



eMilrecs Loan and Transfer (L&T) User Guide

National Archives and Records Administration (NARA)

National Personnel Records Center (NPRC)

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This manual provides step-by-step guidance for ordering and tracking records through the National Personnel Record Center's eMilrecs application. This manual is also located online at:

<http://www.archives.gov/st-louis/military-personnel/agencies/ompf-fed-agency.html>

Terms of Use

eMilrecs is an online record ordering system for Official Military Personnel Files (OMPFs). The eMilrecs system utilizes Login.gov for identity authentication. Information and records accessed through the use of eMilrecs may be subject to Privacy Act restrictions. Only those designated as authorized users should access the eMilrecs system in accordance with their official duties. Information or records obtained through eMilrecs should not be shared, transferred or provided to unauthorized personnel. Unauthorized system access or improper use may subject user to disciplinary action or prosecution under applicable Federal laws. Your account information must be protected at all times and not shared with others. Sharing your account information with others is a violation of NARA security policy and may result in system access being revoked.

Before using the eMilrecs application, please review this guide carefully - especially information regarding the types of record collections and the specifics on ordering records from those collections.

OMPF records contain unique information that cannot be readily located elsewhere. Preserving this information is part of NARA's mission. While these records are being used, NARA requests that they are appropriately handled and cared for until they are returned. Always remember these records are expected to be made available not only to users today, but for many generations to come. A few tips to help us preserve these records:

- Do not place records in automatic copier feeders. The unusually thinner papers and different sizes of these older records lead to high rates of misfeeds. Papers are not only torn by the copier rollers, but further damaged when attempts are made to extract them from feeders.
- Keep records away from food and drink. Not only will this prevent spills and staining, but it will prevent infestations of insects and rodents that feed off the food and drink, resulting in further loss of records.
- Do not use pressure sensitive tape of any kind (Scotch tape, masking tape, etc.). Tape degrades, causes permanent damage, and results in loss of information.
- Remove staples carefully. Claw-type staple removers can tear paper and lead to loss of information. Ideally, a microspatula should be used.
- Keep your work area open and clear when reviewing records to ensure that pages can be turned safely and that record material are not intermixed with office papers.
- Be sure to neatly place pages back into folders after use. Pages sticking outside of the folder will be unprotected and are easily torn.
- If pages are damaged or stuck together, do not force them apart. Damaged records should be returned to NARA with a note to forward them to Preservation. NARA will be happy to work with you if you need information from a damaged record.

Note about Archival Records

An archival record is one that was transferred to the legal custody of the National Archives and Records Administration (NARA) 62 years after the subject of the record was discharged, retired, or died in service. Original Archival OMPFs will not be furnished. Off-site agencies will receive record copies if appropriate. On-site agencies will be contacted for on-site record review.

Requests for Information to NPRC

Veterans or next-of-kin can request service military information by accessing the online web portal eVetRecs at:

<http://www.archives.gov/veterans/military-service-records/>

Requests can also be submitted using a SF180, Request Pertaining to Military Records located at:

<https://www.gsa.gov/reference/forms/request-pertaining-to-military-records>

Records Locations

Information on locations of military health and personnel records is available at:

<http://www.archives.gov/veterans/military-service-records/locations/index.html>

Personally Identifiable Information (PII)

To protect the privacy of the subject of the record, personally identifiable information has been redacted or modified in this manual. Numbers visible in the veteran's SSN/SN field are service numbers releasable under the Freedom of Information Act and DoD policy. However, Social Security Numbers are not releasable and have been redacted. Date of birth and place of birth entries, if shown, are fictitious.

