

RECORDS CENTER PROGRAM (RCP) BILLING SYSTEM

# Services and Definitions Listing

(Fiscal Year 2004)

NATIONAL ARCHIVES AND RECORDS ADMINISTRATION  
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Records Center Program  
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## *Transfers*

### **1.1 Processing Fee - AO**

**Definition** A flat fee charged for each transfer. The charge is made when a Standard Form (SF) 135 is accepted and entered into the system. It includes the cost of reviewing, processing, and data entry. The charge also includes the cost of minor corrections or returning the SF-135 to the agency for corrections. The fee is applied to each transfer only once. A single SF-135 may contain multiple transfers. The customer will receive a processing fee for each transfer on the SF-135.

---

**Unit of Measure – Shelved transfer**

**Service Code – A0**

### **1.2 Standard – A1**

**Definition** The process of transferring records from an agency to the physical custody of a Records Center (not otherwise broken out in this section, e.g. classified records or tax returns).

---

**Unit of Measure – Cubic foot**

**Service Code – A1**

### **1.3 Classified – A3**

**Definition** The process of transferring security classified records (records with a national security classification code of T (Top Secret), S (Secret), C (Confidential), A (vault storage at agency request) from an agency to the physical custody of a Records Center.

---

**Unit of Measure – Cubic foot**

**Service Code – A3**



<b>1.4</b>	<b>Tax Returns – A5</b>
------------	-------------------------

**Definition** The process of transferring IRS self-indexing records to the physical custody of a Records Center.

---

**Unit of Measure – Cubic foot**

**Service Code – A5**

<b>1.5</b>	<b>Congressional – A7</b>
------------	---------------------------

**Definition** The process of transferring records from members or committees and other elements of the House of Representatives and the U.S. Senate to the physical custody of a Records Center.

---

**Unit of Measure – Cubic foot**

**Service Code – A7**

<b>1.6</b>	<b>NPRC DOD Related – AA (NPRC only)</b>
------------	--

**Definition** The service of receiving Official Military Personnel Folders (OMPF) and other records (including Organizational records) into the physical custody of the National Personnel Records Center for storage and servicing.

---

**Unit of Measure – Cubic foot**

**Service Code – AA**

<b>1.7</b>	<b>OPF/EMF – AC (NPRC only)</b>
------------	---------------------------------

**Definition** The process of transferring OPF and Employee Medical Folder (EMF) records from an agency to the physical custody of a Records Center.

---

**Unit of Measure – Cubic foot**

**Service Code - AC**



<b>1.8</b>	<b>Ent &amp; Sep X-rays (Radiographs) – AX (NPRC only)</b>
------------	--

**Definition**      The process of transferring military entrance and separation radiographs from an agency to the physical custody of a Records Center.

---

**Unit of Measure – Cubic foot**

**Service Code - AX**



# Costs

## 2.1 Miscellaneous Costs – C1

**Definition** Expenses incurred in support of a specific national project that are not personnel related.

---

**Unit of Measure – Dollars**

**Service Code – C1**

## 2.2 WNRC Truck Service Allocated Cost – C2 (WNRC only)

**Definition** Expenses incurred in support of the WNRC Truck Service. Service Code C2 is used to allocate Service Codes H1-H4 costs when possible for a stratified customer.

---

**Unit of Measure – Dollars**

**Service Code – C2**

## 2.3 Shipping (Special) – C3

**Definition** Expenses incurred in returning reference or other material to a customer via a means or cost not covered under Service Codes H5-H9.

---

**Unit of Measure – Dollars**

**Service Code – C3**

## 2.4 Dayton Bldg #3 - IRS – C5 (Dayton only)

**Definition** Actual rent expenses for Building #3 in Dayton.

---

**Unit of Measure – Dollars**

**Service Code – C5**



**2.5 Aide Labor Level I – L0**

**Definition** Labor services provided to a customer for a national project by a GS-03 or below.

---

**Unit of Measure – Hour**

**Service Code – L0**

**2.6 Aide Labor – L1**

**Definition** Labor services provided to a customer for a national project by a GS-05 or below.

---

**Unit of Measure – Hour**

**Service Code – L1**

**2.7 Technician Labor – L2**

**Definition** Labor services provided to a customer for a national project by a GS-07 or equivalent.

---

**Unit of Measure – Hour**

**Service Code – L2**

**2.8 Supervisor Labor – L3**

**Definition** Labor services provided to a customer for a national project by a GS-09 or above.

---

**Unit of Measure – Hour**

**Service Code – L3**



# *Dispositions*

<b>3.1</b>	<b>Standard – D1</b>
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**Definition**      The action of destroying records (not otherwise broken out in this section, e.g. classified records or tax returns) according to the records control schedule.

