 years after bid process completed
16908	Records of unsuccessful bids or a bid process where there is no suitable bidder, or where the bid process has been discontinued. Includes: <ul style="list-style-type: none"> <li>• bid submissions</li> <li>• notifications of outcome</li> </ul>	Destroy 2 years after bid process completed or decision made not to continue with the bid

## COMMERCIAL OPERATIONS

The function of managing and providing the agency's retail and other commercial services. Includes establishing licence, franchise, and agency agreements, training staff of non-corporate owned retail outlets. Also includes the provision of commercial services such as product delivery, outsource logistics (including warehousing), financial processing including bill payments, banking, and money order processing, as well as courier services and mailroom solutions.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For the collection, processing and delivery of letters, parcels, and international mail, use MAIL OPERATIONS.

For the processing of orders and the distribution of stamps through mail orders, use STAMP MANAGEMENT.

For the management and maintenance of the transport fleet for delivery services, use FLEET MANAGEMENT.

For specific customer matters, such as complaint handling and account management, use CUSTOMER RELATIONS.

For the management of commercial property owned or leased by the corporation, use PROPERTY MANAGEMENT.

For the management of equipment and stores used to support commercial operations, use EQUIPMENT & STORES.

For the protection of commercial trademarks and product innovations, use LEGAL SERVICES - Intellectual Property.

For the identification and examination of new business opportunities, use STRATEGIC PLANNING AND MANAGEMENT - Business Opportunities.

### Certification

The activities associated with the evaluation and approval processes carried out by the organisation for the certification of supplier/vendor products and/or services against organisational standards. Includes ongoing monitoring of the products and/or services.

Entry	Description of records	Disposal action
16909	Certification register.	Destroy 7 years after vendor/supplier products or services cease to be certified
16910	Records documenting the evaluation and certification of supplier/vendor products and/or services against organisational standards. Includes: <ul style="list-style-type: none"> <li>• certification requests</li> <li>• test results</li> <li>• approvals</li> <li>• notifications of outcome</li> </ul>	Destroy 7 years after vendor/supplier products or services cease to be certified
16911	Working papers supporting the certification process of supplier/vendor products and/or services against agency standards.	Destroy 5 years after action completed

## COMMERCIAL OPERATIONS

The function of managing and providing the agency's retail and other commercial services. Includes establishing licence, franchise, and agency agreements, training staff of non-corporate owned retail outlets. Also includes the provision of commercial services such as product delivery, outsource logistics (including warehousing), financial processing including bill payments, banking, and money order processing, as well as courier services and mailroom solutions.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For the collection, processing and delivery of letters, parcels, and international mail, use MAIL OPERATIONS.

For the processing of orders and the distribution of stamps through mail orders, use STAMP MANAGEMENT.

For the management and maintenance of the transport fleet for delivery services, use FLEET MANAGEMENT.

For specific customer matters, such as complaint handling and account management, use CUSTOMER RELATIONS.

For the management of commercial property owned or leased by the corporation, use PROPERTY MANAGEMENT.

For the management of equipment and stores used to support commercial operations, use EQUIPMENT & STORES.

For the protection of commercial trademarks and product innovations, use LEGAL SERVICES - Intellectual Property.

For the identification and examination of new business opportunities, use STRATEGIC PLANNING AND MANAGEMENT - Business Opportunities.

### Compliance

The activities associated with complying with mandatory or optional accountability, fiscal, legal, regulatory or quality standards or requirements to which the organisation is subject. Includes compliance with legislation and with national and international standards, such as the ISO 9000 series.

Entry	Description of records	Disposal action
16912	Records documenting agency compliance with mandatory or optional standards or with statutory requirements relating to the commercial operations function. Includes: <ul style="list-style-type: none"> <li>• directives</li> <li>• compliance program</li> <li>• compliance reports</li> <li>• certificates of compliance</li> <li>• database compliance reports</li> </ul>	Destroy 7 years after action completed



## COMMERCIAL OPERATIONS

The function of managing and providing the agency's retail and other commercial services. Includes establishing licence, franchise, and agency agreements, training staff of non-corporate owned retail outlets. Also includes the provision of commercial services such as product delivery, outsource logistics (including warehousing), financial processing including bill payments, banking, and money order processing, as well as courier services and mailroom solutions.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For the collection, processing and delivery of letters, parcels, and international mail, use MAIL OPERATIONS.

For the processing of orders and the distribution of stamps through mail orders, use STAMP MANAGEMENT.

For the management and maintenance of the transport fleet for delivery services, use FLEET MANAGEMENT.

For specific customer matters, such as complaint handling and account management, use CUSTOMER RELATIONS.

For the management of commercial property owned or leased by the corporation, use PROPERTY MANAGEMENT.

For the management of equipment and stores used to support commercial operations, use EQUIPMENT & STORES.

For the protection of commercial trademarks and product innovations, use LEGAL SERVICES - Intellectual Property.

For the identification and examination of new business opportunities, use STRATEGIC PLANNING AND MANAGEMENT - Business Opportunities.

### Contract Management

The activity of managing the performance of work or the provision of goods and services by external contractors, vendors or consultants, in accordance with agreed standards or measures.

*For payments made in association with contracts, use FINANCIAL MANAGEMENT - Payments.*

*For the establishment, maintenance, review, and negotiation of contracts, including the contract register, use COMMERCIAL OPERATIONS - Agreements.*

Entry	Description of records	Disposal action
16913	Records documenting contract management relating to the commercial operations function. Includes: <ul style="list-style-type: none"> <li>• minutes of meetings with contractors / main stakeholders</li> <li>• performance and evaluation reports</li> <li>• comments / feedback</li> <li>• approvals</li> </ul>	Destroy 7 years after expiry or other termination of contract, unless a longer period is specified in the contract

## COMMERCIAL OPERATIONS

The function of managing and providing the agency's retail and other commercial services. Includes establishing licence, franchise, and agency agreements, training staff of non-corporate owned retail outlets. Also includes the provision of commercial services such as product delivery, outsource logistics (including warehousing), financial processing including bill payments, banking, and money order processing, as well as courier services and mailroom solutions.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For the collection, processing and delivery of letters, parcels, and international mail, use MAIL OPERATIONS.

For the processing of orders and the distribution of stamps through mail orders, use STAMP MANAGEMENT.

For the management and maintenance of the transport fleet for delivery services, use FLEET MANAGEMENT.

For specific customer matters, such as complaint handling and account management, use CUSTOMER RELATIONS.

For the management of commercial property owned or leased by the corporation, use PROPERTY MANAGEMENT.

For the management of equipment and stores used to support commercial operations, use EQUIPMENT & STORES.

For the protection of commercial trademarks and product innovations, use LEGAL SERVICES - Intellectual Property.

For the identification and examination of new business opportunities, use STRATEGIC PLANNING AND MANAGEMENT - Business Opportunities.

### Delivery

The activities associated with the delivery of goods, services and other items. Includes delivery of postal articles and the distribution of commercial products through the transport and courier services networks.

*For the delivery of equipment and stores stocked and used by the agency, use EQUIPMENT AND STORES - Distribution.*

*For the delivery of postal articles through the regular domestic and international postal services, use MAIL OPERATIONS - Delivery.*

Entry	Description of records	Disposal action
16914	Records documenting the delivery of goods, services, and other items, including national change of address items, as part of the commercial operations function. Includes: <ul style="list-style-type: none"> <li>• delivery schedule</li> <li>• customer signatures (on delivery documentation)</li> </ul>	Destroy 3 years after delivery of item

## COMMERCIAL OPERATIONS

The function of managing and providing the agency's retail and other commercial services. Includes establishing licence, franchise, and agency agreements, training staff of non-corporate owned retail outlets. Also includes the provision of commercial services such as product delivery, outsource logistics (including warehousing), financial processing including bill payments, banking, and money order processing, as well as courier services and mailroom solutions.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For the collection, processing and delivery of letters, parcels, and international mail, use MAIL OPERATIONS.

For the processing of orders and the distribution of stamps through mail orders, use STAMP MANAGEMENT.

For the management and maintenance of the transport fleet for delivery services, use FLEET MANAGEMENT.

For specific customer matters, such as complaint handling and account management, use CUSTOMER RELATIONS.

For the management of commercial property owned or leased by the corporation, use PROPERTY MANAGEMENT.

For the management of equipment and stores used to support commercial operations, use EQUIPMENT & STORES.

For the protection of commercial trademarks and product innovations, use LEGAL SERVICES - Intellectual Property.

For the identification and examination of new business opportunities, use STRATEGIC PLANNING AND MANAGEMENT - Business Opportunities.

### Enquiries

The activities associated with handling requests for information about the organisation and its services by the general public, agency employees or another organisation.

*For customer enquiries which escalate to complaints, use CUSTOMER RELATIONS - Complaint Handling.*

Entry	Description of records	Disposal action
16915	Records relating to the handling of requests relating to the commercial operations function.	Destroy 2 years after action completed

## COMMERCIAL OPERATIONS

The function of managing and providing the agency's retail and other commercial services. Includes establishing licence, franchise, and agency agreements, training staff of non-corporate owned retail outlets. Also includes the provision of commercial services such as product delivery, outsource logistics (including warehousing), financial processing including bill payments, banking, and money order processing, as well as courier services and mailroom solutions.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For the collection, processing and delivery of letters, parcels, and international mail, use MAIL OPERATIONS.

For the processing of orders and the distribution of stamps through mail orders, use STAMP MANAGEMENT.

For the management and maintenance of the transport fleet for delivery services, use FLEET MANAGEMENT.

For specific customer matters, such as complaint handling and account management, use CUSTOMER RELATIONS.

For the management of commercial property owned or leased by the corporation, use PROPERTY MANAGEMENT.

For the management of equipment and stores used to support commercial operations, use EQUIPMENT & STORES.

For the protection of commercial trademarks and product innovations, use LEGAL SERVICES - Intellectual Property.

For the identification and examination of new business opportunities, use STRATEGIC PLANNING AND MANAGEMENT - Business Opportunities.

### Financial Processing

The activities associated with the provision and processing of bill payments, banking services, and money orders.

*For the establishment of agreements with agencies for which the organisation provides financial services, use CUSTOMER RELATIONS - Agreements.*

*For the identification of new financial business opportunities, use STRATEGIC PLANNING AND MANAGEMENT - Business Opportunities.*

*For compliance with regulatory requirements relating to the provision of financial services, use COMMERCIAL OPERATIONS - Compliance.*

*For customer disputes relating to financial services provided by the organisation, CUSTOMER RELATIONS - Complaints Handling.*

Entry	Description of records	Disposal action
16916	Records documenting the provision and processing of bill payments, banking services, and money orders in relation to the commercial operations function. Includes: <ul style="list-style-type: none"> <li>• national and international money orders</li> <li>• money order returns</li> <li>• reconciliations</li> <li>• transaction reports</li> </ul>	Destroy 7 years after action completed

## COMMERCIAL OPERATIONS

The function of managing and providing the agency's retail and other commercial services. Includes establishing licence, franchise, and agency agreements, training staff of non-corporate owned retail outlets. Also includes the provision of commercial services such as product delivery, outsource logistics (including warehousing), financial processing including bill payments, banking, and money order processing, as well as courier services and mailroom solutions.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For the collection, processing and delivery of letters, parcels, and international mail, use MAIL OPERATIONS.

For the processing of orders and the distribution of stamps through mail orders, use STAMP MANAGEMENT.

For the management and maintenance of the transport fleet for delivery services, use FLEET MANAGEMENT.

For specific customer matters, such as complaint handling and account management, use CUSTOMER RELATIONS.

For the management of commercial property owned or leased by the corporation, use PROPERTY MANAGEMENT.

For the management of equipment and stores used to support commercial operations, use EQUIPMENT & STORES.

For the protection of commercial trademarks and product innovations, use LEGAL SERVICES - Intellectual Property.

For the identification and examination of new business opportunities, use STRATEGIC PLANNING AND MANAGEMENT - Business Opportunities.

### Implementation

The activities associated with carrying out or putting into action, plans, policies, procedures or instructions, all of which could be internally or externally driven. Includes manual or automated databases, applications or systems, but excludes installation of equipment. Also includes monitoring to ensure the implementation goes according to schedule and that standards are met and includes first aid treatment.

Entry	Description of records	Disposal action
16917	Records documenting the implementation of retail and other commercial services. Includes: <ul style="list-style-type: none"> <li>• implementation instructions/plan</li> <li>• implementation progress reports</li> </ul>	Destroy 7 years after action completed

### Insurance

The process of taking out premiums to cover loss or damage to property or premises, and to cover customers and staff against injury or death resulting from incidents on the organisation's premises or whilst engaged during employment.

Entry	Description of records	Disposal action
16918	Records documenting insurance policies relating to the commercial operations function.	Destroy 7 years after policy expires
16919	Records documenting the annual renewal of insurance policies relating to the commercial operations function.	Destroy 1 year after action completed

## COMMERCIAL OPERATIONS

The function of managing and providing the agency's retail and other commercial services. Includes establishing licence, franchise, and agency agreements, training staff of non-corporate owned retail outlets. Also includes the provision of commercial services such as product delivery, outsource logistics (including warehousing), financial processing including bill payments, banking, and money order processing, as well as courier services and mailroom solutions.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For the collection, processing and delivery of letters, parcels, and international mail, use MAIL OPERATIONS.

For the processing of orders and the distribution of stamps through mail orders, use STAMP MANAGEMENT.

For the management and maintenance of the transport fleet for delivery services, use FLEET MANAGEMENT.

For specific customer matters, such as complaint handling and account management, use CUSTOMER RELATIONS.

For the management of commercial property owned or leased by the corporation, use PROPERTY MANAGEMENT.

For the management of equipment and stores used to support commercial operations, use EQUIPMENT & STORES.

For the protection of commercial trademarks and product innovations, use LEGAL SERVICES - Intellectual Property.

For the identification and examination of new business opportunities, use STRATEGIC PLANNING AND MANAGEMENT - Business Opportunities.

### Licensing

The activity of the agency granting formal permissions for external parties to undertake particular activities such as the operation of postal outlets, provision of services or the use of equipment.

*For other agreements developed in relation to commercial operations that do not result in a licence, use COMMERCIAL OPERATIONS - Agreements.*

*For other agreements developed in relation to commercial operations, use COMMERCIAL OPERATIONS - Agreements.*

*For the development of standards that relate to licence conditions, use COMMERCIAL OPERATIONS - Standards Development.*

Entry	Description of records	Disposal action
16920	Records documenting the management of approved licence applications. Includes receipt and assessment of applications, and ongoing action in relation to the licence such as monitoring compliance with licence conditions, decisions to cancel or suspend licences, and correspondence with the licensee. Also includes notifications of any lost or stolen licensed equipment.  [For records documenting agreements with suppliers of postal equipment and services, use COMMERCIAL OPERATIONS - Agreements.]	Destroy 7 years after expiry or other termination of agreement
16921	Records documenting the management of unapproved licence applications.	Destroy 3 years after action completed

## COMMERCIAL OPERATIONS

The function of managing and providing the agency's retail and other commercial services. Includes establishing licence, franchise, and agency agreements, training staff of non-corporate owned retail outlets. Also includes the provision of commercial services such as product delivery, outsource logistics (including warehousing), financial processing including bill payments, banking, and money order processing, as well as courier services and mailroom solutions.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For the collection, processing and delivery of letters, parcels, and international mail, use MAIL OPERATIONS.

For the processing of orders and the distribution of stamps through mail orders, use STAMP MANAGEMENT.

For the management and maintenance of the transport fleet for delivery services, use FLEET MANAGEMENT.

For specific customer matters, such as complaint handling and account management, use CUSTOMER RELATIONS.

For the management of commercial property owned or leased by the corporation, use PROPERTY MANAGEMENT.

For the management of equipment and stores used to support commercial operations, use EQUIPMENT & STORES.

For the protection of commercial trademarks and product innovations, use LEGAL SERVICES - Intellectual Property.

For the identification and examination of new business opportunities, use STRATEGIC PLANNING AND MANAGEMENT - Business Opportunities.

### Order Processing

The activities associated with the receiving and processing of orders. Includes the picking and packing of products ready for delivery, and dealing with product returns.

*For the receipting and processing of order payments, use FINANCIAL MANAGEMENT - Payments.*

*For the delivery of commercial goods and products, use COMMERCIAL OPERATIONS - Delivery.*

*For financial records associated with income from products, use FINANCIAL MANAGEMENT - Accounting.*

Entry	Description of records	Disposal action
16922	Records documenting the receipt and processing of product returns in relation to the commercial operations function. Includes: <ul style="list-style-type: none"> <li>• receipts and return slips</li> <li>• surplus goods return slips</li> </ul>	Destroy 3 years after action completed
16923	Records documenting the receipt and processing of orders in relation to the commercial operations function. Includes: <ul style="list-style-type: none"> <li>• orders</li> <li>• picking slips</li> </ul>	Destroy 3 years after action completed

## COMMERCIAL OPERATIONS

The function of managing and providing the agency's retail and other commercial services. Includes establishing licence, franchise, and agency agreements, training staff of non-corporate owned retail outlets. Also includes the provision of commercial services such as product delivery, outsource logistics (including warehousing), financial processing including bill payments, banking, and money order processing, as well as courier services and mailroom solutions.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For the collection, processing and delivery of letters, parcels, and international mail, use MAIL OPERATIONS.

For the processing of orders and the distribution of stamps through mail orders, use STAMP MANAGEMENT.

For the management and maintenance of the transport fleet for delivery services, use FLEET MANAGEMENT.

For specific customer matters, such as complaint handling and account management, use CUSTOMER RELATIONS.

For the management of commercial property owned or leased by the corporation, use PROPERTY MANAGEMENT.

For the management of equipment and stores used to support commercial operations, use EQUIPMENT & STORES.

For the protection of commercial trademarks and product innovations, use LEGAL SERVICES - Intellectual Property.

For the identification and examination of new business opportunities, use STRATEGIC PLANNING AND MANAGEMENT - Business Opportunities.

### Planning

The process of formulating ways in which objectives can be achieved. Includes determination of services, needs and solutions to those needs.

*For the development of annual business plans and strategies, use STRATEGIC MANAGEMENT - Planning.*

Entry	Description of records	Disposal action
16924	Final versions of plans and proposals relating to the introduction of new commercial goods and services that have had a significant impact on the community or organisation, or involved detailed investigation and assessment. Includes those proposals for major products that have been rejected or did not proceed.	Retain as national archives
16925	Final versions of routine plans and proposals relating to the commercial operations functions, including those that are rejected or do not proceed.	Destroy 5 years after the last valuation of the collection
16926	Working papers used to develop all plans relating to the commercial operations function. Includes: <ul style="list-style-type: none"> <li>• draft plans</li> <li>• reports analysing issues</li> <li>• comments</li> </ul>	Destroy 2 years after action completed



## COMMERCIAL OPERATIONS

The function of managing and providing the agency's retail and other commercial services. Includes establishing licence, franchise, and agency agreements, training staff of non-corporate owned retail outlets. Also includes the provision of commercial services such as product delivery, outsource logistics (including warehousing), financial processing including bill payments, banking, and money order processing, as well as courier services and mailroom solutions.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For the collection, processing and delivery of letters, parcels, and international mail, use MAIL OPERATIONS.

For the processing of orders and the distribution of stamps through mail orders, use STAMP MANAGEMENT.

For the management and maintenance of the transport fleet for delivery services, use FLEET MANAGEMENT.

For specific customer matters, such as complaint handling and account management, use CUSTOMER RELATIONS.

For the management of commercial property owned or leased by the corporation, use PROPERTY MANAGEMENT.

For the management of equipment and stores used to support commercial operations, use EQUIPMENT & STORES.

For the protection of commercial trademarks and product innovations, use LEGAL SERVICES - Intellectual Property.

For the identification and examination of new business opportunities, use STRATEGIC PLANNING AND MANAGEMENT - Business Opportunities.

### Planning - Continued

Entry	Description of records	Disposal action
16927	Copies of all plans relating to the commercial operations function.	Destroy when reference ceases

### Policy

The activities associated with developing and establishing decisions, directions and precedents which act as a reference for future decision making, and are the basis from which the organisation's operating procedures are determined.

Entry	Description of records	Disposal action
16928	High level policy documents relating to the commercial operations function such as those relating to the licensing and control of retail outlets, postage meters and franking machines. Includes policy proposals, research papers, consultation papers and supporting reports.	Retain as national archives
16929	Policy documents of routine operations relating to the commercial operations function such as local policies relating to order and financial processing. Includes policy proposals, research papers, consultation papers and supporting reports.	Destroy 7 years after policy is superseded
16930	Copies of policy documents and supporting papers relating to the commercial operations function.	Destroy when reference ceases

## COMMERCIAL OPERATIONS

The function of managing and providing the agency's retail and other commercial services. Includes establishing licence, franchise, and agency agreements, training staff of non-corporate owned retail outlets. Also includes the provision of commercial services such as product delivery, outsource logistics (including warehousing), financial processing including bill payments, banking, and money order processing, as well as courier services and mailroom solutions.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For the collection, processing and delivery of letters, parcels, and international mail, use MAIL OPERATIONS.

For the processing of orders and the distribution of stamps through mail orders, use STAMP MANAGEMENT.

For the management and maintenance of the transport fleet for delivery services, use FLEET MANAGEMENT.

For specific customer matters, such as complaint handling and account management, use CUSTOMER RELATIONS.

For the management of commercial property owned or leased by the corporation, use PROPERTY MANAGEMENT.

For the management of equipment and stores used to support commercial operations, use EQUIPMENT & STORES.

For the protection of commercial trademarks and product innovations, use LEGAL SERVICES - Intellectual Property.

For the identification and examination of new business opportunities, use STRATEGIC PLANNING AND MANAGEMENT - Business Opportunities.

### Pricing

The activities associated with the determination of prices for goods and services, including reserved and non-reserved services, provided by Australia Post. Includes the process of costing and the review of pricing structures by internal or external bodies.

Entry	Description of records	Disposal action
16931	Records documenting the determination of prices for goods and services provided by the agency as part of its commercial operations function. Includes: <ul style="list-style-type: none"> <li>• production and sales data</li> <li>• price determinations</li> <li>• price adjustments</li> <li>• advice</li> <li>• notifications</li> </ul>	Destroy 7 years after action completed
16932	Working papers supporting the determination of prices for goods and services provided as part of the commercial operations function.	Destroy 3 years after action completed

## COMMERCIAL OPERATIONS

The function of managing and providing the agency's retail and other commercial services. Includes establishing licence, franchise, and agency agreements, training staff of non-corporate owned retail outlets. Also includes the provision of commercial services such as product delivery, outsource logistics (including warehousing), financial processing including bill payments, banking, and money order processing, as well as courier services and mailroom solutions.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For the collection, processing and delivery of letters, parcels, and international mail, use MAIL OPERATIONS.

For the processing of orders and the distribution of stamps through mail orders, use STAMP MANAGEMENT.

For the management and maintenance of the transport fleet for delivery services, use FLEET MANAGEMENT.

For specific customer matters, such as complaint handling and account management, use CUSTOMER RELATIONS.

For the management of commercial property owned or leased by the corporation, use PROPERTY MANAGEMENT.

For the management of equipment and stores used to support commercial operations, use EQUIPMENT & STORES.

For the protection of commercial trademarks and product innovations, use LEGAL SERVICES - Intellectual Property.

For the identification and examination of new business opportunities, use STRATEGIC PLANNING AND MANAGEMENT - Business Opportunities.

### Procedures

Standard methods of operating laid down by an organisation according to formulated policy.

Entry	Description of records	Disposal action
16933	Master set of manuals, handbooks and guidelines formally endorsed by executive management and detailing procedures relating to the commercial operations function.	Disposal not authorised
16934	Manuals, handbooks and guidelines not formally endorsed by executive management and detailing procedures relating to the commercial operations function.	Destroy 10 years after procedures are superseded
16935	Records documenting the development of procedures relating to the commercial operations function. Includes: <ul style="list-style-type: none"> <li>• research and consultation papers</li> <li>• draft procedure documents</li> <li>• stakeholder comments</li> <li>• procedure updates and amendments</li> </ul>	Destroy 3 years after procedures are superseded
16936	Copies of manuals, handbooks and guidelines detailing procedures relating to the commercial operations function.	Destroy when reference ceases

## COMMERCIAL OPERATIONS

The function of managing and providing the agency's retail and other commercial services. Includes establishing licence, franchise, and agency agreements, training staff of non-corporate owned retail outlets. Also includes the provision of commercial services such as product delivery, outsource logistics (including warehousing), financial processing including bill payments, banking, and money order processing, as well as courier services and mailroom solutions.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For the collection, processing and delivery of letters, parcels, and international mail, use MAIL OPERATIONS.

For the processing of orders and the distribution of stamps through mail orders, use STAMP MANAGEMENT.

For the management and maintenance of the transport fleet for delivery services, use FLEET MANAGEMENT.

For specific customer matters, such as complaint handling and account management, use CUSTOMER RELATIONS.

For the management of commercial property owned or leased by the corporation, use PROPERTY MANAGEMENT.

