

NARA 1653-S1: Records Reproduction Fee Schedule Procedures

**PART 1 - INFORMATION ABOUT RECORDS
REPRODUCTION FEES**

1. Must reproduction orders be prepaid?

Yes, all reproduction orders must be prepaid.

2. May I charge a lower or higher fee in special circumstances?

Because the fees are set to recover NARA's costs on a nationwide basis, you may not reduce or raise a fee without specific authorization from XT for an individual order (see 36 CFR § 1258).

3. What forms of payment are acceptable for reproduction orders?

As provided in 36 CFR § 1258, fees may be paid in cash, or by check, money order, or select credit cards. However, some NARA facilities are discontinuing, or have discontinued, the acceptance of cash, check, and/or money order.

4. How do I account for free reproductions?

If you are providing a free reproduction that meets one of the special circumstances in 36 CFR §1258, the cost of the reproduction is charged to your unit's OE or revolving fund account.

5. How do I charge for shipping?

- a. Shipping is normally handled by USPS and the cost for this service is already incorporated into the established reproduction fee.
- b. If a customer requests that the order be sent using an expedited service (e.g., FedEx or UPS), use the customer's account number on the air bill. If the customer does not have an account number, use the NARA account and charge the current expedited shipping fee of \$30.00.

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- c. If a customer requests that the order be sent via an international expedited service (e.g., FedEx or UPS), you must use the customer's account number on the air bill. NARA employees should not ship expedited international customer orders using NARA account numbers.
 - d. In the case of reproductions shipped via UPS: **UPS will not deliver to a P.O. Box. A street address is needed in these cases.**
- 6. Why do we impose a minimum order charge and what is the fee?**

The minimum order charge is imposed to recover NARA's cost to process and send small orders. The current minimum order fee is \$20.00 per order, even if the order is sent electronically.

7. When does the minimum order apply?

The minimum order applies to all orders under \$20.00, except for Draft Cards and Naturalization Records. To determine if the minimum order fee applies, calculate the total cost of the record reproductions. If the total cost is **less than or equal to** \$20.00, charge the \$20.00 minimum order fee (aside from a few exceptions - see examples below). The cost of record certification is not included when determining whether the minimum order fee applies.

- a. **Example 1:** The customer orders a copy of a 15-page document. The cost of the copies is \$12.00. Because the total (\$12.00) is less than the minimum order fee of \$20.00, the minimum order fee applies and the customer is charged \$20.00.
- b. **Example 2:** If the customer orders a copy of a ten-page document and asks to have it certified and mailed, the customer would be charged \$35.00 [minimum order charge (25 pages or less) added to the cost of the certification at \$15.00]. The customer is charged the minimum order charge; certifications are not included when determining whether the minimum order fee applies.

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- c. **Example 3:** If the customer orders a certified Naturalization Record, the customer would be charged \$25.00 (cost of the Naturalization record at \$10.00 added to the cost of the record certification at \$15.00). The customer is NOT charged the minimum order charge. Accessioned Draft Registration Cards and Naturalization Records are not subject to the minimum order.
- d. **Example 4:** The customer orders a copy of a 26-page document. The cost of the copies is \$20.80. The order total is greater than the minimum order. The customer is NOT charged the minimum order charge.
- e. **Example 5:** The customer orders two accessioned draft cards. The cost of the copies is \$14.00. The order total is under \$20.00; however, accessioned draft cards and accessioned naturalization records are exempt from the minimum order. The customer is NOT charged the minimum order charge.
- f. **Example 6:** The customer orders a copy of a 25-page document. The cost of the copies is \$20.00. The order total is equal to the minimum order. The minimum order is used in this case, not the per page copy charge.
- g. **Example 7:** The customer receives a quote for a 25-page document and a two-page document. The cost of the order would be \$21.60. However, when remitting payment, the customer decides not to purchase the 25-page document and only remits \$1.60. The order should be cancelled and a new quote should be issued subject to the minimum order charge.
- h. **Example 8:** The customer orders an accessioned draft card plus four reproductions of other records. [i.e., \$7.00 for the Draft Registration Card, plus the per page rate (80¢ up to the \$20.00 minimum order charge)]. The order is subject to the minimum order charge.

8. When are "rush" orders and "rush" fees authorized?

Rush orders are handled on a case-by-case basis. Staff may be able to accommodate a rush order but this cannot be guaranteed. No extra charges apply for processing a rush order, a \$30.00, per order, charge applies for expedited shipping.

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9. What is XT's return policy?

