

# RECORDS MANAGEMENT AND YOUR E-MAIL

Regulations issued by the Texas State  
Library and Archives Commission on  
July 4, 2012



# WHY IS THIS SO IMPORTANT?

- ◉ Your e-mails that deal with government business are government records - even if you send them from a personal device (your Blackberry, for example).
- ◉ *Destruction of local government records contrary to the provisions of the Local Government Records Act of 1989 and administrative rules adopted under it, including this schedule, is a Class A misdemeanor and, under certain circumstances, a third degree felony (Penal Code, Section 37.10). Anyone destroying local government records without legal authorization may also be subject to criminal penalties and fines under the Public Information Act (Government Code, Chapter 552).*
- ◉ In other words, if you delete your e-mails before you should, you can get into some big, big trouble.



# SO CAN'T I JUST SAVE ALL MY E-MAILS INSTEAD OF SORTING THROUGH THEM? I HAVE TOO MUCH WORK TO DO AS IT IS...

- ⦿ Saving all your e-mails is a terrible idea. Most users run out of space after 250 mb.
- ⦿ The cost for additional storage space is expensive.
- ⦿ When you receive an open records request, you will have to provide hundreds, perhaps thousands, of e-mails if you have saved them all.
- ⦿ The average government employee spends over 182 hours every year searching for lost or misplaced e-mails. That's a worse waste of your time than periodically sorting them would be.



# THE SENDER IS THE CUSTODIAN OF THE RECORD

- That means that when you have sent out an e-mail, you have created a record. Now, you must take care of it by storing it properly.
- You can delete whatever is in your inbox except in these two cases:
  - You need to take action based on the message received
  - The message is required for documentation
- If the content is not related to your job, you can delete it at any time.
  - Personal e-mail, spam, unsolicited e-mail like news articles, cc's (that e-mail is the sender's responsibility, not yours)



# HOW DO YOU KNOW WHAT TO SAVE AND WHAT TO DELETE?

- ◉ The City of Laredo follows the guidelines set out by the Texas State Library and Archives Commission (TSLAC).
- ◉ TSLAC retention schedules can be downloaded here:  
<https://www.tsl.state.tx.us/slr/recordspublic/localretention.html>
- ◉ You can also ask the City Secretary's Office to send you the schedules that pertain to your department.
- ◉ You can check with your RLO as well.



# RECORDS LIAISON OFFICERS (RLO'S)

- Every city department has assigned Records Liaison Officers whose function is to oversee and maintain departmental records and instruct coworkers regarding records retention requirements.
- All Records Liaison Officers are required to attend periodic training to keep up-to-date with TSLAC's ever-changing requirements.
- RLO's keep in touch with the City Secretary's Office when they have questions about records management.