For the management of equipment and stores used to support commercial operations, use EQUIPMENT & STORES.

For the protection of commercial trademarks and product innovations, use LEGAL SERVICES - Intellectual Property.

For the identification and examination of new business opportunities, use STRATEGIC PLANNING AND MANAGEMENT - Business Opportunities.

### Product Exits

The activities associated with the discontinuance and/or removal of product lines carried by the agency.

*For records relating to the production and design of new products, use COMMERCIAL OPERATIONS - Production.*

*For the planning of new product development, use COMMERCIAL OPERATIONS - Planning.*

<b>Entry</b>	<b>Description of records</b>	<b>Disposal action</b>
16937	Records documenting the discontinuance and/or removal of product lines as part of the commercial operations function.	Destroy 5 years after action completed

## COMMERCIAL OPERATIONS

The function of managing and providing the agency's retail and other commercial services. Includes establishing licence, franchise, and agency agreements, training staff of non-corporate owned retail outlets. Also includes the provision of commercial services such as product delivery, outsource logistics (including warehousing), financial processing including bill payments, banking, and money order processing, as well as courier services and mailroom solutions.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For the collection, processing and delivery of letters, parcels, and international mail, use MAIL OPERATIONS.

For the processing of orders and the distribution of stamps through mail orders, use STAMP MANAGEMENT.

For the management and maintenance of the transport fleet for delivery services, use FLEET MANAGEMENT.

For specific customer matters, such as complaint handling and account management, use CUSTOMER RELATIONS.

For the management of commercial property owned or leased by the corporation, use PROPERTY MANAGEMENT.

For the management of equipment and stores used to support commercial operations, use EQUIPMENT & STORES.

For the protection of commercial trademarks and product innovations, use LEGAL SERVICES - Intellectual Property.

For the identification and examination of new business opportunities, use STRATEGIC PLANNING AND MANAGEMENT - Business Opportunities.

### Production

The process involved in producing material into an end result or output, eg a product or publication. Includes design, layout, typesetting, desktop publishing, printing, binding etc.

*For the design and development of philatelic products, use STAMP MANAGEMENT - Production.*

Entry	Description of records	Disposal action
16938	Records documenting the manufacture process of products relating to the commercial operations function. Includes: <ul style="list-style-type: none"> <li>• customer approvals</li> <li>• product specifications</li> <li>• lodgement reports</li> <li>• production orders</li> <li>• production reports</li> </ul>	Destroy 5 years after action completed

## COMMERCIAL OPERATIONS

The function of managing and providing the agency's retail and other commercial services. Includes establishing licence, franchise, and agency agreements, training staff of non-corporate owned retail outlets. Also includes the provision of commercial services such as product delivery, outsource logistics (including warehousing), financial processing including bill payments, banking, and money order processing, as well as courier services and mailroom solutions.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For the collection, processing and delivery of letters, parcels, and international mail, use MAIL OPERATIONS.

For the processing of orders and the distribution of stamps through mail orders, use STAMP MANAGEMENT.

For the management and maintenance of the transport fleet for delivery services, use FLEET MANAGEMENT.

For specific customer matters, such as complaint handling and account management, use CUSTOMER RELATIONS.

For the management of commercial property owned or leased by the corporation, use PROPERTY MANAGEMENT.

For the management of equipment and stores used to support commercial operations, use EQUIPMENT & STORES.

For the protection of commercial trademarks and product innovations, use LEGAL SERVICES - Intellectual Property.

For the identification and examination of new business opportunities, use STRATEGIC PLANNING AND MANAGEMENT - Business Opportunities.

### Promotion

The activity of promoting products and services and the general image of the organisation. Includes advertising, sponsorship, direct marketing, sales promotions, publicity, and personal selling.

*For relations with the media, use COMMUNITY RELATIONS - Media Relations.*

Entry	Description of records	Disposal action
16939	Records documenting the promotion of products and services relating to the commercial operations function. Includes: <ul style="list-style-type: none"> <li>• arrangements for advertising campaigns</li> <li>• sponsorships</li> <li>• promotional photographs</li> <li>• promotional / advertising campaign brief</li> <li>• draft promotional and advertising materials</li> <li>• supporting papers</li> <li>• stakeholder comments</li> <li>• final advertising / promotional materials</li> <li>• promotional competitions, including the terms and conditions of the competition, approvals from State gambling authorities, lists of entrants and winners, and prize handovers</li> </ul>	Destroy 5 years after action completed
16940	Competition entry forms.	Destroy 3 months after completion of competition

## COMMERCIAL OPERATIONS

The function of managing and providing the agency's retail and other commercial services. Includes establishing licence, franchise, and agency agreements, training staff of non-corporate owned retail outlets. Also includes the provision of commercial services such as product delivery, outsource logistics (including warehousing), financial processing including bill payments, banking, and money order processing, as well as courier services and mailroom solutions.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For the collection, processing and delivery of letters, parcels, and international mail, use MAIL OPERATIONS.

For the processing of orders and the distribution of stamps through mail orders, use STAMP MANAGEMENT.

For the management and maintenance of the transport fleet for delivery services, use FLEET MANAGEMENT.

For specific customer matters, such as complaint handling and account management, use CUSTOMER RELATIONS.

For the management of commercial property owned or leased by the corporation, use PROPERTY MANAGEMENT.

For the management of equipment and stores used to support commercial operations, use EQUIPMENT & STORES.

For the protection of commercial trademarks and product innovations, use LEGAL SERVICES - Intellectual Property.

For the identification and examination of new business opportunities, use STRATEGIC PLANNING AND MANAGEMENT - Business Opportunities.

### Reporting

The processes associated with initiating or providing a formal response to a situation or request (either internal, external or as a requirement of corporate policies), and to provide formal statements or findings of the results of the examination or investigation. Includes agenda, briefing, business, discussion papers, proposals, reports, reviews and returns.

*For mandatory reporting to regulatory bodies or for reporting against compliance programs, use COMMERCIAL OPERATIONS - Compliance.*

Entry	Description of records	Disposal action
16941	Final versions of non-routine reports produced as part of the commercial operations function. Includes reporting on strategic commercial activities.	Retain as national archives
16942	Final versions of periodic reports of a routine nature relating to the mail operations function. Includes sale statistics	Destroy 3 years after action completed
16943	Records documenting the development of all reports produced as part of the commercial operations function. Includes: <ul style="list-style-type: none"> <li>• draft reports</li> <li>• stakeholder comments</li> <li>• supporting documentation</li> </ul>	Destroy 1 year after action completed
16944	Copies of reports relating to the commercial operations function.	Destroy when reference ceases

## COMMERCIAL OPERATIONS

The function of managing and providing the agency's retail and other commercial services. Includes establishing licence, franchise, and agency agreements, training staff of non-corporate owned retail outlets. Also includes the provision of commercial services such as product delivery, outsource logistics (including warehousing), financial processing including bill payments, banking, and money order processing, as well as courier services and mailroom solutions.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function use COLLECTION MANAGEMENT – Historic Records Accumulation'

For the collection, processing and delivery of letters, parcels, and international mail, use MAIL OPERATIONS.

For the processing of orders and the distribution of stamps through mail orders, use STAMP MANAGEMENT.

For the management and maintenance of the transport fleet for delivery services, use FLEET MANAGEMENT.

For specific customer matters, such as complaint handling and account management, use CUSTOMER RELATIONS.

For the management of commercial property owned or leased by the corporation, use PROPERTY MANAGEMENT.

For the management of equipment and stores used to support commercial operations, use EQUIPMENT & STORES.

For the protection of commercial trademarks and product innovations, use LEGAL SERVICES - Intellectual Property.

For the identification and examination of new business opportunities, use STRATEGIC PLANNING AND MANAGEMENT - Business Opportunities.

### Research

The activities involved in investigating or enquiring into a subject or area of interest in order to discover facts, principles etc used to support development of projects, standards, guidelines etc and the business activities of the organisation in general. Includes following up enquiries relating to organisational programs, projects, working papers, literature searches etc.

*For research into mail products and services, use MAIL OPERATIONS - Research.*

*For corporate image and like research, use COMMUNITY RELATIONS - Research.*

*For research into customer satisfaction, etc, use CUSTOMER RELATIONS - Research.*

Entry	Description of records	Disposal action
16834	Working papers documenting research undertaken in support of the commercial operations function. Includes: <ul style="list-style-type: none"> <li>• research briefs</li> <li>• research papers and supporting information</li> <li>• source register/lists</li> <li>• research report</li> </ul>	Destroy when reference ceases
16945	Final research reports of a routine nature such as those documenting a minor change to service or which do not include any new or unique information.	Destroy 3 years after research is completed



## COMMERCIAL OPERATIONS

The function of managing and providing the agency's retail and other commercial services. Includes establishing licence, franchise, and agency agreements, training staff of non-corporate owned retail outlets. Also includes the provision of commercial services such as product delivery, outsource logistics (including warehousing), financial processing including bill payments, banking, and money order processing, as well as courier services and mailroom solutions.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For the collection, processing and delivery of letters, parcels, and international mail, use MAIL OPERATIONS.

For the processing of orders and the distribution of stamps through mail orders, use STAMP MANAGEMENT.

For the management and maintenance of the transport fleet for delivery services, use FLEET MANAGEMENT.

For specific customer matters, such as complaint handling and account management, use CUSTOMER RELATIONS.

For the management of commercial property owned or leased by the corporation, use PROPERTY MANAGEMENT.

For the management of equipment and stores used to support commercial operations, use EQUIPMENT & STORES.

For the protection of commercial trademarks and product innovations, use LEGAL SERVICES - Intellectual Property.

For the identification and examination of new business opportunities, use STRATEGIC PLANNING AND MANAGEMENT - Business Opportunities.

### Research - Continued

Entry	Description of records	Disposal action
16946	Final research reports which document significant research, such as research into new services which have a substantial impact on the delivery of commercial services to customers or which involve substantial unique research into a proposed service.	Retain as national archives

### Retail Training

The activities associated with the development, provision of and ongoing management of training programs aimed at management and staff of external outlets such as Licensed Post Offices (LPOs).

*For agency staff undergoing retail training use, STAFF DEVELOPMENT - Training.*

Entry	Description of records	Disposal action
16947	Master set of training materials for courses conducted in relation to the commercial operations function.	Disposal not authorised
16948	Working papers documenting the development of training material for courses conducted in relation to the commercial operations function. Includes: <ul style="list-style-type: none"> <li>• draft training materials</li> <li>• stakeholder comments</li> <li>• reference materials</li> </ul>	Destroy 1 year after training material is produced

## COMMERCIAL OPERATIONS

The function of managing and providing the agency's retail and other commercial services. Includes establishing licence, franchise, and agency agreements, training staff of non-corporate owned retail outlets. Also includes the provision of commercial services such as product delivery, outsource logistics (including warehousing), financial processing including bill payments, banking, and money order processing, as well as courier services and mailroom solutions.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For the collection, processing and delivery of letters, parcels, and international mail, use MAIL OPERATIONS.

For the processing of orders and the distribution of stamps through mail orders, use STAMP MANAGEMENT.

For the management and maintenance of the transport fleet for delivery services, use FLEET MANAGEMENT.

For specific customer matters, such as complaint handling and account management, use CUSTOMER RELATIONS.

For the management of commercial property owned or leased by the corporation, use PROPERTY MANAGEMENT.

For the management of equipment and stores used to support commercial operations, use EQUIPMENT & STORES.

For the protection of commercial trademarks and product innovations, use LEGAL SERVICES - Intellectual Property.

For the identification and examination of new business opportunities, use STRATEGIC PLANNING AND MANAGEMENT - Business Opportunities.

### Retail Training - Continued

Entry	Description of records	Disposal action
16949	Records documenting the assessment of courses conducted in relation to the commercial operations function. Includes: <ul style="list-style-type: none"> <li>• examination papers</li> <li>• assessment reports</li> </ul>	Destroy 7 years after action completed
16950	Records documenting the administrative arrangements supporting staff attendance at courses conducted in relation to the commercial operations function.	Destroy 3 years after action completed
16951	Records detailing administrative arrangements supporting the conduct of training courses run internally by the agency. Includes: <ul style="list-style-type: none"> <li>• venue booking details</li> <li>• catering</li> </ul>	Destroy 2 years after action completed

## COMMERCIAL OPERATIONS

The function of managing and providing the agency's retail and other commercial services. Includes establishing licence, franchise, and agency agreements, training staff of non-corporate owned retail outlets. Also includes the provision of commercial services such as product delivery, outsource logistics (including warehousing), financial processing including bill payments, banking, and money order processing, as well as courier services and mailroom solutions.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For the collection, processing and delivery of letters, parcels, and international mail, use MAIL OPERATIONS.

For the processing of orders and the distribution of stamps through mail orders, use STAMP MANAGEMENT.

For the management and maintenance of the transport fleet for delivery services, use FLEET MANAGEMENT.

For specific customer matters, such as complaint handling and account management, use CUSTOMER RELATIONS.

For the management of commercial property owned or leased by the corporation, use PROPERTY MANAGEMENT.

For the management of equipment and stores used to support commercial operations, use EQUIPMENT & STORES.

For the protection of commercial trademarks and product innovations, use LEGAL SERVICES - Intellectual Property.

For the identification and examination of new business opportunities, use STRATEGIC PLANNING AND MANAGEMENT - Business Opportunities.

### Service Applications

The activities associated with the receipting and processing of applications for services such as change of address, post office boxes, and direct mail and reply paid services.

*For processing financial transactions, use FINANCIAL MANAGEMENT - Accounting.*

Entry	Description of records	Disposal action
16952	Records documenting the receipt and processing of successful applications for services in relation to the commercial operations function. Includes applications for change of address, post office boxes, mail holding, locked bags, direct mail, reply paid services, delivery of approved publications (currently known as Print Post), postage paid imprint facility, postmark slogan services, and lodgement of pre-sort letters. Includes: <ul style="list-style-type: none"> <li>• service application forms and requests</li> <li>• service application approvals</li> <li>• establishment of charge accounts</li> <li>• cancellations and refunds</li> </ul>	Destroy 7 years after action completed
16953	Records documenting the receipt and processing of unsuccessful applications for services in relation to the commercial operations function. Includes rejected charge accounts.	Destroy 3 years after action completed

## COMMERCIAL OPERATIONS

The function of managing and providing the agency's retail and other commercial services. Includes establishing licence, franchise, and agency agreements, training staff of non-corporate owned retail outlets. Also includes the provision of commercial services such as product delivery, outsource logistics (including warehousing), financial processing including bill payments, banking, and money order processing, as well as courier services and mailroom solutions.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For the collection, processing and delivery of letters, parcels, and international mail, use MAIL OPERATIONS.

For the processing of orders and the distribution of stamps through mail orders, use STAMP MANAGEMENT.

For the management and maintenance of the transport fleet for delivery services, use FLEET MANAGEMENT.

For specific customer matters, such as complaint handling and account management, use CUSTOMER RELATIONS.

For the management of commercial property owned or leased by the corporation, use PROPERTY MANAGEMENT.

For the management of equipment and stores used to support commercial operations, use EQUIPMENT & STORES.

For the protection of commercial trademarks and product innovations, use LEGAL SERVICES - Intellectual Property.

For the identification and examination of new business opportunities, use STRATEGIC PLANNING AND MANAGEMENT - Business Opportunities.

### Service Applications - Continued

Entry	Description of records	Disposal action
16954	Records relating to the disposal of dies and slugs used for postmark slogan services.	Destroy 3 years after action completed

### Standards

The process of implementing industry or organisational benchmarks for services and processes to enhance the quality and efficiency of the organisation.

*For the development of standards and industry or organisational benchmarks relating to the agency's commercial services, use COMMERCIAL OPERATIONS - Standards Development.*

Entry	Description of records	Disposal action
16955	Records documenting the implementation of industry and agency standards to support the commercial operations function.	Destroy 7 years after action completed

## COMMERCIAL OPERATIONS

The function of managing and providing the agency's retail and other commercial services. Includes establishing licence, franchise, and agency agreements, training staff of non-corporate owned retail outlets. Also includes the provision of commercial services such as product delivery, outsource logistics (including warehousing), financial processing including bill payments, banking, and money order processing, as well as courier services and mailroom solutions.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For the collection, processing and delivery of letters, parcels, and international mail, use MAIL OPERATIONS.

For the processing of orders and the distribution of stamps through mail orders, use STAMP MANAGEMENT.

For the management and maintenance of the transport fleet for delivery services, use FLEET MANAGEMENT.

For specific customer matters, such as complaint handling and account management, use CUSTOMER RELATIONS.

For the management of commercial property owned or leased by the corporation, use PROPERTY MANAGEMENT.

For the management of equipment and stores used to support commercial operations, use EQUIPMENT & STORES.

For the protection of commercial trademarks and product innovations, use LEGAL SERVICES - Intellectual Property.

For the identification and examination of new business opportunities, use STRATEGIC PLANNING AND MANAGEMENT - Business Opportunities.

### Standards Development

The process of developing standards and industry or organisational benchmarks for services and processes to enhance the quality and efficiency of the agency.

*For the implementation of standards and industry or organisational benchmarks relating to the agency's commercial services, use COMMERCIAL OPERATIONS - Standards.*

Entry	Description of records	Disposal action
16956	Records documenting the development of standards and benchmarks relating to the commercial operations function. Includes: <ul style="list-style-type: none"> <li>• draft standard documentation</li> <li>• supporting reports</li> <li>• stakeholder comments</li> <li>• final standard</li> </ul>	Destroy 10 years after standard is superseded
16957	Copies of standards relating to the commercial operations function.	Destroy when reference ceases

## COMMERCIAL OPERATIONS

The function of managing and providing the agency's retail and other commercial services. Includes establishing licence, franchise, and agency agreements, training staff of non-corporate owned retail outlets. Also includes the provision of commercial services such as product delivery, outsource logistics (including warehousing), financial processing including bill payments, banking, and money order processing, as well as courier services and mailroom solutions.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For the collection, processing and delivery of letters, parcels, and international mail, use MAIL OPERATIONS.

For the processing of orders and the distribution of stamps through mail orders, use STAMP MANAGEMENT.

For the management and maintenance of the transport fleet for delivery services, use FLEET MANAGEMENT.

For specific customer matters, such as complaint handling and account management, use CUSTOMER RELATIONS.

For the management of commercial property owned or leased by the corporation, use PROPERTY MANAGEMENT.

For the management of equipment and stores used to support commercial operations, use EQUIPMENT & STORES.

For the protection of commercial trademarks and product innovations, use LEGAL SERVICES - Intellectual Property.

For the identification and examination of new business opportunities, use STRATEGIC PLANNING AND MANAGEMENT - Business Opportunities.

### Stocktake

The activities associated with the examination, counting and valuing of goods in the organisation with the view to reassessing the need for replacing those goods and to identify missing items and determine the condition of the existing items.

Entry	Description of records	Disposal action
16958	Records documenting the stocktake of goods intended for commercial sale in relation to the commercial operations function. Includes: <ul style="list-style-type: none"> <li>• stock lists</li> <li>• discrepancy reports, including details of missing, damaged and stolen stock</li> </ul> [For financial records associated with the write-off of goods, use FINANCIAL MANAGEMENT - Accounting]	Destroy 3 years after action completed

### Survey Analysis

The activities associated with the receipt, collation, and analysis of survey data.

Entry	Description of records	Disposal action
16959	Records documenting the analysis of survey data compiled as part of the commercial operations function. Includes: <ul style="list-style-type: none"> <li>• survey forms</li> <li>• survey results reports</li> <li>• supporting records, eg demographics</li> </ul>	Destroy 3 years after action completed

## COMMERCIAL OPERATIONS

The function of managing and providing the agency's retail and other commercial services. Includes establishing licence, franchise, and agency agreements, training staff of non-corporate owned retail outlets. Also includes the provision of commercial services such as product delivery, outsource logistics (including warehousing), financial processing including bill payments, banking, and money order processing, as well as courier services and mailroom solutions.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For the collection, processing and delivery of letters, parcels, and international mail, use MAIL OPERATIONS.

For the processing of orders and the distribution of stamps through mail orders, use STAMP MANAGEMENT.

For the management and maintenance of the transport fleet for delivery services, use FLEET MANAGEMENT.

For specific customer matters, such as complaint handling and account management, use CUSTOMER RELATIONS.

For the management of commercial property owned or leased by the corporation, use PROPERTY MANAGEMENT.

For the management of equipment and stores used to support commercial operations, use EQUIPMENT & STORES.

For the protection of commercial trademarks and product innovations, use LEGAL SERVICES - Intellectual Property.

For the identification and examination of new business opportunities, use STRATEGIC PLANNING AND MANAGEMENT - Business Opportunities.

### Tendering

The activities involved in receiving and assessing tenders, of making offers and finalising contract arrangements for the supply, sale or purchase of goods and services.

*For the establishment, maintenance, review, and negotiation of contracts, including the contract register, use COMMERCIAL OPERATIONS - Agreements.*

Entry	Description of records	Disposal action
16960	Records documenting the development and issue of tender documentation in relation to the commercial operations function. Includes: <ul style="list-style-type: none"> <li>• Statement of Requirements</li> <li>• Request for Proposals</li> <li>• Expression of Interest</li> <li>• Request for Tender (RFT)</li> </ul>	Destroy 7 years after the tender process is completed

## COMMERCIAL OPERATIONS

The function of managing and providing the agency's retail and other commercial services. Includes establishing licence, franchise, and agency agreements, training staff of non-corporate owned retail outlets. Also includes the provision of commercial services such as product delivery, outsource logistics (including warehousing), financial processing including bill payments, banking, and money order processing, as well as courier services and mailroom solutions.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For the collection, processing and delivery of letters, parcels, and international mail, use MAIL OPERATIONS.

For the processing of orders and the distribution of stamps through mail orders, use STAMP MANAGEMENT.

For the management and maintenance of the transport fleet for delivery services, use FLEET MANAGEMENT.

For specific customer matters, such as complaint handling and account management, use CUSTOMER RELATIONS.

For the management of commercial property owned or leased by the corporation, use PROPERTY MANAGEMENT.

For the management of equipment and stores used to support commercial operations, use EQUIPMENT & STORES.

For the protection of commercial trademarks and product innovations, use LEGAL SERVICES - Intellectual Property.

For the identification and examination of new business opportunities, use STRATEGIC PLANNING AND MANAGEMENT - Business Opportunities.

### Tendering - Continued

Entry	Description of records	Disposal action
16961	Records documenting the evaluation of tenders received against selection criteria in relation to the commercial operations function. Includes: <ul style="list-style-type: none"> <li>• records documenting arrangements for carrying out the evaluation process</li> <li>• evaluation report</li> <li>• recommendations</li> <li>• final report</li> <li>• public notices</li> </ul>	Destroy 7 years after the tender process is completed
16962	Records documenting tendering post-offer negotiations and due diligence checks made in relation to the commercial operations function.	Destroy 7 years after the tender process is completed
16963	Records of unsuccessful tenders, or a tender process where there is no suitable bidder, or where the tender process has been discontinued. Includes: <ul style="list-style-type: none"> <li>• submissions</li> <li>• notification of outcome</li> <li>• reports on debriefing sessions</li> </ul>	Destroy 2 years after the tender process is completed or a decision is made not to continue with the tender



## COMMERCIAL OPERATIONS

The function of managing and providing the agency's retail and other commercial services. Includes establishing licence, franchise, and agency agreements, training staff of non-corporate owned retail outlets. Also includes the provision of commercial services such as product delivery, outsource logistics (including warehousing), financial processing including bill payments, banking, and money order processing, as well as courier services and mailroom solutions.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For the collection, processing and delivery of letters, parcels, and international mail, use MAIL OPERATIONS.

For the processing of orders and the distribution of stamps through mail orders, use STAMP MANAGEMENT.

For the management and maintenance of the transport fleet for delivery services, use FLEET MANAGEMENT.

For specific customer matters, such as complaint handling and account management, use CUSTOMER RELATIONS.

For the management of commercial property owned or leased by the corporation, use PROPERTY MANAGEMENT.

For the management of equipment and stores used to support commercial operations, use EQUIPMENT & STORES.

For the protection of commercial trademarks and product innovations, use LEGAL SERVICES - Intellectual Property.

For the identification and examination of new business opportunities, use STRATEGIC PLANNING AND MANAGEMENT - Business Opportunities.

### Tendering - Continued

Entry	Description of records	Disposal action
16964	Tender register.	Destroy 7 years after last entry

### Validation Services

The activities associated with the validation of applicants applying for digital certificates. Includes checking applicants credentials and notifying the certifying authority of the result.

