*e*Milrecs

Welcome to the
**National Personnel
Records Center - Military
Personnel Records**

Your hub for requesting military
service records and information

*e*MilRecs

Loan and Transfer
of Military Records

National Personnel Records Center
Employee Development, NPRS
9700 Page Avenue
St Louis MO, 63132

Introduction

This manual provides step-by-step guidance for ordering and tracking records through the National Archives and Records Administration's *e*Milrecs application.

Table of Contents

Accounts and Points of Contact

*e*Milrecs users should use the following points of contact.

> 1) For access to the system, passwords, account set-up, record ordering entitlements, and submission of registration form:
>
> > milrecs@nara.gov
> >
> > The completed registration form may be scanned and emailed to the above address, or faxed to (314)801-0605, Attention: *e*MilRecs Administrator.
>
> 2) For questions relating to searches, records, wrong records received, or to cancel record orders shown in On Backorder status:
>
> > searchrequest.search@nara.gov

Personally Identifiable Information

To protect the privacy of the subject of the record, personally identifiable information has been redacted or modified in this manual. Numbers visible in the veteran's SSN/SN field are service numbers releasable under the Freedom of Information act and DOD policy. However, Social Security Numbers are not releasable and have been redacted. Date of birth and place of birth entries, if shown, are fictitious.

Access and Login

Access eMilrecs at: **https://milrecs.archives.gov**

You will need to click the "New User Activation link before you login the first time.

eMilrecs Loan and Transfer
Home Page and General Navigation

The *e*Milrecs Home page is the first page you will see after you log-in to the application.

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Below are the links and buttons you will use to navigate throughout the *e*Milrecs application. Their specific use will be discussed throughout this manual.

Screen Views
Different views for selected screen.

Screen Navigation Links
Click on screen name to navigate to that screen.

IMPORTANT NOTE

When navigating around eMilrecs, <u>do not</u> use your browser's back and forward buttons. Use the navigation buttons and screen links built into the *e*Milrecs application.

eMilrecs Loan and Transfer

Common navigation buttons.

> ### Sort Arrows
>
> Use the up and down arrows next to each column name to sort your list in ascending or descending order.

My Requests			61 - 70 of 70+					Find First Previous Next Last
Agency Reference Number	Request Number	Created	Requester Last Name	Request Status	Date Out of Center	Veteran Last Name	Veteran First Name	
Test31006-1	1-3305601	3/10/2006 10:21:30 AM	Branches	On BackOrder		LYON	HAROLD	
	1-3305407	3/9/2006 5:06:47 PM	Branches	On BackOrder		GREEN	FOYE	
						HILL	CLAYTON	

> ### Request Navigation Buttons
>
> Use these buttons to navigate through your submitted requests. Use "Find" to query for a particular request. Use "First", "Previous", "Next", and "Last" to navigate through the pages of your requests. Note: each page will display approximately 10 requests.

> ### Record Ordering Navigation Buttons
>
> Use these buttons to navigate through the various questions required when ordering a record.

by your Agency if available.

Next Previous Finish Cancel

*Required Information

Order Record - Single

Registry Records

> **1. Click the "Order Records-Single" link at the top of any *e*Milrecs screen.**

> **2. Click the "Find" button to query the Registry.**

> Link for ordering Non-Registry records (discussed later)

Notes on Registry screen view.

This initial screen is the first page of the entire registry. You will need to query ("Find" button) to narrow down your results.

"Veteran Name" and "Registry Number" fields are links you click to begin ordering that particular record.

A flag (⚑) in the "Out" column indicates a record already charged out. You may still order it, but it will be On Backorder.

The Branch and Record Type fields represent an interpretation of the Service Codes used in the registry. These codes are still visible in the "Search Details" screen discussed later.

The "**Record Type**" field indicates whether this record contains personnel documents only (Pers), medical documents only (Med), or a combination of both (PersMed). The "**Branch**" field indicates the appropriate service branch for that record. Notice there is a separate entry for Auxiliary records and Navy and Marine Corp records are combined under the NavyMC entry.

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Clicking the "Find" button on the Registry screen opens this "Registry Query" window.

3. Enter query criteria.

4. Click find to display results.

IMPORTANT

You can query by a single field or by multiple fields to further narrow your Registry search.

SSN/SN must be 9 numbers. Shorter SNs must be pre-filled with zeros. For example, SN 7654321 should be entered as 007654321.

Veteran Name field
- Must follow format of LAST FIRST M
- All capital letters are not required
- Do not use punctuation
- Will only return results that match what you enter. E.g. SMITH JOHN will not return a match for SMITH JOHN A. (See "Using Wildcards to Search Registry" for more information.)

Note: Archival Registry and Non-Registry records added to the record during the folder tracking process will likely display full middle names.

Use the **Branch** field selection to narrow down results by branch of service. Notice Auxiliary records are a separate entry and Navy and Marine Corps records are both shown using the NavyMC selection. This consolidation was necessary to capture the Marine Corp health records that use the Navy, NM, service code in the Registry.

eMilrecs Loan and Transfer

Query Results

5. Click Veteran Name or Registry Number link for the record you wish to order.

eMilrecs verifies entitlements to the record.