Records Retention	Designee(s)	Designee(s)2	Designee(s)3	Designee(s)4
<b>Airport</b>	Alicia Ortegon	Elsy Borgstedte	Lucy Sanchez	Cynthia Concannon
<b>Bridge</b>	Ana L. Caballero	Luis Flores	Dora Hernandez	
<b>Building</b>	Sandra Escamilla	Andres Castañeda	Edna Costilla	
<b>Budget</b>	Laura Powell			
<b>City Attorney</b>	Cynthia L. Ruiz	Juanita Dovalina		
<b>City Manager</b>	Ruth Silva			
<b>City Secretary</b>	Gustavo Guevara, Jr.	Amy Sanchez	Stephanie McCandless	Angela Cardenas
<b>CD</b>	Esther Granger	Maria E. Hinojosa	Diana Fullerton	
<b>CVB</b>	Monica Andrade			
<b>Employee Health</b>	Francisco Miranda			
<b>Engineering</b>	Angelita C. Ramos			
<b>Environmental</b>	Fernando Sotelo	Lucky Roncinske	Rosa Tijerina	
<b>Finance/Accounts</b>	Paty Gutierrez	Jorge Jolly	San Juanita Garcia	Jesus Esparza
<b>Payable</b>	Soraya Garza	Adriana Peña	Ma. Teresa Palacios	Jose Castillo
<b>Fire</b>	Evelyn Luciano	Brenda Perez	Erika Maldonado	Tony Garibay
<b>Fleet</b>	Ron Miller	Mark Ybarra		
<b>Health</b>	Erika Gutierrez	Veronica Maldonado	Dorian M. Baeza	Ritha Rodriguez
	Sylvia Solis			
<b>HR</b>	Linda Teniente	Sara Carrillo		
<b>Internal Audit</b>	Veronica Urbano			
<b>IT &amp; Telecom</b>	Mimi Jacaman	Araceli Vasquez (CASS)	Jerry Leal	Linda Tays(311)
	Juan Ramos (311)			
<b>Library</b>	Angie Garza	Homero Vasquez-Garcia		
<b>Municipal Court</b>	Andrea Sanchez			
<b>Municipal Housing</b>	Elia Chavarria			
<b>Parks</b>	Steve Jackson	Denise Sanchez	Maria O. Hinojosa	Violeta Medina
<b>P&amp;Z</b>	Rosie Silva	Mary Ann Macias		
<b>PD</b>	Jose A. Resendez	Yabel Prado	Claudio Treviño	Belinda Moreno
	Claudia Cantu	Ricardo Gonzalez	Janie Mier	Gilberto Magana Jr.
<b>Public Works</b>	Clarissa Valadez	Heberto Ramirez		
<b>Purchasing</b>	Julio Martinez	Francisco Meza		
<b>Risk Management</b>	Celia Guerrero			
<b>Solid Waste</b>	Sandra Martinez	Monica A. Flores	Araceli Torres	
<b>Tax</b>	Adan Guajardo			
<b>Traffic/Parking</b>	Oscar Gomez, Jr.	Belinda Rivera	Cynthia Herrera	
<b>Transit</b>	Rosa Hilda Villarreal	Rose Martinez	Oscar Gomez	
<b>Utilities</b>	Mike Pescador	Karla Robles	Antonio Mora	Patty Soto
	Wenceslao Barberena	Irma Sanchez	Jerry Garza	Araceli Thatcher
	Gloria Leal			

# CURRENT RECORDS LIAISON OFFICERS



# RECORDS MANAGEMENT OFFICER

- ◉ The City Secretary, Gustavo Guevara, Jr., is the Records Management Officer for the City of Laredo. When you have questions about records management, he and his staff are here to help you.

## City Secretary Staff:

- ◉ Amy Sanchez (791-7399)
- ◉ Angela Cardenas (791-7313)
- ◉ Carlos Ramirez, Jr. (791-7382)
- ◉ Stephanie McCandless (791-7308)



# TSLAC REGULATIONS FOR CORRESPONDENCE

- ◉ GR1000-26: CORRESPONDENCE, INTERNAL MEMORANDA, AND SUBJECT FILES:
- ◉ The minimum retention period for correspondence or internal memoranda in categories (a) and (b) directly linked to another record series or group listed in this or other commission schedules is that assigned to the other group or series. For example, a letter from an external auditor regarding an audit of a local government's financial records should be retained for the retention period given under item number GR1025-01(e); a letter concerning a workers compensation claim should be retained for the period given under item number GR1050-32, etc. The retention periods that follow are for correspondence and internal memoranda that do not readily fall within other record groups.



# IN PLAIN ENGLISH, THAT MEANS:

- Most of your e-mail is going to fit either the “general” or the “administrative” category. But if it is directly related to one of the other items listed on TSLAC’s retention schedules, you have to follow those guidelines instead.
- Example: You send an e-mail containing specific information on the investment of public funds. Then this schedule would apply to the e-mail:

<b>GR1025-09_a :</b> <b>INVESTMENT</b> <b>TRANSACTION</b> <b>RECORDS</b>	Documentation relating to the investment of public funds (e.g., certificates of deposit) that evidences the investment of funds, the performance or return of investments, the cancellation or withdrawal of investments, and similar activity.	<b>FE (fiscal year end)</b> <b>+ 5 years</b>
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# EXAMPLES (FE+5 YEARS RETENTION)

**From:** Jose F. Castillo  
**Sent:** Thursday, September 06, 2012 2:24 PM  
**To:** 'Susan Anderson'  
**Cc:** Dick Long; wjkoch; Tom Ross; EH Email; Rosario Cabello  
**Subject:** RE: CD Solicitation Results

Ms. Anderson:

Based on the results, we will like to invest funds as follows:

09/10/2012 \$4million with BBVA Compass for six months @ 0.25%

09/12/2012 \$24 million with BBVA Compass for six months @ 0.25%

09/12/2012 we will transfer \$10 million with Southside Bank for our TexPool Plus account.

