

## **Storage of Inactive Paper Records**

**State Records Center, Records Management Branch,  
Archives Division, Department of Accounting and General Services**

729-B Kakoi Street, Honolulu, Hawaii 96819

Telephone: (808)831-6770

Email: [recordscenter@hawaii.gov](mailto:recordscenter@hawaii.gov)

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## I. RECORDS STORAGE

### Storage Eligibility Requirements:

State Records Center (SRC) provides off-site storage of inactive non-permanent paper records. Storage, retrieval/refile and destruction services for general-funded programs of the executive branch are **FREE OF CHARGE** except for rush services.

Fee Schedule for General-Funded Programs		
Records Storage	Current Fee	Fee as of July 1, 2025
Paper, Microfilm, Microfiche	FREE	FREE
Records Retrieval/Refile		
Retrieval or refile of paper, microfilm, or microfiche	FREE	FREE
Records Destruction		
Destruction of paper, microfilm, or microfiche	FREE	FREE
State Records Center Pick-up/Delivery Services		
Pick-up/Delivery Services		
<ul style="list-style-type: none"> <li>The van can accommodate up to 50 boxes</li> <li>Files: For agencies NOT serviced by State Messenger, this delivery service for files is available to you. For agencies serviced by State Messenger, files will be sent to you via state messenger.</li> <li>Boxes: This service is mainly for pick-up/delivery of boxes because state messenger will not pick up or deliver boxes.</li> <li>Pick-up and delivery requests will be scheduled with the agency.</li> </ul>	FREE	FREE
Rush Delivery - Files		
Turn-around time depends on the file quantity and staff availability – generally same day if request is received by 10 a.m. or the following business day if request is received after 10 a.m.	FREE	\$ 60.00 per trip + \$ 1.00 handling fee per file
Rush Delivery - Boxes		
Van can accommodate up to 50 boxes. Turn-around time depends on box quantity and staff availability – generally same day if request is received by 10 a.m. or the following business day if request is received after 10 a.m.	FREE	\$ 60.00 per trip + \$ 1.00 handling fee per box

## Other Pricing

As authorized by Comptroller's Memorandum 2017-08 and 2024-22, the Department of Education, the University of Hawaii, Judiciary, non-state agencies, and non-general funded programs of the executive branch will be charged storage, retrieval and refile, and destruction fees.

<b>Fee Schedule for Department of Education, University of Hawaii, Judiciary, non-state agencies, and non-general funded programs</b>		
<b>Records Storage</b>	<b>Current Fee</b>	<b>Fee as of July 1, 2025</b>
Paper Records (per 15"L x 12"W x 10"H box / per month) Microfilm per 16mm reel / per year)	\$ 0.50	\$ 0.50
Microfiche (per 12"L x 6.26"W x 4.75"H box / per year – up to approximately 500 fiches per box)	\$ 0.50	\$ 1.00
<b>Records Retrieval/Refile</b>		
Paper records (per file or per box)	\$ 2.25 per retrieval \$ 1.25 per refile	\$ 2.50 per retrieval \$ 2.50 per refile
File not found (per file)	\$ 2.25	\$ 1.50
Microfilm or microfiche retrieval or refile (per 15"L x 12"W x 10"H box (fiche) - up to approximately 500 fiches)	\$ 3.00	\$ 3.50
<b>Records Destruction</b>		
Destruction with retrieval fee (per 15"L x 12"W x 10"H box)	\$ 4.00	Actual disposal cost + \$ 2.50
Retrieval for destruction by agency	\$ 1.00 (per 15"L x 12"W x 10"H box)	\$ 2.50
Permanent removal of box (per 15"L x 12"W x 10"H box)	\$ 1.00	\$ 2.50
Destruction of microfilm or microfiche with retrieval fee (per 15"L x 12"W x 10"H box (film) - up to about 84-16mm reels or 12"L x 6.26"W x 4.75"H box (fiche) - up to about 500 fiches)	\$ 14.00 per 15" L x 12" W x 10" H box (film) or 12" L x 6.26" W x 4.75" H box (film)	Actual disposal cost + \$ 3.50
Permanent removal of microfilm or microfiche (per 15"L x 12"W x 10"H box (film) - up to about 84-16mm reels or 12"L x 6.26"W x 4.75"H box (fiche) - up to about 500 fiches)	\$ 4.00 per 15" L x 12" W x 10" H box	\$ 3.50