6. Verify you have the correct record and click the "Click to Complete Order" link.

Note: If trying to order a record without entitlements, you will receive a message indicating you are not entitled to order this record.

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You will be prompted to answer several questions prior to final submission of the record request.

NOTE: Questions with a **RED ASTERISK** next to them are required.

6. Pick Priority then click the "Next" button below.

MPR Registry Single Order

*Pick Priority [Routine ▼]
Routine
High

[Next] [Previous] [Finish] [Cancel]

*Required Information

Select **Routine** for most requests. Normal response times will be 3-5 workdays. Routine requests will be placed On Backorder for 30 days if the record has been charged out of file. If the record is not returned to file within 30 days, the requester will receive e-mail notification that the request was cancelled. The service department will not be billed for cancelled requests.

Select **High** when the record is needed within 1 or 2 days. A verification search will be generated for High priority requests if the record is charged out within NPRC. Additionally, high priority requests will be billed at the higher priority search rate.

7. Select the Purpose of Enquiry, then click "Next."

MPR Registry Single Order

*Pick Purpose of Enquiry [▼]

Benefits
Employment
Medical
Retirement
Military Awards/Decorations
Correction of Records
Personal Military History
Genealogy
Law Enforcement
Reenlistment
Others Not Listed

You will need to scroll up on the list to see Benefits and Employment.

[Next] [Previous] [Finish] [Cancel]

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Important: The purpose "Decline to Disclose" (not shown above) can only be used by the service departments ordering their own veteran's records. Other agencies must specify another purpose.

8. If desired, enter a reference number used by your agency.

Click **Next**, if you wish to enter "Comments"

Click **Finish**, if you don't want to enter "Comments" on the next screen. You can also click "Finish" if you do not need to enter the reference number or comments.

MPR Registry Single Order

Enter Reference Number used by your Agency if available.

Next | Previous | Finish | Cancel

*Required Information

9. If needed enter Comments and click Finish to complete the request.

MPR Registry Single Order

Enter Comments

Next | Previous | Finish | Cancel

*Required Information

Important

Once you begin answering questions to order a selected record click the "Cancel" button before navigating to another screen if you realize you do not need the record. Clicking the cancel button will clear previously entered data and prevent the possibility of it being transferred to the next request entered.

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> The record you just "Finished" ordering will now be displayed at the top of your "Requests" screen.

Archives.gov Home

*e*Milrecs

Help | Where Is...? / How Do I...? ▼

| Home | Requests | Order Records-Single | Order Records-Bulk | Track records |
| FAQ's | Exception Report |

Logout

My Requests

My Requests

My Agency's Requests

Request Details

Searches

Search Detail

My Requests			1 - 10 of 10+			Find First Previous Next Last		
Agency Reference Number △▽	Request Number △▽	Created △▽	Requester Last Name △▽	Request Status △▽	Date Out of Center △▽	Veteran Last Name △▽	Veteran First Name △▽
	1-3355301	4/7/2006 11:54:57 AM	Branches	Open		BAUGHER	DORA
QTH	1-3354522	4/6/2006 6:14:00 PM	Branches	Pre-Processing Done			
QME	1-3354519	4/6/2006 6:05:24 PM	Branches	Pre-Processing Done		CAMPBELL	EVERETT
QMD	1-3354516	4/6/2006 6:03:10 PM	Branches	Pre-Processing Done		CANADA	THOMAS
QMC	1-3354513	4/6/2006 5:59:49 PM	Branches	Pre-Processing Done		SWARM	HAROLD
4606-6	1-3354510	4/6/2006 5:39:37 PM	Branches	Pre-Processing Done		MCILHENNY	EDNA
4606-5	1-3354507	4/6/2006 5:38:22 PM	Branches	Pre-Processing Done		DEVRICK	RONALD
4606-4	1-3354504	4/6/2006 5:36:05 PM	Branches	Pre-Processing Done		KNICKREHM	MARIE
4606-3	1-3354501	4/6/2006 5:34:23 PM	Branches	Pre-Processing Done		TAGG	DONALD
Hilton case	1-3354013	4/6/2006 4:40:20 PM	Branches	Pre-Processing Done		VANDAGRIFF	JERRE

See the section titled "Viewing Requests" for more details about the fields and views available for interpreting the status of your requests.

Using Wildcards to Search the Registry

When querying the registry to locate a record, your results will only display records that exactly match your entered criteria.

For example, if you enter a query SMITH JOHN, you will only see results for veterans with the name SMITH JOHN. You will not see records for any SMITH JOHN who has a middle initial.

Using a wildcard can help solve this dilemma. The wildcard character asterisk (*) can be used anywhere within your query to replace unknown characters. The next few pages demonstrate a few examples of its use.

Registry Query   Find | Cancel

SN/SSN:Nine numerics,left fill SN w/zeroes,no alpha prefixes
Veteran Name:LAST FIRST MI,18c max,no nos or punc
Branch: Pick branch,leave blank to select all branches
Registry #Enter prefix and number 11 characters

Queries seek exact matches. Less data reveals more matches, more data reveals fewer matches. SEE FAQ 1 for more information.