Due to the age, original media type and general condition of many of the items in NARA's holdings, it is occasionally difficult to make a legible reproduction. Archivists are trained to notify customers if they anticipate that the original will result in a reproduction of questionable legibility prior to proceeding with the reproduction process. They will only proceed with the approval of the customer. After a record reproduction is completed, the product is reviewed to determine if it is an accurate representation of the original item. Because of this, NARA does not provide refunds except in special cases. If a customer requests a refund, a review is made of the order to determine if the customer was properly notified of the questionable nature of the original and if the product is a true representation of the original. If the customer authorized proceeding and the product is a true representation of the original, no refund will be issued. Refund requests made 120 days after order date will not be considered.

10. How do I charge for orders in progress when new fees are made effective?

Use the following chart to determine which fee to charge. If you have questions about a specific order, contact XT by phone or e-mail.

If the order . . .	Charge the fees in the . . .
was received by the NARA unit before April 1, 2017	November 6, 2015 fee schedule
was received by the NARA unit on or after, April 1, 2017	April 1, 2017 fee schedule

11. How do I charge for certifications and NARA seal embossing?

- a. Certifications will be charged per 150 pages certified; NARA seal embossing are charged per impression. Certifications and NARA seal impressions are add-on services, the cost of which is not used to determine minimum reproduction order fees. See some examples below:

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- b. Example 1:** The customer orders a 225 page certified bankruptcy case file. The cost of the copies is \$90.00 for the first 150 pages, then the customer is charged \$22.00 per 15-minutes of work (the \$22.00 per 15-minute labor rate applies only to Federal Records Centers). In addition, the customer is charged \$30.00 for certifications (\$15.00 for the certification of the first 150 pages and \$15.00 for the remaining 75 pages).
- c. Example 2:** The customer orders a 130 page certified bankruptcy case file. The cost of the copies is \$90.00. Since the total page count is 150 or less, the cost of a single certification is \$15.00. The customer is charged \$105.00
- d. Example 3:** The customer orders a certified Naturalization Record; the customer would be charged \$25.00 (cost of the Naturalization record at \$10.00 added to the cost of the record certification at \$15.00). The customer is NOT charged the minimum order charge. Accessioned Draft Registration Cards and Naturalization Records are not subject to the minimum order.
- e. Example 4:** The customer orders a copy of a ten-page document and asks to have it certified and mailed; the customer is charged \$35.00 [minimum order charge (25 pages or less) added to the cost of the certification at \$15.00]. The customer is charged the minimum order charge; certifications are not included when determining whether the minimum order fee applies.
- f. Example 5:** The customer orders a 26-page NARA seal impressed archival reproduction. The customer wants the first page impressed. The cost of the copies is \$20.80. The cost of a single NARA seal impressed \$2.50. The customer is charged \$23.30.
- g. Example 6:** A walk-in customer makes one (1) reproduction on a NARA-owned self-service machine. That customer then approaches research room staff for a seal impression. The customer is charged \$2.50.
- h. Example 7:** The customer orders a copy of a ten-page (10) document and asks to have it impressed and mailed, the customer would be charged \$22.50 (minimum order charge of \$20 (20 pages or less) added to the cost

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of the impression at \$2.50). The customer is charged the minimum order charge; NARA seal embossments are not included when determining whether the minimum order fee applies.

12. How do I charge for printing from public access personal computers (PAPCs)?

- a. The fees collected for these types of reproductions will be automated. Funds will be deducted from a customer's account per print. Below are some examples of pricing.
- b. Example 1: The customer prints ten (10) single-sided, black-and-white pages from a PAPC. The customer is charged \$1.00.
- c. Example 2: The customer prints four (4) single-sided, color pages from a PAPC. The customer is charged \$0.40.
- d. Example 3: The customer prints five (5) double-sided, black-and-white pages from a PAPC. The customer is charged \$1.00. Duplex printing is charged per printed side.

Below is a table of all printing charges. All prices are for self-service only. Not all paper sizes or printing options may be available at every public access printer. This service is only available at the Archives I and II buildings (AI and AII).

Size	Color	B&W	Color Duplex (per side)	B&W Duplex (per side)
Letter	\$0.10	\$0.10	\$0.10	\$0.10
Legal	\$0.10	\$0.10	\$0.10	\$0.10
11 x 17 (ledger)	\$0.10	\$0.10	\$0.10	\$0.10

13. How do I charge for printing from public access personal computers (PAPCs)?

- a. The National Personnel Records Center and the National Archives at St. Louis usually apply the seal to the bottom right corner of reproductions. Embossments should be done in the corner where the seal will have the least impact on significant data from the reproduction.
- b. Normally, only the first sheet of each reproduction order is embossed. For example, if a customer has a ten-page document and requests an embossment, apply the seal only to the first page. If the customer requests that the seal be applied to multiple documents, the seal fee is charged for every document that is embossed.