Thanks

Jose F. Castillo  
Assistant Finance Director  
1110 Houston St.  
P O Box 579  
Laredo, TX 78045  
956-791-7428



**From:** Jose F. Castillo  
**Sent:** Friday, February 10, 2012 11:40 AM  
**To:** Takiyah M Bakari  
**Cc:** 'Audrey D Penix'; 'Jill X Burtchaell'; Rosario Cabello  
**Subject:** City of Laredo CD maturity 02/13/2012

Ms. Bakari:

As per your request, please find letter from the City requesting partial release of funds for \$5,119,748.63 and reinvestment instructions for the \$17,000,000.00 remaining.

If you have any questions, please let us know.



CITY OF LAREDO TEXAS  
FINANCIAL SERVICES DEPARTMENT

February 13, 2012

Jill Burtchaell, CTP  
Vice President - Texas Market  
Municipal Banking - Comerica Bank  
910 Louisiana, Suite 410  
PO Box 4167  
Houston, TX 77210-4167

Ms. Burtchaell:

The City of Laredo Certificate of Deposits [REDACTED] will be maturing today. Please wire transfer funds in the partial amount of \$5,119,748.63 according to the following wiring instructions:

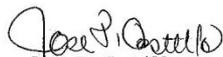
Bank: First National Bank  
PO Box 810  
Edinburg, TX 78540  
ABA #: [REDACTED]  
Account#: [REDACTED]  
Account Name: City of Laredo Investment Account  
OBI: Partial Proceeds from CD# [REDACTED]

Please reinvest balance of \$17,000,000.00 as follows:

\$17,000,000.00 for six months @ 0.25%

If you have any questions, please let me know.

Sincerely,

  
Jose F. Castillo,  
Assistant Director of Financial Services





NOW, LET'S  
WORK  
TOGETHER TO  
CATEGORIZE  
SOME OF  
YOUR  
E-MAILS...



# WHAT'S THE RETENTION PERIOD OF THIS E-MAIL?

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**From:** Mimi Jacaman  
**Sent:** Wednesday, August 22, 2012 1:06 PM  
**To:** Gerard Lederer; Nicholas Miller  
**Subject:** Contract

Hi,

Current contract expiring end of September, please provide a new contract before end of the month so that I can present to council at the second meeting in September. Contract amount \$40,000.00

Thanks

*Mimi Jacaman  
Administrative Assistant  
Information Services & Telecommunications  
1102 Bob Bullock Loop  
Laredo, Texas 78043  
956-727-6500 Office  
956-727-6509 Fax*



# GR SCHEDULE

## P. 10

<b>GR1000-25: CONTRACTS, LEASES AND AGREEMENTS</b>	Contracts, leases, and agreements, including reports, correspondence, performance bonds, and similar records relating to their negotiation, administration, renewal, or termination, except construction contracts (see item number GR1075-16).	4 years after the expiration or termination of the instrument according to its terms.
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**SO THIS E-MAIL SHOULD BE  
PRESERVED UNTIL THE END OF  
SEPTEMBER, 2016**



# WHAT'S THE RETENTION PERIOD OF THIS E-MAIL?

**From:** Alicia R. Ortegon [mailto:aortegon@ci.laredo.tx.us]

**Sent:** Thursday, August 09, 2012 10:33 AM

**To:** [REDACTED]

**Cc:** Timothy A. Franciscus-Timm

**Subject:** FTZ 3rd Quarter Activity Fee

Good morning,

We have not received your 3<sup>rd</sup> quarter activity fee payment. Please send payment *immediately*, see attached invoice. Should you have any questions or need additional information feel free to contact our office.

Thank you.