<b>Fee Schedule for Department of Education, University of Hawaii, Judiciary, non-state agencies, and non-general funded programs</b>		
<b>State Records Pick-up/Delivery Services</b>		
<b>Pick-up/Delivery Services - Files</b>		
<ul style="list-style-type: none"> <li>For agencies NOT serviced by the State Messenger, this pick-up/delivery service is available to you. Pick-up and delivery requests will be scheduled with the requesting agency.</li> <li>For agencies serviced by the State Messenger, requested files will be sent to you via messenger and no delivery charges will be assessed.</li> </ul>	<b>FREE</b>	\$ 40.00 per trip + \$ 1.00 handling fee per file
<b>Pick-up/Delivery Services - Boxes</b>		
The van accommodates up to 50 boxes. Deliveries and pick-ups will be scheduled with the requesting agency.	<b>FREE</b>	\$ 40.00 per trip + \$ 1.00 handling fee per box
<b>Rush Pick-up/Delivery - Files or Boxes</b>		
Turn-around time depends on the file or box quantity and staff availability – generally same day if request is received by 10 a.m. or the following business day if request is received after 10 a.m.	<b>FREE</b>	\$ 60.00 per trip + \$ 2.00 handling fee per file or \$ 2.00 handling fee per box

## Record Requirements

All stored paper records must be:

- Inactive non-permanent paper records.
- Listed on an approved records retention and disposition schedule. General and department specific retention schedules can be viewed/downloaded from: <http://ags.hawaii.gov/archives/about-us/records-management/records-retention-and-disposition-schedules/>
- Records with remaining retention requirement of two years or more at time of delivery.
- Insect-free. The depositing agency must certify that the records are insect-free or were fumigated prior to transfer.

## II. PACKING INSTRUCTIONS

Use only Heavy Duty or Medium Duty Bankers Box with these specifications:

- Dimensions: 15”L x 12”W x 10”H
- Heavy-duty, triple end, double side, double bottom or
- Medium-duty, double end, 1-½ side, double bottom
  - **NO LIGHT-DUTY BANKERS BOX**, the material inside the box is at risk of damage due to the lack of necessary support.



- Stacking strength 600-850 lbs.
- Examples:

R-Kive 743 (pack of 10)  
R-Kive 724 (black)  
R-Kive 7241 (green)  
R-Kive 7242 (red)  
R-Kive 7243 (blue)  
R-Kive 725 (wood grain)  
R-Kive 12775 (recycled)  
Uline S-3887  
Staples 690747