PART 2 - REQUESTING FEES FOR NEW REPRODUCTION PRODUCTS

14. How do I determine the fee for a product that is not listed?

If you are not sure whether the product being requested is covered by the authorized fees, contact XT for clarification. XT will provide the correct product code or will instruct you on how to propose a new product.

15. How do I propose a new product to be added?

- a. Prepare a justification for your proposed product that includes, at a minimum, the following information:
 1. Estimated monthly volume of orders at your location;
 2. Identification of the equipment and supplies required to make the product and also the estimated cost of the equipment (if it must be acquired) and supplies;
 3. Identification of any products that will be replaced by the proposed product;
 4. Identification of other NARA units that may have a demand for the proposed product; and
 5. Any other information that will help XT to analyze your proposal.
- b. Send the justification to your office head, through appropriate channels, for concurrence and forwarding to XT.

16. How does XT evaluate a proposal for a new product?

- a. XT assesses the potential customer base for the proposed product, consulting other NARA offices.
- b. If the potential demand warrants, XT prepares a cost analysis and develops a proposed recommended fee for review by the Chief Financial Officer and approval by the Archivist.
- c. If approved, XT prepares a change to the fee schedule and generates an interim guidance, where the new fee will remain for at least one-year.

PART 3 - FEES FOR NON-DIGITIZED AUDIOVISUAL REPRODUCTION

17. How do I calculate fees for audiovisual reproductions?

The fee for an audiovisual reproduction is calculated by adding the actual vendor charge for the reproductions and the archival handling fee for each item pulled for reproduction. If a customer orders multiple copies made from a single original in one order, the archival handling fee is charged only on the initial copy. The fees are submitted to the vendor who reimburses NARA for the archival handling of the records. As of October 1, 2016, the vendor programs for Still Pictures and Cartographic reproductions have been dissolved.

- a. **Example 1:** A customer requests a copy of three different motion picture items. The customer is charged \$51.75 (3 times the archival handling fee of \$17.25) plus the actual vendor charges for the specific copies.
- b. **Example 2:** A customer requests a copy of a single audio item. That customer is charged \$6.50 plus the actual vendor charges for the copies.

PART 4 - FIXED-FEE ORDERS

18. How can customers place fixed-fee orders?

a. Fixed-fees include the following:

1. NATF Form 81, Order for Copies of Ship Passenger Arrival Records
2. NATF Form 82, Order for Copies of Federal Census Records
3. NATF Form 83, Order for Copies of Eastern Cherokee Applications
4. NATF Form 84, Order for Copies of Land Entry Files
5. NATF Form 85, Order for Copies of Military Pension or Bounty Land Warrant Applications
6. NATF Form 86, Order for Copies of Military Service Records (pre-20th Century)

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7. World War I Era Accessioned Draft Cards
 8. Accessioned Naturalization Records
 9. NATF Form 90, Order for Copies of Bankruptcy Cases
 10. NATF Form 91, Order for Copies of Civil Cases
 11. NATF Form 92, Order for Copies of Criminal Cases
 12. NATF Form 93, Order for Copies of Court of Appeals Cases
- b. Customers can access the online ordering system web site to place a fixed-fee order. The customer can also access the online ordering system web site through a link on www.archives.gov.
- c. Customers may request paper copies of NATF Form 80s via phone (1-866-272-6272), fax (301-837-0483), online (see the web page entitled "Contact Us" on www.archives.gov.) and postal mail. The mailing address is:
- National Archives and Records Administration (RD)
8601 Adelphi Road
College Park, MD 20740-6001
- d. Customers may obtain printable copies of NATF Forms 90 on the web at <http://www.archives.gov/research/court-records/bankruptcy.html>.
- e. Completed forms should be sent to the addresses listed on the forms (it is noted that customers should be encouraged to use the online ordering system whenever possible).

19. What if customers use superseded NATF forms to place fixed-fee orders?

We cannot accept orders on paper forms that reflect a superseded fee schedule because we are obligated to recover the full cost of the reproductions. XT makes every effort to ensure that current forms are available for distribution on and after the effective date of any fee schedule revision. If the Archives receives superseded forms from customers on or after the issuance of a revised fee schedule, they return the forms to the sender with an explanation of the new fee schedule and forms that are now in effect and send copies of the new forms.