Account Information

eMilrecs accounts must be requested, modified or deleted using the eMilrecs OMPF User Account Request Form (NA Form 13183). All accounts must be forwarded to the eMilrecs Administrator through the appropriate POC for the military service branch as shown on the back of the NA Form 13183. The completed account form may be scanned and emailed to: milrecs@nara.gov

Points of Contact





- 1) For access to the Milrecs system, Milrecs account set-up, record ordering entitlements, submission of user request form, and general questions relating to the eMilrecs application: milrecs@nara.gov
- 2) Issues and questions related to Login.gov accounts: <https://login.gov/help/>
- 3) For questions relating to searches, records, wrong records received, to cancel record orders or general record information: searchrequest.search@nara.gov



HINTS & TIPS

The visibility and functionality of each icon is determined by the user's profile and permissions.

The following table shows some of the icons that will be displayed throughout the eMilrecs app.

Icon	Definition
	The gear icon on the page is for the List View Controls. This control allows the user to Reset Column Widths.
	The Circular Arrow icon refreshes the page.
	Fields with * are required.
	The Pencil icon allows the user to edit certain fields.

A

Navigate to Milrecs at:

<https://milrecs.archives.gov>

to get to the Login page.

A

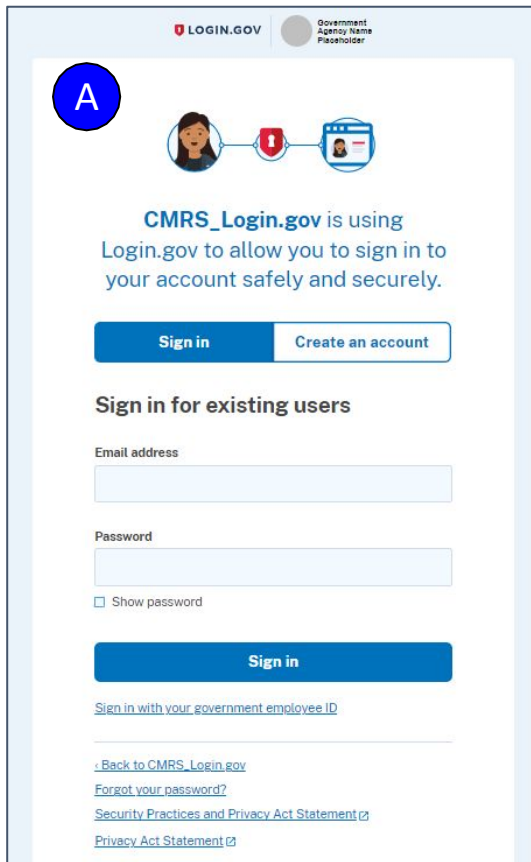


A

After clicking the Login button on the eMilrecs access page, you can log into your existing account or create a new account using the appropriate button (see item B below).

B

After clicking the **Create an account** button, enter your government email address, select your preferred language, and acknowledge the terms by checking the box before clicking the **Submit** button.



LOGIN.GOV Government Agency Name Placeholder

A

CMRS_Login.gov is using Login.gov to allow you to sign in to your account safely and securely.

Sign in Create an account

Sign in for existing users

Email address

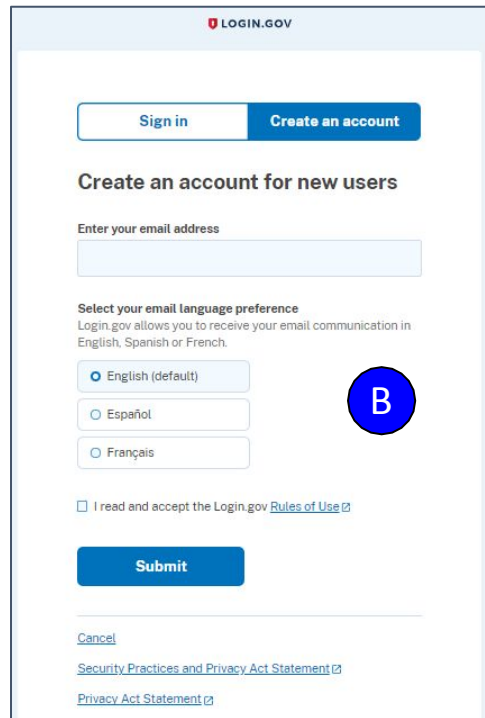
Password

☐ Show password

Sign in

[Sign in with your government employee ID](#)

[Back to CMRS_Login.gov](#)
[Forgot your password?](#)
[Security Practices and Privacy Act Statement](#)
[Privacy Act Statement](#)



LOGIN.GOV

Sign in Create an account

Create an account for new users

Enter your email address

Select your email language preference
Login.gov allows you to receive your email communication in English, Spanish or French.