SSN/SN: [   ]

Veteran Name: [REID*   ]

Branch: [NavyMC ▼]

Registry Number: [   ]

> REID* will return all entries beginning with the letters REID.

Registry

Veteran Name ▲ ▼

REID

REID AARNE H

REID AARON C

REID ADOLPHUS L

REID ADOLPHUS L

REID ADRIAN D

REID ALAN

REID ALAN B

REID ALAN B

REID ALAN B

Wildcard Query Samples

SSN/SN:	
Veteran Name:	REID AARON*
Branch:	
Registry Number:	

Returns

Registry 1

Veteran Name

REID AARON C

REID AARON C

REID AARON C

REID AARON E

REID AARON E

REID AARON H

REID AARON L

REID AARON M

REID AARON O

REID AARON P

SSN/SN:	0033*56
Veteran Name:	
Branch:	Army
Registry Number:	

Using the * in the middle of a string of characters will result in returns that match every character before the asterisk and every character after the asterisk. In this instance, all results begin in 0033 and end in 56.

Registry 1 - 10 of 10+ Find First Previous Next Last

Veteran Name	SSN/SN	Branch	Record Type	Registry Number	POW Dates DDMMYY	Out
BETTIS CHARLES F	003300256	Army	PersMed	B0006124652		
NICKLE JAMES R	003300456	Army	PersMed	R0008194519		
JORDAN ALBERT W	003300756	Army	PersMed	B0003543488		
BENJAMIN ROBERT	003301256	Army	PersMed	B0004246673		

Order Non-Registry Records

> **Important:** Always check the Registry before ordering Non-Registry records. Many Non-Registry Navy and MC records have been accessioned into the Registry. Many more non-registry record will be added as part of our record tracking process.

1. Click the "Order Records-Single" link at the top of any *e*Milrecs screen.

2. Click the "Find" button to query the Registry.

3. If Registry query results are negative, click the "Order Non-Registry Record" link.

Order Non-Registry Record

Select the appropriate Record Block to begin the Non Registry Record Order Process.
Some Record Types may be unavailable for ordering based on your user privileges.
If Record Block is unknown see FAQs for further information

Navy Officer [Select]

MC Officer [Select]

MC Enlisted [Select]

Navy WWI [Select]

Navy WWII [Select]

Navy PWW [Select]

Navy Med [Select]

4. Select the appropriate record block.

Note: The "Select" button will only appear if you are entitled to order from that particular record block.

Order Non-Registry Record

Select the appropriate Record Block to begin the Non Registry Record Order Process.
Some Record Types may be unavailable for ordering based on your user privileges.
If Record Block is unknown see FAQs for further information

Navy Officer [Select]

MC Officer [Select]

MC Enlisted [Select]

Navy WWI [Select]

Navy WWII **Selected >> Place Order**

Navy PWW [Select]

Navy Med [Select]

5. Click this link to continue order.

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Order Non-Registry Records

*Do you have Veteran's Service Number
[▼]
Yes
No

[Next]

*Required Information

Order Non-Registry Records

Veteran's Service Number [001234567]

7.

[Next] [Previous] [Finish] [Cancel]

*Required Information

Order Non-Registry Records

Veteran's Birth Date (mm-dd-yyyy) [10/25/1925]

8.

May be a required entry. See note next to step 6.

[Next] [Previous] [Finish] [Cancel]

*Required Information

Order Non-Registry Records

*Veteran's Last Name [Doe]

9.

[Next] [Previous] [Finish] [Cancel]

*Required Information

Order Non-Registry Records

*Veteran's First Name [John]

10.

[Next] [Previous] [Finish] [Cancel]

*Required Information

Order Non-Registry Records

Veteran's Middle Name [A]

11.

[Next] [Previous] [Finish] [Cancel]

*Required Information

Order Non-Registry Records

Veteran's SSN 123456789 ← 12.

Next Previous Finish Cancel

*Required Information

The following questions are the same questions asked when ordering Registry records.

Order Non-Registry Records

*Request Priority Routine ← 13.
Routine
High

Next Previous Finish Cancel

*Required Information

Order Non-Registry Records

*What is the purpose of your inquiry ← 14.
Medical
Retirement
Military Awards/Decorations
Correction of Records
Personal Military History
Genealogy
Law Enforcement
Reenlistment
Other Not Listed
Decline to Disclose

Next Previous Finish Cancel

*Required Information

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Order Non-Registry Records

External Reference Number [   ] ← 15.

Next Previous Finish Cancel

*Required Information

Order Non-Registry Records

Comments
Your comments.

Not part of NPRC's Case
Management and Reporting
System.

← 16.

Next Previous Finish Cancel

*Required Information

Viewing Requests

My Requests

On your "Requests" screen you will notice several different view links along the left margin of the page.

The "My Requests" and "My Agency's Requests" views both show a listing of requests as shown below. "My Requests" shows requests submitted by the user currently logged into the system. "My Agency's Requests" shows all requests submitted by all users within that agency. This view is usually available to that agency's managers.

The "Request Details" view shows details associated with a specific request. The best way to jump to this view for a specific request is to click the red underlined "Request Number" link.