---

**Unit of Measure – Cubic foot**

**Service Code – D1**

<b>3.2</b>	<b>Classified – D3</b>
------------	------------------------

**Definition**      The action of destroying classified records (records with a national security classification code of T (Top Secret), S (Secret), C (Confidential), A (vault storage at agency request)) according to the records control schedule.

---

**Unit of Measure – Cubic foot**

**Service Code – D3**

<b>3.3</b>	<b>Tax Returns– D5</b>
------------	------------------------

**Definition**      The action of destroying IRS self-indexing records according to the records control schedule.

---

**Unit of Measure – Cubic foot**

**Service Code – D5**



### **3.4 Congressional – D7**

**Definition** The actions taken with regard to records from members or committees and other elements of the House of Representatives and the U.S. Senate following their transfer. The actions may include transfer to an archival agency, donation to an eligible repository, or destruction.

---

**Unit of Measure – Cubic foot**

**Service Code – D7**

### **3.5 Archival – DA**

**Definition** The action of making records (not otherwise broken out in this section, e.g. classified records) available for accessioning into the Archives of the United States.

---

**Unit of Measure – Cubic foot**

**Service Code – DA**

### **3.6 Archival Classified – DC**

**Definition** The action of making classified records (records with a national security classification code of T (Top Secret), S (Secret), C (Confidential), A (vault storage at agency request)) available for accessioning into the Archives of the United States.

---

**Unit of Measure – Cubic foot**

**Service Code – DC**

### **3.7 Permanent Withdrawal - DW**

**Definition** Request for permanent transfer of single boxes of records or transfers of less than 25 boxes from Record Center to agency custody. Permanent withdrawals of 25 or more boxes are billed as labor and material costs.

---

**Unit of Measure – Box**

**Service Code – DW**



# *Refiles*

## **4.1 Standard Box – F1**

**Definition** A previously requested complete box of records (not otherwise broken out in this section e.g. classified box) to be returned to the location from which it was removed in the records center (does not include “Auxiliary” records or organizational records at NPRC).

---

**Unit of Measure – Box**

**Service Code – F1**

## **4.2 Standard File – F2**

**Definition** A previously requested record (not otherwise broken out in this section e.g. classified or tax return) which is to be filed in the location from which it was removed in the records center (does not include “Auxiliary” records or organizational records at NPRC).

---

**Unit of Measure – Document or folder**

**Service Code – F2**

## **4.3 Classified Box – F3**

**Definition** A previously requested complete box of classified records (records with a national security classification code of T (Top Secret), S (Secret), C (Confidential), A (vault storage at agency request) to be filed in the location from which it was removed.

---

**Unit of Measure – Box**

**Service Code – F3**



<b>4.4</b>	<b>Classified File – F4</b>
------------	-----------------------------

**Definition** A previously requested classified record (record with a national security classification code of T (Top Secret), S (Secret), C (Confidential), A (vault storage at agency request) to be filed in the location from which it was removed in the records center.

---

**Unit of Measure – Document or folder**

**Service Code – F4**

<b>4.5</b>	<b>Tax Return – F5</b>
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**Definition** A previously requested IRS self-indexing record which is to be filed in the location from which it was removed in the records center.

Includes recharges and attachments.

---

**Unit of Measure – Tax return**

**Service Code – F5**

<b>4.6</b>	<b>Tax Return Special Refiles – F6</b>
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**Definition** An IRS self-indexing record which is to be filed in the location to which it belongs for which the following special circumstances are involved: The record was removed by the IRS prior to transferring to the records center or the record will no longer fit in the location to which it belongs.