☒ English (default)
☐ Español
☐ Français

☐ I read and accept the Login.gov [Rules of Use](#)

Submit

[Cancel](#)
[Security Practices and Privacy Act Statement](#)
[Privacy Act Statement](#)

B

The eMilrecs Home page is the first page you will see after logging into the application.



A

Screen Navigation Tabs

Click on tab name to navigate to that screen/page.

IMPORTANT: When navigating around eMilrecs, **DO NOT use your browser's back and forward buttons.** Use the navigation buttons and screen links built into the eMilrecs application.

A

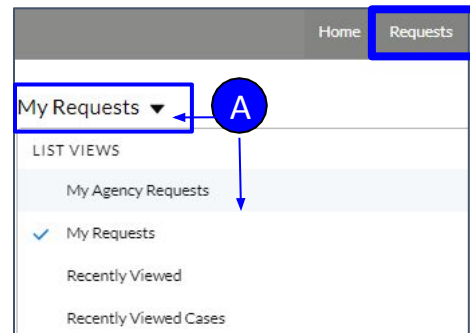
Home Requests Searches Single Record Order Bulk Record Order Track Records FAQs

Page Tab	Description
Home	Serves as the landing page, provides general information and announcements.
Requests	Displays the user's submitted requests.
Searches	Assists users in conducting searches for specific military personnel records or related information, as well as retrieve specific search requests associated with the user's request.
Single Record Order	Facilitates the ordering process for individual military personnel records.
Bulk Record Order	Facilitates the bulk ordering process for military personnel record. <i>Note: Only for authorized users with bulk ordering permissions.</i>
Track Records	Allows users the ability to scan record Received or Returned
FAQs	Frequently asked questions and answers.

A

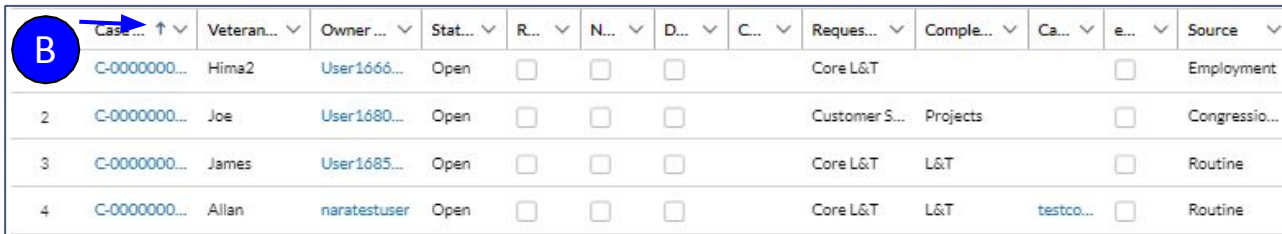
Once the Requests page loads, verify that you are on the correct List View. If not, click the dropdown caret next to the List View name and select the desired view.

Note: Access to the 'My Agency Requests' view is limited to managers



B

Use the arrows next to each column name to sort your list in ascending or descending order.



The screenshot shows a table with the following columns: Case..., Veteran..., Owner..., Stat..., R..., N..., D..., C..., Reques..., Comple..., Ca..., e..., and Source. Each column header has a small dropdown arrow next to it. A blue circle with the letter 'B' is placed over the 'Case...' column header, and a blue arrow points from the circle to the dropdown arrow.

