

<b>REQUEST FOR RECORDS DISPOSITION AUTHORITY</b>		JOB NUMBER N1-064-03-7	
To: NATIONAL ARCHIVES & RECORDS ADMINISTRATION 8601 ADELPHI ROAD COLLEGE PARK, MD 20740-6001		Date received 6-6-2003	
1 FROM (Agency or establishment) National Archives & Records Administration		NOTIFICATION TO AGENCY	
2 MAJOR SUBDIVISION Office of Regional Records Services		In accordance with the provisions of 44 U.S.C. 3303a, the disposition request, including amendments, is approved except for items that may be marked "disposition not approved" or "withdrawn" in column 10	
3 MINOR SUBDIVISION National Personnel Records Center			
4 NAME OF PERSON WITH WHOM TO CONFER Richard Marcus	5 TELEPHONE NUMBER 301-837-2942	DATE 8-13-03	ARCHIVIST OF THE UNITED STATES <i>[Signature]</i>
6 AGENCY CERTIFICATION I hereby certify that I am authorized to act for this agency in matters pertaining to the disposition of its records and that the records proposed for disposal on the attached <u>2</u> page(s) are not needed now for the business for this agency or will not be needed after the retention periods specified, and that written concurrence from the General Accounting Office, under the provisions of Title 8 of the GAO Manual for Guidance of Federal Agencies,			
<input type="checkbox"/> is not required <input type="checkbox"/> is attached, or <input checked="" type="checkbox"/> has been requested			
DATE MAY 21 2003	SIGNATURE OF AGENCY REPRESENTATIVE <i>[Signature]</i> Richard W. Marcus		TITLE NARA Records Officer
7 ITEM NO	8 DESCRIPTION OF ITEM AND PROPOSED DISPOSITION	9 GRS OR SUPERSEDED JOB CITATION	10 ACTION TAKEN (NARA USE ONLY)
	See attached page(s)		
<i>cc Agency, NR, NWML, NWCT</i>			

## Case Management and Reporting System (CMRS)

The Case Management and Reporting System (CMRS) manages customer requests for military personnel, medical, and organizational records at the National Personnel Records Center in St. Louis, Missouri. It maintains data regarding each request, helps to locate the appropriate folder for the veteran in question, identifies duplicate requests and groups them for assignment to the same staff member, manages the efficient retrieval of folders from the shelves, tracks removed folders and facilitates folder refiling. The system also processes copies of selected military documents, produces any needed correspondence with the customer and facilitates document shipment to the customer.

Requests for documents or information are received by letter, on forms or as a paper SF 180, Request Pertaining to Military Records sent via the USPS, by fax, by commercial delivery service, or electronically via a web interface. Ultimately, all documentation is entered into the CMRS database.

CMRS is also used to manage and equalize staff workload, assigning cases to individual staff members based on resource availability and existing caseload.

- 1 ~~Customer requests (“Scanned paper”)  
SF 180s, forms and letters requesting copies of documents or information contained in an OMPF, medical record, or in organizational records and Web generated signature sheet. All documents are “hard copies” and are imaged. Digital images are retained in CMRS database.  
  
Destroy paper originals 30 days after assignment of case to a technician or 30 days after case is closed, whichever comes first. GRS 20, Item 2a~~
- 2 ~~CMRS data  
Data gathered and/or generated as the result of receiving and processing a customer request for copies of documents or information from an OMPF, medical record, or an organizational record. Includes date, nature, and purpose of disclosure and name and address of requestor (commonly called “access information”), name and service no. of veteran, processing information, images of requestor documentation, response documents, customer contacts and work notes generated by staff working a case. Logical record is based on a specific request, not on the veteran.  
  
Disposal Not Authorized~~
- 3 ~~Registry File  
Automated Index of certain OMPFs and medical records located at NPRC with locations. CMRS accesses this file to determine location of requested OMPF for retrieval.  
  
Destroy when no longer needed for administrative use~~
- 4 ~~All other documentation generated as part of the fulfillment process  
Includes Finding Aid Reports (FARS) and charge-out cards  
  
Destroy when no longer needed~~
- 5 ~~System documentation  
  
Destroy when superseded or obsolete. GRS 20, Item 11a~~