*For ensuring compliance with regulatory bodies in regard to validation services, use COMMERCIAL OPERATIONS - Compliance.*

*For financial transactions associated with this activity, use FINANCIAL MANAGEMENT - Accounting.*

Entry	Description of records	Disposal action
16965	Records documenting the validation of applications for digital certifications in relation to the commercial operations function. Includes: <ul style="list-style-type: none"> <li>• application forms</li> <li>• identity check forms</li> <li>• company search results</li> <li>• validation results</li> </ul>	Destroy 7 years after expiry of certificate

## COMMERCIAL OPERATIONS

The function of managing and providing the agency's retail and other commercial services. Includes establishing licence, franchise, and agency agreements, training staff of non-corporate owned retail outlets. Also includes the provision of commercial services such as product delivery, outsource logistics (including warehousing), financial processing including bill payments, banking, and money order processing, as well as courier services and mailroom solutions.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For the collection, processing and delivery of letters, parcels, and international mail, use MAIL OPERATIONS.

For the processing of orders and the distribution of stamps through mail orders, use STAMP MANAGEMENT.

For the management and maintenance of the transport fleet for delivery services, use FLEET MANAGEMENT.

For specific customer matters, such as complaint handling and account management, use CUSTOMER RELATIONS.

For the management of commercial property owned or leased by the corporation, use PROPERTY MANAGEMENT.

For the management of equipment and stores used to support commercial operations, use EQUIPMENT & STORES.

For the protection of commercial trademarks and product innovations, use LEGAL SERVICES - Intellectual Property.

For the identification and examination of new business opportunities, use STRATEGIC PLANNING AND MANAGEMENT - Business Opportunities.

### Warehousing

The activity of receiving and storing customer goods and other items, including dry, cold, and frozen food products.

*For the delivery of goods, services, and other non-mail items, use COMMERCIAL OPERATIONS - Delivery.*

*For compliance with mandatory or optional requirements in relation to warehousing services and food transport vehicles, use COMMERCIAL OPERATIONS - Compliance and FLEET MANAGEMENT - Compliance respectively.*

*For the official checking of records against compliance requirements, use COMMERCIAL OPERATIONS - Audit.*

Entry	Description of records	Disposal action
16966	Records documenting the receipt, handling, and storage of cold and frozen food products. Includes: <ul style="list-style-type: none"> <li>• goods receipts</li> <li>• visual inspection checklists</li> <li>• visual inspection reports</li> <li>• temperature control records including, temperature data logs, refrigeration maintenance checks</li> <li>• goods handling records including, pest control program</li> <li>• cleaning and hygiene program records</li> <li>• equipment testing and calibrating records including, a master list of all equipment to be calibrated, frequency of calibration for each instrument, and calibration status labels</li> <li>• dispatch records</li> </ul>	Destroy 7 years after action completed

## COMMERCIAL OPERATIONS

The function of managing and providing the agency's retail and other commercial services. Includes establishing licence, franchise, and agency agreements, training staff of non-corporate owned retail outlets. Also includes the provision of commercial services such as product delivery, outsource logistics (including warehousing), financial processing including bill payments, banking, and money order processing, as well as courier services and mailroom solutions.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For the collection, processing and delivery of letters, parcels, and international mail, use MAIL OPERATIONS.

For the processing of orders and the distribution of stamps through mail orders, use STAMP MANAGEMENT.

For the management and maintenance of the transport fleet for delivery services, use FLEET MANAGEMENT.

For specific customer matters, such as complaint handling and account management, use CUSTOMER RELATIONS.

For the management of commercial property owned or leased by the corporation, use PROPERTY MANAGEMENT.

For the management of equipment and stores used to support commercial operations, use EQUIPMENT & STORES.

For the protection of commercial trademarks and product innovations, use LEGAL SERVICES - Intellectual Property.

For the identification and examination of new business opportunities, use STRATEGIC PLANNING AND MANAGEMENT - Business Opportunities.

### Warehousing - Continued

Entry	Description of records	Disposal action
16967	Records documenting the receipt, handling, and storage of unrefrigerated goods, including dry food products and secure goods. Includes: <ul style="list-style-type: none"> <li>• goods receipts</li> <li>• visual inspection checklists</li> <li>• visual inspection reports</li> <li>• temperature control records including, temperature data logs</li> <li>• goods handling records including, pest control program</li> <li>• cleaning and hygiene program records</li> <li>• equipment testing and calibrating records including, a master list of all equipment to be calibrated, frequency of calibration for each instrument, and calibration status labels</li> <li>• security records, including serial numbers</li> <li>• dispatch records</li> </ul>	Destroy 5 years after action completed

## CORPORATE GOVERNANCE

The function of directing and controlling the agency. Includes high level advice, approvals, and policy issued by the Board and board management issues such as appointments, remuneration, meetings, and performance management.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For business strategy setting and planning, use STRATEGIC PLANNING AND MANAGEMENT.

For relations with government agencies and representatives including shareholder ministers, use GOVERNMENT RELATIONS.

For the activities associated with supporting external consultative councils, use EXTERNAL RELATIONS - Committees.

For managing relationships with industry associates, use EXTERNAL RELATIONS - Liaison.

For audit committees, use STRATEGIC MANAGEMENT - Committees.

For human resource committees, use PERSONNEL - Committees.

### Advice

The activities associated with offering opinions by or to the organisation as to an action or judgement. Includes the process of advising.

*Where the agency is responding to the government's request for advice or comments, use GOVERNMENT RELATIONS - Advice.*

Entry	Description of records	Disposal action
16968	Records documenting the provision and/or receipt of advice relating to the corporate governance function.	Destroy 7 years after action completed
16969	Working papers supporting the provision and/or receipt of advice relating to the corporate governance function.	Destroy 3 years after action completed

### Arrangements

The activities involved in arranging for a journey or trip. Includes preparing travel itineraries, authorisations, entitlements etc. Also includes arrangements made for the delivery of equipment or goods and the usage made of facilities, vehicles, equipment and space.

Entry	Description of records	Disposal action
16970	Records documenting arrangements for a board member to undertake a journey or trip for work related reasons. Includes arrangements for obtaining passports and visas. Includes: <ul style="list-style-type: none"> <li>• travel notifications</li> <li>• travel bookings (including accommodation, flight, and transport bookings)</li> <li>• travel itineraries</li> <li>• passport and visa applications</li> </ul>	Destroy 1 year after action completed

## CORPORATE GOVERNANCE

The function of directing and controlling the agency. Includes high level advice, approvals, and policy issued by the Board and board management issues such as appointments, remuneration, meetings, and performance management.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For business strategy setting and planning, use STRATEGIC PLANNING AND MANAGEMENT.

For relations with government agencies and representatives including shareholder ministers, use GOVERNMENT RELATIONS.

For the activities associated with supporting external consultative councils, use EXTERNAL RELATIONS - Committees.

For managing relationships with industry associates, use EXTERNAL RELATIONS - Liaison.

For audit committees, use STRATEGIC MANAGEMENT - Committees.

For human resource committees, use PERSONNEL - Committees.

### Audit

The activities associated with officially checking financial, quality assurance and operational records to ensure they have been kept and maintained in accordance with agreed or legislated standards and correctly record the events, processes and business of the organisation in a specified period. Includes compliance audits, financial audits, operational audits, recordkeeping audits, skills audits, system audits and quality assurance audits.

Entry	Description of records	Disposal action
16971	Records documenting final internal and external audit reports relating to the corporate governance function.	Destroy 10 years after action completed
16972	Records documenting the planning and conduct of internal and external audits relating to the corporate governance function. Includes: <ul style="list-style-type: none"> <li>• audit plans</li> <li>• supporting data and reports</li> <li>• liaison with the auditing body</li> <li>• minutes of meetings</li> <li>• notes taken at opening and exit interviews</li> <li>• draft report</li> <li>• comments</li> </ul>	Destroy 7 years after action completed

### Authorisation

The process of delegating power to authorise an action and the seeking and granting permission to undertake a requested action.

For archival authority authorisations, use INFORMATION MANAGEMENT - Authorisation.

Entry	Description of records	Disposal action
16973	Records documenting delegations of power to agency staff to authorise administrative action relating to the corporate governance function.	Destroy 7 years after delegation expires

## CORPORATE GOVERNANCE

The function of directing and controlling the agency. Includes high level advice, approvals, and policy issued by the Board and board management issues such as appointments, remuneration, meetings, and performance management.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For business strategy setting and planning, use STRATEGIC PLANNING AND MANAGEMENT.

For relations with government agencies and representatives including shareholder ministers, use GOVERNMENT RELATIONS.

For the activities associated with supporting external consultative councils, use EXTERNAL RELATIONS - Committees.

For managing relationships with industry associates, use EXTERNAL RELATIONS - Liaison.

For audit committees, use STRATEGIC MANAGEMENT - Committees.

For human resource committees, use PERSONNEL - Committees.

### Authorisation – Continued

Entry	Description of records	Disposal action
16974	Records documenting authorisations for administrative actions relating to the corporate governance function.	Destroy 7 years after action completed

### Board Insurance

The activities associated with the taking out of insurance policies to cover the board of directors against liabilities and losses arising from their performance of functions during their term of office.

*For payments of insurance premiums, use FINANCIAL MANAGEMENT - Payments.*

Entry	Description of records	Disposal action
16975	Records documenting insurance policies to cover board members and their delegates against liabilities or losses arising from their performance of functions carried out on behalf of the agency.	Destroy 7 years after action completed
16976	Records documenting the annual renewal of insurance policies to cover board members and their delegates against liabilities or losses arising from their performance of functions carried out on behalf of the agency.	Destroy 1 year after policy expires

### Board Meetings

The activities associated with the holding of board meetings. Includes arrangement of time and place of meetings, preparation and circulation of agenda, taking of minutes, etc. Excludes committee meetings.

*For committee meetings, use CORPORATE GOVERNANCE - Committees.*

*For ad hoc strategic/business planning meetings, use STRATEGIC PLANNING AND MANAGEMENT - Meetings.*

*For ad hoc meetings with government shareholders, use GOVERNMENT RELATIONS - Meetings.*

Entry	Description of records	Disposal action
16977	Final version of minutes and supporting documents tabled at board meetings.	Retain as national archives

## CORPORATE GOVERNANCE

The function of directing and controlling the agency. Includes high level advice, approvals, and policy issued by the Board and board management issues such as appointments, remuneration, meetings, and performance management.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For business strategy setting and planning, use STRATEGIC PLANNING AND MANAGEMENT.

For relations with government agencies and representatives including shareholder ministers, use GOVERNMENT RELATIONS.

For the activities associated with supporting external consultative councils, use EXTERNAL RELATIONS - Committees.

For managing relationships with industry associates, use EXTERNAL RELATIONS - Liaison.

For audit committees, use STRATEGIC MANAGEMENT - Committees.

For human resource committees, use PERSONNEL - Committees.

### Board Meetings - Continued

Entry	Description of records	Disposal action
16978	Working papers documenting the conduct and administration of board meetings. Includes: <ul style="list-style-type: none"> <li>• agenda</li> <li>• notices of meetings</li> <li>• draft meeting minutes</li> </ul>	Destroy 5 years after action completed

### Board Membership

The activities of managing the composition of the board. Includes appointments, acting appointments, temporary absences, resignations and terminations.

*For the payment of allowances, benefits, entitlements, etc to members of the board, use CORPORATE GOVERNANCE - Remuneration.*

Entry	Description of records	Disposal action
16979	Records documenting the composition of the board, including separation of members from the board. Includes: <ul style="list-style-type: none"> <li>• consultation papers</li> <li>• nominations for appointments to the board</li> <li>• board appointments</li> <li>• terms and conditions of appointment</li> <li>• instrument of appointment</li> <li>• requests for leave of absence</li> <li>• approvals for leave of absence</li> <li>• resignations, etc from the board</li> </ul>	Destroy 10 years after date of member's separation from the board

## CORPORATE GOVERNANCE

The function of directing and controlling the agency. Includes high level advice, approvals, and policy issued by the Board and board management issues such as appointments, remuneration, meetings, and performance management.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For business strategy setting and planning, use STRATEGIC PLANNING AND MANAGEMENT.

For relations with government agencies and representatives including shareholder ministers, use GOVERNMENT RELATIONS.

For the activities associated with supporting external consultative councils, use EXTERNAL RELATIONS - Committees.

For managing relationships with industry associates, use EXTERNAL RELATIONS - Liaison.

For audit committees, use STRATEGIC MANAGEMENT - Committees.

For human resource committees, use PERSONNEL - Committees.

### Committees

The activities associated with the managing of committees and task forces. Includes the committee's establishment, appointment of members, terms of reference, proceedings, minutes of meetings, reports, agenda etc.

*For audit committees, use STRATEGIC MANAGEMENT – Committees.*

Entry	Description of records	Disposal action
16980	Working papers documenting the conduct and administration of all committees which consider matters relating to the corporate governance function. Includes: <ul style="list-style-type: none"> <li>• agenda</li> <li>• notices of committee meetings</li> <li>• draft minutes</li> <li>• briefing papers</li> <li>• discussion papers</li> </ul>	Destroy when reference ceases
16981	Records documenting internal and external committees formed to consider specific matters relating to the corporate governance function. Includes: <ul style="list-style-type: none"> <li>• documents establishing the committee, including committee</li> <li>• terms of reference</li> <li>• appointment of members to the committee</li> <li>• final committee minutes</li> <li>• supporting documents, such as briefing and discussion papers</li> </ul>	Destroy 10 years after action completed



## CORPORATE GOVERNANCE

The function of directing and controlling the agency. Includes high level advice, approvals, and policy issued by the Board and board management issues such as appointments, remuneration, meetings, and performance management.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For business strategy setting and planning, use STRATEGIC PLANNING AND MANAGEMENT.

For relations with government agencies and representatives including shareholder ministers, use GOVERNMENT RELATIONS.

For the activities associated with supporting external consultative councils, use EXTERNAL RELATIONS - Committees.

For managing relationships with industry associates, use EXTERNAL RELATIONS - Liaison.

For audit committees, use STRATEGIC MANAGEMENT - Committees.

For human resource committees, use PERSONNEL - Committees.

### Compliance

The activities associated with complying with mandatory or optional accountability, fiscal, legal, regulatory or quality standards or requirements to which the organisation is subject. Includes compliance with legislation and with national and international standards, such as the ISO 9000 series.

Entry	Description of records	Disposal action
16982	Records documenting compliance with broad legislative and regulatory requirements in relation to the corporate governance function. Includes: <ul style="list-style-type: none"> <li>• compliance program</li> <li>• compliance reports</li> <li>• directives</li> <li>• compliance certificates</li> </ul>	Destroy 7 years after action completed
16983	Working papers supporting compliance with broad legislative and regulatory requirements in relation to the corporate governance function.	Destroy 3 years after action completed

## CORPORATE GOVERNANCE

The function of directing and controlling the agency. Includes high level advice, approvals, and policy issued by the Board and board management issues such as appointments, remuneration, meetings, and performance management.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For business strategy setting and planning, use STRATEGIC PLANNING AND MANAGEMENT.

For relations with government agencies and representatives including shareholder ministers, use GOVERNMENT RELATIONS.

For the activities associated with supporting external consultative councils, use EXTERNAL RELATIONS - Committees.

For managing relationships with industry associates, use EXTERNAL RELATIONS - Liaison.

For audit committees, use STRATEGIC MANAGEMENT - Committees.

For human resource committees, use PERSONNEL - Committees.

### Policy

The activities associated with developing and establishing decisions, directions and precedents which act as a reference for future decision making, and are the basis from which the organisation's operating procedures are determined.

Entry	Description of records	Disposal action
16984	Records documenting the development of policies issued by the board in relation to the corporate governance function. Includes: <ul style="list-style-type: none"> <li>• final policies</li> <li>• policy proposals</li> <li>• research papers</li> <li>• consultation papers</li> <li>• supporting reports</li> <li>• draft policy documents</li> </ul>	Retain as national archives
16986	Copies of policy documents and supporting papers.	Destroy when reference ceases

### Procedures

Standard methods of operating laid down by an organisation according to formulated policy.

Entry	Description of records	Disposal action
16987	Master set of manuals, handbooks and guidelines formally endorsed by executive management and detailing procedures relating to the corporate governance function.	Disposal not authorised

## CORPORATE GOVERNANCE

The function of directing and controlling the agency. Includes high level advice, approvals, and policy issued by the Board and board management issues such as appointments, remuneration, meetings, and performance management.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function use COLLECTION MANAGEMENT – Historic Records Accumulation

For business strategy setting and planning, use STRATEGIC PLANNING AND MANAGEMENT.

For relations with government agencies and representatives including shareholder Ministers, use GOVERNMENT RELATIONS.

For the activities associated with supporting external consultative councils, use EXTERNAL RELATIONS - Committees.

For managing relationships with industry associates, use EXTERNAL RELATIONS - Liaison.

For audit committees, use STRATEGIC MANAGEMENT - Committees.

For human resource committees, use PERSONNEL - Committees.

### Procedures - Continued

Entry	Description of records	Disposal action
16988	Records documenting the development of procedures supporting the corporate governance function. Includes: <ul style="list-style-type: none"><li>• consultation papers</li><li>• draft procedures</li><li>• stakeholder comments and feedback</li><li>• procedure updates and amendments</li></ul>	Destroy 3 years after procedures are superseded
16989	Manuals, handbooks and guidelines not formally endorsed by executive management and detailing procedures relating to the corporate governance function.	Destroy 10 years after procedures are superseded
16990	Copies of manuals, handbooks and guidelines detailing procedures supporting the corporate governance function.	Destroy when reference ceases

### Remuneration

The activity of managing remuneration allowances, benefits, entitlements, etc for work performed by board members.

*For matters concerning appointment, resignation, etc of board members, use CORPORATE GOVERNANCE - Board Membership.*

*For financial transactions associated with this activity use FINANCIAL MANAGEMENT - Accounting.*

Entry	Description of records	Disposal action
16991	Remuneration payment determinations made by the relevant authority, such as the remuneration tribunal.	Destroy when determinations are superseded

## CORPORATE GOVERNANCE

The function of directing and controlling the agency. Includes high level advice, approvals, and policy issued by the Board and board management issues such as appointments, remuneration, meetings, and performance management.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For business strategy setting and planning, use STRATEGIC PLANNING AND MANAGEMENT.

For relations with government agencies and representatives including shareholder ministers, use GOVERNMENT RELATIONS.

For the activities associated with supporting external consultative councils, use EXTERNAL RELATIONS - Committees.

For managing relationships with industry associates, use EXTERNAL RELATIONS - Liaison.

For audit committees, use STRATEGIC MANAGEMENT - Committees.

For human resource committees, use PERSONNEL - Committees.

### Remuneration - Continued

Entry	Description of records	Disposal action
16992	Records documenting the management of remuneration allowances, benefits, and entitlements to board members. Includes: <ul style="list-style-type: none"> <li>• performance review reports</li> <li>• approvals</li> <li>• payment calculations</li> </ul>	Destroy 10 years after date of member's separation from the board

### Reporting

The processes associated with initiating or providing a formal response to a situation or request (either internal, external or as a requirement of corporate policies), and to provide formal statements or findings of the results of the examination or investigation. Includes agenda, briefing, business, discussion papers, proposals, reports, reviews and returns.

Entry	Description of records	Disposal action
16993	Final versions of formal internal reports and reports made to external organisations relating to the administration and operation of the organisation's governing body.	Retain as national archives
16994	Final versions of periodic internal reports on general administrative matters used to monitor and document recurring activities to support the administration and operation of the organisation's governing body.	Destroy 7 years after action completed
16995	Copies of all reports produced as part of the corporate governance function.	Destroy when reference ceases

## CORPORATE GOVERNANCE

The function of directing and controlling the agency. Includes high level advice, approvals, and policy issued by the Board and board management issues such as appointments, remuneration, meetings, and performance management.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For business strategy setting and planning, use STRATEGIC PLANNING AND MANAGEMENT.

For relations with government agencies and representatives including shareholder ministers, use GOVERNMENT RELATIONS.

For the activities associated with supporting external consultative councils, use EXTERNAL RELATIONS - Committees.

For managing relationships with industry associates, use EXTERNAL RELATIONS - Liaison.

For audit committees, use STRATEGIC MANAGEMENT - Committees.

For human resource committees, use PERSONNEL - Committees.

### Risk Management

The process involving identification of risks, likelihood and consequences of those risks and implementation of appropriate practice and procedures to treat the risks.

Entry	Description of records	Disposal action
16996	Records documenting risk management processes undertaken in support of the corporate governance function including records of each stage of the process, such as: <ul style="list-style-type: none"> <li>• risk assessments</li> <li>• treatment schedules</li> <li>• action plans</li> </ul>	Destroy 7 years after next risk assessment

### Standards

The process of implementing industry or organisational benchmarks for services and processes to enhance the quality and efficiency of the organisation.

*For the development of corporate standards and industry or organisational benchmarks, use CORPORATE GOVERNANCE - Standards Development.*

Entry	Description of records	Disposal action
16997	Records documenting the implementation of industry and agency standards to support the corporate governance function.	Destroy 7 years after action completed

## CORPORATE GOVERNANCE

The function of directing and controlling the agency. Includes high level advice, approvals, and policy issued by the Board and board management issues such as appointments, remuneration, meetings, and performance management.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For business strategy setting and planning, use STRATEGIC PLANNING AND MANAGEMENT.

For relations with government agencies and representatives including shareholder ministers, use GOVERNMENT RELATIONS.

For the activities associated with supporting external consultative councils, use EXTERNAL RELATIONS - Committees.

For managing relationships with industry associates, use EXTERNAL RELATIONS - Liaison.

For audit committees, use STRATEGIC MANAGEMENT - Committees.

For human resource committees, use PERSONNEL - Committees.

### Standards Development

The process of developing standards and industry or organisational benchmarks for services and processes to enhance the quality and efficiency of the agency.

*For the implementation of corporate standards and industry or organisational benchmarks, use CORPORATE GOVERNANCE - Standards.*

Entry	Description of records	Disposal action
16998	Records documenting the development and review of standards and benchmarks relating to the corporate governance function, such as ethical standards expected of the board of directors. Includes: <ul style="list-style-type: none"> <li>• draft standard documentation</li> <li>• supporting reports</li> <li>• stakeholder comments</li> <li>• final standard</li> </ul>	Destroy 10 years after standard is superseded
16999	Copies of standards relating to the corporate governance function, such as ethical standards expected of the Board of directors.	Destroy when reference ceases

## CUSTOMER RELATIONS

The function of establishing and maintaining relationships with the agency's customers or potential customers. Includes compliance with customer service standards, the development and management of customer service agreements, and handling complaints and customer enquiries.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For the fulfilment of customer orders, use COMMERCIAL OPERATIONS - Order Processing.

For the application of privacy principles in relation to the collection, handling, use, and disclosure of personal information, use INFORMATION MANAGEMENT - Privacy.

### Account Management

The activity of managing specific business customer accounts by liaising with the customer, and providing advice and recommendations on services and products. Also includes creating customer profiles.

*For the fulfilment of orders for commercial products, use COMMERCIAL OPERATIONS - Order Processing.*

*For the fulfilment of orders for philatelic products, use STAMP MANAGEMENT - Order Processing.*

*For the fulfilment of orders for stock or equipment used by the agency, use POST EQUIPMENT & STORES - Acquisition.*

*For the management of agreements with customers, use CUSTOMER RELATIONS - Agreements.*

*For the management of philatelic customer accounts, use STAMP MANAGEMENT - Account Management.*

Entry	Description of records	Disposal action
17000	Records documenting the management of major business customer accounts where the customer has a significant relationship with the organisation. Includes: <ul style="list-style-type: none"> <li>• customer profiles</li> <li>• negotiations</li> <li>• records of expenditure</li> </ul>	Destroy 7 years after action completed

## CUSTOMER RELATIONS

The function of establishing and maintaining relationships with the agency's customers or potential customers. Includes compliance with customer service standards, the development and management of customer service agreements, and handling complaints and customer enquiries.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function. use COLLECTION MANAGEMENT – Historic Records Accumulation.

For the fulfilment of customer orders, use COMMERCIAL OPERATIONS - Order Processing.

For the application of privacy principles in relation to the collection, handling, use, and disclosure of personal information, use INFORMATION MANAGEMENT - Privacy.

### Agreements

The processes associated with the establishment, maintenance, review and negotiation of agreements.

*For service level agreements, use STRATEGIC MANAGEMENT - Agreements.*

*For licensee, franchisee, or community agents agreements, use COMMERCIAL OPERATIONS - Agreements.*

Entry	Description of records	Disposal action
17001	Records documenting signed, simple contracts and agreements and supporting records relating to the customer relations function, including service level agreements (SLAs). Includes: <ul style="list-style-type: none"> <li>• final agreements</li> <li>• negotiations</li> <li>• establishment</li> <li>• reviews</li> <li>• maintenance</li> </ul> [For commercial licence arrangements with external parties such as those licensing the use of postal equipment, use COMMERCIAL OPERATIONS – Licensing.]	Destroy 7 years after expiry or other termination of contract or agreement, unless a longer period is specified in the agreement
17002	Contracts register.	Destroy 20 years after last entry
17003	Records documenting signed contracts and agreements under seal prior to 15 November 2005 and supporting records: Western Australia. Includes: <ul style="list-style-type: none"> <li>• final agreements</li> <li>• negotiations</li> <li>• establishment</li> <li>• reviews</li> <li>• maintenance</li> </ul>	Destroy 21 years after completion or other termination of contract



## CUSTOMER RELATIONS

The function of establishing and maintaining relationships with the agency's customers or potential customers. Includes compliance with customer service standards, the development and management of customer service agreements, and handling complaints and customer enquiries.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For the fulfilment of customer orders, use COMMERCIAL OPERATIONS - Order Processing.