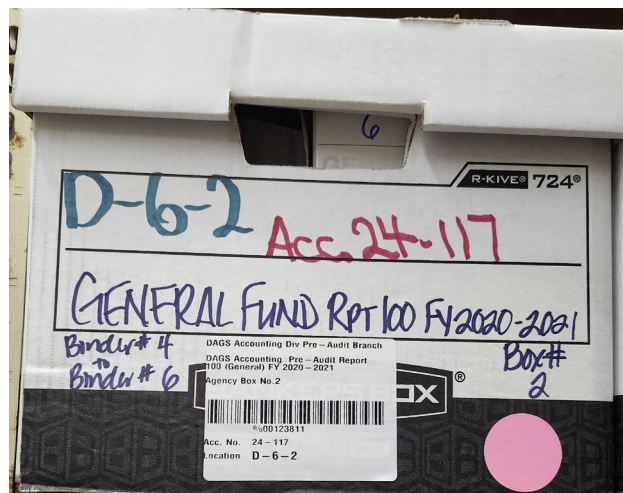
## Packing boxes

- Make sure the records are free of bugs.
- Legal size files should face right on the long side of the box.
- Letter size records should face front on short end of the box.
- Pack records in the same order as they are filed with the agency.
- All records in each box must have the same destruction date. If there are multiple destruction dates, the most recent date will be used for the entire box.
- Leave about 1-inch space in each box to facilitate retrieval.
- DO NOT FILL TOP PORTION OF THE BOX WITH FILES FILED HORIZONTALLY. It will make retrieving files for you more challenging for SRC staff.
- If boxes are not full and have more than 25% open space, fill gap with crumpled paper so files won't curve.
- Boxes should weigh no more than 35 pounds.



## Complete box labels

- Agency Name, short description of contents, date range, and box number can be written directly on the box or printed on a sheet of paper to be attached with clear tape, or self-adhesive label, not exceeding the size of the designated label area illustrated below.
- An RFID tag will be placed below the label area by State Records Center staff.
- Make sure this is the designated front of the box (letter size folders are front facing; legal size folders are facing right).



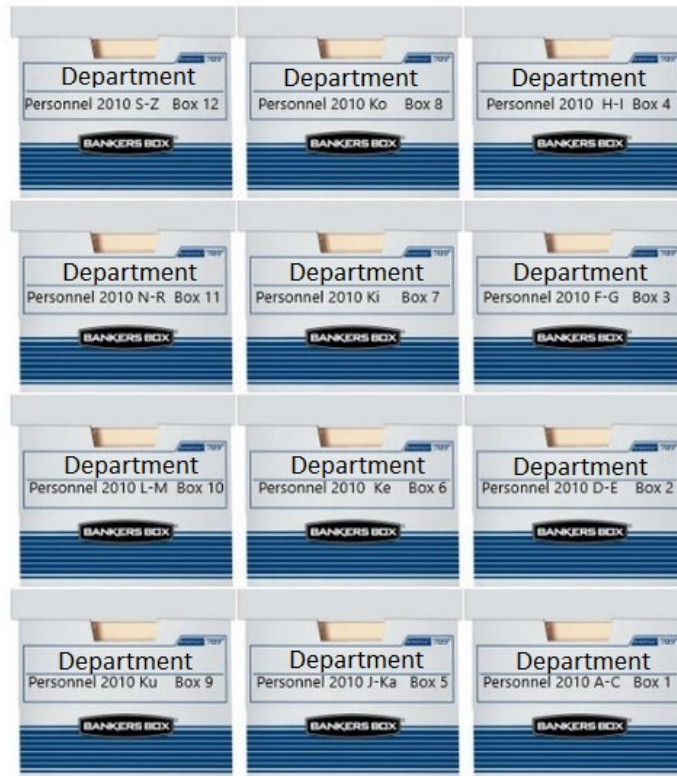
Repair boxes as needed

- When repairing torn boxes, use masking tape or packing tape.

Stack boxes for pick-up and delivery to SRC.

- Boxes should be stacked in numerical order and stacked no more than 4 boxes high.
- This will help when SRC staff compare the boxes with the ARM-5 form or Versatile Web entries submitted.





### III. RECORDS TRANSMITTAL REQUIREMENTS

1. See the State Records Center Versatile Web User Guide at:  
<https://ags.hawaii.gov/archives/about-us/records-management/records-management-policies/>

ARM-5 Terms	
Agency Name	Department, Division, Branch, Office
Records Officer	Name of your Departmental Records Officer
Records Custodian	Name of the employee responsible for the records
Records Schedule	General Records Schedule Number (GRS 2002 rev. 2006) or Departmental Records Schedule No. SA-1 dated 1/1/2020
Schedule Item Number	Example for GRS "5.32 b(1)" Example for DRS "1"
Restrictions on Use	List restrictions on access to the records. Example: DLIR DCD use only.
Total Number of Boxes	How many boxes are you sending to the State Records Center?
Records are bug free	Enter "yes" if records are bug free. If not, please fumigate the boxes before sending to the State Records Center.
Records fumigated on	Enter date boxes were fumigated.