The "Searches" and "Search Detail" views show details associated with the searches for that request. These views will be discussed later.

Several fields, shown in the "My Requests" list applet, are unique to *e*Milrecs and NPRC's Case Management and Reporting System.

Agency Reference Number	Request Number	Created	Requester Last Name	Request Status	Date Out of Center	Veteran Last Name	Veteran First Name
	1-3355304	4/7/2006 12:04:15 PM	Branches	Open		DOE	JOHN
	1-3355301	4/7/2006 11:54:57 AM	Branches	Open		BAUGHER	DORA
QTH	1-3354522	4/6/2006 6:14:00 PM	Branches	Pre-Processing Done			
QME	1-3354519	4/6/2006 6:05:24 PM	Branches	Pre-Processing Done		CAMPBELL	EVERETT
QMD	1-3354516	4/6/2006 6:03:10 PM	Branches	Pre-Processing Done		CANADA	THOMAS
QMC	1-3354513	4/6/2006 5:59:49 PM	Branches	Pre-Processing Done		SWARM	HAROLD
4606-6	1-3354510	4/6/2006 5:39:37 PM	Branches	Pre-Processing Done		MCILHENNY	EDNA
4606-5	1-3354507	4/6/2006 5:38:22 PM	Branches	Pre-Processing Done		DEVRICK	RONALD
4606-4	1-3354504	4/6/2006 5:36:05 PM	Branches	Pre-Processing Done		KNICKREHM	MARIE
4606-3	1-3354501	4/6/2006 5:34:23 PM	Branches	Pre-Processing Done		TAGG	DONALD

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My Requests applet - Field Definitions

My Requests						111 - 120 of 120+		Find First Previous Next Last	
Agency Reference Number ⊿↗	Request Number ⊿↗	Created ⊿↗	Requester Last Name ⊿↗	Request Status ⊿↗	Date Out of Center ⊿↗	Veteran Last Name ⊿↗	Veteran First Name ⊿↗		
	1-3320801	3/16/2006 10:27:27 AM	Branches	Pre-Processing Done		GARDNER	GRANDISON		
Test31006-1	1-3305601	3/10/2006 10:21:30 AM	Branches	On BackOrder		LYON	HAROLD		
	1-3305407	3/9/2006 5:06:47 PM	Branches	On BackOrder		GREEN	FOYE		
Test3906-10	1-3305404	3/9/2006 5:03:42 PM	Branches	Closed	3/1/2006 10:38:05 AM	HILL	CLAYTON		
Test3906-10	1-3305401	3/9/2006 5:01:01 PM	Branches	Pre-Processing Done		ROGIER	MICHAEL		
Test3906-6	1-3305201	3/9/2006 2:12:25 PM	Branches	Pre-Processing Done		WERT	JACK		
Test3906-6	1-3304604	3/9/2006 1:02:31 PM	Branches	Pre-Processing Done		SMITH	FRANK		
Test3906-4	1-3304601	3/9/2006 12:51:52 PM	Branches	Pre-Processing Done		LINVILLE	DUANE		
gabg	1-3304402	3/9/2006 12:10:35 PM	Branches	Pre-Processing Done		GREEN	FOYE		
Test3906-2	1-3304104	3/9/2006 11:17:36 AM	Branches	On BackOrder		HICKSON	PETER		

Field	Definition
Agency Reference Number	The "Agency Reference Number" is the optional number that is entered by the *e*Milrecs user during record ordering.
Request Number	The "Request Number" represents a unique identifier for a particular request. Each is automatically generated during request creation. The "Request Number" and "Search ID" (discussed later) are both valuable identifiers for communicating about a particular request or search. The "Request Number" is also a link that leads to the "Request Details" for that particular request.
Created	Represents the date the request was entered by the *e*Milrecs user.
Requester Last Name	Last name of *e*Milrecs user who submitted the request.
Request Status	This is the status of the CMRS request. Don't confuse this status with the status of the Search. Searches assigned to this request will have their own status and will be discussed later. Below are the common statuses that eMilrecs users should see. • **Open** - Initial request status. The request has been entered into the system, but not yet processed. • **Pre-Processing Done** - The request has been auto-processed and a record search has been created. • **On Backorder** - The requested record has been charged out of file since the Loan & Transfer capability was added. When the record returns to file, the search is released automatically and the record delivered for this request. If the record does not return to file within 30 days, the request will be "Cancelled" and the requester notified by e-mail. Service Departments will not be billed for "Cancelled" requests. • **Closed** - Search actions are complete for that request. The record may have been sent to the requesting agency or not found. If you have a "Closed" request, but haven't received the record yet, view the Search Details for that request to determine the outcome of the search action. Requests will be closed when put into a L&T Dispatch batch at NPRC. The record should arrive a few days later. • **Cancelled** - Request that was in the status of "On Backorder" for 30 days. Service Departments are not billed for cancelled requests.
Date Out of Center	Represents the date the request closed. NOTE: This does not indicate the date the record was dispatched to the requesting agency. That determination can be made by viewing the "Search Details" for a particular request.
Veteran Last Name / Veteran First Name	Veteran's last name and Veteran's first name.

