

## 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 you receive illegible documents, we will rescan at no additional cost



### Options

- ✓ SmartScan30 for 1-30 pages
- ✓ SmartScan500 for 31-500 pages



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

# SmartScan30 and SmartScan500

## Frequently Asked Questions

**What are SmartScan30 and SmartScan500? How are they different?**

SmartScan30 and SmartScan500 are ways of getting your records from a NARA Federal Records Center (FRC). Your reference request is researched, scanned, and emailed to you in Adobe Portable Document Format (PDF). The only difference between the two is that SmartScan30 is for requests of 30 pages or less while SmartScan500 is for requests of between 31 and 500 pages.



**What do SmartScan30 and SmartScan500 fees cover?**

SmartScan30 and SmartScan500 fees cover the cost of scanning and transmission (reference and refile charges are billed separately).

**How do I submit a SmartScan30 or SmartScan500 request?**

Just like standard reference requests, you may submit SmartScan requests via ARCIS, OF 11, fax, or e-mail. If you are using a form, just note "SmartScan" in the "Remarks" field (there is no need to differentiate between SmartScan30 and SmartScan500) and provide a valid Federal e-mail address. If you are using ARCIS, select "SmartScan" from the "Nature of Service" dropdown. FRC staff will take it from there.

**Do I need any special equipment or software to use SmartScan30 or SmartScan500?**

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

**Can I use SmartScan30 or SmartScan500 for classified or sensitive records?**

No. SmartScan30 and SmartScan500 are not able to transmit classified or sensitive records.

**How long does it take to get my records if I use SmartScan30 or SmartScan500?**

Most SmartScan requests received by an FRC before 9:00 a.m. will be emailed to you by 4:00 p.m. on the same business day.

**Are there limits on the size of SmartScan30 or SmartScan500 transmissions?**

The FRCs have a 25MB limit on outbound email messages (the approximate equivalent of a 500-page PDF document). Your agency may limit the size of incoming messages, so talk to your IT staff before ordering.

**When should I use SmartScan?**

SmartScan30 and SmartScan500 are valuable for urgent requests, since orders can often be fulfilled on the same day. Consider SmartScan a cost-effective way of receiving lower-volume reference requests. Check with your Records Officer to see if there are any restrictions on SmartScan at your agency.

**Are records sent with SmartScan30 or SmartScan500 easy to read?**

The FRCs apply a 100% quality control process to all SmartScan30 and SmartScan500 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 receive documents using SmartScan30 or SmartScan500. 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**