PART 5 - NATIONAL ARCHIVES AT ST. LOUIS REPRODUCTIONS

20. How can customers place orders for fixed-fee Archival Official Military Personnel Files (OMPFs)?

- a. The OMPFs listed below are in the legal custody of the National Archives at St. Louis (RL). Much of the written reference work on these records is processed through the staff of the National Personnel Records Center (AFN) which has the physical custody of OMPFs that are not yet accessioned.
- b. An OMPF is accessioned 62 years after the veteran is separated from service through discharge, retirement, or death in service. The following is a list of accessioned OMPFs with the earliest dates contained in each series.
 1. U.S. Navy Enlisted OMPFs with discharge dates beginning in 1885;
 2. U.S. Navy Officer OMPFs with discharge dates beginning in 1902;
 3. U.S. Marine Corps Enlisted OMPFs with discharge dates beginning in 1906;
 4. U.S. Marine Corps Officer OMPFs with discharge dates beginning in 1905;
 5. U.S. Army OMPFs with discharge dates beginning in 1912;
 6. U.S. Coast Guard OMPFs with discharge dates beginning in 1885;
and
 7. U.S. Air Force OMPFs with discharge dates beginning in September 1947.
- c. To order a record, customers may:
 1. Create a web request at <http://vetrecs.archives.gov> (veterans and next of kin ONLY).
 2. Fax a request to AFN at 314-801-9195.
 3. Send a written request to:

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National Personnel Records Center

1 Archives Drive

St. Louis, MO 63138-1002

4. The Standard Form 180, Request Pertaining to Military Records, is often used to request copies of archival military records. See <http://www.archives.gov/research/order/standard-form-180.pdf>.
5. Visit the National Archives at St. Louis research room. To make an appointment, customers may call 314-801-0850 or send an email to stlarr.archives@nara.gov.

21. How can customers place orders for fixed-fee Archival Official Personnel Folders (OPFs)?

To order records, customers may:

- a. Fax a request to RL at 314-801-9187
- b. Send a written request to RL at
National Archives at St. Louis
P.O. Box 38757
St. Louis, MO 63138
- c. Visit the National Archives at St. Louis research room. To make an appointment, customers may call 314-801-0850 or send an email to stlarr.archives@nara.gov.

22. How can customers place orders for Digital Reproductions of Persons of Exceptional Prominence (PEP) Folders?

- a. PEP records are the subset of OMPFs that pertain to veterans who are well-known to the public. Some of the PEP records are available only in paper form, while others have been digitized and are sold in DVD format. The list of PEP records on NARA's website, <http://www.archives.gov/st-louis/military-personnel/public/persons-of-prominence.html>, shows which PEP records are available in digital format (along with the associated costs).

- b. To order a PEP record that is not available in digital format, customers may follow the procedures in Question 20 above.
- c. To order a digital PEP record, customers may:
 - 1. Fax a request to RL at 314-801-9187.
 - 2. Send a written request to RL at
National Archives at St. Louis
P.O. Box 38757
St. Louis, MO 63138
 - 3. Visit the National Archives at St. Louis research room. To make an appointment, customers may call 314-801-0850 or send an email to stlarr.archives@nara.gov.

PART 6 - DIGITIZED/DIGITAL REPRODUCTIONS

23. How What are the scan type definitions and equipment specifications for digitized reproductions?

XT provides digitized reproductions in three categories: self-service scanning, basic digitized scans, and NARA enhanced scans. Below are definitions and specifications for each type of reproduction.

- a. **Self-Service Scanning** – The specifications for self-service scanning are for digitized scans made by customers who are visiting a NARA operated research room and using NARA owned equipment. Reproduction scans will adhere to the following specifications:
 - Minimum Scanner Resolution: 300 ppi @ original document size.
Customers may have the option to lower the scanner resolution.
 - Scanner Bit-Depth: 1 bit for Black-and-White, 8 bits for grayscale, and 24 bit for color.
 - Color Options: Black-and-White, Grayscale, Color.
 - Minimum Document Scan Size: 8 ½” x 14”. Scan size will vary by location.