For the application of privacy principles in relation to the collection, handling, use, and disclosure of personal information, use INFORMATION MANAGEMENT - Privacy.

### Agreements - Continued

Entry	Description of records	Disposal action
17004	Records documenting signed contracts and agreements under seal and supporting records: Victoria and South Australia. Includes: <ul style="list-style-type: none"> <li>• final agreements</li> <li>• negotiations</li> <li>• establishment</li> <li>• reviews</li> <li>• maintenance</li> </ul>	Destroy 15 years after expiry or other termination of contract or agreement, unless a longer period is specified in the agreement
17005	Records documenting signed contracts and agreements under seal and supporting records: New South Wales, Western Australia (from 15 November 2005), Queensland, Tasmania, Australian Capital Territory, and the Northern Territory. Includes: <ul style="list-style-type: none"> <li>• final agreements</li> <li>• negotiations</li> <li>• establishment</li> <li>• reviews</li> <li>• maintenance</li> </ul>	Destroy 12 years after expiry or other termination of contract or agreement, unless a longer period is specified in the agreement

### Compensation Claims

The activities associated with claims for compensation for the loss or damage to an article, where the article is uninsured. Includes any appeals made to the agency and liaison with external authorities such as the Commonwealth Ombudsman.

*For claims where articles are covered by insurance, including international insurance, use MAIL OPERATIONS - Claims.*

*For payments associated with compensation claims, use FINANCIAL MANAGEMENT - Payments.*

Entry	Description of records	Disposal action
17006	Records documenting claims for compensation related to the customer relations function. Includes: <ul style="list-style-type: none"> <li>• claim applications and supporting documentation</li> <li>• claim investigation and action reports</li> <li>• notifications of outcomes</li> </ul>	Destroy 7 years after finalisation of claim

## CUSTOMER RELATIONS

The function of establishing and maintaining relationships with the agency's customers or potential customers. Includes compliance with customer service standards, the development and management of customer service agreements, and handling complaints and customer enquiries.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For the fulfilment of customer orders, use COMMERCIAL OPERATIONS - Order Processing.

For the application of privacy principles in relation to the collection, handling, use, and disclosure of personal information, use INFORMATION MANAGEMENT - Privacy.

### Compensation Claims - Continued

Entry	Description of records	Disposal action
17007	Copies of claim reports submitted as part of the customer relations function.	Destroy when reference ceases

### Complaint Handling

The activity of receiving, handling and investigating any complaint or grievance made to the agency by a customer with regard to postal and commercial services.

*For handling non-complaint customer enquiries, use CUSTOMER RELATIONS - Enquiries.*

*For uninsured claims for compensation for lost or damaged postal articles, use CUSTOMER RELATIONS - Compensation Claims.*

*For insurance claims for lost or damaged postal articles, use MAIL OPERATIONS - Claims.*

Entry	Description of records	Disposal action
17008	Records documenting the receipt, handling, and investigation of significant complaints or grievances made by customers, eg customer complaints resulting in litigation. Includes: <ul style="list-style-type: none"> <li>• customer service complaint forms</li> <li>• letters of complaint</li> <li>• notice of complaint lodgement</li> <li>• investigation reports</li> <li>• notifications in relation to external appeals</li> </ul>	Destroy 7 years after action completed
17009	Records documenting the receipt and handling of routine complaints or grievances made by customers, eg customer complaints that do not result in litigation. Includes: <ul style="list-style-type: none"> <li>• customer service complaint forms</li> <li>• letters of complaint</li> </ul>	Destroy 6 months after action completed
17010	Issues register.	Destroy 5 years after last entry

## CUSTOMER RELATIONS

The function of establishing and maintaining relationships with the agency's customers or potential customers. Includes compliance with customer service standards, the development and management of customer service agreements, and handling complaints and customer enquiries.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For the fulfilment of customer orders, use COMMERCIAL OPERATIONS - Order Processing.

For the application of privacy principles in relation to the collection, handling, use, and disclosure of personal information, use INFORMATION MANAGEMENT - Privacy.

### Compliance

The activities associated with complying with mandatory or optional accountability, fiscal, legal, regulatory or quality standards or requirements to which the organisation is subject. Includes compliance with legislation and with national and international standards, such as the ISO 9000 series.

Entry	Description of records	Disposal action
17011	Records documenting compliance with mandatory or optional standards and guidelines or with statutory requirements relating to the customer relations function. Includes: <ul style="list-style-type: none"> <li>• compliance program</li> <li>• directives</li> <li>• compliance reports</li> <li>• certificates of compliance</li> </ul>	Destroy 7 years after action completed

### Enquiries

The activities associated with handling requests for information about the organisation and its services by the general public, agency employees or another organisation.

*For suggestions from customers and the public in relation to extended or improved organisational services, use CUSTOMER RELATIONS - Suggestions*

*For suggestions in relation to the provision of postal outlets, use COMMERCIAL OPERATIONS - Suggestions.*

Entry	Description of records	Disposal action
17012	Records documenting the handling of requests for information from customers. Includes: <ul style="list-style-type: none"> <li>• enquiries received through help centres such as, Customer Contact Centres</li> <li>• requests for information, eg maps, plans, charts, advertising materials, etc.</li> </ul>	Destroy 2 years after action completed

### Meetings

The activities associated with ad hoc gatherings held to formulate, discuss, update or resolve issues and matters pertaining to managing the section, department, or organisation as a whole. Includes arrangements, agenda, taking of minutes etc. Excludes committee meetings.

Entry	Description of records	Disposal action
17013	Final version of minutes and supporting documentation tabled at meetings held to support the customer relations function.	Destroy 5 years after action completed

## CUSTOMER RELATIONS

The function of establishing and maintaining relationships with the agency's customers or potential customers. Includes compliance with customer service standards, the development and management of customer service agreements, and handling complaints and customer enquiries.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For the fulfilment of customer orders, use COMMERCIAL OPERATIONS - Order Processing.

For the application of privacy principles in relation to the collection, handling, use, and disclosure of personal information, use INFORMATION MANAGEMENT - Privacy.

### Meetings - Continued

Entry	Description of records	Disposal action
17014	Working papers documenting the conduct and administration of meetings held to support the customer relations function. Includes: <ul style="list-style-type: none"> <li>• agenda</li> <li>• notices of meetings</li> <li>• draft meeting minutes</li> <li>• draft supporting documents</li> </ul>	Destroy 3 years after action completed

### Planning

The process of formulating ways in which objectives can be achieved. Includes determination of services, needs and solutions to those needs.

Entry	Description of records	Disposal action
17015	Final versions of plans relating to the customer relations function.	Destroy 5 years after plan is superseded
17016	Working papers used to develop all plans relating to the customer relations function. Includes: <ul style="list-style-type: none"> <li>• draft plans</li> <li>• reports analysing issues</li> <li>• comments</li> </ul>	Destroy 2 years after action completed
17017	Copies of all plans relating to the customer relations function.	Destroy when reference ceases

## CUSTOMER RELATIONS

The function of establishing and maintaining relationships with the agency's customers or potential customers. Includes compliance with customer service standards, the development and management of customer service agreements, and handling complaints and customer enquiries.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For the fulfilment of customer orders, use COMMERCIAL OPERATIONS - Order Processing.

For the application of privacy principles in relation to the collection, handling, use, and disclosure of personal information, use INFORMATION MANAGEMENT - Privacy.

### Policy

The activities associated with developing and establishing decisions, directions and precedents which act as a reference for future decision making, and are the basis from which the organisation's operating procedures are determined.

*For the production of a service charter use PUBLICATION – Production*

Entry	Description of records	Disposal action
17018	Records documenting the development and establishment of routine customer relations policies, such as the customer service charter. Includes: <ul style="list-style-type: none"> <li>• policy proposals</li> <li>• research papers</li> <li>• consultation papers</li> <li>• supporting reports</li> <li>• draft policy documents</li> <li>• final policy documents, and</li> <li>• national policy statements</li> </ul>	Destroy 7 years after policy is superseded
17019	Working papers documenting the development of all customer relations policies.	Destroy 5 years after promulgation of new policy
17020	Copies of policy documents and supporting papers.	Destroy when reference ceases
19768	Records documenting the development and establishment of significant agency-wide customer relations policies such as those which demonstrate a change in direction with regard to customer service. Includes: <ul style="list-style-type: none"> <li>• policy proposals</li> <li>• research papers</li> <li>• consultation papers</li> <li>• supporting reports</li> <li>• draft policy documents</li> <li>• final policy documents, and</li> <li>• national policy statements</li> </ul>	Retain as national archives

## CUSTOMER RELATIONS

The function of establishing and maintaining relationships with the agency's customers or potential customers. Includes compliance with customer service standards, the development and management of customer service agreements, and handling complaints and customer enquiries.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For the fulfilment of customer orders, use COMMERCIAL OPERATIONS - Order Processing.

For the application of privacy principles in relation to the collection, handling, use, and disclosure of personal information, use INFORMATION MANAGEMENT - Privacy.

### Procedures

Standard methods of operating laid down by an organisation according to formulated policy.

Entry	Description of records	Disposal action
17021	Master set of manuals, handbooks and guidelines detailing procedures relating to the customer relations function.	Destroy 10 years after procedures are superseded
17022	Records documenting the development of procedures supporting the customer relations function. Includes: <ul style="list-style-type: none"> <li>• consultation papers</li> <li>• supporting documents</li> <li>• draft procedures</li> <li>• stakeholder comments and feedback</li> <li>• procedure updates and amendments</li> </ul>	Destroy 3 years after procedures are superseded
17023	Copies of manuals, handbooks and guidelines detailing procedures supporting the customer relations function.	Destroy when reference ceases

### Reporting

The processes associated with initiating or providing a formal response to a situation or request (either internal, external or as a requirement of corporate policies), and to provide formal statements or findings of the results of the examination or investigation. Includes agenda, briefing, business, discussion papers, proposals, reports, reviews and returns.

Entry	Description of records	Disposal action
17024	Final versions of reports produced on activities undertaken as part of the customer relations function. <ul style="list-style-type: none"> <li>• draft reports</li> <li>• supporting papers</li> </ul>	Destroy 5 years after action completed
17025	Working papers documenting the development of all reports produced as part of the customer relations function. Includes: <ul style="list-style-type: none"> <li>• draft reports</li> <li>• supporting papers</li> </ul>	Destroy 1 year after action completed
17026	Copies of all reports produced as part of the customer relations function.	Destroy when reference ceases

## CUSTOMER RELATIONS

The function of establishing and maintaining relationships with the agency's customers or potential customers. Includes compliance with customer service standards, the development and management of customer service agreements, and handling complaints and customer enquiries.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For the fulfilment of customer orders, use COMMERCIAL OPERATIONS - Order Processing.

For the application of privacy principles in relation to the collection, handling, use, and disclosure of personal information, use INFORMATION MANAGEMENT - Privacy.

### Research

The activities involved in investigating or enquiring into a subject or area of interest in order to discover facts, principles etc used to support development of projects, standards, guidelines etc and the business activities of the organisation in general. Includes following up enquiries relating to organisational programs, projects, working papers, literature searches etc.

*For research into commercial products and services, use COMMERCIAL OPERATIONS - Research.*

*For research into postal services and products, use MAIL OPERATIONS - Research.*

*For corporate image research, use STRATEGIC PLANNING AND MANAGEMENT - Research.*

Entry	Description of records	Disposal action
17027	Final research reports supporting the customer relations function. Excludes personal customer information.	Retain as national archives
17028	Working papers documenting research undertaken in support of the customer relations function. Includes: <ul style="list-style-type: none"> <li>• research brief</li> <li>• research papers and supporting information</li> <li>• source register / lists</li> <li>• draft research report</li> </ul>	Destroy when reference ceases

### Standards

The process of implementing industry or organisational benchmarks for services and processes to enhance the quality and efficiency of the organisation.

*For the development of standards and industry or organisational benchmarks relating to the agency's customer services, use CUSTOMER RELATIONS - Standards Development.*

Entry	Description of records	Disposal action
17029	Records documenting the implementation of industry and agency standards to support the customer relations function.	Destroy 7 years after action completed

## CUSTOMER RELATIONS

The function of establishing and maintaining relationships with the agency's customers or potential customers. Includes compliance with customer service standards, the development and management of customer service agreements, and handling complaints and customer enquiries.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For the fulfilment of customer orders, use COMMERCIAL OPERATIONS - Order Processing.

For the application of privacy principles in relation to the collection, handling, use, and disclosure of personal information, use INFORMATION MANAGEMENT - Privacy.

### Standards Development

The process of developing standards and industry or organisational benchmarks for services and processes to enhance the quality and efficiency of the agency.

*For the implementation of standards and industry or organisational benchmarks relating to the agency's customer services, use CUSTOMER RELATIONS - Standards.*

Entry	Description of records	Disposal action
17030	Records documenting the development of standards and benchmarks relating to the customer relations function. Includes: <ul style="list-style-type: none"> <li>• draft standard documentation</li> <li>• supporting reports</li> <li>• stakeholder comments</li> <li>• final standard</li> </ul>	Destroy 10 years after standard is superseded
17031	Copies of standards relating to the customer relations function.	Destroy when reference ceases

### Suggestions

The process of using suggestions from personnel and the public to improve the services and processes of the organisation.

*For requests received from the public in relation to posting boxes, use MAIL OPERATIONS - Installation, Relocation and Removal.*

*For handling customer complaints, use CUSTOMER RELATIONS - Complaint Handling.*

Entry	Description of records	Disposal action
17032	Records documenting the receipt and handling of suggestions from customers and the public in relation to new or improved postal services and facilities. Includes written suggestions, internal decisions and approvals on action to be taken, and responses. Excludes petitions for new post offices  [For ministerial representations in relation to postal services and facilities, use GOVERNMENT RELATIONS - Representations.]	Destroy 7 years after action completed
19769	Petitions which result in the establishment of a post office within a local community.	Retain as national archives



## EXTERNAL RELATIONS

The function of managing the agency's relationship with industry and the community. It includes media liaison, official representation at functions, participation in community activities and relationships with professional bodies and industry groups, including international organisations such as the Universal Postal Union.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For the management of customer relationships, use CUSTOMER RELATIONS.

For relations with government agencies and representatives, including government shareholder relations, use GOVERNMENT RELATIONS.

For the application of privacy principles in relation to the collection, handling, use, and disclosure of personal information, use INFORMATION MANAGEMENT - Privacy.

For all other activities regarding the agency's relationship with the community, use COMMUNITY RELATIONS.

### Advice

The activities associated with offering opinions by or to the organisation as to an action or judgement. Includes the process of advising.

Entry	Description of records	Disposal action
17033	Records documenting the provision and receipt of advice relating to the external relations function.	Destroy 5 years after action completed
17034	Working papers documenting the provision and receipt of advice relating to the external relations function.	Destroy 2 years after action completed

### Agreements

The processes associated with the establishment, maintenance, review and negotiation of agreements.

*For the management of work performed or the provision of goods and services under agreement, use COMMUNITY RELATIONS - Contracting-out.*

Entry	Description of records	Disposal action
17035	Final versions of significant agreements made in relation to the external relations function. Includes agreements with international postal organisations for the establishment of services overseas, development of international postal standards and international philately. Also includes negotiations, establishment and review of agreements.	Retain as national archives
17036	Final versions of routine agreements made in relation to the external relations function such as sponsorship agreements with community organisations.	Destroy 7 years after expiry or other termination of contract or agreement, unless a longer period is specified in the agreement

## EXTERNAL RELATIONS

The function of managing the agency's relationship with industry and the community. It includes media liaison, official representation at functions, participation in community activities and relationships with professional bodies and industry groups, including international organisations such as the Universal Postal Union.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For the management of customer relationships, use CUSTOMER RELATIONS.

For relations with government agencies and representatives, including government shareholder relations, use GOVERNMENT RELATIONS.

For the application of privacy principles in relation to the collection, handling, use, and disclosure of personal information, use INFORMATION MANAGEMENT - Privacy.

For all other activities regarding the agency's relationship with the community, use COMMUNITY RELATIONS.

### Agreements - Continued

Entry	Description of records	Disposal action
17037	Working papers documenting routine agreements relating to the external relations function. Includes: <ul style="list-style-type: none"> <li>• draft agreements</li> <li>• negotiations</li> <li>• establishment</li> <li>• reviews</li> <li>• maintenance</li> </ul>	Destroy 2 years after action completed

### Authorisation

The process of delegating power to authorise an action and the seeking and granting permission to undertake a requested action.

*For archival authority authorisations, use INFORMATION MANAGEMENT - Authorisation.*

Entry	Description of records	Disposal action
17038	Records documenting the delegation of power to staff to authorise administrative action relating to the external relations function.	Destroy 7 years after delegation expires
17039	Records documenting authorisations for administrative action supporting the external relations function. Includes the authorisation of advertising and promotional material.	Destroy 3 years after action completed

## EXTERNAL RELATIONS

The function of managing the agency's relationship with industry and the community. It includes media liaison, official representation at functions, participation in community activities and relationships with professional bodies and industry groups, including international organisations such as the Universal Postal Union.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For the management of customer relationships, use CUSTOMER RELATIONS.

For relations with government agencies and representatives, including government shareholder relations, use GOVERNMENT RELATIONS.

For the application of privacy principles in relation to the collection, handling, use, and disclosure of personal information, use INFORMATION MANAGEMENT - Privacy.

For all other activities regarding the agency's relationship with the community, use COMMUNITY RELATIONS.

### Committees

The activities associated with the managing of committees and task forces. Includes the committee's establishment, appointment of members, terms of reference, proceedings, minutes of meetings, reports, agenda etc.

*For audit committees, use STRATEGIC MANAGEMENT – Committees.*

Entry	Description of records	Disposal action
17040	Records of internal and external committees formed to consider matters relating to the external relations function. Includes: <ul style="list-style-type: none"> <li>• final versions of minutes</li> <li>• documents establishing the committee</li> <li>• supporting documents, such as briefing papers and discussion papers</li> <li>• reports</li> <li>• recommendations</li> </ul>	Destroy 7 years after action completed
17041	Working papers documenting the conduct and administration of committees which consider matters relating to the external relations function. Includes: <ul style="list-style-type: none"> <li>• agenda</li> <li>• notices of meetings</li> <li>• draft minutes</li> </ul>	Destroy when reference ceases

## EXTERNAL RELATIONS

The function of managing the agency's relationship with industry and the community. It includes media liaison, official representation at functions, participation in community activities and relationships with professional bodies and industry groups, including international organisations such as the Universal Postal Union.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For the management of customer relationships, use CUSTOMER RELATIONS.

For relations with government agencies and representatives, including government shareholder relations, use GOVERNMENT RELATIONS.

For the application of privacy principles in relation to the collection, handling, use, and disclosure of personal information, use INFORMATION MANAGEMENT - Privacy.

For all other activities regarding the agency's relationship with the community, use COMMUNITY RELATIONS.

### Community Consultation

The processes involved in consulting and working with local and industry communities in regard to organisational programs and/or activities that affect or impact on them.

*For the preparation of relevant media statements, use EXTERNAL RELATIONS - Media Relations.*

*For liaison with professional bodies and organisations, use EXTERNAL RELATIONS - Liaison.*

Entry	Description of records	Disposal action
20205	Records documenting local and industry community consultation processes which involved extensive interaction on programs or activities with a high impact on the community, or elicited strong community reaction. Includes <ul style="list-style-type: none"> <li>• consultation programs</li> <li>• consultation papers</li> <li>• outcomes reports</li> </ul>	Retain as national archives
17042	Records documenting local and industry community consultation processes which did not involve extensive interaction on programs or activities with high impact on the community or elicited strong community reaction. Includes <ul style="list-style-type: none"> <li>• consultation programs</li> <li>• consultation papers</li> <li>• outcomes reports</li> </ul>	Disposal not authorised

### Meetings

The activities associated with ad hoc gatherings held to formulate, discuss, update or resolve issues and matters pertaining to managing the section, department, or organisation as a whole. Includes arrangements, agenda, taking of minutes etc. Excludes committee meetings.

Entry	Description of records	Disposal action
17043	Final version of minutes and supporting documents tabled at meetings held to support the external relations function. Includes meetings with external agencies.	Destroy 5 years after action completed

## EXTERNAL RELATIONS

The function of managing the agency's relationship with industry and the community. It includes media liaison, official representation at functions, participation in community activities and relationships with professional bodies and industry groups, including international organisations such as the Universal Postal Union.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function use COLLECTION MANAGEMENT – Historic Records Accumulation

For the management of customer relationships, use CUSTOMER RELATIONS.

For relations with government agencies and representatives, including government shareholder relations, use GOVERNMENT RELATIONS.

For the application of privacy principles in relation to the collection, handling, use, and disclosure of personal information, use INFORMATION MANAGEMENT - Privacy.

For all other activities regarding the agency's relationship with the community, use COMMUNITY RELATIONS.

### Meetings - Continued

Entry	Description of records	Disposal action
17044	Working papers documenting the conduct and administration of meetings held to support the external relations function. Includes: <ul style="list-style-type: none"><li>• agenda</li><li>• notices of meetings</li><li>• draft minutes</li></ul>	Destroy 3 years after action completed

### Overseas Training

The activities associated with the development, provision of and ongoing management of training programs aimed at external clients such as other international postal institutes and developing countries.

Entry	Description of records	Disposal action
17045	Master set of training materials for courses conducted in support of the external relations function. Includes: <ul style="list-style-type: none"><li>• programs</li><li>• lecture notes</li><li>• hand-outs</li><li>• films and videos</li></ul> [For publishing training material, use PUBLICATION - Production.]	Destroy when course is superseded or when training material is no longer relevant
17046	Records documenting the administration of overseas training programs conducted as part of the external relations function.	Destroy 7 years after action completed

---

## EXTERNAL RELATIONS

The function of managing the agency's relationship with industry and the community. It includes media liaison, official representation at functions, participation in community activities and relationships with professional bodies and industry groups, including international organisations such as the Universal Postal Union.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function use COLLECTION MANAGEMENT – Historic Records Accumulation

For the management of customer relationships, use CUSTOMER RELATIONS.

For relations with government agencies and representatives, including government shareholder relations, use GOVERNMENT RELATIONS.

For the application of privacy principles in relation to the collection, handling, use, and disclosure of personal information, use INFORMATION MANAGEMENT - Privacy.

For all other activities regarding the agency's relationship with the community, use COMMUNITY RELATIONS.

### Overseas Training - Continued

Entry	Description of records	Disposal action
17047	Records documenting the administrative arrangements supporting client attendance at, and assessments of, courses conducted in support of the external relations function. Includes: <ul style="list-style-type: none"><li>• course attendance confirmation</li><li>• application forms</li><li>• notices of examination results</li></ul>	Destroy 7 years after action completed
17048	Working papers documenting the development of training material for courses conducted in support of the external relations function.	Destroy 1 year after training material is produced

---

### Promotion

The activity of promoting products and services and the general image of the organisation. Includes advertising, sponsorship, direct marketing, sales promotions, publicity, and personal selling.

Entry	Description of records	Disposal action
17049	Records documenting the promotion of the agency's external relations activities. Includes: <ul style="list-style-type: none"><li>• arrangements for advertising campaigns</li><li>• promotional photographs</li><li>• promotional plans</li><li>• sponsorship proposals</li></ul> <p>[For media releases relating to promotional activities, use COMMUNITY RELATIONS - Media Relations.</p> <p>For sponsorship agreements, use EXTERNAL RELATIONS - Agreements.]</p>	Destroy 3 years after action completed

---

## EXTERNAL RELATIONS

The function of managing the agency's relationship with industry and the community. It includes media liaison, official representation at functions, participation in community activities and relationships with professional bodies and industry groups, including international organisations such as the Universal Postal Union.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function use COLLECTION MANAGEMENT – Historic Records Accumulation

For the management of customer relationships, use CUSTOMER RELATIONS.

For relations with government agencies and representatives, including government shareholder relations, use GOVERNMENT RELATIONS.

For the application of privacy principles in relation to the collection, handling, use, and disclosure of personal information, use INFORMATION MANAGEMENT - Privacy.

For all other activities regarding the agency's relationship with the community, use COMMUNITY RELATIONS.

### Reporting

The processes associated with initiating or providing a formal response to a situation or request (either internal, external or as a requirement of corporate policies), and to provide formal statements or findings of the results of the examination or investigation. Includes agenda, briefing, business, discussion papers, proposals, reports, reviews and returns.

Entry	Description of records	Disposal action
17050	Final version of reports produced on activities relating to the external relations function.	Destroy 5 years after action completed
17051	Working papers documenting the development of all reports relating to the external relations function. Includes: <ul style="list-style-type: none"><li>• draft reports</li><li>• stakeholder comments</li></ul>	Destroy 1 year after action completed
17052	Copies of all reports relating to the external relations function.	Destroy when reference ceases

---

### Representatives

The activities associated with the nomination, appointment or resignation of individuals or groups of personnel appointed by the organisation or their co-workers as official representatives to organisations, offices, unions, workers participation committees, councils or groups. Includes organisational legal representatives.