My Requests					111 - 120 of 120+			Find	First	Previous	Next	Last

Agency Reference Number ▲▽	Request Number ▲▽	Created ▲▽	Requester Last Name ▲▽	Request Status ▲▽	Date Out of Center ▲▽	Veteran Last Name ▲▽	Veteran First Name ▲▽
	1-3320801	3/16/2006 10:27:27 AM	Branches	Pre-Processing Done		GARDNER	GRANDISON
Test31006-1	1-3305601	3/10/2006 10:21:30 AM	Branches	On BackOrder		LYON	HAROLD
	1-3305407	3/9/2006 5:06:47 PM	Branches	On BackOrder		GREEN	FOYE
		3/9/2006			3/1/2006 10:38:05 AM	HILL	CLAYTON
				...essing		ROGIER	MICHAEL
				...essing		WERT	JACK
				...essing		SMITH	FRANK
Test3906-4	1-3304601	3/9/2006 12:51:5? PM	Branches	Pre-Processing Done		LINVILLE	DUANE
gabg	1-3304402	3/9/2006 12:10:35 PM	Branches	Pre-Processing Done		GREEN	FOYE
Test3906-2	1-3304104	3/9/2006 11:17:36 AM	Branches	On BackOrder		HICKSON	PETER

You can also query on your requests and view only those requests that meet certain conditions.

Click the "Find" button above to begin your query.

Find Request

Submit   Cancel

Type your search criteria and click submit. Asterix (*) may be used at the end for partial search criteria : example - A* in Created By would imply all names beginning with A. Note: Search is Case Sensitive

Click "Submit" to view results.

Do not use the "Request Type" or "Submitted" fields as query conditions. These fields are used by other agencies for other types of requests.

Request Number:	
Requester Last Name:	
Request Status:	
Request Type:	🚫
Submitted:	🚫
Veteran Last Name:	
Veteran First Name:	
Agency Reference Number:	

Open

Pre-Processing Done

Closed
Cancelled
On BackOrder

Additionally, the Request Status drop-down list contains status entries not used for *e*Milrecs Loan and Transfer requests.

You will not normally see the greyed-out Status entries associated with your Loan and Transfer requests.

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Sample Request Query

Find Request

Submit Cancel

Type your search criteria and click submit. Asterix (*) may be used at the end for partial search criteria : example - A* in
Created By would imply all names beginning with A. Note: Search is Case Sensitive

Request Number:	
Requester Last Name:	
Request Status:	
Request Type:	
Submitted:	
Veteran Last Name:	SMITH
Veteran First Name:	WOODROW
Agency Reference Number:	

1. Enter Query Conditions

2. Click "Submit"

3. View Results

My Requests

1 - 2 of 2   Find First Previous Next Last

Agency Reference Number	Request Number	Created	Requester Last Name	Request Status	Date Out of Center	Veteran Last Name	Veteran First Name
	1-3295175	3/7/2006 1:20:44 PM	Branches	Cancelled		SMITH	WOODROW
	1-3295169	3/7/2006 1:20:42 PM	Branches	Cancelled		SMITH	WOODROW

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Request Details

Clicking the "Request Number" link in the "My Requests" applet will navigate to the "Request Details" view and show details for that request.

The Request Details view displays general information about the request and service details provided during the record ordering process.

To view information about the record searches that are part of this request, click the "Searches" link on the left side of the screen.

eMilrecs Loan and Transfer

Searches

The "Searches" view displays details about the request in Section 1 and a list of "Search Requests" associated with the specific request.

Cancelled ▵▿	A checkmark in this field indicates a search action that has not yet been released for searching. For example, your requests in the status of "On Backorder" will have a checkmark in this field. Once the record is refiled, the checkmark will automatically be removed and the record will be searched. A checkmark doesn't necessarily mean the search has been permanently cancelled.
Search Id ▵▿	The "Search Id" is a unique identification assigned to each search request. It is different from the "Request Number" because a single request may have more than one record search. *The "Search Id" and the "Request Number" are both valuable numbers that should be provided to NPRC when asking questions about a particular request or search.* This will allow us to quickly locate the request or search you are concerned about.
Search Request Status ▵▿	The following are entries you will see most often in the "Search Request Status" field. • **Not Started** - The search has been created in the system, but not yet started. • **Searcher Assigned** - The search has been batched and assigned to a specific searcher for searching. • **Found** - Record has been found and wanded into NPRC's Records Distribution Area. • **LT Dispatched** - Record was wanded out from NPRC's Records Distribution Area and is on its way to the requesting agency. • **LT Delivered** - Record was wanded in by the requesting agency. • **LT Returned** - Record was wanded out by the requesting agency and should be on its way back to NPRC. • **LT Received** - Record was wanded back in at NPRC and is ready to be Refiled. • **Not Found** - Record was missing from its proper file location. If this was the

	first attempt to locate the record, a second (verification) search may be created. If the verification search is also negative, the status will remain "Not Found" and all search actions for that record will end. When searching ends, the "Request Status" will change to "Closed." • **Charged Out** - A charge out card was found in the record's proper location. A verification search will be created for on-site charge outs. If the record was charged out and sent to another facility the search will end and the "Request Status" will change to "Closed." • **Refiled** - Record was refiled in its proper shelf location at NPRC. • **In Preservation** - The record was too fragile to handle and is in NPRC's Preservation section for treatment. The record will be released after treatment, or if too damaged, photocopies may be provided.
Search Batch Id △▽	The "Search Batch Id" is a unique number assigned to a grouping of search requests.