*Alicia R. Ortegon*

City of Laredo

Laredo International Airport

5210 Bob Bullock Loop

Laredo, TX 78041-8801

(956) 795-2000

(956) 795-2572 FAX



# GR SCHEDULE

## P. 26

<p><b>*GR1025-27a</b> <b>ACCOUNTS RECEIVABLE RECORDS</b></p>	<p>Bill copies or stubs, statements, billing registers, account cards, deposit warrants, cash receipts, receipt books, cash transfers, daily cash reports, cash drawer reconciliations, and similar records that serve to document money owed to or received by a local government and its collection or receipt.</p>	<p>FE of date of receipt + 5 years for school districts;</p> <p>FE + 3 years for other governments</p>
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**SO THIS E-MAIL SHOULD BE PRESERVED UNTIL THE END OF SEPTEMBER (FISCAL YEAR END), 2015**



# WHAT'S THE RETENTION PERIOD OF THIS E-MAIL?

**From:** Laura Powell

**Sent:** Tuesday, March 20, 2012 9:23 AM

**To:** Mario Maldonado; Thomas Ochoa; Blasita Lopez; Yvette Limon; Riazul I. Mia; Hector F. Gonzalez; Ana L. Caballero; Adrian G. Montemayor; Diana E. Reyna; M. Blandina Gamez; Ronnie Acosta; Arturo Garcia; Elizabeth Alonzo; Maria I. Royster

**Cc:** Carlos Villarreal; Cynthia Collazo; Jesus Olivares; Horacio A. De Leon Jr.; Rosario Cabello; Martin Aleman; Gilberto Sanchez; Oscar R. Hinojosa

**Subject:** FY 2013 Budget Items

Access to the iSeries System has been granted to all personnel that will be working on the budget for FY 2013, and the corresponding worksheets have been created. As we proceed with the budget process, the following budget items are required to be completed:

1. Departments with a revenue base are required to enter their FY 2012 estimated revenue and FY 2013 proposed revenue budgets in levels 100 and 200, respectively, by Thursday, April 5. Additionally, the respective Revenue Analysis forms, which must be signed and dated, are required to be submitted to the Budget division by this same date.

Please remember that projected revenues should be entered in the months that they are expected to be received, while projecting a **fixed** monthly revenue stream should be avoided. It is mandatory to enter the method(s) used to calculate projected and forecasted revenues, *including the legal basis for the calculations*, under the "F8 - miscellaneous information" option of the iSeries System.



# GR SCHEDULE

P. 22

<b>GR1025-04c BUDGETS AND BUDGET DOCUMENTATION</b>	<b>Working papers created exclusively for the preparation of budgets, including budget requests, justification statements, and similar documents.</b>	<b>2 years.</b>
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**SO THIS E-MAIL SHOULD BE  
PRESERVED UNTIL MARCH 20, 2014**



# WHAT'S THE RETENTION PERIOD OF THIS E-MAIL?

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**From:** Sandra A. Martinez  
**Sent:** Friday, August 31, 2012 3:42 PM  
**To:** [REDACTED]  
**Subject:** Schedule Interview for Clerk II position

Good afternoon [REDACTED]

Could you please call me at 326-1128 to schedule an interview for the [REDACTED] position you applied for at the City of Laredo Solid Waste Department?

Thank you,

*Sandra A. Martinez*

City of Laredo - Solid Waste Services  
Ph. : (956)-326-1128 or (956)-795-2510 Ext. 1128  
Fax: (956)-795-1860  
[smartinez1@ci.laredo.tx.us](mailto:smartinez1@ci.laredo.tx.us)



# GR SCHEDULE

## P. 32

<p><b>*GR1050-11 EMPLOYEE SELECTION RECORDS</b></p>	<p>Notes of interviews with candidates; audio and videotapes of job interviews; applicant rosters; eligibility lists; test ranking sheets; justification statements for violating eligibility or ranking sequence; and previous injury checks; offers of employment letters; and similar records documenting the filling of a vacant position.</p>	<p>2 years from the creation (or receipt) of the record or the personnel action involved, whichever later.</p>
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**SO THIS E-MAIL SHOULD BE  
PRESERVED UNTIL AUGUST 31, 2014**



# WHAT'S THE RETENTION PERIOD OF THIS E-MAIL?

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**From:** Sandra A. Martinez  
**Sent:** Monday, September 10, 2012 8:35 AM  
**To:** 'Roel Vasquez'  
**Cc:** 'Lauro Soto'; Darrell P. Mills  
**Subject:** FW: Temp Employees

Good morning Roel:

Could you please send five (5) labors to work at the Landfill for four days from 8 a.m. to 5 p.m. (with one hour lunch) starting tomorrow September 11, 2012; they must report to Manuel Vidaurri. Temps must wear work boots.