Entry	Description of records	Disposal action
17053	Records documenting the nomination, appointment, resignation from, and/or termination of representatives in industry organisations.	Destroy 3 years after action completed

---

## EXTERNAL RELATIONS

The function of managing the agency's relationship with industry and the community. It includes media liaison, official representation at functions, participation in community activities and relationships with professional bodies and industry groups, including international organisations such as the Universal Postal Union.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function use COLLECTION MANAGEMENT – Historic Records Accumulation

For the management of customer relationships, use CUSTOMER RELATIONS.

For relations with government agencies and representatives, including government shareholder relations, use GOVERNMENT RELATIONS.

For the application of privacy principles in relation to the collection, handling, use, and disclosure of personal information, use INFORMATION MANAGEMENT - Privacy.

For all other activities regarding the agency's relationship with the community, use COMMUNITY RELATIONS.

### Stamp Design Competitions

The activities associated with arranging competitions for the design of postage stamps. Includes setting of competition rules, fixing design criteria requirements, distribution and collation of entries and judging.

*For the presentation of prizes, use COMMUNITY RELATIONS - Ceremonies.*

*For the advertising of the event, use STAMP MANAGEMENT - Promotion.*

Entry	Description of records	Disposal action
17054	Records documenting the successful and shortlisted entries of competitions for the design of postage stamps. Also includes judging criteria.	Retain as national archives
17055	Records documenting entries to competitions for the design of postage stamps that were not successful or shortlisted.	Destroy 7 years after action completed
17056	Records documenting the arrangement of competitions for the design of postage stamps. Includes: <ul style="list-style-type: none"><li>• arrangements for competition advertising campaigns</li><li>• competition rules</li><li>• design criteria requirements</li></ul>	Destroy 5 years after action completed

---

### Submissions

The preparation and submission of a formal statement (such as reports, statistics, etc) supporting a case or opinion held by the organisation which is submitted to another organisation, or within the organisation, for the purpose of either gain or support.

*For agency submissions to community organisations, use COMMUNITY RELATIONS - SUBMISSIONS.*

*For agency submissions to government organisations, use GOVERNMENT RELATIONS - SUBMISSIONS.*

Entry	Description of records	Disposal action
17057	Final versions of successful submissions made to industry organisations.	Destroy 7 years after action completed



## EXTERNAL RELATIONS

The function of managing the agency's relationship with industry and the community. It includes media liaison, official representation at functions, participation in community activities and relationships with professional bodies and industry groups, including international organisations such as the Universal Postal Union.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For the management of customer relationships, use CUSTOMER RELATIONS.

For relations with government agencies and representatives, including government shareholder relations, use GOVERNMENT RELATIONS.

For the application of privacy principles in relation to the collection, handling, use, and disclosure of personal information, use INFORMATION MANAGEMENT - Privacy.

For all other activities regarding the agency's relationship with the community, use COMMUNITY RELATIONS.

### Submissions - Continued

Entry	Description of records	Disposal action
17058	Final versions of unsuccessful submissions made to industry organisations.	Destroy 3 years after action completed
17059	Working papers documenting the development of submissions to industry organisations. Includes draft submissions.	Destroy when reference ceases

### Visits

The activities involved in arranging visits by other organisations, the public and students to the organisation, with a view to inform, educate or promote the services, operation and role of the organisation. Includes arranging visits by staff to other organisations.

*For visits by agency representatives to community organisations, use COMMUNITY RELATIONS - VISITS.*

*For visits by agency representatives to government organisations, use GOVERNMENT RELATIONS - VISITS.*

Entry	Description of records	Disposal action
17060	Records documenting arrangements for visits made to the agency by important industry representatives.	Destroy 5 years after action completed
17061	Records documenting visits by staff to industry organisations to promote the image or services of the agency. Includes visit reports.	Destroy 2 years after action completed
17062	Visitor books.	Destroy 5 years after last entry

## MAIL OPERATIONS

The function of collecting, processing, and delivering letters, parcels, and international mail. It includes handling registered post, express post, telegraphic communication and defence force mail, determining and fixing postage charges and rates, processing insured claims for damaged or lost mail, and procuring mail delivery services. Also includes the installation and maintenance of post boxes and the allocation of post codes.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For uninsured compensation claims for lost or damaged postal articles, use CUSTOMER RELATIONS - Compensation Claims.

For investigating complaints about the loss or damage of insured postal articles, use CUSTOMER RELATIONS - Complaint Handling.

For commercial agreements with customers for private post boxes, use CUSTOMER RELATIONS - Agreements.

For the acquisition and maintenance of postal vehicles, use FLEET MANAGEMENT - Acquisition or FLEET MANAGEMENT - Maintenance, respectively.

For the installation, manufacture and maintenance of postal sorting/handling equipment, use EQUIPMENT AND STORES.

For the provision and management of the agency's retail and other commercial services, use COMMERCIAL OPERATIONS.

### Agreements

The processes associated with the establishment, maintenance, review and negotiation of agreements.

Entry	Description of records	Disposal action
17063	Signed, simple contracts and agreements and supporting records relating to the mail operations function, including service level agreements (SLAs). Includes: <ul style="list-style-type: none"> <li>• final agreements</li> <li>• negotiations</li> <li>• establishment</li> <li>• reviews</li> <li>• maintenance</li> </ul>	Destroy 7 years after expiry or other termination of contract or agreement, unless a longer period is specified in the agreement
17064	Contracts register.	Destroy 20 years after last entry
17065	Other signed contracts and agreements under seal prior to 15 November 2005 and supporting records: Western Australia. Includes: <ul style="list-style-type: none"> <li>• final agreements</li> <li>• negotiations</li> <li>• establishment</li> <li>• reviews</li> <li>• maintenance</li> </ul>	Destroy 21 years after completion or other termination of the contract

## MAIL OPERATIONS

The function of collecting, processing, and delivering letters, parcels, and international mail. It includes handling registered post, express post, telegraphic communication and defence force mail, determining and fixing postage charges and rates, processing insured claims for damaged or lost mail, and procuring mail delivery services. Also includes the installation and maintenance of post boxes and the allocation of post codes.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For uninsured compensation claims for lost or damaged postal articles, use CUSTOMER RELATIONS - Compensation Claims.

For investigating complaints about the loss or damage of insured postal articles, use CUSTOMER RELATIONS - Complaint Handling.

For commercial agreements with customers for private post boxes, use CUSTOMER RELATIONS - Agreements.

For the acquisition and maintenance of postal vehicles, use FLEET MANAGEMENT - Acquisition or FLEET MANAGEMENT - Maintenance, respectively.

For the installation, manufacture and maintenance of postal sorting/handling equipment, use EQUIPMENT AND STORES.

For the provision and management of the agency's retail and other commercial services, use COMMERCIAL OPERATIONS.

### Agreements - Continued

Entry	Description of records	Disposal action
17066	<p>Signed contracts and agreements under seal and supporting records: Victoria and South Australia. Includes:</p> <ul style="list-style-type: none"> <li>• final agreements</li> <li>• negotiations</li> <li>• establishment</li> <li>• reviews</li> <li>• maintenance</li> </ul> <p>[For records documenting international agreements, use EXTERNAL RELATIONS - Agreements.]</p>	<p>Destroy 15 years after expiry or other termination of contract or agreement, unless a longer period is specified in the agreement</p>
17067	<p>Other signed contracts and agreements under seal and supporting records: New South Wales, Western Australia (from 15 November 2005), Queensland, Australian Capital Territory, Tasmania, and the Northern Territory. Includes:</p> <ul style="list-style-type: none"> <li>• final agreements</li> <li>• negotiations</li> <li>• establishment</li> <li>• reviews</li> <li>• maintenance</li> </ul>	<p>Destroy 12 years after expiry or other termination of contract or agreement, unless a longer period is specified in the agreement</p>
19770	<p>Significant agreements relating to the mail operations function such as those which contribute to an understanding of postal history, for example agreements on the first domestic aerial postal services between Australian States and Territories.</p>	<p>Retain as national archives</p>

## MAIL OPERATIONS

The function of collecting, processing, and delivering letters, parcels, and international mail. It includes handling registered post, express post, telegraphic communication and defence force mail, determining and fixing postage charges and rates, processing insured claims for damaged or lost mail, and procuring mail delivery services. Also includes the installation and maintenance of post boxes and the allocation of post codes.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For uninsured compensation claims for lost or damaged postal articles, use CUSTOMER RELATIONS - Compensation Claims.

For investigating complaints about the loss or damage of insured postal articles, use CUSTOMER RELATIONS - Complaint Handling.

For commercial agreements with customers for private post boxes, use CUSTOMER RELATIONS - Agreements.

For the acquisition and maintenance of postal vehicles, use FLEET MANAGEMENT - Acquisition or FLEET MANAGEMENT - Maintenance, respectively.

For the installation, manufacture, and maintenance of postal sorting/handling equipment, use EQUIPMENT AND STORES.

For the provision and management of the agency's retail and other commercial services, use COMMERCIAL OPERATIONS.

### Audit

The activities associated with officially checking financial, quality assurance and operational records to ensure they have been kept and maintained in accordance with agreed or legislated standards and correctly record the events, processes and business of the organisation in a specified period. Includes compliance audits, financial audits, operational audits, recordkeeping audits, skills audits, system audits and quality assurance audits.

Entry	Description of records	Disposal action
17068	Final internal and external audit reports relating to the mail operations function.	Destroy 7 years after action completed
17069	Records documenting the planning and conduct of internal and external audits relating to the mail operations function. Includes: <ul style="list-style-type: none"> <li>• notifications of audit</li> <li>• liaison with the auditing body</li> <li>• minutes of meetings</li> <li>• notes taken at opening and exit interviews</li> <li>• draft audit report and recommendations</li> <li>• stakeholder comments and feedback</li> <li>• internal control checklist</li> </ul>	Destroy 5 years after action completed

## MAIL OPERATIONS

The function of collecting, processing, and delivering letters, parcels, and international mail. It includes handling registered post, express post, telegraphic communication and defence force mail, determining and fixing postage charges and rates, processing insured claims for damaged or lost mail, and procuring mail delivery services. Also includes the installation and maintenance of post boxes and the allocation of post codes.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For uninsured compensation claims for lost or damaged postal articles, use CUSTOMER RELATIONS - Compensation Claims.

For investigating complaints about the loss or damage of insured postal articles, use CUSTOMER RELATIONS - Complaint Handling.

For commercial agreements with customers for private post boxes, use CUSTOMER RELATIONS - Agreements.

For the acquisition and maintenance of postal vehicles, use FLEET MANAGEMENT - Acquisition or FLEET MANAGEMENT - Maintenance, respectively.

For the installation, manufacture, and maintenance of postal sorting/handling equipment, use EQUIPMENT AND STORES.

For the provision and management of the agency's retail and other commercial services, use COMMERCIAL OPERATIONS.

### Authorisation

The process of delegating power to authorise an action and the seeking and granting permission to undertake a requested action.

*For archival authority authorisations, use INFORMATION MANAGEMENT - Authorisation.*

<b>Entry</b>	<b>Description of records</b>	<b>Disposal action</b>
17070	Delegations of power to agency staff to authorise administrative action relating to the mail operations function.	Destroy 7 years after delegation expires
17071	Authorisations for administrative action supporting the mail operations function.	Destroy 7 years after action completed

## MAIL OPERATIONS

The function of collecting, processing, and delivering letters, parcels, and international mail. It includes handling registered post, express post, telegraphic communication and defence force mail, determining and fixing postage charges and rates, processing insured claims for damaged or lost mail, and procuring mail delivery services. Also includes the installation and maintenance of post boxes and the allocation of post codes.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For uninsured compensation claims for lost or damaged postal articles, use CUSTOMER RELATIONS - Compensation Claims.

For investigating complaints about the loss or damage of insured postal articles, use CUSTOMER RELATIONS - Complaint Handling.

For commercial agreements with customers for private post boxes, use CUSTOMER RELATIONS - Agreements.

For the acquisition and maintenance of postal vehicles, use FLEET MANAGEMENT - Acquisition or FLEET MANAGEMENT - Maintenance, respectively.

For the installation, manufacture and maintenance of postal sorting/handling equipment, use EQUIPMENT AND STORES.

For the provision and management of the agency's retail and other commercial services, use COMMERCIAL OPERATIONS.

### Claims

The process of administering and managing payments demanded in accordance with an insurance policy as compensation for injury, death, or denial of rights of a person, or damage to or destruction of property. Includes disputes over rights and ownership, and recompense sought for stolen or lost property.

*For uninsured compensation claims for lost or damaged postal articles, use CUSTOMER RELATIONS - Compensation Claims.*

Entry	Description of records	Disposal action
17072	Records documenting claims for compensation submitted by members of the public in relation to the mail operations function. Includes: <ul style="list-style-type: none"> <li>• claim applications and supporting documentation</li> <li>• notifications of outcomes</li> <li>• claim reports</li> <li>• claim investigation and action reports</li> <li>• appeal applications</li> </ul>	Destroy 7 years after finalisation of claim

## MAIL OPERATIONS

The function of collecting, processing, and delivering letters, parcels, and international mail. It includes handling registered post, express post, telegraphic communication and defence force mail, determining and fixing postage charges and rates, processing insured claims for damaged or lost mail, and procuring mail delivery services. Also includes the installation and maintenance of post boxes and the allocation of post codes.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For uninsured compensation claims for lost or damaged postal articles, use CUSTOMER RELATIONS - Compensation Claims.

For investigating complaints about the loss or damage of insured postal articles, use CUSTOMER RELATIONS - Complaint Handling.

For commercial agreements with customers for private post boxes, use CUSTOMER RELATIONS - Agreements.

For the acquisition and maintenance of postal vehicles, use FLEET MANAGEMENT - Acquisition or FLEET MANAGEMENT - Maintenance, respectively.

For the installation, manufacture and maintenance of postal sorting/handling equipment, use EQUIPMENT AND STORES.

For the provision and management of the agency's retail and other commercial services, use COMMERCIAL OPERATIONS.

### Collection

The activities associated with the collection and acceptance of postal articles including letters, parcels and bulk mail.

*For the delivery and distribution of postal articles, use MAIL OPERATIONS - Delivery.*

Entry	Description of records	Disposal action
17073	Records documenting the collection and acceptance of postal articles as part of the mail operations function, including electronic collection. Includes: <ul style="list-style-type: none"> <li>• lodgement records</li> <li>• charge account number records</li> <li>• acceptance number records</li> <li>• inward parcel journal</li> <li>• postal item awaiting collection notice</li> <li>• post box clearance tests</li> <li>• notification of rejection of articles</li> </ul>	Destroy 3 years after action completed

## MAIL OPERATIONS

The function of collecting, processing, and delivering letters, parcels, and international mail. It includes handling registered post, express post, telegraphic communication and defence force mail, determining and fixing postage charges and rates, processing insured claims for damaged or lost mail, and procuring mail delivery services. Also includes the installation and maintenance of post boxes and the allocation of post codes.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For uninsured compensation claims for lost or damaged postal articles, use CUSTOMER RELATIONS - Compensation Claims.

For investigating complaints about the loss or damage of insured postal articles, use CUSTOMER RELATIONS - Complaint Handling.

For commercial agreements with customers for private post boxes, use CUSTOMER RELATIONS - Agreements.

For the acquisition and maintenance of postal vehicles, use FLEET MANAGEMENT - Acquisition or FLEET MANAGEMENT - Maintenance, respectively.

For the installation, manufacture and maintenance of postal sorting/handling equipment, use EQUIPMENT AND STORES.

For the provision and management of the agency's retail and other commercial services, use COMMERCIAL OPERATIONS.

### Committees

The activities associated with the managing of committees and task forces. Includes the committee's establishment, appointment of members, terms of reference, proceedings, minutes of meetings, reports, agenda etc.

*For audit committees, use STRATEGIC MANAGEMENT – Committees.*

Entry	Description of records	Disposal action
17074	<p>Records of internal and external committees formed to consider matters relating to the mail operations function. Includes:</p> <ul style="list-style-type: none"> <li>• documents establishing the committee</li> <li>• final versions of minutes, agenda and notices of meetings</li> <li>• reports</li> <li>• recommendations</li> <li>• supporting documents, such as briefing papers and discussion papers</li> </ul> <p>[For committee approvals relating to the allocation of post codes, use MAIL OPERATIONS - Post Code Allocations.]</p>	Destroy 3 years after action completed
17075	<p>Working papers documenting the conduct and administration of committees which consider matters relating to the mail operations function. Includes:</p> <ul style="list-style-type: none"> <li>• agenda</li> <li>• notices of meetings</li> <li>• draft minutes</li> </ul>	Destroy when final version becomes available



## MAIL OPERATIONS

The function of collecting, processing, and delivering letters, parcels, and international mail. It includes handling registered post, express post, telegraphic communication and defence force mail, determining and fixing postage charges and rates, processing insured claims for damaged or lost mail, and procuring mail delivery services. Also includes the installation and maintenance of post boxes and the allocation of post codes.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For uninsured compensation claims for lost or damaged postal articles, use CUSTOMER RELATIONS - Compensation Claims.

For investigating complaints about the loss or damage of insured postal articles, use CUSTOMER RELATIONS - Complaint Handling.

For commercial agreements with customers for private post boxes, use CUSTOMER RELATIONS - Agreements.

For the acquisition and maintenance of postal vehicles, use FLEET MANAGEMENT - Acquisition or FLEET MANAGEMENT - Maintenance, respectively.

For the installation, manufacture and maintenance of postal sorting/handling equipment, use EQUIPMENT AND STORES.

For the provision and management of the agency's retail and other commercial services, use COMMERCIAL OPERATIONS.

### Compliance

The activities associated with complying with mandatory or optional accountability, fiscal, legal, regulatory or quality standards or requirements to which the organisation is subject. Includes compliance with legislation and with national and international standards, such as the ISO 9000 series.

Entry	Description of records	Disposal action
17076	Records documenting compliance with mandatory or optional standards or with statutory requirements relating to the mail operations function. Includes: <ul style="list-style-type: none"> <li>• compliance program</li> <li>• compliance assessment reports</li> <li>• non-conformance forms</li> <li>• reports from compliance systems</li> </ul>	Destroy 7 years after action completed

## MAIL OPERATIONS

The function of collecting, processing, and delivering letters, parcels, and international mail. It includes handling registered post, express post, telegraphic communication and defence force mail, determining and fixing postage charges and rates, processing insured claims for damaged or lost mail, and procuring mail delivery services. Also includes the installation and maintenance of post boxes and the allocation of post codes.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For uninsured compensation claims for lost or damaged postal articles, use CUSTOMER RELATIONS - Compensation Claims.

For investigating complaints about the loss or damage of insured postal articles, use CUSTOMER RELATIONS - Complaint Handling.

For commercial agreements with customers for private post boxes, use CUSTOMER RELATIONS - Agreements.

For the acquisition and maintenance of postal vehicles, use FLEET MANAGEMENT - Acquisition or FLEET MANAGEMENT - Maintenance, respectively.

For the installation, manufacture and maintenance of postal sorting/handling equipment, use EQUIPMENT AND STORES.

For the provision and management of the agency's retail and other commercial services, use COMMERCIAL OPERATIONS.

### Contract Management

The activity of managing the performance of work or the provision of goods and services by external contractors, vendors or consultants, in accordance with agreed standards or measures.

*For financial records associated with the payment of contractors, use FINANCIAL MANAGEMENT - Payments.*

*For the establishment, maintenance, review, and negotiation of contracts/agreements, use MAIL OPERATIONS - Agreements.*

Entry	Description of records	Disposal action
17077	Records documenting contract management under the mail operations function. Includes: <ul style="list-style-type: none"> <li>• minutes of meetings with contractors/main stakeholders</li> <li>• performance and evaluation reports</li> <li>• comments/feedback</li> <li>• decisions regarding requests for payment</li> </ul>	Destroy 7 years after expiry or other termination of contract, unless a longer period is specified in the contract

## MAIL OPERATIONS

The function of collecting, processing, and delivering letters, parcels, and international mail. It includes handling registered post, express post, telegraphic communication and defence force mail, determining and fixing postage charges and rates, processing insured claims for damaged or lost mail, and procuring mail delivery services. Also includes the installation and maintenance of post boxes and the allocation of post codes.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For uninsured compensation claims for lost or damaged postal articles, use CUSTOMER RELATIONS - Compensation Claims.

For investigating complaints about the loss or damage of insured postal articles, use CUSTOMER RELATIONS - Complaint Handling.

For commercial agreements with customers for private post boxes, use CUSTOMER RELATIONS - Agreements.

For the acquisition and maintenance of postal vehicles, use FLEET MANAGEMENT - Acquisition or FLEET MANAGEMENT - Maintenance, respectively.

For the installation, manufacture and maintenance of postal sorting/handling equipment, use EQUIPMENT AND STORES.

For the provision and management of the agency's retail and other commercial services, use COMMERCIAL OPERATIONS.

### Damaged and Prohibited Goods Handling

The activities associated with the handling and processing of damaged and dangerous and prohibited postal articles. Includes examination of mail and repairing damaged packaging.

*For measures undertaken to ensure security of mail, use MAIL OPERATIONS - Security.*

*For the disposal of postal articles that cannot be delivered or are obscene / blasphemous, use MAIL OPERATIONS - Disposal.*

*For damaged and prohibited goods able to be delivered, use MAIL OPERATIONS - Delivery.*

Entry	Description of records	Disposal action
17078	Records documenting the handling and processing of damaged goods that are not considered dangerous.	Destroy 2 years after action completed
17079	Records documenting the handling and processing of goods that are damaged and dangerous or prohibited. Includes: <ul style="list-style-type: none"> <li>• damaged article register</li> <li>• notifications to public health authorities</li> </ul>	Destroy 10 years after action completed

## MAIL OPERATIONS

The function of collecting, processing, and delivering letters, parcels, and international mail. It includes handling registered post, express post, telegraphic communication and defence force mail, determining and fixing postage charges and rates, processing insured claims for damaged or lost mail, and procuring mail delivery services. Also includes the installation and maintenance of post boxes and the allocation of post codes.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For uninsured compensation claims for lost or damaged postal articles, use CUSTOMER RELATIONS - Compensation Claims.

For investigating complaints about the loss or damage of insured postal articles, use CUSTOMER RELATIONS - Complaint Handling.

For commercial agreements with customers for private post boxes, use CUSTOMER RELATIONS - Agreements.

For the acquisition and maintenance of postal vehicles, use FLEET MANAGEMENT - Acquisition or FLEET MANAGEMENT - Maintenance, respectively.

For the installation, manufacture and maintenance of postal sorting/handling equipment, use EQUIPMENT AND STORES.

For the provision and management of the agency's retail and other commercial services, use COMMERCIAL OPERATIONS.

### Delivery

The activities associated with the delivery of goods, services and other items. Includes delivery of postal articles and the distribution of commercial products through the transport and courier services networks.

*For the pick-up and collection of postal articles, use MAIL OPERATIONS - Collection.*

*For the delivery of mail utilising courier services, use COMMERCIAL OPERATIONS - Delivery.*

Entry	Description of records	Disposal action
17080	Records documenting the final preparation and delivery of goods, services, and other mail items to intended recipients, including parcel tracking and delivery records. Includes: <ul style="list-style-type: none"> <li>• electronic delivery</li> <li>• delivery run schedules</li> <li>• delivery confirmation sheets</li> <li>• delivery confirmation advice receipts</li> <li>• daily records of depot bags</li> <li>• transport timetables</li> <li>• redirections and returns</li> <li>• receipt for signature on delivery articles (book and journal)</li> <li>• mailing statements</li> <li>• daily log sheets</li> <li>• statistics</li> <li>• post daily delivery record</li> <li>• post delivery sheet</li> </ul>	Destroy 2 years after action completed

## MAIL OPERATIONS

The function of collecting, processing, and delivering letters, parcels, and international mail. It includes handling registered post, express post, telegraphic communication and defence force mail, determining and fixing postage charges and rates, processing insured claims for damaged or lost mail, and procuring mail delivery services. Also includes the installation and maintenance of post boxes and the allocation of post codes.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For uninsured compensation claims for lost or damaged postal articles, use CUSTOMER RELATIONS - Compensation Claims.

For investigating complaints about the loss or damage of insured postal articles, use CUSTOMER RELATIONS - Complaint Handling.

For commercial agreements with customers for private post boxes, use CUSTOMER RELATIONS - Agreements.

For the acquisition and maintenance of postal vehicles, use FLEET MANAGEMENT - Acquisition or FLEET MANAGEMENT - Maintenance, respectively.

For the installation, manufacture and maintenance of postal sorting/handling equipment, use EQUIPMENT AND STORES.

For the provision and management of the agency's retail and other commercial services, use COMMERCIAL OPERATIONS.

