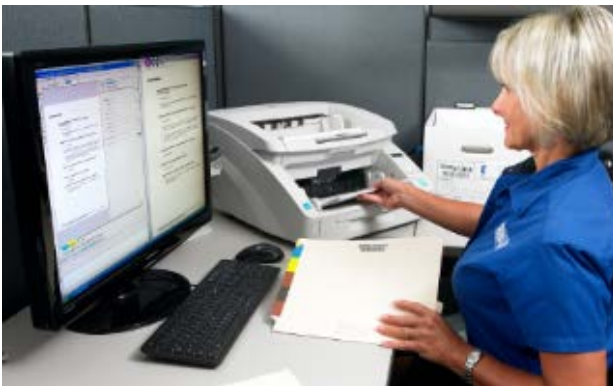


Digital Delivery

Electronic Document Delivery Service

Your Reference Request is researched, scanned, and e-mailed directly to you by Federal Records Center staff



Advantages

- ✓ No Shipping Charges
- ✓ Requests often fulfilled in same day
- ✓ Make standard Reference Request via ARCIS, OF 11, fax, or e-mail
- ✓ Original records remain safely stored at the FRC
- ✓ Less likelihood of loss or damage
- ✓ If your receive illegible documents, we will rescan at no additional cost

- Baseline service included in box storage cost
- Up to 3 business days standard delivery
- Rush option for 1 business day delivery
- 500 page limit

Contact your FRC Account Manager today!
(301) 837-3076 or FRC@NARA.gov

Digital Delivery

Frequently Asked Questions

What is Digital Delivery?

Digital Delivery is an easy way to get copies of specific documents/folders/case files stored at a NARA Federal Records Center (FRC). Your reference request is researched, scanned, and emailed to you in Adobe Portable Document Format (PDF).

How much does Digital Delivery cost?

Digital Delivery is a standard reference service provided as part of the monthly box storage cost. There is no additional fee* for the service. (*Emergency requests will incur a rush service charge of \$4.50/request)

How do I submit a Digital Delivery request?

Just like other standard reference requests, you may submit Digital Delivery requests via ARCIS. Simply select "SmartScan" from the "Nature of Service" dropdown. OF 11, fax, or e-mail are also acceptable methods* of requesting a document via Digital Delivery. (*Non ARCIS portal requests will incur a special handling charge of \$3.75/request). The transfer with the desired record must have an index/box list and you must identify the specific document needed in the request.

Do I need any special equipment or software to use Digital Delivery?

You need a computer with Internet access and a valid Federal email account in order to receive digitally delivered documents. You must have PDF viewing software on your computer in order to view the PDF scan of your records

Can I use Digital Delivery for classified or sensitive records?

No. Digital Delivery is not able to transmit classified or sensitive records.

How long does it take to get my records if I use Digital Delivery?

Digital Delivery requests will take up to three business days to receive, but requests received by an FRC before 10:00 a.m. can often be received on the same business day depending on daily demand.



Are there limits on the size of Digital Delivery transmissions?

Digital Delivery requests are limited to 500 pages but there is no limit to the file size. Files less than 25MB can often be sent as an encrypted email attachment. In cases of larger files or agency limits on email attachments, secure FTP will be used for delivery.

When should I use Digital Delivery?

Digital Delivery is a convenient way of receiving lower-volume reference requests as an electronic copy instead of withdrawing the document from the FRC.

Are records sent by Digital Delivery easy to read?

The FRCs conduct a quality control review of all Digital Delivery transmissions. If a document is ever illegible, simply contact your FRC staff and they will rescan and resend your document to you at no additional cost.

What about security issues?

The security of your records is important to us. As with our regular reference services, only authorized agency personnel will be allowed to request documents using Digital Delivery. All electronic copies are encrypted during transmission. Furthermore, your original records remain safely stored in the FRC and are not subject to loss or damage while in transit.

Contact your FRC Account Manager today!

FRC@NARA.gov