The "Search Id" is a link that will lead to the "Search Detail" view shown on the next page.

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Search Detail

With a few exceptions, most of these data fields have already been covered. The information below will help clarify some of the entries not previously discussed.

Search Type	This field will indicate one of the following. • **1st Search** - This is the first attempt to locate a Registry record. • **Non-Registry Search** - This is the first attempt to locate a Non-Registry record. • **Verification Search** - This is an additional search normally generated if one of the searches shown above failed to locate a record. Verification searchers take extra steps to locate a record that is not in its original file location. If a record is charged out to an agency outside our building, a verification search will not be created.
Searcher Assigned Date	Date a searcher was assigned to locate the requested record.
Staging In Date	Date the record was "Found" and delivered to NPRC's record Staging Area. This date is populated by the same wanding that changes the Search Status to "Found."
LT Dispatched Date	Date the record was wanded out of NPRC's Records Distribution area and sent to the requester. Corresponds to the Search Status "LT Dispatched."
LT Delivered Date	Date the record was wanded in by the requester. Corresponds to the Search Status "LT Delivered."
LT Returned Date	Date the record was wanded out by the requester, for delivery back to NPRC. Corresponds to the Search Status "LT Returned."
LT Received Date	Date the record was wanded back in at NPRC. Corresponds to the Search Status "LT Received."
Refile Date	Date the record was refiled back into its original file location. Corresponds to the Search Status "Refiled."

Receiving Records

When the records you ordered are delivered to you, they must be scanned to verify receipt and mark the status as "LT Delivered".

| **NOTE:** |
| A search request form will accompany each loan and transfer record. The information on this form is valuable to identify the person who requested the record. There is also a barcode on this form that represents the "Search Request Id." |

1. Click the "Track Records" link at the top of any *e*Milrecs screen.

2. Click the "Start Scan" button to begin.

Click in the appropriate field before scanning, depending on which barcode you are using.

3. Click in either field, depending on which label will be scanned or entered.

eMilrecs Loan and Transfer

You can scan either the barcode on the record label, or the barcode on the Search Request Sheet (if available), or manually type in the alphanumeric codes from either record barcode or the Search Request Id number. If manually typing the codes, remember they are case-sensitive.

Typical record label
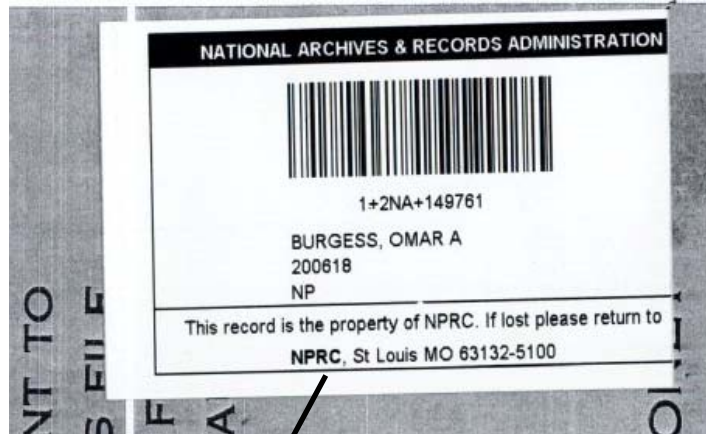
Records Received - Wanding

** Record Barcode corresponds to the label pasted to the record.

** Search Request Barcode corresponds to the barcode on the Search Request sheet that accomp

Record Barcode: 1+2NA+149761   Search Request Id:

4. Click the "Enter" key on your keyboard to accept entry if manually typed in.

Note: A barcode reader will automatically enter the Record or Search Request Id, but you must first select the applicable field.

Records Received   Start Scan

** Click Start Scan to begin wanding the records received.

** In the wanding screen, wand the Record Barcode or the Search Request Barcode.

SEARCH 1-2078D
REQUEST ID
RECORD STATUS L T Delivered

If you have multiple records to scan, repeat these steps until all records are scanned.

Returning Records

Creating a Return Batch

A critical part of the new Loan and Transfer process is the ability to track a record's location. When requesting agencies have finished their work with the record, they will follow the procedures below to document their return of the record to NPRC.

1. Navigate to the "Track records' screen.

2. Click the link for the "Return Batch Creation."

3. Click the "New Batch" button to create a batch to wand records into.

Record returns must be included in a batch.

4. If desired, enter a description, then click the "Save" button.

The newly created batch will open so you can begin entering records to be returned.

Entering Records into a Batch

5. Click the "Start Scan" button to enter records into the batch.

6. Enter records by <u>one</u> of the following methods.

- Manually enter barcode number located below the barcode on the record label.

- Manually enter the Search Request Id number

- Use a barcode reader to scan the barcode on the record.

7. Click the "Submit" button.

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The record status, for the record you just entered, will change to LT Returned.