### Delivery - Continued

Entry	Description of records	Disposal action
17081	Records documenting the delivery of customer food products and secure goods.  [For the disposal of dead letter items, use MAIL OPERATIONS - Disposal.]	Destroy 7 years after action completed
17082	Records documenting the final preparation and delivery of goods, services, and other mail items to intended recipients, including parcel tracking and delivery records. Includes: <ul style="list-style-type: none"> <li>• electronic delivery</li> <li>• delivery run schedules</li> <li>• delivery confirmation sheets</li> <li>• delivery confirmation advice receipts</li> <li>• daily records of depot bags</li> <li>• transport timetables</li> <li>• redirections and returns</li> <li>• receipt for signature on delivery articles (book and journal)</li> <li>• mailing statements</li> <li>• daily log sheets</li> <li>• statistics</li> <li>• post daily delivery record</li> <li>• post delivery sheet</li> <li>• telegraphic communications</li> </ul>	Destroy 2 years after action completed

## MAIL OPERATIONS

The function of collecting, processing, and delivering letters, parcels, and international mail. It includes handling registered post, express post, telegraphic communication and defence force mail, determining and fixing postage charges and rates, processing insured claims for damaged or lost mail, and procuring mail delivery services. Also includes the installation and maintenance of post boxes and the allocation of post codes.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For uninsured compensation claims for lost or damaged postal articles, use CUSTOMER RELATIONS - Compensation Claims.

For investigating complaints about the loss or damage of insured postal articles, use CUSTOMER RELATIONS - Complaint Handling.

For commercial agreements with customers for private post boxes, use CUSTOMER RELATIONS - Agreements.

For the acquisition and maintenance of postal vehicles, use FLEET MANAGEMENT - Acquisition or FLEET MANAGEMENT - Maintenance, respectively.

For the installation, manufacture and maintenance of postal sorting/handling equipment, use EQUIPMENT AND STORES.

For the provision and management of the agency's retail and other commercial services, use COMMERCIAL OPERATIONS.

### Disclosures

The activities associated with the disclosure of information, documents or postal articles to agencies with the legislative power to obtain such information.

*For disclosures of postal fraud, use MAIL OPERATIONS - Fraud Control.*

Entry	Description of records	Disposal action
17083	Records documenting refused requests for the disclosure of information, documents, or postal articles relating to the mail operations function.	Destroy when reference ceases
17084	Records documenting the disclosure of information, documents, or postal articles relating to the mail operations function. Includes: <ul style="list-style-type: none"> <li>• warrants for disclosure of information</li> <li>• authorisations for disclosure of information</li> <li>• disclosure event records</li> </ul>	Destroy 7 years after action completed

## MAIL OPERATIONS

The function of collecting, processing, and delivering letters, parcels, and international mail. It includes handling registered post, express post, telegraphic communication and defence force mail, determining and fixing postage charges and rates, processing insured claims for damaged or lost mail, and procuring mail delivery services. Also includes the installation and maintenance of post boxes and the allocation of post codes.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For uninsured compensation claims for lost or damaged postal articles, use CUSTOMER RELATIONS - Compensation Claims.

For investigating complaints about the loss or damage of insured postal articles, use CUSTOMER RELATIONS - Complaint Handling.

For commercial agreements with customers for private post boxes, use CUSTOMER RELATIONS - Agreements.

For the acquisition and maintenance of postal vehicles, use FLEET MANAGEMENT - Acquisition or FLEET MANAGEMENT - Maintenance, respectively.

For the installation, manufacture and maintenance of postal sorting/handling equipment, use EQUIPMENT AND STORES.

For the provision and management of the agency's retail and other commercial services, use COMMERCIAL OPERATIONS.

### Disposal

The process of disposing of property no longer required by the organisation, by sale, transfer, termination of lease, auction, donation or destruction. Includes destruction or transfer to archives, and the program of activities to facilitate the orderly transfer of semi-active and inactive records from current office space into storage.

*For the recording of valuables found in dead letters, use MAIL OPERATIONS - Processing.*

Entry	Description of records	Disposal action
17087	Records documenting the disposal of postal articles including, undeliverable articles. Includes: <ul style="list-style-type: none"> <li>• auction, sale, or donation records</li> <li>• forms and correspondence relating to the disposal of postal</li> <li>• articles</li> </ul>	Destroy 7 years after disposal of item

### Evaluation

The process of determining the suitability of potential or existing programs, items of equipment, systems or services in relation to meeting the needs of the given situation. Includes systems analysis and ongoing monitoring.

Entry	Description of records	Disposal action
17088	Records documenting the evaluation of potential or existing programs and services supporting the mail operations function. Includes: <ul style="list-style-type: none"> <li>• accuracy testing programs</li> <li>• test result reports</li> <li>• supporting data</li> </ul>	Destroy 2 years after action completed

## MAIL OPERATIONS

The function of collecting, processing, and delivering letters, parcels, and international mail. It includes handling registered post, express post, telegraphic communication and defence force mail, determining and fixing postage charges and rates, processing insured claims for damaged or lost mail, and procuring mail delivery services. Also includes the installation and maintenance of post boxes and the allocation of post codes.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For uninsured compensation claims for lost or damaged postal articles, use CUSTOMER RELATIONS - Compensation Claims.

For investigating complaints about the loss or damage of insured postal articles, use CUSTOMER RELATIONS - Complaint Handling.

For commercial agreements with customers for private post boxes, use CUSTOMER RELATIONS - Agreements.

For the acquisition and maintenance of postal vehicles, use FLEET MANAGEMENT - Acquisition or FLEET MANAGEMENT - Maintenance, respectively.

For the installation, manufacture and maintenance of postal sorting/handling equipment, use EQUIPMENT AND STORES.

For the provision and management of the agency's retail and other commercial services, use COMMERCIAL OPERATIONS.

### Fraud Control

The activities associated with the measures taken to control and detect fraud. Includes the development of fraud control strategies and plans, disclosure of fraud and education of staff about fraud disclosures.

*For matters of fraud which proceed to litigation, use LEGAL SERVICES - Litigation.*

*For the management security in relation to mail operations, use MAIL OPERATIONS - Security.*

Entry	Description of records	Disposal action
17089	Records documenting the control and detection of fraud, including theft of items, in relation to the mail operations function. Includes: <ul style="list-style-type: none"> <li>• fraud control plans</li> <li>• fraud investigations and reports</li> <li>• liaison with law enforcement authorities</li> <li>• action plans and strategies</li> </ul>	Destroy 7 years after action completed



## MAIL OPERATIONS

The function of collecting, processing, and delivering letters, parcels, and international mail. It includes handling registered post, express post, telegraphic communication and defence force mail, determining and fixing postage charges and rates, processing insured claims for damaged or lost mail, and procuring mail delivery services. Also includes the installation and maintenance of post boxes and the allocation of post codes.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For uninsured compensation claims for lost or damaged postal articles, use CUSTOMER RELATIONS - Compensation Claims.

For investigating complaints about the loss or damage of insured postal articles, use CUSTOMER RELATIONS - Complaint Handling.

For commercial agreements with customers for private post boxes, use CUSTOMER RELATIONS - Agreements.

For the acquisition and maintenance of postal vehicles, use FLEET MANAGEMENT - Acquisition or FLEET MANAGEMENT - Maintenance, respectively.

For the installation, manufacture and maintenance of postal sorting/handling equipment, use EQUIPMENT AND STORES.

For the provision and management of the agency's retail and other commercial services, use COMMERCIAL OPERATIONS.

### Implementation

The activities associated with carrying out or putting into action, plans, policies, procedures or instructions, all of which could be internally or externally driven. Includes manual or automated databases, applications or systems, but excludes installation of equipment. Also includes monitoring to ensure the implementation goes according to schedule and that standards are met and includes first aid treatment.

Entry	Description of records	Disposal action
17090	Records documenting the implementation of plans, policies, procedures, and instructions to support the mail operations function. Includes: <ul style="list-style-type: none"> <li>• implementation instructions</li> <li>• implementation plans</li> <li>• implementation progress reports</li> </ul>	Destroy 7 years after action completed

### Insurance

The process of taking out premiums to cover loss or damage to property or premises, and to cover customers and staff against injury or death resulting from incidents on the organisation's premises or whilst engaged during employment.

Entry	Description of records	Disposal action
17094	Records documenting insurance policies covering the mail operations function.	Destroy 7 years after policy expires
17095	Records documenting the annual renewal of insurance policies supporting the mail operations function.	Destroy 1 year after action completed

## MAIL OPERATIONS

The function of collecting, processing, and delivering letters, parcels, and international mail. It includes handling registered post, express post, telegraphic communication and defence force mail, determining and fixing postage charges and rates, processing insured claims for damaged or lost mail, and procuring mail delivery services. Also includes the installation and maintenance of post boxes and the allocation of post codes.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For uninsured compensation claims for lost or damaged postal articles, use CUSTOMER RELATIONS - Compensation Claims.

For investigating complaints about the loss or damage of insured postal articles, use CUSTOMER RELATIONS - Complaint Handling.

For commercial agreements with customers for private post boxes, use CUSTOMER RELATIONS - Agreements.

For the acquisition and maintenance of postal vehicles, use FLEET MANAGEMENT - Acquisition or FLEET MANAGEMENT - Maintenance, respectively.

For the installation, manufacture and maintenance of postal sorting/handling equipment, use EQUIPMENT AND STORES.

For the provision and management of the agency's retail and other commercial services, use COMMERCIAL OPERATIONS.

### Maintenance

The activities associated with the upkeep, repair, servicing, modification and preservation of internal/external conditions of premises, equipment, vehicles etc.

*For the maintenance of mail handling/sorting equipment, use EQUIPMENT AND STORES - Maintenance.*

Entry	Description of records	Disposal action
17096	Records documenting the maintenance of posting boxes deemed to be of historical significance due to their rarity such as those pre-dating World War II or significance to the community such as the first post box installed in a particular town or city. Includes: <ul style="list-style-type: none"> <li>• maintenance requests</li> <li>• maintenance record/report</li> </ul>	Disposal not authorised
17097	Records documenting the maintenance of other equipment and plant that support the mail operations function. Includes: <ul style="list-style-type: none"> <li>• maintenance requests</li> <li>• maintenance record/report</li> </ul> <p>[For records documenting the maintenance of equipment and plant, other than post boxes, use EQUIPMENT AND STORES – Maintenance.]</p>	Destroy 2 years after action completed

## MAIL OPERATIONS

The function of collecting, processing, and delivering letters, parcels, and international mail. It includes handling registered post, express post, telegraphic communication and defence force mail, determining and fixing postage charges and rates, processing insured claims for damaged or lost mail, and procuring mail delivery services. Also includes the installation and maintenance of post boxes and the allocation of post codes.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For uninsured compensation claims for lost or damaged postal articles, use CUSTOMER RELATIONS - Compensation Claims.

For investigating complaints about the loss or damage of insured postal articles, use CUSTOMER RELATIONS - Complaint Handling.

For commercial agreements with customers for private post boxes, use CUSTOMER RELATIONS - Agreements.

For the acquisition and maintenance of postal vehicles, use FLEET MANAGEMENT - Acquisition or FLEET MANAGEMENT - Maintenance, respectively.

For the installation, manufacture and maintenance of postal sorting/handling equipment, use EQUIPMENT AND STORES.

For the provision and management of the agency's retail and other commercial services, use COMMERCIAL OPERATIONS.

### Planning

The process of formulating ways in which objectives can be achieved. Includes determination of services, needs and solutions to those needs.

*For the development of annual business plans and strategies, use STRATEGIC PLANNING AND MANAGEMENT - Planning.*

*For the development of plans for the sorting of mail, use MAIL OPERATIONS - Processing.*

Entry	Description of records	Disposal action
17099	Final versions of plans and proposals relating to the introduction of new mail services that have had a significant impact on the community or organisation, or involved detailed investigation or assessment. Includes those proposals for major postal services that have been rejected or did not proceed.	Retain as national archives
17100	Final versions of routine plans and proposals relating to the mail operations functions, including those that are rejected or do not proceed.	Destroy 5 years after the last valuation of the collection
17101	Working papers used to develop all plans relating to the mail operations function. Includes: <ul style="list-style-type: none"> <li>• draft plans</li> <li>• reports analysing issues</li> <li>• stakeholder comments and feedback</li> </ul>	Destroy 2 years after action completed
17102	All plans, other than final versions, relating to the mail operations function.	Destroy when reference ceases

## MAIL OPERATIONS

The function of collecting, processing, and delivering letters, parcels, and international mail. It includes handling registered post, express post, telegraphic communication and defence force mail, determining and fixing postage charges and rates, processing insured claims for damaged or lost mail, and procuring mail delivery services. Also includes the installation and maintenance of post boxes and the allocation of post codes.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For uninsured compensation claims for lost or damaged postal articles, use CUSTOMER RELATIONS - Compensation Claims.

For investigating complaints about the loss or damage of insured postal articles, use CUSTOMER RELATIONS - Complaint Handling.

For commercial agreements with customers for private post boxes, use CUSTOMER RELATIONS - Agreements.

For the acquisition and maintenance of postal vehicles, use FLEET MANAGEMENT - Acquisition or FLEET MANAGEMENT - Maintenance, respectively.

For the installation, manufacture and maintenance of postal sorting/handling equipment, use EQUIPMENT AND STORES.

For the provision and management of the agency's retail and other commercial services, use COMMERCIAL OPERATIONS.

### Policy

The activities associated with developing and establishing decisions, directions and precedents which act as a reference for future decision making, and are the basis from which the organisation's operating procedures are determined.

Entry	Description of records	Disposal action
17103	High level policy documents relating to the mail operations function, such as the national processing policy and guidelines. Includes policy proposals, research papers, consultation papers and supporting reports.	Retain as national archives
17104	Policy documents of routine operations relating to the mail operations function such as local policies relating to delivery. Includes policy proposals, research papers, consultation papers and supporting reports.	Destroy 7 years after policy is superseded
17105	Copies of policies and supporting papers relating to the mail operations function.	Destroy when reference ceases

### Post Box Allocation

The activity of determining the location of post boxes. Includes approval of the site, installation, relocation to a different site, and removal.

Entry	Description of records	Disposal action
19771	Records documenting the planning, provisions, relocation or removal of posting boxes deemed to be of historical significance due to their rarity such as those pre-dating World War II or significance to the community such as the first post box installed in a particular town or city.	Retain as national archives

## MAIL OPERATIONS

The function of collecting, processing, and delivering letters, parcels, and international mail. It includes handling registered post, express post, telegraphic communication and defence force mail, determining and fixing postage charges and rates, processing insured claims for damaged or lost mail, and procuring mail delivery services. Also includes the installation and maintenance of post boxes and the allocation of post codes.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For uninsured compensation claims for lost or damaged postal articles, use CUSTOMER RELATIONS - Compensation Claims.

For investigating complaints about the loss or damage of insured postal articles, use CUSTOMER RELATIONS - Complaint Handling.

For commercial agreements with customers for private post boxes, use CUSTOMER RELATIONS - Agreements.

For the acquisition and maintenance of postal vehicles, use FLEET MANAGEMENT - Acquisition or FLEET MANAGEMENT - Maintenance, respectively.

For the installation, manufacture and maintenance of postal sorting/handling equipment, use EQUIPMENT AND STORES.

For the provision and management of the agency's retail and other commercial services, use COMMERCIAL OPERATIONS.

### Post Box Allocation - Continued

Entry	Description of records	Disposal action
19772	Records documenting the planning, provision, relocation or removal of posting boxes where there is significant controversy or public reaction but excluding those post boxes that are considered to have historical significance to the organisation or community. Includes approved and unapproved requests.	Destroy 7 years after action completed
19773	Records documenting the planning, provision, relocation or removal of posting boxes where there is no significant controversy or public reaction and the post boxes are not considered to have historical significance to the organisation or community. Includes approved and unapproved requests.	Destroy 2 years after action completed

### Post Code Allocations

The activities associated with the allocation of new post codes and changes to existing post codes.

*For briefings to government in regard to post code changes, use GOVERNMENT RELATIONS - Advice.*

*For consultation with local and industry communities, use EXTERNAL RELATIONS - Community Consultation.*

*For records of committees relating to the allocation of post codes, use MAIL OPERATIONS - Committees.*

Entry	Description of records	Disposal action
17106	Supporting records relating to the development and allocation of postcodes, including requests, proposals, maps and plans, notifications and background liaison with street directory companies.	Destroy 5 years after allocation of post code

## MAIL OPERATIONS

The function of collecting, processing, and delivering letters, parcels, and international mail. It includes handling registered post, express post, telegraphic communication and defence force mail, determining and fixing postage charges and rates, processing insured claims for damaged or lost mail, and procuring mail delivery services. Also includes the installation and maintenance of post boxes and the allocation of post codes.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For uninsured compensation claims for lost or damaged postal articles, use CUSTOMER RELATIONS - Compensation Claims.

For investigating complaints about the loss or damage of insured postal articles, use CUSTOMER RELATIONS - Complaint Handling.

For commercial agreements with customers for private post boxes, use CUSTOMER RELATIONS - Agreements.

For the acquisition and maintenance of postal vehicles, use FLEET MANAGEMENT - Acquisition or FLEET MANAGEMENT - Maintenance, respectively.

For the installation, manufacture and maintenance of postal sorting/handling equipment, use EQUIPMENT AND STORES.

For the provision and management of the agency's retail and other commercial services, use COMMERCIAL OPERATIONS.

### Pricing

The activities associated with the determination of prices for goods and services, including reserved and non-reserved services, provided by Australia Post. Includes the process of costing and the review of pricing structures by internal or external bodies.

*For the determination of prices for commercial products and services, use COMMERCIAL OPERATIONS - Pricing.*

Entry	Description of records	Disposal action
17107	Records documenting pricing reviews of notified services (letter services and carriage of approved publications). Includes notification of and liaison with regulatory bodies.	Retain as national archives
17108	Records documenting the determination of prices for goods and services relating to the mail operations function. Includes: <ul style="list-style-type: none"> <li>• price rates determinations</li> <li>• notifications, eg to the regulatory authority</li> <li>• price adjustments</li> <li>• ministerial approvals</li> </ul>	Destroy 7 years after action completed or until superseded, whichever is later

### Procedures

Standard methods of operating laid down by an organisation according to formulated policy.

Entry	Description of records	Disposal action
17109	Master set of manuals, handbooks and guidelines formally endorsed by executive management and detailing procedures relating to the mail operations function.	Disposal not authorised

## MAIL OPERATIONS

The function of collecting, processing, and delivering letters, parcels, and international mail. It includes handling registered post, express post, telegraphic communication and defence force mail, determining and fixing postage charges and rates, processing insured claims for damaged or lost mail, and procuring mail delivery services. Also includes the installation and maintenance of post boxes and the allocation of post codes.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For uninsured compensation claims for lost or damaged postal articles, use CUSTOMER RELATIONS - Compensation Claims.

For investigating complaints about the loss or damage of insured postal articles, use CUSTOMER RELATIONS - Complaint Handling.

For commercial agreements with customers for private post boxes, use CUSTOMER RELATIONS - Agreements.

For the acquisition and maintenance of postal vehicles, use FLEET MANAGEMENT - Acquisition or FLEET MANAGEMENT - Maintenance, respectively.

For the installation, manufacture and maintenance of postal sorting/handling equipment, use EQUIPMENT AND STORES.

For the provision and management of the agency's retail and other commercial services, use COMMERCIAL OPERATIONS.

### Procedures - Continued

Entry	Description of records	Disposal action
17110	Records documenting the development of procedures relating to the mail operations function. Includes: <ul style="list-style-type: none"> <li>• research and consultation papers</li> <li>• draft procedure documents</li> <li>• stakeholder comments</li> <li>• procedure updates and amendments</li> </ul>	Destroy 1 year after procedures are superseded
17111	Manuals, handbooks and guidelines not formally endorsed by executive management and detailing procedures relating to the mail operations function.	Destroy 3 years after procedures are superseded
17112	Copies of manuals, handbooks and guidelines detailing procedures relating to the mail operations function.	Destroy when reference ceases

### Processing

The activities associated with the sorting of inwards and outwards letters, parcels and other items from receipt through to preparation for delivery or distribution.

*For the destruction of dead letters, use MAIL OPERATIONS - Disposal.*

*For the examination of mail, use MAIL OPERATIONS - Damaged and Prohibited Goods Handling.*

*For the collection/lodgement of mail, use MAIL OPERATIONS - Collection.*

*For the delivery of mail, use MAIL OPERATIONS - Delivery.*

Entry	Description of records	Disposal action
17113	Records documenting the receipt of valuables found in undeliverable items, such as dead letters.	Destroy 5 years after action completed

## MAIL OPERATIONS

The function of collecting, processing, and delivering letters, parcels, and international mail. It includes handling registered post, express post, telegraphic communication and defence force mail, determining and fixing postage charges and rates, processing insured claims for damaged or lost mail, and procuring mail delivery services. Also includes the installation and maintenance of post boxes and the allocation of post codes.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function use COLLECTION MANAGEMENT – Historic Records Accumulation

For uninsured compensation claims for lost or damaged postal articles, use CUSTOMER RELATIONS - Compensation Claims.

For investigating complaints about the loss or damage of insured postal articles, use CUSTOMER RELATIONS - Complaint Handling.

For commercial agreements with customers for private post boxes, use CUSTOMER RELATIONS - Agreements.

For the acquisition and maintenance of postal vehicles, use FLEET MANAGEMENT - Acquisition or FLEET MANAGEMENT - Maintenance, respectively.

For the installation, manufacture and maintenance of postal sorting/handling equipment, use EQUIPMENT AND STORES.

For the provision and management of the agency's retail and other commercial services, use COMMERCIAL OPERATIONS.

### Processing - Continued

Entry	Description of records	Disposal action
17114	Records documenting missorts and thereby failed and delayed deliveries of postal items. Includes: <ul style="list-style-type: none"> <li>• daily missort reports</li> <li>• monthly missort reports</li> </ul>	Destroy 2 years after action completed
17115	Records documenting the sorting of letters, parcels, and other post items for delivery or distribution. Includes: <ul style="list-style-type: none"> <li>• mail receipt records</li> <li>• sort plans</li> <li>• inspections and tests</li> <li>• barcode quality records</li> <li>• mail redirection records</li> <li>• picking lists</li> </ul>	Destroy 2 years after action completed



## MAIL OPERATIONS

The function of collecting, processing, and delivering letters, parcels, and international mail. It includes handling registered post, express post, telegraphic communication and defence force mail, determining and fixing postage charges and rates, processing insured claims for damaged or lost mail, and procuring mail delivery services. Also includes the installation and maintenance of post boxes and the allocation of post codes.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For uninsured compensation claims for lost or damaged postal articles, use CUSTOMER RELATIONS - Compensation Claims.

For investigating complaints about the loss or damage of insured postal articles, use CUSTOMER RELATIONS - Complaint Handling.

For commercial agreements with customers for private post boxes, use CUSTOMER RELATIONS - Agreements.

For the acquisition and maintenance of postal vehicles, use FLEET MANAGEMENT - Acquisition or FLEET MANAGEMENT - Maintenance, respectively.

For the installation, manufacture and maintenance of postal sorting/handling equipment, use EQUIPMENT AND STORES.

For the provision and management of the agency's retail and other commercial services, use COMMERCIAL OPERATIONS.

### Promotion

The activity of promoting products and services and the general image of the organisation. Includes advertising, sponsorship, direct marketing, sales promotions, publicity and personal selling.

*For the promotion of post office retail outlets and commercial products and services other than mail, use COMMERCIAL OPERATIONS - Promotion.*

Entry	Description of records	Disposal action
17116	Records documenting the promotion of services related to the mail operations functions which contribute to an understanding of postal history, such as major advertising campaigns or those which have elicited strong public reaction. Includes: <ul style="list-style-type: none"> <li>• arrangements for advertising campaigns</li> <li>• promotional photographs</li> </ul>	Retain as national archives
17117	Records documenting the promotion of services related to the mail operations function of little significance, such as routine advertising campaigns. Includes: <ul style="list-style-type: none"> <li>• arrangements for advertising campaigns</li> <li>• promotional photographs</li> </ul>	Destroy 7 years after action completed

## MAIL OPERATIONS

The function of collecting, processing, and delivering letters, parcels, and international mail. It includes handling registered post, express post, telegraphic communication and defence force mail, determining and fixing postage charges and rates, processing insured claims for damaged or lost mail, and procuring mail delivery services. Also includes the installation and maintenance of post boxes and the allocation of post codes.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For uninsured compensation claims for lost or damaged postal articles, use CUSTOMER RELATIONS - Compensation Claims.

For investigating complaints about the loss or damage of insured postal articles, use CUSTOMER RELATIONS - Complaint Handling.

For commercial agreements with customers for private post boxes, use CUSTOMER RELATIONS - Agreements.

For the acquisition and maintenance of postal vehicles, use FLEET MANAGEMENT - Acquisition or FLEET MANAGEMENT - Maintenance, respectively.

For the installation, manufacture and maintenance of postal sorting/handling equipment, use EQUIPMENT AND STORES.

