



Office of the Chief  
Records Officer for the  
U.S. Government

***Sent Via Email. No Hard Copy to Follow.***

January 30, 2023

Tonia Austin-Douglas  
Department of Homeland Security  
United States Coast Guard  
Attn: Records Manager  
US Coast Guard Stop 7710  
2703 Martin Luther King Jr. Ave., SE  
Washington, DC 20593-7710

Dear Tonia Austin-Douglas,

We have received your report that two Merchant Seaman's Personnel and Licensing Records files were lost during shipment between the Washington National Records Center (WNRC) and the National Maritime Center.

We understand that the NMC searched for these two lost files within their facilities but were unsuccessful. We also understand that the NMC is currently testing a new check-in process for all records that are received from the Federal Records Center. This includes having an additional staff member conduct a quality control check in order to validate the information for records that have been received. New procedures include an electronic log that follows all records until they have been verified and shredded. Once the process is validated and ready for implementation, the Manual for Central Files will be updated.

Based on the information in your report, NARA considers this matter to be resolved. I appreciate your attention to this matter. If the files are located, please let us know so we can update our records. If you have any questions or wish to discuss further, please contact me at [laurence.brewer@nara.gov](mailto:laurence.brewer@nara.gov).

Sincerely,

LAURENCE BREWER  
Chief Records Officer  
for the U.S. Government

cc. Michelle Thomas, Department Records Officer, Department of Homeland Security