---

**Unit of Measure – Tax return**

**Service Code – F6**



<b>4.7</b>	<b>Congressional Box – F7</b>
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**Definition** A previously requested complete box of records from members, or committees and other elements, of the House of Representatives and U.S. Senate, which is to be filed in the location from which it was removed in the records center.

---

**Unit of Measure – Box**

**Service Code – F7**

<b>4.8</b>	<b>Congressional File – F8</b>
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**Definition** A previously requested document or folder from members, or committees and other elements, of the House of Representatives and U.S. Senate, which is to be filed in the location from which it was removed in the records center.

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**Unit of Measure – Case, Document or folder**

**Service Code – F8**

<b>4.9</b>	<b>NPRC DoD Related Refiles – FA (NPRC only)</b>
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**Definition** The service of returning a previously retrieved Official Military Personnel Folder or other DoD related record (including Organizational records and Auxiliary records) to the location from which it was removed in the records center.

---

**Unit of Measure – Folder**

**Service Code – FA**



## *Shipping and Handling*

### **5.1 WNRC Truck Service Zone 1 – H1 (WNRC only)**

**Definition** Providing pick up service of new transfers, requests, refiles, etc. larger than 25 cubic feet in the Washington, DC, metropolitan area (DC, Maryland suburbs, and Virginia suburbs) using the truck fleet at the WNRC.

---

**Unit of Measure – Visit**

**Service Code – H1**

### **5.2 WNRC Truck Service Zone 2 – H2 (WNRC only)**

**Definition** Providing pick up service of new transfers, requests, refiles, etc. larger than 25 cubic feet outside the immediate Washington, DC, metropolitan area (DC, Maryland suburbs, and Virginia suburbs) using the truck fleet at the WNRC.

---

**Unit of Measure – Visit**

**Service Code – H2**

### **5.3 WNRC Truck Service Classified – H3 (WNRC only)**

**Definition** Providing pick up service of new Classified transfers, requests, refiles, etc. larger than 25 cubic feet in the Washington, DC, metropolitan area (DC, Maryland suburbs, and Virginia suburbs) using the truck fleet at the WNRC.

---

**Unit of Measure – Visit**

**Service Code – H3**



#### **5.4 WNRC Additional Truck Services – H4 (WNRC only)**

**Definition** Providing pick up service of new transfers, requests, refiles, etc. larger than 25 cubic feet in the Washington, DC, metropolitan area (DC, Maryland suburbs, and Virginia suburbs) using the truck fleet at the WNRC. Additional services are warranted when customer restrictions, such as no loading dock, missed appointment times, etc. are encountered

---

**Unit of Measure – Visit**

**Service Code – H4**

#### **5.5 Shipping Level I – H5**

**Definition** Returning letter size items, usually under 8 oz., to a customer using ground package carriers, such as UPS, USPS, or FedEx Ground.

---

**Unit of Measure – Package**

**Service Code – H5**

#### **5.6 Shipping Level II – H6**

**Definition** Returning letter size or small box items, usually under 1 lb., to a customer using ground package carriers, such as UPS, USPS, or FedEx Ground.

---

**Unit of Measure – Package**

**Service Code – H6**

#### **5.7 Shipping Level III – H7**

**Definition** Returning boxes, usually under 25 lbs., to a customer using ground package carriers, such as UPS, USPS, or FedEx Ground.

---

**Unit of Measure – Package**

**Service Code – H7**



**5.8 Shipping Level IV – H8**

**Definition** Returning boxes, usually over 25 lbs., to a customer using ground package carriers, such as UPS, USPS, or FedEx Ground.

---

**Unit of Measure – Package**

**Service Code – H8**

**5.9 Registered – H9**

**Definition** Returning letter size or box items to a customer using Registered Mail.

---

**Unit of Measure – Package**

**Service Code – H9**

**5.10 Metro Courier Trip - HA**

**Definition** Responding to reference requests via Metro Courier in locally defined zone (NARA owned or leased vehicle delivery in local area where offered).

---

**Unit of Measure – Trip**

**Service Code – HA**

**5.11 Metro Courier Box - HB**

**Definition** Responding to reference requests via Metro Courier in locally defined zone (NARA owned or leased vehicle delivery in local area where offered).