For the provision and management of the agency's retail and other commercial services, use COMMERCIAL OPERATIONS.

### Promotion - Continued

Entry	Description of records	Disposal action
17118	Records documenting sponsorship activities in relation to the mail operations function. Includes: <ul style="list-style-type: none"> <li>• initial concept documents</li> <li>• funding release forms</li> <li>• briefing papers</li> <li>• liaison with advertising agencies</li> <li>• invitations</li> <li>• event guest lists</li> </ul>	Destroy 3 years after withdrawal of sponsorship

### Reporting

The processes associated with initiating or providing a formal response to a situation or request (either internal, external or as a requirement of corporate policies), and to provide formal statements or findings of the results of the examination or investigation. Includes agenda, briefing, business, discussion papers, proposals, reports, reviews and returns.

Entry	Description of records	Disposal action
17119	Final versions of reports of a non-routine nature, such as production reports used in strategic business planning, relating to the mail operations function.	Retain as national archives
17120	Final versions of periodic reports of a routine nature relating to the mail operations function. Includes mail statistics.	Destroy 3 years after action completed

## MAIL OPERATIONS

The function of collecting, processing, and delivering letters, parcels, and international mail. It includes handling registered post, express post, telegraphic communication and defence force mail, determining and fixing postage charges and rates, processing insured claims for damaged or lost mail, and procuring mail delivery services. Also includes the installation and maintenance of post boxes and the allocation of post codes.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For uninsured compensation claims for lost or damaged postal articles, use CUSTOMER RELATIONS - Compensation Claims.

For investigating complaints about the loss or damage of insured postal articles, use CUSTOMER RELATIONS - Complaint Handling.

For commercial agreements with customers for private post boxes, use CUSTOMER RELATIONS - Agreements.

For the acquisition and maintenance of postal vehicles, use FLEET MANAGEMENT - Acquisition or FLEET MANAGEMENT - Maintenance, respectively.

For the installation, manufacture and maintenance of postal sorting/handling equipment, use EQUIPMENT AND STORES.

For the provision and management of the agency's retail and other commercial services, use COMMERCIAL OPERATIONS.

### Reporting - Continued

Entry	Description of records	Disposal action
17121	Records documenting the development of all reports relating to the mail operations function. Includes: <ul style="list-style-type: none"> <li>• supporting data</li> <li>• draft reports</li> <li>• stakeholder comments</li> </ul>	Destroy 1 year after action completed
17122	Copies of reports relating to the mail operations function.	Destroy when reference ceases

### Research

The activities involved in investigating or enquiring into a subject or area of interest in order to discover facts, principles etc used to support development of projects, standards, guidelines etc and the business activities of the organisation in general. Includes following up enquiries relating to organisational programs, projects, working papers, literature searches etc.

*For research into commercial products and services, use COMMERCIAL OPERATIONS - Research.*

*For customer related research, use CUSTOMER RELATIONS - Research.*

*For corporate image research, use STRATEGIC PLANNING AND MANAGEMENT - Research.*

Entry	Description of records	Disposal action
17123	Final research reports which document significant research such as research into new services which had a substantial impact on the delivery of mail services to customers or which involved substantial research into a proposed service.	Retain as national archives

## MAIL OPERATIONS

The function of collecting, processing, and delivering letters, parcels, and international mail. It includes handling registered post, express post, telegraphic communication and defence force mail, determining and fixing postage charges and rates, processing insured claims for damaged or lost mail, and procuring mail delivery services. Also includes the installation and maintenance of post boxes and the allocation of post codes.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For uninsured compensation claims for lost or damaged postal articles, use CUSTOMER RELATIONS - Compensation Claims.

For investigating complaints about the loss or damage of insured postal articles, use CUSTOMER RELATIONS - Complaint Handling.

For commercial agreements with customers for private post boxes, use CUSTOMER RELATIONS - Agreements.

For the acquisition and maintenance of postal vehicles, use FLEET MANAGEMENT - Acquisition or FLEET MANAGEMENT - Maintenance, respectively.

For the installation, manufacture and maintenance of postal sorting/handling equipment, use EQUIPMENT AND STORES.

For the provision and management of the agency's retail and other commercial services, use COMMERCIAL OPERATIONS.

### Research - Continued

Entry	Description of records	Disposal action
17124	Working papers documenting research undertaken in support of the mail operations function. Includes: <ul style="list-style-type: none"> <li>• research brief</li> <li>• research papers and supporting information</li> <li>• draft research report</li> </ul>	Destroy when reference ceases
20206	Final research reports of a routine nature such as those into a minor change to service or which do not include any new or unique information.	Destroy 3 years after action completed

## MAIL OPERATIONS

The function of collecting, processing, and delivering letters, parcels, and international mail. It includes handling registered post, express post, telegraphic communication and defence force mail, determining and fixing postage charges and rates, processing insured claims for damaged or lost mail, and procuring mail delivery services. Also includes the installation and maintenance of post boxes and the allocation of post codes.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function use COLLECTION MANAGEMENT – Historic Records Accumulation

For uninsured compensation claims for lost or damaged postal articles, use CUSTOMER RELATIONS - Compensation Claims.

For investigating complaints about the loss or damage of insured postal articles, use CUSTOMER RELATIONS - Complaint Handling.

For commercial agreements with customers for private post boxes, use CUSTOMER RELATIONS - Agreements.

For the acquisition and maintenance of postal vehicles, use FLEET MANAGEMENT - Acquisition or FLEET MANAGEMENT - Maintenance, respectively.

For the installation, manufacture and maintenance of postal sorting/handling equipment, use EQUIPMENT AND STORES.

For the provision and management of the agency's retail and other commercial services, use COMMERCIAL OPERATIONS.

### Security

The activities associated with measures taken to protect people, premises, equipment or information from accidental or intentional damage or from unauthorised access. Includes the security classification of personnel and criminal record checks.

*For the security of premises, use PROPERTY MANAGEMENT - Security.*

*For the handling of damaged, dangerous, or prohibited goods, use MAIL OPERATIONS - Damaged and Prohibited Goods Handling.*

Entry	Description of records	Disposal action
17125	Records documenting the management of activities undertaken to secure the agency's mail operations. Includes: <ul style="list-style-type: none"><li>• screening and/or scanning of all incoming mail</li><li>• liaison papers</li><li>• directives from relevant government authorities</li><li>• security and action plans</li><li>• records of security breaches</li></ul> [For records documenting mail fraud control measures, use MAIL OPERATIONS - Fraud Control.]	Destroy 7 years after action completed

## MAIL OPERATIONS

The function of collecting, processing, and delivering letters, parcels, and international mail. It includes handling registered post, express post, telegraphic communication and defence force mail, determining and fixing postage charges and rates, processing insured claims for damaged or lost mail, and procuring mail delivery services. Also includes the installation and maintenance of post boxes and the allocation of post codes.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For uninsured compensation claims for lost or damaged postal articles, use CUSTOMER RELATIONS - Compensation Claims.

For investigating complaints about the loss or damage of insured postal articles, use CUSTOMER RELATIONS - Complaint Handling.

For commercial agreements with customers for private post boxes, use CUSTOMER RELATIONS - Agreements.

For the acquisition and maintenance of postal vehicles, use FLEET MANAGEMENT - Acquisition or FLEET MANAGEMENT - Maintenance, respectively.

For the installation, manufacture and maintenance of postal sorting/handling equipment, use EQUIPMENT AND STORES.

For the provision and management of the agency's retail and other commercial services, use COMMERCIAL OPERATIONS.

### Standards

The process of implementing industry or organisational benchmarks for services and processes to enhance the quality and efficiency of the organisation.

*For the development of standards and industry or organisational benchmarks relating to the agency's mail collection, processing, and delivery services, use MAIL OPERATIONS - Standards Development.*

Entry	Description of records	Disposal action
17126	Records documenting the implementation of industry and agency standards to support the mail operations function.	Destroy 7 years after action completed

### Standards Development

The process of developing standards and industry or organisational benchmarks for services and processes to enhance the quality and efficiency of the agency.

*For the implementation of standards and industry or organisational benchmarks relating to the agency's mail collection, processing, and delivery services, use MAIL OPERATIONS - Standards.*

Entry	Description of records	Disposal action
17127	Records documenting the development of standards, such as the mail presentation standards, and benchmarks relating to the mail operations function. Includes: <ul style="list-style-type: none"> <li>• draft standard documentation</li> <li>• supporting reports</li> <li>• stakeholder comments</li> <li>• final standard</li> </ul>	Destroy 10 years after standard is superseded
17128	Copies of standards relating to the mail operations function.	Destroy when reference ceases

## MAIL OPERATIONS

The function of collecting, processing, and delivering letters, parcels, and international mail. It includes handling registered post, express post, telegraphic communication and defence force mail, determining and fixing postage charges and rates, processing insured claims for damaged or lost mail, and procuring mail delivery services. Also includes the installation and maintenance of post boxes and the allocation of post codes.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For uninsured compensation claims for lost or damaged postal articles, use CUSTOMER RELATIONS - Compensation Claims.

For investigating complaints about the loss or damage of insured postal articles, use CUSTOMER RELATIONS - Complaint Handling.

For commercial agreements with customers for private post boxes, use CUSTOMER RELATIONS - Agreements.

For the acquisition and maintenance of postal vehicles, use FLEET MANAGEMENT - Acquisition or FLEET MANAGEMENT - Maintenance, respectively.

For the installation, manufacture and maintenance of postal sorting/handling equipment, use EQUIPMENT AND STORES.

For the provision and management of the agency's retail and other commercial services, use COMMERCIAL OPERATIONS.

### Tendering

The activities involved in receiving and assessing tenders, of making offers and finalising contract arrangements for the supply, sale or purchase of goods and services.

*For the establishment, maintenance, review, and negotiation of contracts, including the contract register, use MAIL OPERATIONS - Agreements.*

*For tendering for the provision of commercial goods and services, use COMMERCIAL OPERATIONS - Bidding.*

<b>Entry</b>	<b>Description of records</b>	<b>Disposal action</b>
17129	Records documenting tendering post-offer negotiations and due diligence checks relating to the mail operations function. [For contracts arising from the tendering process, use MAIL OPERATIONS - Agreements.]	Destroy 7 years after the tender process is completed
17130	Records documenting the development and issue of tender documentation in relation to the mail operations function. Includes: <ul style="list-style-type: none"> <li>• Statement of Requirements</li> <li>• Request for Proposals</li> <li>• Expression of Interest</li> <li>• Request for Tender (RFT)</li> </ul>	Destroy 7 years after the tender process is completed

## MAIL OPERATIONS

The function of collecting, processing, and delivering letters, parcels, and international mail. It includes handling registered post, express post, telegraphic communication and defence force mail, determining and fixing postage charges and rates, processing insured claims for damaged or lost mail, and procuring mail delivery services. Also includes the installation and maintenance of post boxes and the allocation of post codes.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For uninsured compensation claims for lost or damaged postal articles, use CUSTOMER RELATIONS - Compensation Claims.

For investigating complaints about the loss or damage of insured postal articles, use CUSTOMER RELATIONS - Complaint Handling.

For commercial agreements with customers for private post boxes, use CUSTOMER RELATIONS - Agreements.

For the acquisition and maintenance of postal vehicles, use FLEET MANAGEMENT - Acquisition or FLEET MANAGEMENT - Maintenance, respectively.

For the installation, manufacture and maintenance of postal sorting/handling equipment, use EQUIPMENT AND STORES.

For the provision and management of the agency's retail and other commercial services, use COMMERCIAL OPERATIONS.

### Tendering - Continued

Entry	Description of records	Disposal action
17131	Records documenting the evaluation of tenders received against selection criteria in relation to the mail operations function. Includes records documenting arrangements for carrying out the: <ul style="list-style-type: none"> <li>• evaluation process</li> <li>• evaluation report</li> <li>• recommendations</li> <li>• final report</li> <li>• public notices</li> </ul> [For contracts arising from the tendering process, use MAIL OPERATIONS - Agreements.]	Destroy 7 years after the tender process is completed
17132	Tender register.	Destroy 7 years after last entry
17133	Records of unsuccessful tenders, or a tender process where there is no suitable bidder, or where the tender process has been discontinued. Includes: <ul style="list-style-type: none"> <li>• submissions</li> <li>• notification of outcome</li> <li>• reports on debriefing sessions</li> </ul>	Destroy 2 years after the tender process is completed or a decision is made not to continue with the tender



## POST EQUIPMENT AND STORES

The function of acquiring, manufacturing, supplying, maintaining, and disposing of equipment and stores. Equipment includes mail handling/sorting equipment, implements, tools, machines, plant, furniture and furnishings.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For the manufacture, installation and maintenance of specific organisational equipment, such as mail sorting, use MAIL OPERATIONS.

For all other activities relating to the management of equipment and stores, use EQUIPMENT AND STORES.

### Design

The activity of undertaking detailed design, verification, and validation of items such as equipment and vehicles for the agency's operations.

*For the design and development of philatelic products and other post products, use STAMP MANAGEMENT - Production and COMMERCIAL OPERATIONS – Production, respectively.*

*For the conduct of stamp design competitions, use EXTERNAL RELATIONS - Stamp Design Competitions.*

*For the design of publications, use PUBLICATION - Production.*

*For the design of exhibitions and displays, use COLLECTION MANAGEMENT or EXTERNAL RELATIONS - Exhibitions.*

Entry	Description of records	Disposal action
17134	Records documenting the design, verification, and validation of post equipment. Includes: <ul style="list-style-type: none"> <li>• final design</li> <li>• final specifications</li> <li>• design amendments</li> <li>• consultation papers</li> </ul>	Destroy 7 years after disposal of equipment
17135	Draft specifications and initial concept design records.	Destroy 2 years after design is approved and implemented
17136	Copies of post equipment design documentation, including drawings.	Destroy when reference ceases

## POST EQUIPMENT AND STORES

The function of acquiring, manufacturing, supplying, maintaining, and disposing of equipment and stores. Equipment includes mail handling/sorting equipment, implements, tools, machines, plant, furniture and furnishings.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For the manufacture, installation and maintenance of specific organisational equipment, such as mail sorting, use MAIL OPERATIONS.

For all other activities relating to the management of equipment and stores, use EQUIPMENT AND STORES.

### Standards Development

The process of developing standards and industry or organisational benchmarks for services and processes to enhance the quality and efficiency of the agency.

Entry	Description of records	Disposal action
17137	Records documenting the development of standards and benchmarks relating to the post equipment and stores function. Includes: <ul style="list-style-type: none"> <li>• draft standard documentation</li> <li>• supporting reports</li> <li>• stakeholder comments</li> <li>• preliminary and final risk assessment reports</li> <li>• ergonomic assessment reports</li> <li>• equipment testing results</li> <li>• final standard</li> </ul>	Destroy 10 years after standard is superseded
17138	Copies of post equipment and stores standards.	Destroy when reference ceases

## POST FLEET MANAGEMENT

The function of acquiring (either by purchase, leasing, or chartering), designing, managing, maintaining, repairing, and disposing of vehicles. Vehicles are any means of conveyance owned or used by the agency, including special purpose vehicles, to transport people, post, or other items.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For the delivery of commercial products, use COMMERCIAL OPERATIONS - Delivery.

For the delivery of letters, parcels, and international mail, use MAIL OPERATIONS - Delivery.

For all other activities relating to the management of vehicles, use FLEET MANAGEMENT

### Design

The activity of undertaking detailed design, verification, and validation of items such as equipment and vehicles for the agency's operations.

*For the design and development of philatelic products and other post products, use STAMP MANAGEMENT - Production and COMMERCIAL OPERATIONS – Production, respectively.*

*For the conduct of stamp design competitions, use EXTERNAL RELATIONS - Stamp Design Competitions.*

*For the design of publications, use PUBLICATION - Production.*

*For the design of exhibitions and displays, use COLLECTION MANAGEMENT or EXTERNAL RELATIONS - Exhibitions.*

Entry	Description of records	Disposal action
20207	Records documenting the design, verification, and validation of postal delivery vehicles that represent new designs or significant variations to existing designs. Includes: <ul style="list-style-type: none"> <li>• final designs</li> <li>• final specifications</li> </ul>	Retain as national archives
17139	Records documenting the design, verification, and validation of postal delivery vehicles that do not represent new designs or significant variations to existing designs. Includes: <ul style="list-style-type: none"> <li>• approved specifications</li> <li>• final design drawings</li> <li>• final concept design</li> <li>• design amendments</li> </ul>	Destroy 7 years after disposal of vehicle
17140	Draft specifications and initial concept design records. Includes: <ul style="list-style-type: none"> <li>• draft concept design</li> <li>• draft drawings</li> </ul>	Destroy 2 years after draft design is completed or approved
17141	Copies of design documentation, including drawings.	Destroy when final design documentation is approved

## STAMP MANAGEMENT

The function of producing a range of philatelic items including all processes from initial planning through to distribution. It includes research, planning, design, printing, packaging, marketing, and distribution of philatelic and related products.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For the production and issue of stamp related journals (eg The Australian Stamp Bulletin), use PUBLICATION.

For the management of philatelic collections, use COLLECTION MANAGEMENT.

For stamp design competitions, use EXTERNAL RELATIONS - Stamp Design Competitions.

For the determination of prices for stamps, use MAIL OPERATIONS - Pricing.

### Account Management

The activity of managing specific business customer accounts by liaising with the customer, and providing advice and recommendations on services and products. Also includes creating customer profiles.

*For the fulfilment of orders for commercial products, use COMMERCIAL OPERATIONS - Order Processing.*

*For the fulfilment of orders for philatelic products, use STAMP MANAGEMENT - Order Processing.*

*For the fulfilment of orders for stock or equipment used by the agency, use POST EQUIPMENT & STORES - Acquisition.*

*For the management of all other commercial and retail customer accounts, use CUSTOMER RELATIONS - Account Management.*

Entry	Description of records	Disposal action
17142	Records documenting the management of specific business customer accounts in support of the stamp management function. Includes: <ul style="list-style-type: none"> <li>• customer profiles</li> <li>• liaison records</li> <li>• recommendations and advice</li> </ul>	Destroy 7 years after account closed

### Acquisition

The process of gaining ownership or use of property and other items or the provision of services required in the conduct of business through purchase or requisitions.

*For payments made, use FINANCIAL MANAGEMENT - Payments.*

Entry	Description of records	Disposal action
17143	Information provided by vendors on philatelic products.	Destroy when reference ceases

## STAMP MANAGEMENT

The function of producing a range of philatelic items including all processes from initial planning through to distribution. It includes research, planning, design, printing, packaging, marketing, and distribution of philatelic and related products.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For the production and issue of stamp related journals (eg The Australian Stamp Bulletin), use PUBLICATION.

For the management of philatelic collections, use COLLECTION MANAGEMENT.

For stamp design competitions, use EXTERNAL RELATIONS - Stamp Design Competitions.

For the determination of prices for stamps, use MAIL OPERATIONS - Pricing.

### Acquisition - Continued

Entry	Description of records	Disposal action
17144	Records documenting the acquisition of products for the agency's stamp management function (where there is no tender or contracting-out process, ie where the cost of the acquisition is below the threshold for tendering or where a purchase is made against a period contract). Includes: <ul style="list-style-type: none"> <li>• formal requests for quotes</li> <li>• orders</li> <li>• handover reports</li> <li>• correspondence relating to the acquisition</li> <li>• price negotiations</li> </ul>	Destroy 7 years after action completed
<b>Agreements</b>		
The processes associated with the establishment, maintenance, review and negotiation of agreements.		
Entry	Description of records	Disposal action
17145	Signed, simple contracts and agreements and supporting records relating to the stamp management function, including service level agreements (SLAs). Includes: <ul style="list-style-type: none"> <li>• final agreements</li> <li>• negotiations</li> <li>• establishment</li> <li>• reviews</li> <li>• maintenance</li> </ul>	Destroy 7 years after expiry or other termination of agreement
17146	Contracts register.	Destroy 20 years after last entry

## STAMP MANAGEMENT

The function of producing a range of philatelic items including all processes from initial planning through to distribution. It includes research, planning, design, printing, packaging, marketing, and distribution of philatelic and related products.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For the production and issue of stamp related journals (eg The Australian Stamp Bulletin), use PUBLICATION.

For the management of philatelic collections, use COLLECTION MANAGEMENT.

For stamp design competitions, use EXTERNAL RELATIONS - Stamp Design Competitions.

For the determination of prices for stamps, use MAIL OPERATIONS - Pricing.

### Agreements - Continued

Entry	Description of records	Disposal action
17147	Signed contracts and agreements under seal prior to 15 November 2005 and supporting records: Western Australia. Includes: <ul style="list-style-type: none"> <li>• final agreements</li> <li>• negotiations</li> <li>• establishment</li> <li>• reviews</li> <li>• maintenance</li> </ul>	Destroy 21 years after completion or other termination of contract
17148	Signed contracts and agreements under seal and supporting records: Victoria and South Australia. Includes: <ul style="list-style-type: none"> <li>• final agreements</li> <li>• negotiations</li> <li>• establishment</li> <li>• reviews</li> <li>• maintenance</li> </ul>	Destroy 15 years after expiry or other termination of contract or agreement, unless a longer period is specified in the agreement
17149	Signed contracts and agreements under seal and supporting records: New South Wales, Western Australia (from 15 November 2005), Queensland, Australian Capital Territory, Tasmania, and the Northern Territory. Includes: <ul style="list-style-type: none"> <li>• final agreements</li> <li>• negotiations</li> <li>• establishment</li> <li>• reviews</li> <li>• maintenance</li> </ul>	Destroy 12 years after expiry or other termination of contract or agreement, unless a longer period is specified in the agreement

## STAMP MANAGEMENT

The function of producing a range of philatelic items including all processes from initial planning through to distribution. It includes research, planning, design, printing, packaging, marketing, and distribution of philatelic and related products.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For the production and issue of stamp related journals (eg The Australian Stamp Bulletin), use PUBLICATION.

For the management of philatelic collections, use COLLECTION MANAGEMENT.

For stamp design competitions, use EXTERNAL RELATIONS - Stamp Design Competitions.

For the determination of prices for stamps, use MAIL OPERATIONS - Pricing.

### Audit

The activities associated with officially checking financial, quality assurance and operational records to ensure they have been kept and maintained in accordance with agreed or legislated standards and correctly record the events, processes and business of the organisation in a specified period. Includes compliance audits, financial audits, operational audits, recordkeeping audits, skills audits, system audits and quality assurance audits.

Entry	Description of records	Disposal action
17150	Final internal and external audit reports relating to the stamp management function.	Destroy 7 years after action completed
17151	Records documenting the planning and conduct of internal and external audits relating to the stamp management function. Includes: <ul style="list-style-type: none"> <li>• audit plan</li> <li>• liaison with the auditing body</li> <li>• minutes of meetings</li> <li>• notes taken at opening and exit interviews</li> <li>• draft audit report and recommendations</li> <li>• stakeholder comments</li> <li>• internal control checklist</li> </ul>	Destroy 5 years after action completed

## STAMP MANAGEMENT

The function of producing a range of philatelic items including all processes from initial planning through to distribution. It includes research, planning, design, printing, packaging, marketing, and distribution of philatelic and related products.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For the production and issue of stamp related journals (eg The Australian Stamp Bulletin), use PUBLICATION.

For the management of philatelic collections, use COLLECTION MANAGEMENT.

For stamp design competitions, use EXTERNAL RELATIONS - Stamp Design Competitions.

For the determination of prices for stamps, use MAIL OPERATIONS - Pricing.

### Bidding

The activities associated with the organisation, preparing and lodging of bids for the provision of goods and/or services. Includes proposals for services, quotations and the management of both successful and unsuccessful bids.

*For the management of tenders received by the agency in relation to this function, use STAMP MANAGEMENT - Tendering.*

Entry	Description of records	Disposal action
17152	Records documenting the development and lodgement of successful bids in relation to the stamp management function. Includes: <ul style="list-style-type: none"> <li>• bidding criteria</li> <li>• draft bid submissions</li> <li>• approvals</li> <li>• final bid submissions</li> </ul>	Destroy 7 years after bid process completed
17153	Records documenting unsuccessful bids or a bid process where there is no suitable bidder, or where the bid process has been discontinued. Includes: <ul style="list-style-type: none"> <li>• bidding criteria</li> <li>• draft bid submissions</li> <li>• approvals</li> <li>• final bid submissions</li> </ul>	Destroy 2 years after bid process completed or decision made not to continue with the bid



## STAMP MANAGEMENT

The function of producing a range of philatelic items including all processes from initial planning through to distribution. It includes research, planning, design, printing, packaging, marketing, and distribution of philatelic and related products.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For the production and issue of stamp related journals (eg The Australian Stamp Bulletin), use PUBLICATION.

For the management of philatelic collections, use COLLECTION MANAGEMENT.

For stamp design competitions, use EXTERNAL RELATIONS - Stamp Design Competitions.

For the determination of prices for stamps, use MAIL OPERATIONS - Pricing.

### Committees

The activities associated with the managing of committees and task forces. Includes the committee's establishment, appointment of members, terms of reference, proceedings, minutes of meetings, reports, agenda etc.

