

10.1.13

CASHIER BOOTH WILL BE CLOSING PERMANENTLY

These FAQs are designed to provide answers to commonly asked researcher questions.

Q. *Why is NARA closing the cashier booths permanently?*

A. Due to budget concerns, we have automated our payment operations as a strategy to provide these services in a more efficient manner.

Q. *Where can I add funds to my Research Card in order to make scans and/or photocopies?*

A. Funds can be added to Research Cards via NARA's online site <https://copycard.archives.gov> or by visiting one of the two kiosks provided.

Q. *Where can I register my Research Card so that I can begin making scans and/or photocopies?*

A. You can register your card at <https://copycard.archives.gov>.

Q. *What should I do if the kiosk took my money but didn't add value to my card?*

A. In College Park, dial 301-837-3577 from any Archives house phone or your mobile device. In Washington, DC, dial 202-357-5977. Someone will be available to assist you.

Q. *Where can I purchase research supplies such as thumb drives and batteries?*

A. In College Park, you can purchase these materials from the convenience store located on the main floor off the hallway leading to the cafeteria. In Washington, DC, you can find the same materials at the MyArchives Store located below the Rotunda of the Charters of Freedom.

Q. *I had to order my reproductions to be delivered at a later date. Where do I take my payment and quote form?*

A. A drop box has been set-up to receive these orders. Please place your payment and form in the drop box; your order will be sent as soon as it is completed. In College Park, this is located to your left when exiting the elevators from the research rooms. In Washington, DC, a NARA staff member will deliver your payment and form to a financial technician for processing.

Q. *How do I do a cash-and-carry order?*

A. A NARA staff person will assist you in paying for cash-and-carry orders via your Research Card.

Q. *Where can I check the funds available on my Research Card?*

A. You can review available funds, as well as a number of other Research Card related items here: <https://copycard.archives.gov>.