---

**Unit of Measure – Package**

**Service Code – HB**



**5.12 Look Up Fee - HD**

**Definition** Determining correct Charge Code to use when a Stratified Customer fails to provide the Charge Code on a request, refile, interfile, etc.

---

**Unit of Measure – Item**

**Service Code - HD**

**5.13 Scan - HE**

**Definition** Responding to reference requests electronically via scanned image

---

**Unit of Measure – Single side of page**

**Service Code – HE**

**5.14 Fax - HF**

**Definition** Responding to requests via facsimile transmission

---

**Unit of Measure – Single side of page**

**Service Code – HF**

**5.15 HUDHOC - HH**

**Definition** Processing incoming records from the HUD Home Ownership Centers.

---

**Unit of Measure – Cubic Foot**

**Service Code – HH**



**5.16 Archival Sending - HJ**

**Definition** Transshipping records of the Archives of the United States for the Regional Archives Program.

---

**Unit of Measure – Cubic Foot**

**Service Code – HJ**

**5.17 Archival Receiving – HK (Kansas City only)**

**Definition** Receiving transshipped records of the Archives of the United States for the Regional Archives Program.

---

**Unit of Measure – Cubic Foot**

**Service Code – HK**

**5.18 Telephone - HP**

**Definition** Responding to reference requests via telephone

---

**Unit of Measure – Request, case**

**Service Code – HP**

**5.19 Rush - HR**

**Definition** Fee for preparing for dispatch in less than 24 working hours at agency request

---

**Unit of Measure – Document, folder or box**

**Service Code – HR**



<b>5.20</b>	<b>VA Withdrawal - HV</b>
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**Definition** Permanent withdrawal of records of the Veterans Health Administration.

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**Unit of Measure – Cubic Foot**

**Service Code – HV**



## *Interfiles*

<b>6.1</b>	<b>Standard File – N1</b>
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**Definition** The act of placing an additional record (not otherwise broken out in this section e.g. classified or Congressional) in its proper place in a group of previously transferred records.

---

**Unit of Measure – Case, Document, or folder**

**Service Code – N1**

<b>6.2</b>	<b>Classified – N3</b>
------------	------------------------

**Definition** The act of placing an additional classified record (record with a national security classification code of T (Top Secret), S (Secret), C (Confidential), A (vault storage at agency request) in its proper place in a group of previously transferred records.

---

**Unit of Measure – Case, document, or folder**

**Service Code – N3**

<b>6.3</b>	<b>IRS Attachment – N5</b>
------------	----------------------------

**Definition** The act of placing an additional record in its proper place in a group of previously transferred IRS self-indexing records.

---

**Unit of Measure – Document**

**Service Code – N5**



---

**6.4 Congressional – N7**

---

**Definition** The act of placing an additional record from members, or committees and other elements, of the House of Representatives and U.S. Senate in its proper place in a group of previously transferred records.

---

**Unit of Measure – Document or folder**

**Service Code – N7**

---

**6.5 NPRC DoD Related Interfiles (Known Location) – NA (NPRC only)**

---

**Definition** The service of adding late-flowing documents to Official Military Personnel Folders (OMPF) and other records (including Organizational records and Auxiliary records) in their proper place within a group of previously transferred records. “Known location” refers to late flowing documents which are furnished with a transmittal containing a current, accurate, registry number or shelf location.

---

**Unit of Measure – Document or folder**

**Service Code – NA**

---

**6.6 OPF/EMF – NC (CPR Only)**

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**Definition** The act of placing additional OPF or EMF folders or documents and military organizational records in their proper place in a group of previously transferred records.

---

**Unit of Measure – Document or folder**

**Service Code – NC**

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**6.7 SSA Active File Dropfiles - ND**

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**Definition** The act of placing an additional document in a group of previously transferred SSA Active File records

---

**Unit of Measure – Document or folder**

**Service Code – ND**

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**Definition** The service of adding late-flowing documents to Official Military Personnel Folders (OMPF) and other records (including Organizational records and Auxiliary records) in their proper place within a group of previously transferred records. “Unknown location” refers to late flowing documents which are furnished without a transmittal containing a current, accurate, registry number or shelf location.