	Case...	Veteran...	Owner...	Stat...	R...	N...	D...	C...	Reques...	Comple...	Ca...	e...	Source
	C-0000000...	Hima2	User1666...	Open	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Core L&T			<input type="checkbox"/>	Employment
2	C-0000000...	Joe	User1680...	Open	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Customer S...	Projects		<input type="checkbox"/>	Congressio...
3	C-0000000...	James	User1685...	Open	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Core L&T	L&T		<input type="checkbox"/>	Routine
4	C-0000000...	Allan	naratestuser	Open	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		Core L&T	L&T	testco...	<input type="checkbox"/>	Routine

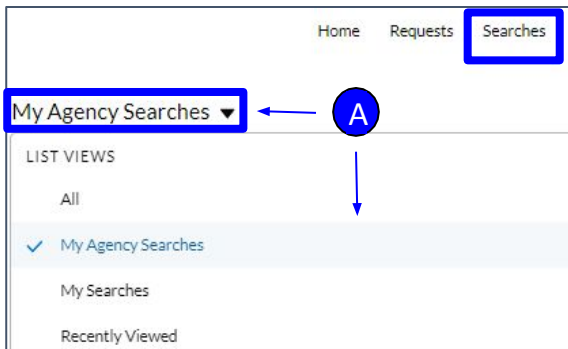
C

The Search window on this page allows the Case records to be queried by the Case Number, Source, Status or Priority.



A

Once the Searches page loads, verify that you are on the correct List View. If not, select the dropdown caret next to the List View name and select the desired List View.



B

Use the arrows next to each column name to sort your list in ascending or descending order.

Search Request #	Search Request #	Batch	Batch Type	Search Type	Record ...	Next Se...	Cancel ...	Case
1	S-0000000141			Medical - MRS			<input type="checkbox"/>	C-0000000395
2	S-0000000142			Medical - MRS			<input type="checkbox"/>	C-0000000400
3	S-0000000144	B-0000105	Search Batch	Medical - MRS			<input type="checkbox"/>	C-0000000407

C

The Search window on this page allows the Search records to be queried by the Search Request #, Service Code, Registry #, Reg Registry Name, Search Type, Search Request Status, or First Name.



eMilrecs L&T Single Record Order overview

A

Order Registry Record

1. Select the **Registry** to begin query.
2. Then click on **Next**.

*see table for description of each record ordering type.

IMPORTANT NOTE!!! The information that is required on the following screens varies by the selected Registry.



Record Ordering Type	Description
MPR Registry	Maintains record locations of individuals' Official Military Personnel Record and auxiliary records
MPR Non-Registry	Military personnel records that are not maintained within the centralized MPR Registry
MRS Registry (Not currently enabled)	Military Treatment Facility (MTF) clinical records (hospital inpatient) and medical treatment records (inpatient and outpatient) for the Army, Navy, Air Force, and the Defense Health Agency (DHA) - 2002 onward.
Order Pre-MRS Records (Not currently enabled)	Military Treatment Facility (MTF) clinical records (hospital inpatient) and medical treatment records (inpatient and outpatient) for the Army, Navy, Air Force, before the implementation or establishment of the Medical Registry System (MRS)

eMilrecs L&T Single Record Order (MPR Registry)