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- Image Adjustments: Customers will be limited to image adjustments available in the scanner driver (generally brightness and contrast).
- Possible File Types: .TIF, .JPG, .BMP, .PDF. Available file types may vary by locations.

b. **Basic Digitized Scan and Digitized Reproductions of Film Negatives –**

The basic digitized scan will be used for the vast majority of NARA-made digitized reproductions; digitized reproductions of film negatives will follow the same scan specifications as the basic digitized scan. This type of reproduction can be used for textual, cartographic, and photographic reproductions. This product is equivalent to the Digitization Services Branch (VIS) Distribution Image (IMG-D6) as described at <http://www.archives.gov/preservation/products/definitions/copy-types.html>.

Reproduction scans will adhere to the following specifications:

- Minimum Scanner Resolution: 300 ppi @ original document size or 3000 pixels on the long dimension for film scans (negatives will be inverted to a positive tonal orientation). Customers may request lower scanner resolutions.
- Maximum Scanner Resolution: 400 ppi @ original document size or 4000 pixels on the long dimension for film scans (negatives will be inverted to a positive tonal orientation).
- Scanner Bit-Depth: 1 bit for Black-and-White, 8 bits for grayscale, and 24 bit for color.
- Color Options: Black-and-White, Grayscale, Color.
- Minimum Document Scan Size: 8 ½” x 14”. Scan size will vary by location.
- Image Adjustment: NARA technicians will make no adjustments to the scanned image.
- Possible File Types: .TIF, .JPG, .BMP, .PDF. Available file types may vary by locations.

- c. **NARA Enhanced Scan** – The NARA Enhanced scan will be only available at locations capable of meeting the capabilities discussed below. This type of reproduction can be used for textual, cartographic, and photographic reproductions. This product is equivalent to the Digitization Services Branch (VIS) Standard Distribution Image (IMG-D1) as described at <http://www.archives.gov/preservation/products/definitions/copy-types.html>. Reproduction scans will adhere to the following specifications:
- Minimum Scanner Resolution: 400 ppi @ original document size or 4000 pixels on the long dimension for film scans (negatives will be inverted to a positive tonal orientation).
 - Minimum Scanner Bit-Depth: 1 bit for Black-and-White, 8 bits for grayscale, and 24 bit for color.
 - Color Options: Black-and-White, Grayscale, Color.
 - Minimum Document Scan Size: 8 ½” x 14”. Scan size will vary by location.
 - Image Adjustment: Color and tone reproduction has been adjusted for generic monitor display. System calibration and/or image processing has been performed to ensure a Federal Agency Digitization Guideline Initiative (FADGI) image quality rating of at least 1-star in all categories (<http://www.digitizationguidelines.gov/still-image/>).
 - Possible File Types: .TIF, .JPG, .BMP, .PDF. Available file types may vary by locations.

24. How can I determine if I have the appropriate equipment to make digitized reproductions?

Hardware determinations may be assisted by consulting the Digitization Services Branch (VIS). Additional information may also be found here:

<http://www.archives.gov/preservation/products/definitions/copy-types.html>. Any business unit unable to meet the hardware determinations must not offer digitized

reproductions. Further, NARA Enhanced scans should only be offered by those who can meet the FADGI 1-star ratings in all categories.

25. How are digitized reproductions delivered to the customer?

Images are burned onto CD or DVD, uploaded to NARA's electronic transfer site, or sent via email.

- a. If file size permits and the customer order specifies, images can be sent via e-mail. Image size for email is limited to 5 MB (megabyte). The staff member sending the e-mail should place a read receipt on outgoing emails. This option is not available via the online ordering system, aside from WWI era Draft Registration Cards.
- b. If the customer requests to have their reproduction delivered via electronic transfer, the staff member uploads the file(s). The customer is then notified electronically and automatically that the file is available. The customer must have provided a valid email address to use this option.
- c. A customer may request that a digitized reproduction be sent on CD/DVD via UPS or USPS, depending upon type of reproduction. If a CD will not hold all digitized images, a DVD may be used, if the office performing the reproductions has the capability. If DVD is not an option, multiple CDs may be used. When providing the customer with multiple discs, the same medium should be used (i.e., a customer should never receive one DVD and one CD).
 1. A CD holds approximately 660 MB of information.
 2. A DVD holds approximately 4.7 GB of information.

26. Is a fee to be charged for the digitized media used (i.e., CD/DVD)?

No; the cost for the CD/DVD is included in the price of a reproduction. NARA will assess a fee of \$2.00 to a researcher requesting a blank CD/DVD for use in self-service digital reproductions, at NARA locations that choose to provide blank CD/DVDs for sale to the public.

27. Is a fee to be charged for use of NARA's electronic transfer site?

No, the cost of the electronic transfer is included in the price of a reproduction.