## THIS ONE IS TRICKY, SO TAKE YOUR TIME!



# GR SCHEDULE

P. 34

GR1050-13 EMPLOYMENT ADVERTISEMENT OR ANNOUNCEMENTS	Advertisements or postings relating to job openings, promotions, training programs, or overtime opportunities, including jobs orders submitted to employment agencies.	2 years.
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SO THIS E-MAIL SHOULD BE  
PRESERVED UNTIL SEPTEMBER  
10, 2014





AND WHAT IF IT ISN'T  
DIRECTLY RELATED TO MY  
DEPARTMENT'S RETENTION  
SCHEDULE?



# GENERAL AND ADMINISTRATIVE CORRESPONDENCE

## GR1000-26a: CORRESPONDENCE, INTERNAL MEMORANDA, AND SUBJECT FILES

**Administrative** - Incoming/outgoing and internal correspondence pertaining to the formulation, planning, implementation, modification, or redefinition of the programs, services, or projects of a local government and the administrative regulations, policies, and procedures that govern them. May also include subject files, which are collections of correspondence, memos and printed materials on various individuals, activities and topics.

**Retention Period:  
4 years**

## GR 1000-26b: CORRESPONDENCE, INTERNAL MEMORANDA, AND SUBJECT FILES

**General** - Incoming/outgoing and internal correspondence pertaining to the regular and routine operation of the policies, programs, services, or projects of a local government. May also include subject files, which are collections of correspondence, memos and printed materials on various individuals, activities and topics.

**Retention Period:  
2 years**



# EXAMPLE:

From: Jorge J. Jolly  
Sent: Wednesday, January 11, 2012 11:31 AM  
To: All Recipients  
Subject: 2012 STANDARD MILEAGE RATE

Effective January 01, 2012, the standard mileage rate for business miles driven is .555 cents per mile.

Jorge Jolly  
City of Laredo  
Finance Department  
Accounts Payable Supervisor



## Administrative

This e-mail relates to the modification of administrative policy; therefore, the sender, Jorge Jolly, must retain this e-mail for 4 years.



# EXAMPLE:

**From:** Soraya C. Garza  
**Sent:** Tuesday, September 04, 2012 11:16 AM  
**To:** Payroll Assitants & Alternate; 'Homero Vasquez-Garcia'; 'ibarron@laredolibrary.org'; 'angie@laredolibrary.org'  
**Cc:** Jesus Esparza, III; Adriana G. Pena  
**Subject:** Processing Payroll PP#18

**Good Morning Everyone!**

**We are processing payroll please do not make any changes in ExecuTime to the previous pay period.**

Thanks,

*Soraya C. Garza*



General

This e-mail relates to routine operation of city policy regarding payroll; therefore, the sender, Soraya Garza, should keep it for 2 years.



# ROUTINE CORRESPONDENCE

- ⦿ Routine - Correspondence and internal memoranda such as letters of transmittal, requests for publications, internal meeting notices, and similar routine matters.
- ⦿ This is neither formulating policy nor regular operation of a city policy; it serves its purpose and is then deleted.
- ⦿ GR1000-26c: Keep “AV,” which means as long as administratively valuable. In other words, you keep it as long as you feel you need to - there is no penalty that applies here.