---

**Unit of Measure – Document or folder**

**Service Code – NF**

# *Photocopy*

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**7.1 Standard – P1**

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**Definition** Electrostatic reproduction of a page of records (not otherwise broken out in this section e.g. Congressional, tax return, or Trust Fund).

---

**Unit of Measure – Single side of page**

**Service Code – P1**

---

**7.2 Tax Returns – P5**

---

**Definition** Electrostatic reproduction of a tax return for IRS program.

---

**Unit of Measure – Single side of page**

**Service Code – P5**

---

**7.3 Congressional – P7**

---

**Definition** Electrostatic reproduction of a page of records for members, or committees and other elements, of the House of Representatives and U.S. Senate.

---

**Unit of Measure – Single side of page**

**Service Code – P7**

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**7.4 Certification – P8**

---

**Definition** Embossing NARA seal and affixing ribbon to a group of photocopied records, attesting the official character of a reproduction.

---

**Unit of Measure – Request**

**Service Code – P8**



**Definition** Public electrostatic reproduction of a page for Trust Fund program, including related administrative duties.

---

**Unit of Measure – Single side of page**

**Service Code – PT**



## Reference

### 8.1 Standard Box – R1

**Definition** The basic function of loaning boxes of records or making holdings available for use (not otherwise broken out in this section e.g. classified box or congressional box). A separate request is required from the customer for each individual box.

---

**Unit of Measure – Box**

**Service Code – R1**

### 8.2 Standard File – R2

**Definition** The basic function of loaning or providing information about or from records (not otherwise broken out in this section e.g. classified or tax return); making holdings available for use. A separate request is required from the customer for each individual document, folder, or case.

---

**Unit of Measure – Document, folder or case**

**Service Code – R2**

### 8.3 Classified Box – R3

**Definition** The basic function of loaning boxes containing classified material (material with a national security classification code of T (Top Secret), S (Secret), C (Confidential), A (vault storage at agency request) or making holdings available for use. A separate request is required from the customer for each individual box.

---

**Unit of Measure - Box**

**Service Code – R3**



<b>8.4</b>	<b>Classified File – R4</b>
------------	-----------------------------

**Definition** The basic function of providing information about or from classified records (records with a national security classification code of T (Top Secret), S (Secret), C (Confidential), A (vault storage at agency request); loaning records; making holdings available for use. A separate request is required from the customer for each individual document, folder, or case.

---

**Unit of Measure – Document, folder or case**

**Service Code – R4**

<b>8.5</b>	<b>Tax Returns – R5</b>
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**Definition** The basic function of loaning or providing information about or from records contained in IRS self indexing records; making holdings available for use. A separate request is required from the customer for each individual document, folder or case.

---

**Unit of Measure – Tax return**

**Service Code – R5**

<b>8.6</b>	<b>Congressional Box – R7</b>
------------	-------------------------------

**Definition** The basic function of loaning whole boxes from members, or committees and other elements, of the House of Representatives and U.S. Senate; making holdings available for use. A separate request is required from the customer for each individual box.

---

**Unit of Measure - Box**

**Service Code – R7**



---

**8.7 Congressional File – R8**

---

**Definition** The basic function of loaning or providing information about or from members, or committees and other elements, of the House of Representatives and U.S. Senate, making holdings available for use. A separate request is required from the customer for each individual document, folder, or case.

---

**Unit of Measure – Document or folder**

**Service Code – R8**

---

**8.8 NPRC DoD Related Priority Record Retrievals– R9 (NRPC only)**

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**Definition** The service of conducting a physical search of NPRC holdings with the intent of retrieving an Official Military Personnel Folder or other record (including Organizational records and Auxiliary records) or charge out information from its storage location. Priority record retrievals are normally completed within 24 hours of receipt.

---

**Unit of Measure – Retrieval**

**Service Code – R9**

---

**8.9 NRPC DoD Related Record Retrievals– RA (NRPC only)**

---

**Definition** The service of conducting a physical search of NPRC holdings with the intent of retrieving an Official Military Personnel Folder or other record (including Organizational records and Auxiliary records) or charge out information from its storage location.

