To: NATIONAL ARCHIVES & RECORDS ADMINISTRATION  
8601 ADELPHI ROAD COLLEGE PARK, MD 20740-6001  

1 FROM (Agency or establishment)  
National Archives & Records Administration  

2 MAJOR SUBDIVISION  
Office of Regional Records Services  

3 MINOR SUBDIVISION  
National Personnel Records Center  

4 NAME OF PERSON WITH WHOM TO CONFER  
Richard Marcus  

5 TELEPHONE NUMBER  
301-837-2942  

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 2 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,  

☐ is not required  ☐ is attached, or  ✔ has been requested  

DATE MAY 21 2003  

SIGNATURE OF AGENCY REPRESENTATIVE  
Richard Marcus  

TITLE  
NARA Records Officer  

7 ITEM NO  
8 DESCRIPTION OF ITEM AND PROPOSED DISPOSITION  
See attached page(s)  

9 GRS OR SUPERSEDED JOB CITATION  
10 ACTION TAKEN (NARA USE ONLY)  

N1-064-03-7  

6-6-2003  

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request, including amendments, is approved except for items that may be marked "disposition not approved" or "withdrawn" in column 10.
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 superceded or obsolete. GRS 20, Item 11a