



# NSW Police Force

**Permanently recalling boxes from  
Government Records Repository (GRR)**

**CRL-010**

**Records & Information Management, Shared Services**

## Permanently Recalling Boxes from Government Records Repository (GRR)

The purpose of this document is to establish a uniform procedure for permanently recalling boxes from the Government Records Repository (GRR).

### Document Control Sheet

#### Document Properties

<b>Title</b>	Permanently Recalling Boxes from the Government Records Repository (GRR)
<b>Subject</b>	
<b>Command responsible</b>	Shared Services, Records and Information Management
<b>Authorisation</b>	Associate Director, Records and Information Management
<b>Security Classification / Information Management Markings</b>	Official
<b>Publication date</b>	March 2019
<b>Current version number</b>	2.0
<b>Review date</b>	September 2022
<b>Document number</b>	D/2022/206125
<b>Copyright statement</b>	Copyright of this document is vested in the Commissioner of Police. © 2019
<b>Suitable for Public Disclosure</b>	YES / NO / YES – Redacted Version

#### Modification History

Version #	Version / approval date	Author/Position	Summary of changes
1.0	15 April 2019		
2.0	September 2021		Process reviewed and updated.

## Procedures

- Go the GRR Web portal by using the link <https://grrweb.records.nsw.gov.au/rswebnet/>, or go to the Government Records Repository website and <click> GRRWeb.

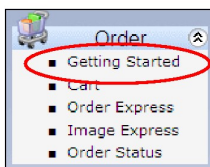
### Client Services



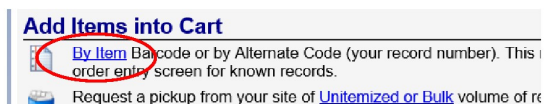
The convenient way to order services,  
request return of records and manage your  
off-site records online.



- Log into RSWeb with the username and password you were provided.
- <Click> 'Getting Started' within the 'Order' menu



- <Click> 'By Item'



- Enter the GRR reference number/s of the box/es to be recalled into the 'Barcode' field/s.
- <Click> 'Next'.
- Select 'Permout Deliver (Bring the item to me. I will not return it)' as Service Type.

Service Type
Permout Deliver (Bring the item to me. I will not return it.)

- Enter your name in the 'Requestor' field.

Requestor	Cost Center
<input type="text"/>	<input type="text"/>

- <Click> 'Add to cart'

Return Date	<input type="text"/>
<input type="button" value="Add to Cart"/> <input type="button" value="Back to Items Entry"/>	

- An order summary screen will show the details of the boxes you are requesting. If you:
  - need to make a change, <click> 'Back to Getting Started'
  - would like to progress with the order, <click> 'Order Now'
- The 'Order Now' screen will open with the details of the boxes to be recalled.

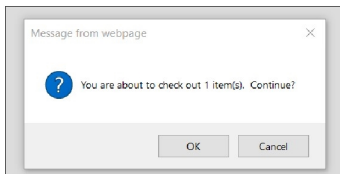
Track#	Actual Item Acc...	Service Type	Details	Quantity	Requestor	Cost Center	Customer Com.	Custom Field 3	Record Center...
12254...	GR0078	Delivery	Container B0928846 [E/2019/18982]	1	Lisa Massey			20045085	

Note: Ensure each line is highlighted in blue otherwise the box will not be ordered.

If you:

- need to make a change, <click> 'Back to Getting Started'
- would like to progress with the order, <click> 'Order Now'

12. A message will appear advising the number of items to be checked out. <Click> 'OK' to proceed or 'Cancel' to cancel the order.



13. Ensure that the 'Workorder Account' is 'GR0078', enter your name in the Contact field and that the address details are as follows:

Workorder Account  
GR0078

Contact  
Lisa Massey

Address Line 1  
NSW Police, Corporate Records

Address Line 2  
[REDACTED] Charles Street

Address Line 3  
PARRAMATTA NSW 2150

Phone  
[REDACTED]

Fax  
[REDACTED]

Use default delivery address

14. Select 'Standard Request' as the Service Priority

Service Priority  
[Dropdown menu]

Requested Fulfillment Date/Time  
[Text field]

15. <Click> 'Submit Orders'

Submit Orders [Button] Back to Cart [Button]

16. An order summary screen will be displayed. <Click> 'Print Page' and place hardcopy in the 'GRR delivery tray' ready for receipt from GRR.



**Order Summary**  
1 item(s) ordered, 0 item(s) rejected.

Ordered by: GR0078LIM on Tuesday, 28 September 2021 at 11:50:41 AM  
 Service Priority: Standard Request  
 Requested Fulfillment Date/Time: Wednesday, 29 September 2021 1:00:00 PM  
 Batch Order Number: 301932

**Notes:**  
 SCTASK0203301 - Kristie MORRIS  
 Workorder Account: GR0078

Lisa Massey  
 NSW Police Force  
 [REDACTED] Charles Street  
 PARRAMATTA NSW 2150  
 [REDACTED]

Order Detail						
Track#	Service Type	Details	Qty	Requestor	Cost Center	Return Date
1225437	Delivery	Container B0928846 [B/2019/18982]	1	Lisa Massey		

**OFFICIAL: Sensitive**  
CONFIDENTIAL

17. Before exiting RSWeb, it is recommended that you <click> 'view cart' to ensure that the cart is empty. If there are still items in your cart, they have not been ordered or need to be removed.
18. Once completed <click> Logout.
19. When the box is received from GRR, remove the GRR label from the box and the GRR Reference number from RMS.

**OFFICIAL: Sensitive**