# EXAMPLES:

**From:** Angela Cardenas  
**Sent:** Friday, September 14, 2012 4:20 PM  
**To:** Carlos Villarreal; Cynthia Collazo; Gustavo Guevara Jr.; Horacio A. De Leon Jr.; Jesus Olivares; Juanita A. Dovalina; Irma D. Soto; Rene Ramos; Carlos Ramirez; Amy J. Sanchez; Rosario Cabello; Ruth G. Silva; San Juanita De Los Reyes; Veronica C. Avalos; Xochitl Mora; Charlie San Miguel; Cindy Liendo Espinoza; 'Mike Garza' (mgarza@mikegarza.net); 'Esteban (estran956@hotmail.com)'; 'district5@stx.rr.com'; 'vera.jorge44@yahoo.com'; 'alexperezjrdistrict3@gmail.com'  
**Subject:** PAC AGENDA (REVISED)  
**Attachments:** pac.pdf

Good afternoon,  
Please find attached Notice of Meeting for the Paratransit Advisory Committee scheduled for Tuesday, September 18, 2012 at 6:00 pm.  
Thank you,

*Angela Cardenas*  
*City of Laredo*  
*Deputy City Secretary IV*  
*Tel (956) 791-7313*

**From:** Amy J. Sanchez  
**Sent:** Monday, September 17, 2012 10:38 AM  
**To:** Alex Perez; Charlie San Miguel; Cindy Liendo Espinoza; Esteban Rangel; Johnny Rendon; Jorge Vera; Juan Narvaez; Mike Garza  
**Subject:** City Council tonight at 5:30

Good morning. Please confirm your attendance at tonight's Council Meeting at 5:30.

*Amy J. Sanchez*



# BONUS QUESTION: WHO CAN ANSWER THIS ONE?

-----Original Message-----

From: Sandra A. Martinez

Sent: Monday, September 10, 2012 12:04 PM

To: Amy J. Sanchez

Subject: FW: How long must I retain these?/Executime correspondence

Hello Amy:

How long do we retain E-mails from Executime (leave request approvals or denials)?

Thanks,

Sandra A. Martínez

City of Laredo - Solid Waste Services

Ph. : (956)-326-1128 or (956)-795-2510 Ext. 1128

Fax: (956)-795-1860

[smartinez1@ci.laredo.tx.us](mailto:smartinez1@ci.laredo.tx.us)



# ANSWER:

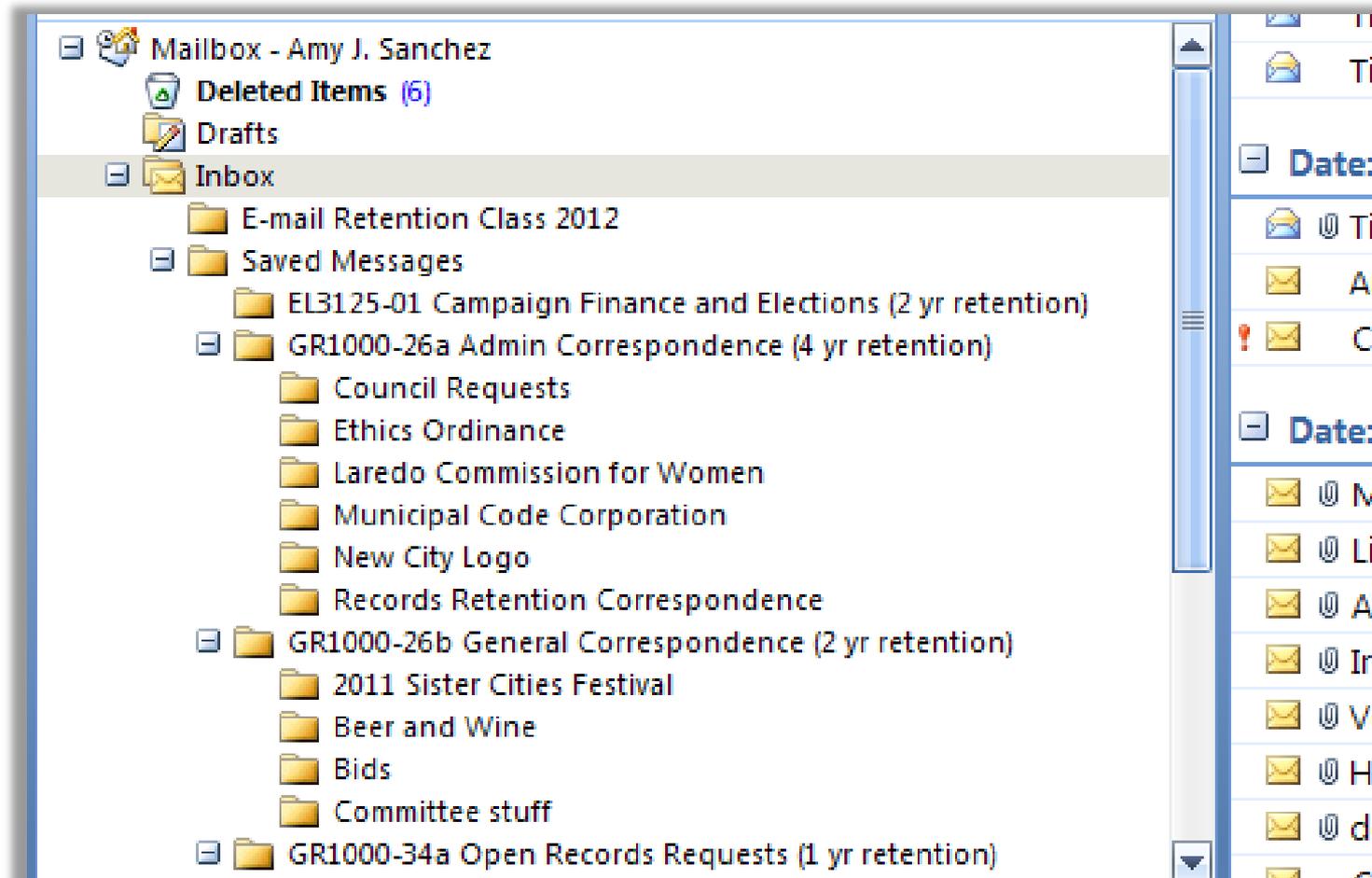
GR1000-26c: Keep “AV,” which means as long as administratively valuable. In other words, you keep it as long as you feel you need to - there is no penalty that applies here.

