

# SmartScan FAQ

## What is SmartScan?

SmartScan is a new way of getting your records from Federal Records Centers. Your reference request is researched, scanned by our staff, and emailed to you in Adobe Portable Document Format (PDF).

## How much does SmartScan cost?

Fees for SmartScan include a per page cost for the transmission plus standard pull and refile charges, and extensive search charges (if necessary). SmartScan eliminates outbound and return shipping costs, as well as overhead costs at your agency for receiving, duplicating, and distributing the records.

## How do I submit a SmartScan request?

Just like standard requests, you may submit SmartScan requests via CIPS, OF 11, fax, or email. Simply type "SmartScan" in the "Remarks" field, and provide a valid Federal email address. Your local Federal Records Center staff will take it from there.

## Do I need any special equipment or software to use SmartScan?

In order to receive SmartScan documents, you will need a computer with Internet access and an email account. In addition, in order to view the PDF scan of your records, you will need Adobe Acrobat Reader, which can be downloaded free of charge at [www.adobe.com](http://www.adobe.com).

## Are there limits on the size of SmartScan transmissions?

The Federal Records Centers have a 5MB limit on outbound email messages (the approximate equivalent of a 75-page PDF document). Your agency's limit on the size of incoming messages may vary—talk to your IT staff to determine any restrictions.

## When should I use SmartScan?

SmartScan is a cost-effective way to get most reference requests of 30 pages or less, since it eliminates outbound and return shipping costs. SmartScan is also useful for urgent requests, particularly those that are needed the same day. Check with your agency's Federal Records Officer to see if there are any restrictions on using SmartScan.

## Can I use SmartScan for classified or sensitive records?

Because of security limitations, SmartScan will not be used to transmit classified or sensitive records.



## How long does it take to get my records if I use SmartScan?

Most SmartScan requests received by the Federal Records Centers by 9:00 a.m. will be emailed to you by 4:00 p.m. that very same business day.

## Are records sent with SmartScan easy to read?

The FRCs offer a 100% quality control process for all outbound SmartScan transmissions. If a SmartScan document is ever illegible, simply contact your Federal Records Center staff and they will rescan your document and resend it to you free of charge.

## 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 SmartScan. When you use SmartScan, your original records remain safely stored in the FRC, and are not subject to loss or damage while in transit.

For more information on SmartScan, see [www.archives.gov/frc](http://www.archives.gov/frc) or contact your local FRC Director or your FRC Account Representative today!



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