*For audit committees, use STRATEGIC MANAGEMENT – Committees.*

*For approval of stamp designs recommended by committees, use STAMP MANAGEMENT - Production.*

Entry	Description of records	Disposal action
17154	Records of internal and external committees, such as the Stamp Advisory Committee and the Pacific Explorer Committee, formed to consider matters of major importance relating to the stamp management function, where the agency provides the Secretariat or is the principal Australian representative. Includes: <ul style="list-style-type: none"> <li>• appointment of committee members</li> <li>• documents establishing the committee, eg terms of reference</li> <li>• meeting schedule</li> <li>• agenda</li> <li>• comments</li> <li>• final minutes</li> <li>• supporting reports, such as briefing papers and discussion papers</li> <li>• recommendations</li> </ul>	Retain as national archives
17155	Records of internal committees, and external committees where the agency does not provide the Secretariat nor is the principal Australian representative, formed to consider routine or operational matters. Includes: <ul style="list-style-type: none"> <li>• draft agenda</li> <li>• notices of meetings</li> <li>• draft minutes</li> </ul>	Destroy when reference ceases

## STAMP MANAGEMENT

The function of producing a range of philatelic items including all processes from initial planning through to distribution. It includes research, planning, design, printing, packaging, marketing, and distribution of philatelic and related products.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For the production and issue of stamp related journals (eg The Australian Stamp Bulletin), use PUBLICATION.

For the management of philatelic collections, use COLLECTION MANAGEMENT.

For stamp design competitions, use EXTERNAL RELATIONS - Stamp Design Competitions.

For the determination of prices for stamps, use MAIL OPERATIONS - Pricing.

### Compliance

The activities associated with complying with mandatory or optional accountability, fiscal, legal, regulatory or quality standards or requirements to which the organisation is subject. Includes compliance with legislation and with national and international standards, such as the ISO 9000 series.

Entry	Description of records	Disposal action
17156	Records documenting compliance with mandatory or optional standards or with statutory requirements relating to the stamp management function. Includes: <ul style="list-style-type: none"> <li>• non-conformance forms</li> <li>• compliance assessment reports</li> <li>• compliance program</li> <li>• system compliance reports</li> </ul>	Destroy 7 years after action completed

### Contract Management

The activity of managing the performance of work or the provision of goods and services by external contractors, vendors or consultants, in accordance with agreed standards or measures.

Entry	Description of records	Disposal action
17157	Records documenting contract management activities in relation to the stamp management function. Includes: <ul style="list-style-type: none"> <li>• minutes of meeting with main stakeholders</li> <li>• stakeholder comments and feedback</li> <li>• performance and evaluation reports</li> <li>• decisions regarding requests for payment</li> </ul>	Destroy 7 years after expiry or other termination of contract, unless a longer period is specified in the contract

## STAMP MANAGEMENT

The function of producing a range of philatelic items including all processes from initial planning through to distribution. It includes research, planning, design, printing, packaging, marketing, and distribution of philatelic and related products.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For the production and issue of stamp related journals (eg The Australian Stamp Bulletin), use PUBLICATION.

For the management of philatelic collections, use COLLECTION MANAGEMENT.

For stamp design competitions, use EXTERNAL RELATIONS - Stamp Design Competitions.

For the determination of prices for stamps, use MAIL OPERATIONS - Pricing.

### Delivery

The activities associated with the delivery of goods, services and other items. Includes delivery of postal articles and the distribution of commercial products through the transport and courier services networks.

*For the receiving and processing of orders prior to delivery, use STAMP MANAGEMENT - Order Processing.*

Entry	Description of records	Disposal action
17158	Records documenting the delivery of philatelic services and items in relation to the stamp management function. Includes: <ul style="list-style-type: none"> <li>• mail order delivery instructions</li> <li>• transportation records</li> <li>• consignment notes</li> </ul>	Destroy 7 years after action completed

### Disposal

The process of disposing of property no longer required by the organisation, by sale, transfer, termination of lease, auction, donation or destruction. Includes destruction or transfer to archives, and the program of activities to facilitate the orderly transfer of semi-active and inactive records from current office space into storage.

Entry	Description of records	Disposal action
17159	Records documenting the disposal of philatelic items. Includes surplus stamp stock. Includes: <ul style="list-style-type: none"> <li>• master reconciliations, including product details and purchase order</li> <li>• stamp return records</li> <li>• stock destruction records</li> </ul>	Destroy 7 years after disposal of item

### Enquiries

The activities associated with handling requests for information about the organisation and its services by the general public, agency employees or another organisation.

Entry	Description of records	Disposal action
17161	Records documenting the handling of enquiries relating to the stamp management function.	Destroy 20 years after action completed

## STAMP MANAGEMENT

The function of producing a range of philatelic items including all processes from initial planning through to distribution. It includes research, planning, design, printing, packaging, marketing, and distribution of philatelic and related products.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For the production and issue of stamp related journals (eg The Australian Stamp Bulletin), use PUBLICATION.

For the management of philatelic collections, use COLLECTION MANAGEMENT.

For stamp design competitions, use EXTERNAL RELATIONS - Stamp Design Competitions.

For the determination of prices for stamps, use MAIL OPERATIONS - Pricing.

### Fraud Control

The activities associated with the measures taken to control and detect fraud. Includes the development of fraud control strategies and plans, disclosure of fraud, and education of staff about fraud disclosures.

*For matters of fraud which proceed to litigation, use LEGAL SERVICES - Litigation.*

Entry	Description of records	Disposal action
17162	Records documenting the control and detection of fraud in relation to the stamp management function. Includes: <ul style="list-style-type: none"> <li>• report and investigation of fraudulent activities</li> <li>• records documenting liaison with law enforcement authorities</li> </ul>	Destroy 7 years after action completed

### Inventory

The activities associated with listing and preparing lists of items and assets in the possession of the organisation.

Entry	Description of records	Disposal action
17163	Records documenting the listing of philatelic items as part of the stamp management function. Includes: <ul style="list-style-type: none"> <li>• weekly surplus stock lists</li> <li>• stamp stock lists</li> </ul>	Destroy 2 years after action completed

### Order Processing

The activities associated with the receiving and processing of orders. Includes the picking and packing of products ready for delivery, and dealing with product returns.

*For the receipting and processing of order payments, use FINANCIAL MANAGEMENT - Payments.*

*For the delivery of orders, use STAMP MANAGEMENT - Delivery.*

Entry	Description of records	Disposal action
17164	Records documenting the receipt and processing of orders in relation to the stamp management function. Includes: <ul style="list-style-type: none"> <li>• order forms</li> <li>• standing orders</li> </ul>	Destroy 7 years after action completed

## STAMP MANAGEMENT

The function of producing a range of philatelic items including all processes from initial planning through to distribution. It includes research, planning, design, printing, packaging, marketing, and distribution of philatelic and related products.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For the production and issue of stamp related journals (eg The Australian Stamp Bulletin), use PUBLICATION.

For the management of philatelic collections, use COLLECTION MANAGEMENT.

For stamp design competitions, use EXTERNAL RELATIONS - Stamp Design Competitions.

For the determination of prices for stamps, use MAIL OPERATIONS - Pricing.

### Planning

The process of formulating ways in which objectives can be achieved. Includes determination of services, needs and solutions to those needs.

*For the development of annual business plans, use STRATEGIC PLANNING AND MANAGEMENT - Planning.*

*For the development of plans and strategies for the control of fraud, use STAMP MANAGEMENT - Fraud Control.*

Entry	Description of records	Disposal action
17165	Final versions of significant plans relating to the stamp management function such as the final stamp issue plan or program.	Retain as national archives
17166	Working papers used to develop all plans relating to the stamp management function. Includes: <ul style="list-style-type: none"> <li>• proposals, eg stamp issue concepts and production runs</li> <li>• draft plans, eg stamp issue programs</li> <li>• reports analysing issues</li> <li>• comments</li> <li>• approvals</li> </ul>	Destroy 7 years after action completed
17167	Copies of plans relating to the stamp management function.	Destroy when reference ceases

### Policy

The activities associated with developing and establishing decisions, directions and precedents which act as a reference for future decision making, and are the basis from which the organisation's operating procedures are determined.

Entry	Description of records	Disposal action
17168	High level policy documents relating to the stamp management function such as the stamp issue policy and fraud control policy. Includes policy proposals, research papers, consultation papers and supporting reports.	Retain as national archives

## STAMP MANAGEMENT

The function of producing a range of philatelic items including all processes from initial planning through to distribution. It includes research, planning, design, printing, packaging, marketing, and distribution of philatelic and related products.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For the production and issue of stamp related journals (eg The Australian Stamp Bulletin), use PUBLICATION.

For the management of philatelic collections, use COLLECTION MANAGEMENT.

For stamp design competitions, use EXTERNAL RELATIONS - Stamp Design Competitions.

For the determination of prices for stamps, use MAIL OPERATIONS - Pricing.

### Policy - Continued

Entry	Description of records	Disposal action
17169	Policy documents of routine operations relating to the stamp management function such as local policies relating to order processing. Includes policy proposals, research papers, consultation papers and supporting reports.	Destroy 7 years after policy is superseded
17170	Copies of policy documents and supporting papers relating to the stamp management function.	Destroy when reference ceases

### Procedures

Standard methods of operating laid down by an organisation according to formulated policy.

Entry	Description of records	Disposal action
17171	Master set of manuals, handbooks and guidelines formally endorsed by executive management and detailing procedures relating to the stamp management function.	Retain as national archives
17172	Records documenting the development of procedures relating to the stamp management function. Includes: <ul style="list-style-type: none"> <li>• research and consultation papers</li> <li>• stakeholder comments</li> <li>• draft procedures</li> <li>• procedure trial documentation</li> <li>• approvals</li> <li>• procedure updates and amendments</li> </ul>	Destroy 3 years after procedures are superseded
17173	Manuals, handbooks and guidelines not formally endorsed by executive management and detailing procedures relating to the stamp management function.	Destroy 7 years after procedures are superseded
17174	Copies of procedure manuals, handbooks and guidelines relating to the stamp management function.	Destroy when reference ceases

## STAMP MANAGEMENT

The function of producing a range of philatelic items including all processes from initial planning through to distribution. It includes research, planning, design, printing, packaging, marketing, and distribution of philatelic and related products.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For the production and issue of stamp related journals (eg The Australian Stamp Bulletin), use PUBLICATION.

For the management of philatelic collections, use COLLECTION MANAGEMENT.

For stamp design competitions, use EXTERNAL RELATIONS - Stamp Design Competitions.

For the determination of prices for stamps, use MAIL OPERATIONS - Pricing.

### Production

The process involved in producing material into an end result or output, eg a product or publication. Includes design, layout, typesetting, desktop publishing, printing, binding etc.

*For formal approval of the annual stamp program, use STAMP MANAGEMENT - Planning.*

*For the acquisition of photographic material, use STAMP MANAGEMENT - Acquisition.*

Entry	Description of records	Disposal action
17175	<p>Master set of materials produced in relation to the stamp management function. Includes:</p> <ul style="list-style-type: none"> <li>• definitive, special, and commemorative stamps</li> <li>• pre-paid envelopes</li> <li>• postcards and maxi cards</li> <li>• aerogrammes</li> <li>• postal stationery</li> <li>• first day covers</li> <li>• souvenir packs</li> </ul> <p>[For the production of books, booklets, brochures, newsletters, and posters, use PUBLICATION - Production.]</p>	Retain as national archives

## STAMP MANAGEMENT

The function of producing a range of philatelic items including all processes from initial planning through to distribution. It includes research, planning, design, printing, packaging, marketing, and distribution of philatelic and related products.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For the production and issue of stamp related journals (eg The Australian Stamp Bulletin), use PUBLICATION.

For the management of philatelic collections, use COLLECTION MANAGEMENT.

For stamp design competitions, use EXTERNAL RELATIONS - Stamp Design Competitions.

For the determination of prices for stamps, use MAIL OPERATIONS - Pricing.

### Production - Continued

Entry	Description of records	Disposal action
17176	Records documenting the production process for all philatelic material. Includes <ul style="list-style-type: none"> <li>• design briefs</li> <li>• proposals</li> <li>• photographic materials</li> <li>• designer submissions</li> <li>• designs (approved and rejected)</li> <li>• stamp production data sheets</li> <li>• technical specifications, eg type of paper, adhesives, etc used</li> <li>• artwork</li> <li>• printed proofs</li> <li>• postmarkers and verification copies</li> <li>• production orders</li> <li>• loadtags</li> </ul>	Retain as national archives
17177	Suggestions for stamp designs that do not relate to the agency's stamp production plans.	Destroy when reference ceases
19922	Records documenting the production of philatelic products, such as personalised stamps and pre-paid envelopes, developed for individual customers on a commercial basis.	Destroy when reference ceases



## STAMP MANAGEMENT

The function of producing a range of philatelic items including all processes from initial planning through to distribution. It includes research, planning, design, printing, packaging, marketing, and distribution of philatelic and related products.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function use COLLECTION MANAGEMENT – Historic Records Accumulation'

For the production and issue of stamp related journals (eg The Australian Stamp Bulletin), use PUBLICATION.

For the management of philatelic collections, use COLLECTION MANAGEMENT.

For stamp design competitions, use EXTERNAL RELATIONS - Stamp Design Competitions.

For the determination of prices for stamps, use MAIL OPERATIONS - Pricing.

### Promotion

The activity of promoting products and services and the general image of the organisation. Includes advertising, sponsorship, direct marketing, sales promotions, publicity, and personal selling.

Entry	Description of records	Disposal action
17178	Records documenting the promotion of the agency's products and services relating to the stamp management function which contribute to an understanding of postal history, such as major advertising campaigns or those which have elicited strong public reaction. Includes: <ul style="list-style-type: none"> <li>• records covering arrangements for advertising campaigns and promotional photographs</li> <li>• action plans</li> <li>• briefing papers</li> </ul>	Retain as national archives
17179	Records documenting the promotion of services related to the stamp management function of little significance, such as routine advertising campaigns. Includes: <ul style="list-style-type: none"> <li>• arrangements for advertising campaigns</li> <li>• promotional photographs</li> </ul>	Destroy 7 years after account closed
17180	Records documenting sponsorship activities in relation to the stamp management function. Includes: <ul style="list-style-type: none"> <li>• initial concept documents</li> <li>• funding release forms</li> <li>• briefing papers</li> <li>• liaison with advertising agencies</li> <li>• invitations</li> <li>• event guest lists</li> </ul>	Destroy 3 years after withdrawal of sponsorship

## STAMP MANAGEMENT

The function of producing a range of philatelic items including all processes from initial planning through to distribution. It includes research, planning, design, printing, packaging, marketing, and distribution of philatelic and related products.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function use COLLECTION MANAGEMENT – Historic Records Accumulation'

For the production and issue of stamp related journals (eg The Australian Stamp Bulletin), use PUBLICATION.

For the management of philatelic collections, use COLLECTION MANAGEMENT.

For stamp design competitions, use EXTERNAL RELATIONS - Stamp Design Competitions.

For the determination of prices for stamps, use MAIL OPERATIONS - Pricing.

### Reporting

The processes associated with initiating or providing a formal response to a situation or request (either internal, external or as a requirement of corporate policies), and to provide formal statements or findings of the results of the examination or investigation. Includes agenda, briefing, business, discussion papers, proposals, reports, reviews and returns.

Entry	Description of records	Disposal action
17181	Final versions of reports of a significant, non-routine nature relating to the stamp management function. Includes reports of strategic activities.	Retain as national archives
17182	Final versions of periodic reports of a routine nature relating to the stamp management function, eg routine production statistics.	Destroy 3 years after action completed
17183	Records documenting the development of all reports relating to the mail operations function. Includes: <ul style="list-style-type: none"> <li>• supporting data</li> <li>• draft reports</li> <li>• stakeholder comments</li> </ul>	Destroy 1 year after action completed

### Research

The activities involved in investigating or enquiring into a subject or area of interest in order to discover facts, principles etc used to support development of projects, standards, guidelines etc and the business activities of the organisation in general. Includes following up enquiries relating to organisational programs, projects, working papers, literature searches etc.

Entry	Description of records	Disposal action
17184	Final research reports which document significant research such as detailed research into prominent Australians used as the subjects of stamps or research into innovative or unique stamp production methods.	Retain as national archives
17085	Final research reports of a routine nature such as those into minor stamp subjects or production methods that are not unique or innovative.	Destroy 10 years after action completed

## STAMP MANAGEMENT

The function of producing a range of philatelic items including all processes from initial planning through to distribution. It includes research, planning, design, printing, packaging, marketing, and distribution of philatelic and related products.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function use COLLECTION MANAGEMENT – Historic Records Accumulation'

For the production and issue of stamp related journals (eg The Australian Stamp Bulletin), use PUBLICATION.

For the management of philatelic collections, use COLLECTION MANAGEMENT.

For stamp design competitions, use EXTERNAL RELATIONS - Stamp Design Competitions.

For the determination of prices for stamps, use MAIL OPERATIONS - Pricing.

### Research - Continued

Entry	Description of records	Disposal action
17185	Working papers documenting research undertaken in support of the stamp management function. Includes: <ul style="list-style-type: none"><li>• research brief</li><li>• research papers and supporting information</li><li>• draft research reports</li></ul>	Destroy when reference ceases

### Standards

The process of implementing industry or organisational benchmarks for services and processes to enhance the quality and efficiency of the organisation.

*For the development of standards and industry or organisational benchmarks relating to the production of philatelic items, use STAMP MANAGEMENT - Standards Development.*

Entry	Description of records	Disposal action
17186	Records documenting the implementation of industry and agency standards to support the stamp management function.	Destroy 7 years after action completed

### Standards Development

The process of developing standards and industry or organisational benchmarks for services and processes to enhance the quality and efficiency of the agency.

*For the implementation of standards and industry or organisational benchmarks relating to the production of philatelic items, use STAMP MANAGEMENT - Standards.*

Entry	Description of records	Disposal action
17187	Records documenting the development of standards and benchmarks relating to the stamp management function. Includes: <ul style="list-style-type: none"><li>• draft standard documentation</li><li>• supporting reports</li><li>• stakeholder comments</li><li>• final standard</li></ul>	Destroy 10 years after standard is superseded
17188	Copies of standards relating to the stamp management function.	Destroy when reference ceases

## STAMP MANAGEMENT

The function of producing a range of philatelic items including all processes from initial planning through to distribution. It includes research, planning, design, printing, packaging, marketing, and distribution of philatelic and related products.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function use COLLECTION MANAGEMENT – Historic Records Accumulation'

For the production and issue of stamp related journals (eg The Australian Stamp Bulletin), use PUBLICATION.

For the management of philatelic collections, use COLLECTION MANAGEMENT.

For stamp design competitions, use EXTERNAL RELATIONS - Stamp Design Competitions.

For the determination of prices for stamps, use MAIL OPERATIONS - Pricing.

### Tendering

The activities involved in receiving and assessing tenders, of making offers and finalising contract arrangements for the supply, sale or purchase of goods and services.

*For the establishment, maintenance, review, and negotiation of contracts, including the contract register, use STAMP MANAGEMENT - Agreements.*

*For tendering for the provision of commercial goods and services, use COMMERCIAL OPERATIONS - Bidding.*

Entry	Description of records	Disposal action
17189	Records documenting the development and issue of tender documentation in relation to the stamp management function. Includes: <ul style="list-style-type: none"> <li>• Statement of Requirements</li> <li>• Request for Proposals</li> <li>• Expression of Interest</li> <li>• Request for Tender (RFT)</li> </ul>	Destroy 7 years after the tender process is completed
17190	Records documenting the evaluation of tenders received against selection criteria in relation to the stamp management function. Includes: <ul style="list-style-type: none"> <li>• records documenting arrangements for carrying out the evaluation process</li> <li>• evaluation report</li> <li>• recommendations</li> <li>• final report</li> <li>• public notices</li> </ul> [For contracts arising from the tendering process, use STAMP MANAGEMENT - Agreements.]	Destroy 7 years after the tender process is completed
17191	Records documenting tendering post-offer negotiations and due diligence checks made in relation to the stamp management function. [For contracts arising from the tendering process, use STAMP MANAGEMENT - Agreements.]	Destroy 7 years after the tender process is completed

## STAMP MANAGEMENT

The function of producing a range of philatelic items including all processes from initial planning through to distribution. It includes research, planning, design, printing, packaging, marketing, and distribution of philatelic and related products.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For the production and issue of stamp related journals (eg The Australian Stamp Bulletin), use PUBLICATION.

For the management of philatelic collections, use COLLECTION MANAGEMENT.

For stamp design competitions, use EXTERNAL RELATIONS - Stamp Design Competitions.

For the determination of prices for stamps, use MAIL OPERATIONS - Pricing.

### Tendering - Continued

Entry	Description of records	Disposal action
17192	Records of unsuccessful tenders, or a tender process where there is no suitable bidder, or where the tender process has been discontinued. Includes: <ul style="list-style-type: none"> <li>• submissions</li> <li>• notification of outcome</li> <li>• reports on debriefing sessions</li> </ul>	Destroy 2 years after the tender process is completed or a decision is made not to continue with the tender
17193	Tender register.	Destroy 7 years after last entry

## STRATEGIC PLANNING AND MANAGEMENT

The function of applying broad systematic management planning for the agency. Includes business and strategic planning, identifying business partners and new business opportunities and building strategic alliances, developing benchmarking strategies and business growth plans (expansion, extension, and diversification) and managing fraud and insurance coverage.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For activities associated with producing a range of philatelic items, use STAMP MANAGEMENT.

For activities associated with developing commercial services and products, use COMMERCIAL OPERATIONS.

For all other activities relating to strategic management of the agency, use STRATEGIC MANAGEMENT.

### Business Opportunities

The activity of identifying and examining potential new business opportunities and opportunities for work or services undertaken and managed on a contract basis. Includes business diversification.

Entry	Description of records	Disposal action
17194	Records documenting the identification and examination of potential new business opportunities in relation to the strategic planning and management function. Includes: <ul style="list-style-type: none"> <li>• investigations into potential business opportunities</li> <li>• supporting information</li> <li>• draft reports on findings and recommendations</li> <li>• stakeholder comments and feedback</li> <li>• final reports</li> <li>• business cases/proposals</li> </ul>	Destroy 5 years after action completed

### Fraud Control

The activities associated with the measures taken to control and detect fraud. Includes the development of fraud control strategies and plans, disclosure of fraud and education of staff about fraud disclosures.

*For matters of fraud which proceed to litigation, use LEGAL SERVICES - Litigation.*

Entry	Description of records	Disposal action
17195	Records documenting the management of broad strategies to prevent fraud within the agency. Includes: <ul style="list-style-type: none"> <li>• fraud control plans</li> <li>• liaison with law enforcement authorities</li> <li>• action plans and strategies</li> </ul>	Destroy 7 years after strategies are superseded
17196	Records documenting the disclosure and investigation of fraud allegations made by or about an agency. Includes: <ul style="list-style-type: none"> <li>• fraud claims or complaints</li> <li>• authorisations for disclosure of information</li> <li>• fraud investigations or reports</li> <li>• disclosure event records</li> </ul>	Destroy 7 years after action completed

## STRATEGIC PLANNING AND MANAGEMENT

The function of applying broad systematic management planning for the agency. Includes business and strategic planning, identifying business partners and new business opportunities and building strategic alliances, developing benchmarking strategies and business growth plans (expansion, extension, and diversification) and managing fraud and insurance coverage.

For postal records of any activity prior to 1975 which have been deemed to have continuing historic research value and do not have a 'retain as national archives' nomination under this function, use COLLECTION MANAGEMENT – Historic Records Accumulation.

For activities associated with producing a range of philatelic items, use STAMP MANAGEMENT.

For activities associated with developing commercial services and products, use COMMERCIAL OPERATIONS.

For all other activities relating to strategic management of the agency, use STRATEGIC MANAGEMENT.

### Insurance

The process of taking out premiums to cover loss or damage to property or premises, and to cover customers and staff against injury or death resulting from incidents on the organisation's premises or whilst engaged during employment.

Entry	Description of records	Disposal action
17197	Records documenting insurance policies covering the strategic planning and management function. Includes insurance policy applications.	Destroy 7 years after policy expires
17198	Records documenting the annual renewal of insurance policies supporting the strategic planning and management function.	Destroy 1 year after action completed

### Standards Development

The process of developing standards and industry or organisational benchmarks for services and processes to enhance the quality and efficiency of the agency.

*For the implementation of standards and industry or organisational benchmarks relating to the agency's strategic planning, use STRATEGIC PLANNING AND MANAGEMENT - Standards.*

Entry	Description of records	Disposal action
17199	Records documenting the development of standards and benchmarks in relation to the strategic planning and management function. Includes: <ul style="list-style-type: none"> <li>• draft standards</li> <li>• supporting reports</li> <li>• stakeholder comments</li> <li>• final standards</li> </ul>	Destroy 10 years after standard is superseded
17200	Copies of industry and agency standards relating to the strategic planning and management function.	Destroy when reference ceases