This is an auto-generated e-mail that is simply a copy of a payroll record that already exists in Executime.



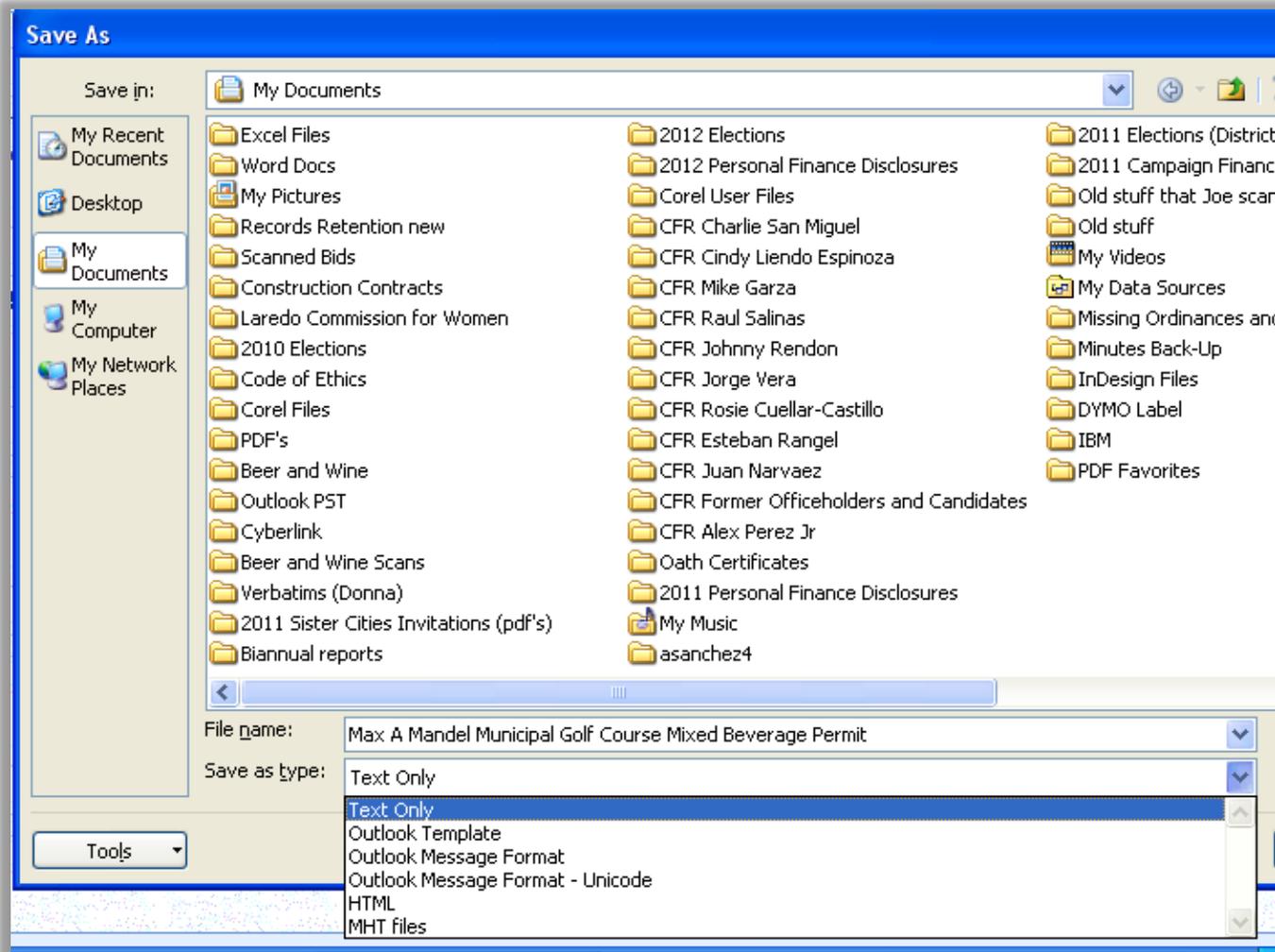
# HOW DO I ORGANIZE AND SAVE MY E-MAIL?