28. How should I charge for the digitization of NARA-made digitized/digital reproductions?

- a. The minimum order fee applies to remote orders (fax, email, postal), but not self-service reproductions.
- b. The minimum order fee applies to all other orders under \$20.00, except for Draft Cards and Naturalization Records. Below are some examples:

Example 1: The customer orders a basic digitized scan of an NATF Form 85: Pension Application File - Civil War and Later (up to 100 pages), that customer would be charged \$80.00, regardless of page count. If the order is larger than 100 pages, the customer would be charged \$0.70 per page additional (not the \$0.80 per page digitized rate).

Example 2: The mail order customer orders a basic digitized scan of a 15-page document (Form 72). The cost is \$20.00. Because the total (\$12.00) is less than the minimum order fee of \$20.00, the minimum order fee applies and the customer is charged \$20.00.

Example 3: The customer orders a basic digitized scan of a 26-page document (Form 72). The cost is \$20.80. The order total is greater than the minimum order.

Example 4: The customer orders two basic digitized scans of accessioned draft cards. The cost is \$14.00. The order total is under \$20.00; however, accessioned draft cards and accessioned naturalization records are exempt from the minimum order. WWI era draft cards are available via the online ordering system. All other draft card orders must be ordered through NPRC.

Example 5: The customer orders a basic digitized scan of a six (6) foot long map. The cost is \$21.00 (\$3.50 per linear foot).

Example 6: The customer orders ten (10) born-digital files, the price to the customer would be \$170.00 (\$17.00 per file times 10 files).

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Example 7: The customer orders 12 born-digital files, the price to the customer would be \$168.00 (\$14.00 per file times 12 files). Born-digital records are priced at \$17.00 per file up to 10 and \$14.00 per file for order of greater than 10 files.

Example 8: For an on-site customer, the customer orders a basic digitized scan of a one foot long map. The cost of the copy is \$3.50. If this customer were receiving the same order by mail, the \$20.00 minimum order reproduction would apply.

Example 9: The customer orders a 4-linear foot, NARA enhanced scan. The cost is \$100.00

Example 10: The mail order customer orders 15 NARA-made digitized reproductions of Photographic Film Negatives. The cost is \$37.50. Because the total (\$37.50) is more than the minimum order fee of \$20.00, the minimum order fee does not apply.

Example 11: The customer orders a basic digitized scan of a 26-page document (Form 72), to be delivered via electronic transfer. The cost is \$20.80. The order total is greater than the minimum order.

Example 12: The customer orders three electronic files of records that had originated as paper but are now stored as digitized copies; these are not records stored and maintained in NARA's various catalogs. The up to 10 files born digital item number should be used. The cost is \$51.00 (\$17.00 times 3 files).

29. When do I use the digitization item numbers as opposed to the paper-to-paper (digitized) item numbers?

In most cases, the paper-to-paper (digitized) item numbers should be used. The "rule of thumb" is: if the record is textual, use the paper-to-paper item number; if the item is non-textual, use the digitized item number. Some examples are shown below:

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Example 1: The customer orders a digitized NATF Form 85: Pension Application File - Civil War and Later (up to 100 pages); the item number to be used is FORM85D.

Example 2: The customer orders a digitized Naturalization Record, the item number to be used is FORMNATZ.

Example 3: The customer orders a basic digitized copy of a five foot long map; the item number to be used is RS0030.

Example 4: The customer orders an 11" x 17" NARA Enhanced scan of a photograph; the item number to be used is RSXC0020.

30. Are any reproductions excluded from being digitized?

The following products are not currently available to be digitized:

- a. Archival Official Military Personnel Files (OMPFs).
- b. Archival Official Personnel Folders (OPFs).
- c. Motion pictures.
- d. Any record requiring certification and/or NARA seal embossing.

31. How do I provide a digitized certification or digitized NARA seal impression to a customer?

Currently, NARA cannot offer digitized certifications or digitized NARA seal impressions. When a customer places an order for a digitized reproduction via the online ordering system, the certification option automatically is removed.

32. How is a "file" unit determined when calculating the cost of a reproduction order for born-digital reproductions?

Because files of differing types of electronic records are structured differently (usually organized by agencies to best suit their own business needs, as well as by type) the only commonality to what constitutes a digital file is that each file is an aggregation of bytes that computer software recognizes as a single entity. A file unit of accessioned born-digital files is determined by how the records of the file were organized by the agency when transferred to NARA or how NARA organized them for preservation purposes.