---

**Unit of Measure – Retrieval**

**Service Code – RA**



**8.10 NPRC DoD Related Correspondence – RB (NPRC only)**

**Definition** The service of analyzing a request for information or documents, identifying and reviewing the applicable Official Military Personnel Folders or other records (including Organizational records and Auxiliary records) and preparing a response document or assisting a patron of the research room with a review of a record. It requires adherence to technical case-working instructions, the Freedom of Information Act, and the Privacy Act of 1974 and its subsequent amendments. It often includes extracting, photocopying, and sanitizing documents for release.

---

**Unit of Measure – Case**

**Service Code – RB**

**8.11 OPF/EMF L&T – RC (NPRC only)**

**Definition** The basic function of loaning or transferring OPF folders, Employee Medical Folders (EMF) and military organizational records. A separate request is required from the customer for each individual document, folder, or case.

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**Unit of Measure – Retrieval**

**Service Code - RC**

**8.12 OPF/EMF Corr Level 1 – RD (NPRC only)**

**Definition** The basic function of providing information about or from OPF folders, EMF folders, or military organizational records, or information contained therein. Correspondence at the basic level and associated refile action. A separate request is required from the customer for each individual document, folder or case.

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**Unit of Measure – Case**

**Service Code – RD**



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<b>8.13</b>	<b>OPF/EMF Corr Level 2 – RE (NPRC only)</b>
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**Definition** The basic function of providing information about or from OPF folders, EMF folders, or military organizational records, or information contained therein. Correspondence at the intermediate level and associated refile action. A separate request is required from the customer for each individual document, folder or case.

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**Unit of Measure – Case**

**Service Code – RE**

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<b>8.14</b>	<b>OPF/EMF Corr Level 3 – RF (NPRC only)</b>
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**Definition** The basic function of providing information about or from OPF folders, EMF folders, or military organizational records, or information contained therein. Correspondence at the highest level and associated refile action. A separate request is required from the customer for each individual document, folder or case.

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**Unit of Measure – Case**

**Service Code - RF**

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<b>8.15</b>	<b>Treasury Checks - RG</b>
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**Definition** The basic function of loaning or providing information about or from U.S. Treasury Checks; making holdings available for use. A separate request is required from the customer for each individual document, folder, case, or box.

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**Unit of Measure – Document, box, folder or case**

**Service Code – RG**

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<b>8.16</b>	<b>VA XC - RH</b>
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**Definition** The basic function of loaning or providing information about or from VA XC folders; making holdings available for use. A separate request is required from the customer for each individual document, folder or case.

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**Unit of Measure – Document, folder or case**

**Service Code – RH**



**8.17 Selective Service - RJ**

**Definition** The basic function of loaning or providing information about or from Selective Service records; making holdings available for use. A separate request is required from the customer for each individual document, folder, or case.

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**Unit of Measure – Document, folder or case**

**Service Code - RJ**

**8.18 Passport - RK (WNRC Only)**

**Definition** The basic function of providing information about or from folders containing State Department Passport records; making holdings available for use. A separate request is required from the customer for each individual document, folder or case.

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**Unit of Measure – Document, folder or case**

**Service Code - RK**

**8.19 SSA Post Entitlements - RM**

**Definition** The basic function of loaning or providing information about or from SSA Post Entitlement records; making holdings available for use. A separate request is required from the customer for each individual document, folder, or case.

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**Unit of Measure – Document, folder or case**

**Service Code - RE**

**8.20 SSA Title II - RN**

**Definition** The basic function of loaning or providing information about or from Social Security Administration Title II records; making holdings available for use. A separate request is required from the customer for each individual document, folder, or case.

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**Unit of Measure – Document, folder or case**

**Service Code – RN**



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**8.21 SSA Active File Recall - RP**

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**Definition** The basic function of loaning Social Security Administration active file records; making holdings available for use. A separate request is required from the customer for each individual document, folder, or case.