8. Continue the scanning process until all records have been entered into the batch.

9. When all records have been added to the batch, click the "Edit" button on the "Return Batch" applet to close the batch.

Closing the Return Batch

10. Change the Return Batch Status to "Completed" and click the "Save" button.

Return Batch Shipping Report

The report below will display the Return Batch details and each record wanded into that batch.
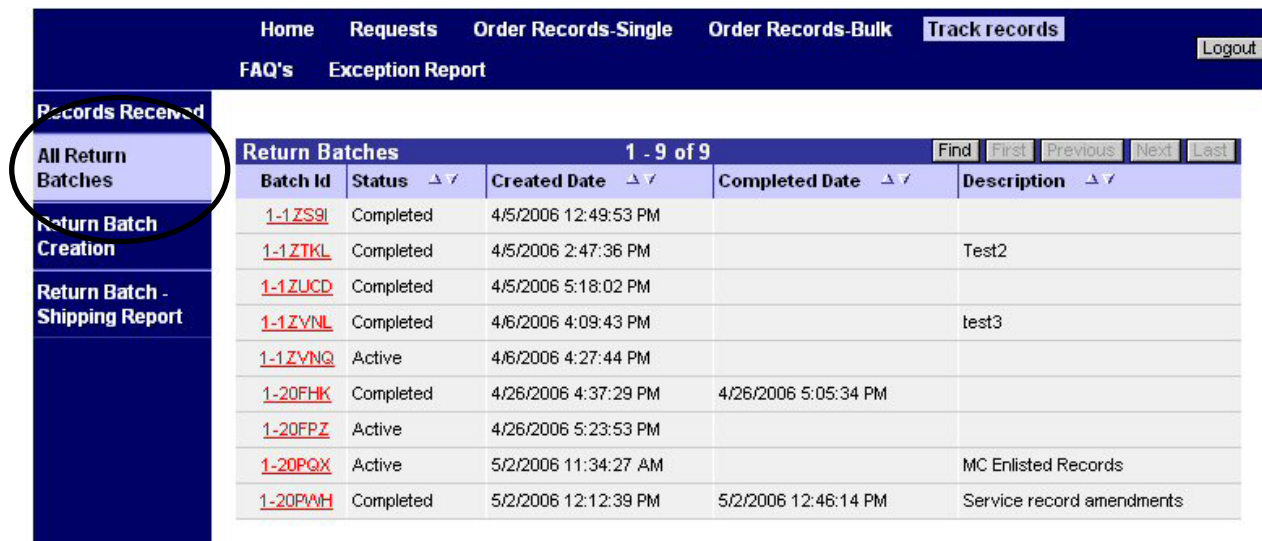
If you need to return to a batch at a later time, you can navigate to the "All Return Batches" view. In this view, you will see a listing of all your created batches. Click the red underlined "Batch Id" link to:

- View batch details
- Edit the batch
- Wand additional records into the batch

E-Mail Notifications

CMRS will automatically notify users of significant events in the records ordering process.

Record Not Returned to File

If a request remains in On Backorder status for 30 days, and the record has not returned to file during that period, the user will receive the following email. The search will be cancelled.

From: \<NPRC.Referrals@nara.gov\>
To: \<DONALD.GREENLEE@NARA.GOV\>
Date: 4/18/2006 5:59 PM
Subject: NPRC Notification - Request#1-3353603 Do not reply.

Please do not respond to the following message. This message has been auto-generated by NPRC.

Notification from:
NATIONAL PERSONNEL RECORDS CENTER
9700 Page Avenue
St. Louis MO 63132

****
SERVICE REQUEST
****
SERVICE REQUEST #:: 1-3353603
The record related to your back order request from 30 days ago has not been returned to file. Search efforts for this request have been completed.

Record Not Scanned as Received

If a record was shipped, but the requesting agency has not scanned the barcode within 10 days to mark the record as received, the following reminder will be sent.

From: \<NPRC.Referrals@nara.gov\>
To: \<DONALD.GREENLEE@NARA.GOV\>
Date: 3/16/2006 2:42 PM
Subject: NPRC Notification - Request#1-3263920 Do not reply.

Please do not respond to the following message. This message has been auto-generated by NPRC.

Referral Service Request from:
NATIONAL PERSONNEL RECORDS CENTER
9700 Page Avenue
St. Louis MO 63132

****
SERVICE REQUEST
****
SERVICE REQUEST #:: 1-3263920
SEARCH REQUEST #:: 1-1YHXM
NAME:: All Branches
REGISTRY NUMBER::11
NON-REGISTRY BLOCK::
NPRC's Case Management and Reporting System (CMRS) shows that the above record was dispatched to your office 10 days ago. If you have received it, please wand it to update CMRS that it has been delivered. If it has not been delivered, you may contact: 314-801-XXXX.

Record Not Returned

If the requesting agency has not scanned the barcode and marked the request as "L&T Returned" within 60 days, the following reminder will be sent.

From: <NPRC.Referrals@nara.gov>
To: <LISA.SANDOR@NARA.GOV>
Date: Monday, March 20, 2006 6:34PM
Subject: NPRC Notification- Request#1-3264810 Do not reply.