- You can create folders under “Saved Messages” and label each one according to its type and length of retention (or in whatever way is easiest for you). Choose File - New - Folder and click inside the box to give the folder a title.



# OR...

- You can save your e-mail (without attachments) as a text file. Choose File - Save As - and select Text Only from the drop-down menu.



# OR...

- Send a help to IT and ask them to create a PST file which saves everything in your e-mail (that includes inbox, sent, contacts, saved messages, etc.). Just be sure to clear out unnecessary messages first.
- Also be sure to delete any nonessential files on your hard drive to free up space.



# ATTACHMENTS

- Let's say you send an e-mail with a scanned copy of an ordinance. The e-mail should be saved either as a 2-year general correspondence or AV, but what about the attachment?
- The attachment is part of the e-mail record, but if you have the record copy stored somewhere else, you do not have to save it with the e-mail.
- Just make sure you are clear in your subject line and body of the e-mail exactly what it contained.
- If an open records request is performed, the e-mail and attachment will both need to be released together as one complete record.



## A FEW MORE TIPS:

- ◉ Keep the original e-mail intact; don't erase text from earlier e-mails. You don't need to keep each individual e-mail of an ongoing conversation if you keep the last one which has the complete conversation intact.
- ◉ Think before you hit “reply all.”
- ◉ If you forward e-mails that are not related to your job responsibilities, you do not need to keep the e-mail.
- ◉ Don't leave your subject line blank.



# EXAMPLE: KEEP FOR DOCUMENTATION

**From:** Leslie Mayne [LMayne@municode.com]  
**Sent:** Wednesday, August 29, 2012 11:49 AM  
**To:** Amy J. Sanchez  
**Subject:** FW: City Council Draft Agenda (09-04-12) Laredo, TX Code of Ordinances - 1999(12258)

**Importance:** High

Hi Amy,

Below is the recommendation from one of our editors:

I would add the ordinance for agenda item 1 (pertaining to airport security fees) as a new section 4-14; however, if there is already something slated for that section designation I would still add it as a new section in Article I. As for agenda item 10 (the other two ords to be included, pertaining to the public access center), my suggestion would be to add the material as a new Chapter 9, "Communications." I'd reserve a few sections in Article I, In General to allow for additional material pertaining to communications in the future, and include the two ordinances as Article II.

Let us know if this works for you and if not we can work up some more suggestions.

Kindest regards,

Leslie

- This e-mail from the Municipal Code Corporation documents their instructions on how to include a reference to the Code of Ordinances in an introductory ordinance that was about to be placed on a Council agenda.



QUESTIONS???