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**Unit of Measure – Document, folder or case**

**Service Code – RP**

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**8.22 USPS Money Orders – RR (CPR Only)**

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**Definition** The basic function of loaning or providing information about or from United States Postal Service Money Order records; making holdings available for use. A separate request is required from the customer for each individual document, folder, or case.

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**Unit of Measure – Document, folder or case**

**Service Code - RR**

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**8.23 Payroll Level 1 - RS (CPR Only)**

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**Definition** The basic function of providing information at the basic level about or from Payroll files and associated refile action. A separate request is required from the customer for each individual document, folder or case.

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**Unit of Measure – Case**

**Service Code – RS**

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**8.24 Payroll Level 2 - RT (CPR Only)**

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**Definition** The basic function of providing information at the intermediate level about or from Payroll files and associated refile action. A separate request is required from the customer for each individual document, folder or case.

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**Unit of Measure – Case**

**Service Code – RT**



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**8.25           NPRC DoD Related Priority Correspondence – RV (NPRC only)**

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**Definition**       The service of analyzing a request for information or documents, identifying and reviewing the applicable Official Military Personnel Folders or other records (including Organizational records and Auxiliary records) and preparing a response document or assisting a patron of the research room with a review of a record. It requires adherence to technical case-working instructions, the Freedom of Information Act, and the Privacy Act of 1974 and its subsequent amendments. It often includes extracting, photocopying, and sanitizing documents for release. Priority responses are normally completed within three workdays (fire-related cases may take longer if external procurement or mold remediation is required), and many are completed on the same day on which they are received.

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**Unit of Measure – Case**

**Service Code – RV**

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**8.26           NPRC DoD Related Mailroom Referrals – RW (NPRC only)**

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**Definition**       The service of receiving and forwarding mail to the appropriate NPRC reference core or external agency. It includes only referrals made at the point of entry into the NPRC mailroom. It does not include referrals issued by NPRC Reference Cores, which require a response letter or the attachment of the pertinent records.

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**Unit of Measure – Referral**

**Service Code – RW**

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**8.27           Payroll Level 3 - RX   (CPR Only)**

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**Definition**       The basic function of providing information at the highest level about or from Payroll files and associated refile action. A separate request is required from the customer for each individual document, folder or case.

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**Unit of Measure – Case**

**Service Code – RX**



<b>8.28</b>	<b>NPRC DOD Related Automated Referrals – RY (NPRC Only)</b>
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**Definition** The automated, electronic referral of requests through CMRS to the appropriate agency and the auto-closure of service requests due to lack of action by the requester. It does not include referrals issued by NPRC Reference Cores, which require a response letter or the attachment of the pertinent records.

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**Unit of Measure – Case**

**Service Code – RY**

<b>8.29</b>	<b>NPRC Army DPRIS Correspondence – RZ (NPRC Only)</b>
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**Definition** The service of using DPRIS for analyzing a request for information or documents, identifying and reviewing the applicable Official Military Personnel Folders or other records (including Organizational records and Auxiliary records) and preparing a response document.

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**Unit of Measure – Case**

**Service Code - RZ**



## *Storage*

### **9.1 Standard – S1**

**Definition** Safe and secure warehousing of transferred records (not otherwise broken out in this section, e.g. classified or environmentally controlled).

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**Unit of Measure – Cubic foot**

**Service Code – S1**

### **9.2 Classified– S3**

**Definition** Safe and secure warehousing under vault conditions of classified transfers (records with a national security classification code of T (Top Secret), S (Secret), C (Confidential), A (vault storage at agency request).

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**Unit of Measure – Cubic foot**

**Service Code – S3**

### **9.3 Archival – SA (Kansas City only)**

**Definition** Storage of archival records accessioned by the Archives of the United States.

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**Unit of Measure – Cubic foot**

**Service Code – SA**

### **9.4 Non-Paper Env Control – SN (WNRC and CPR only)**

**Definition** Storage of non-paper-based media under conditions required and described at 36 CFR.

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**Unit of Measure – Cubic foot**

**Service Code – SN**



<b>9.5 Paper Env Control – ST</b>
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**Definition** Paper-based records stored in environmentally controlled area as defined in the NARS-5 beginning location field at customer request.

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**Unit of Measure – Cubic foot**

**Service Code – ST**