ARM-5 Instructions and Example				
Agency Box No.	Description of Records	From Date	To Date	Event Date
Enter Box number	Description of the contents of the box. Include fiscal year or calendar year, or actual date the files closed and the alphabetical or numerical ranges for the records in the box to help you when searching for records.	Optional – the date the records in the box were created.	Optional – the date the records in the box were closed or finalized.	Date used to calculate retention. Usually fiscal year end, calendar year end, actual date the files were closed.
Example:				
DLIR DCD 2020-1	Workers' Compensation Case Files - closed 2020	1/1/2014	12/31/2020	12/31/2020

2. If submitting requests to store via ARM-5, keep the ARM-5 form in Excel format to allow for importation into the new database. Submit the spreadsheet via email attachment to [recordscenter@hawaii.gov](mailto:recordscenter@hawaii.gov) with the header "Request to Store Records at State Records Center."

Contact State Records Center if you need assistance: 808-831-6770 or [recordscenter@hawaii.gov](mailto:recordscenter@hawaii.gov)

3. After the ARM-5 is reviewed and approved, SRC staff will contact agency to schedule pick up.

## IV. RECORDS PICK-UP SERVICE

The State Records Center offers Pick-up/Delivery Services for the island of Oahu. The service can transport **up to 50 boxes per trip**. Upon receipt of an ARM-5 or box creation request through the Versatile Web Portal, an SRC personnel will contact the Records Custodian regarding pick-up.



### Additional Information

Please inform the SRC crew of any pertinent information regarding pick-up/delivery. These may include but are not limited to:

- Security protocols for pick-up address
- Parking information or necessary maps
- Pick-up/drop-off instructions
- Point of contact name and phone number

## V. RECORDS RETRIEVAL AND REFILE

To request access to your records

- See the **State Records Center Versatile Web User Guide** at:  
<https://ags.hawaii.gov/archives/about-us/records-management/records-management-policies/>



The screenshot shows the login interface for the Hawaii State Archives Versatile Web. At the top is the logo for the Hawaii State Archives, featuring a stylized green leaf and the text "HAWAII'S STATE ARCHIVES". Below the logo is a dark navigation bar with links: Home, Creation (with a dropdown arrow), Retrieval (with a dropdown arrow), Retention (with a dropdown arrow), Help, and Logout. The main content area has a heading "Versatile Web Login Page" in blue. Below the heading is a message: "This page provides access to Versatile Web. Please input your User ID and Password below." There are three input fields: "Storage Location:" with a dropdown menu showing "State Records Center", "User Name:" with a text box, and "Password:" with a text box. Below these fields is an orange "Login" button.

## VI. RECORDS DESTRUCTION

### Records Custodian's Responsibilities

When records destruction dates are imminent, SRC staff will send ARM-4, Notice of Records Eligible for Destruction Forms to the records custodians and departmental records officers via State of Hawaii eSign Service. It is the records custodian's responsibility **within 10 working days** to:

1. Review the records listed on the form and determine if:
  - a. Okay to destroy – sign and date the form.
  - b. Extension is necessary due to litigation, audit, or change in laws affecting records retention – write down the reason for the extension request and the new destruction date.
2. Sign and date form (electronically).
3. SRC staff will pull the records approved for destruction and palletize and prepare them for destruction.



## VII. Archives Division Responsibilities

1. Records approved for destruction:

After approved records are destroyed, the accession will no longer be accessible via Versatile Web so that agencies can no longer request them. A record of destruction record can be prepared for your agency if you need to have one on file.

2. Retention extended:

When the retention extension is approved, the accession record will be updated on Versatile Web to reflect the extension.

3. Records recalled:

SRC staff will schedule with the records custodian the pick-up date for the recalled records. Records will not be accepted back into the SRC because retention requirement at this point is less than two years. It is the agency's responsibility to destroy these records when no longer needed by the agency.