Please do not respond to the following message. This message has been auto-generated by NPRC.

```
*****************************************************************************
SERVICE REQUEST
*****************************************************************************
SERVICE REQUEST #:: 1-3264810
SEARCH REQUEST #:: 1-1YI31
NAME:: Joe Army
REGISTRY NUMBER::A0009918836
NON-REGISTRY BLOCK::
```
NPRC's NPRC's Case Management and Reporting System shows that the following record was dispatched to your office more than 60 days ago. If the record is no longer needed, please wand it to update CMRS that it is being returned and promptly send it back to NPRC.

Correspondence Referrals with Records (Core L&T)

Tracking Core L&Ts

Service department agencies will often receive referral requests, with records, from NPRC. These referrals are called Core L&Ts.   There are 2 general types of Core L&T requests.

- Referrals, with records, to liaison offices for a signature, guidance, etc., that **will be returned to the NPRC correspondence technician for a final response**. The correspondence technicians will put these cases in suspense while waiting for a response from the liaison office.

- Referrals, with records, to the service department or liaison office when the **NPRC correspondence technician will not be making the final response to the requester**. The correspondence technician will compete these cases and notify the requester to expect a response from the service department.

Both types of Core L&T referrals will include, as a minimum:

- Search request form (see sample on page 35)
- Copy of original request
- CMRS Service Request All Details Report (see sample on page 36)
- Record
- May include copy of referral notification letter and/or supporting documents

Very Important
Records accompanying both types of Core L&T requests must be wanded through *e*Milrecs as "LT Delivered" and "LT Returned" by the service department agencies. These Core L&Ts will be shipped with Loan & Transfer records requested by your agency. The Core L&Ts will not be visible in eMilrecs, but the wanding will support record tracking and they will be visible in NPRC's Case Management Reporting System.

Liaison Office Return Routing to NPRC Correspondence Technician

Requests, with records, from NPRC for a signature or question will be routed to the liaison offices using the Search Form shown on page 35. Liaison offices may use this form to route the record and request back to the Correspondence Technician by writing "TO:" next to the Core identifier on the form, or by using a traditional routing slip.

Core L&T Search form Sample

MPR Search Request   **NPRC**

National Archives and Records Administration

Priority: **Medium**

Source: Congressional

Complexity: Others

Search Type: Non-Registry Search
Non-Registry Block: MC Enlisted

Registry Number: *Non Registry*

Floor Module Row

Reg Veteran's Name: *GOEBEL DONALD EDWARD*

SR Veteran's Name: *GOEBEL, DONALD EDWARD*

SSN:

DOB:

POB:

SVN/SSN:

Service Code: *MC Enlisted*

Service Number: *001262613*

Reason for Referral: *Medals Entitlement*

-UDGH00

SR Number: 1-1828889833

Search Section: 5

> Liaison can use this form as a routing slip back to the NPRC technician by writing "TO:"

TO: JWINTER,
Core 1, Team C

C O R E

L & T

101

Record Sent to:

Agency: Navy Personnel Command, Retired Records Section (PERS-312D2)

Address: 9700 Page Avenue, Room 5409

City: St. Louis   State: MO   Zip: 63132

Phone: (314) 592-1150

Ext. Reference

Searcher Name: SLANE   Initials _____

Date: _____

Notes:

All Records Ordered for this Service
1-UDGH00, 1-U91C1X   1-UDGH00

Service Request Received in Center   07/11/2006 00:00:00

Search Request created by: JWINTER   07/14/2006 09:09:35

Search Request printed by: DGREENLE   7/31/2009 10:30:30 AM

SIEBEL   Report Generated for DGREENLE on 7/31/2009   Page 3 of 4

eMilrecs Loan and Transfer

Sample Service Request All Details Report

NPRC

Service

Service Request #:	1-1828889833	**Status:**	Closed	**Date Created:**	07/12/2006
Request Priority:	Medium	**Assigned To:**	JWINTER	**Date Received in**	07/11/2006
Source:	Congressional	**Core:**	Core 1	**Date Received in Core:**	07/15/2006
Purpose:	Genealogy	**Team:**	Team C	**Date Completed:**	07/17/2006
		How Received:	Mail	**Date Out of Core:**	07/17/2006
Level of Description:	Others			**Date Out of Center:**	07/17/2006

Requester Information:

First Name:	John A.	**Address:**	Member, U.S. House of Representatives 7969 Cincinnati-Dayton Road, Suite B
Last Name:	Boehner		
Company		**City:**	West Chester
Phone:	(513) 870-0300	**State:**	OH
Fax:	(513) 870-0151	**Zip:**	45069

Veteran Information:

Veteran Last Name:	GOEBEL	**Date of Birth:**	
Veteran First Name:	DONALD	**SSN:**	

Service Details

Service Number	Branch of Service	Officer/Enlisted	Date Released
001262613	Marine Corps	Enlisted	1953

Search Requests

Search Request #	SR Status	Registry #	Service Code	Non-Reg Block	Service Number	Comments
1-UDGH00	Refiled	Non Registry	MC Enlisted	MC Enlisted	001262613	

Notes

Notes
record and request to navy medals