A

Order Registry Record

1. Select **MPR Registry** to begin query.
2. Then click on **Next**.

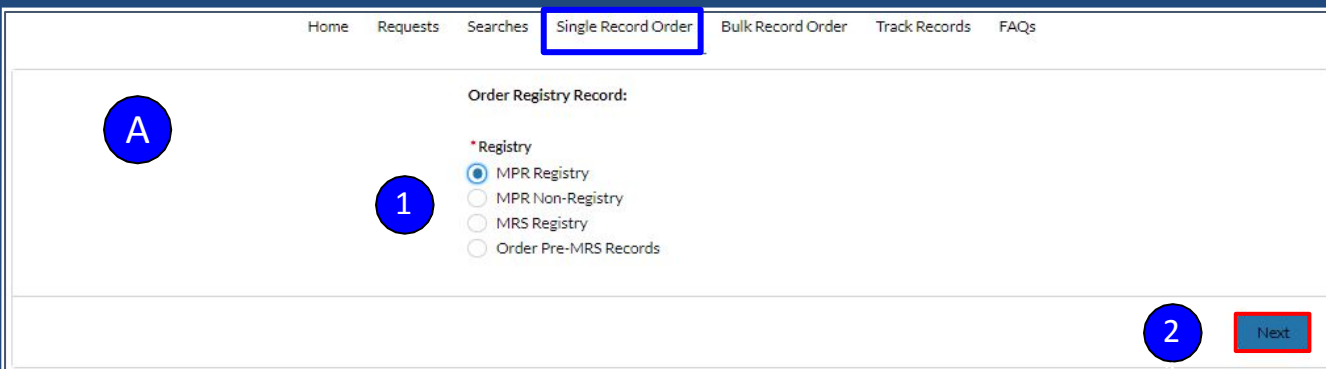
B

Order MPR Registry Record:

Fill in the desired fields before clicking on **Query Registry**.

*Queries seek exact matches. Less data reveals more matches, more data reveals fewer matches.

Field criteria found on page: SN/SSN, Veteran Name, Branch, and Registry Number.



Home Requests Searches **Single Record Order** Bulk Record Order Track Records FAQs

Order Registry Record:

* Registry

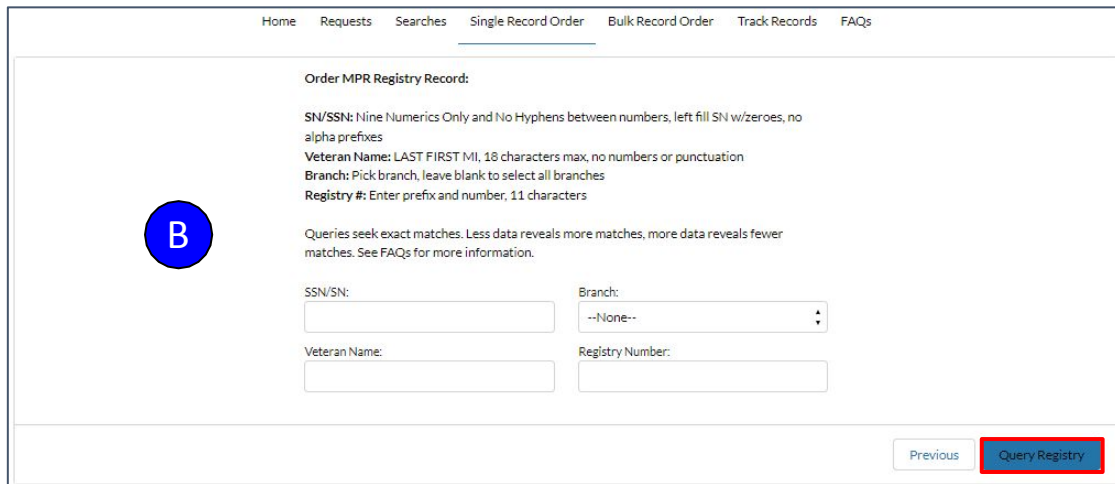
☒ MPR Registry

☐ MPR Non-Registry

☐ MRS Registry

☐ Order Pre-MRS Records

Next



Home Requests Searches **Single Record Order** Bulk Record Order Track Records FAQs

Order MPR Registry Record:

SN/SSN: Nine Numerics Only and No Hyphens between numbers, left fill SN w/zeros, no alpha prefixes

Veteran Name: LAST FIRST MI, 18 characters max, no numbers or punctuation

Branch: Pick branch, leave blank to select all branches

Registry #: Enter prefix and number, 11 characters

Queries seek exact matches. Less data reveals more matches, more data reveals fewer matches. See FAQs for more information.

SSN/SN:

Branch:

Veteran Name:

Registry Number:

Previous **Query Registry**

eMilrecs L&T Single Record Order (MPR Non-Registry)

A

Order Registry Record

1. Select **MPR Non-Registry** to begin query.
2. Then click on **Next**.

B

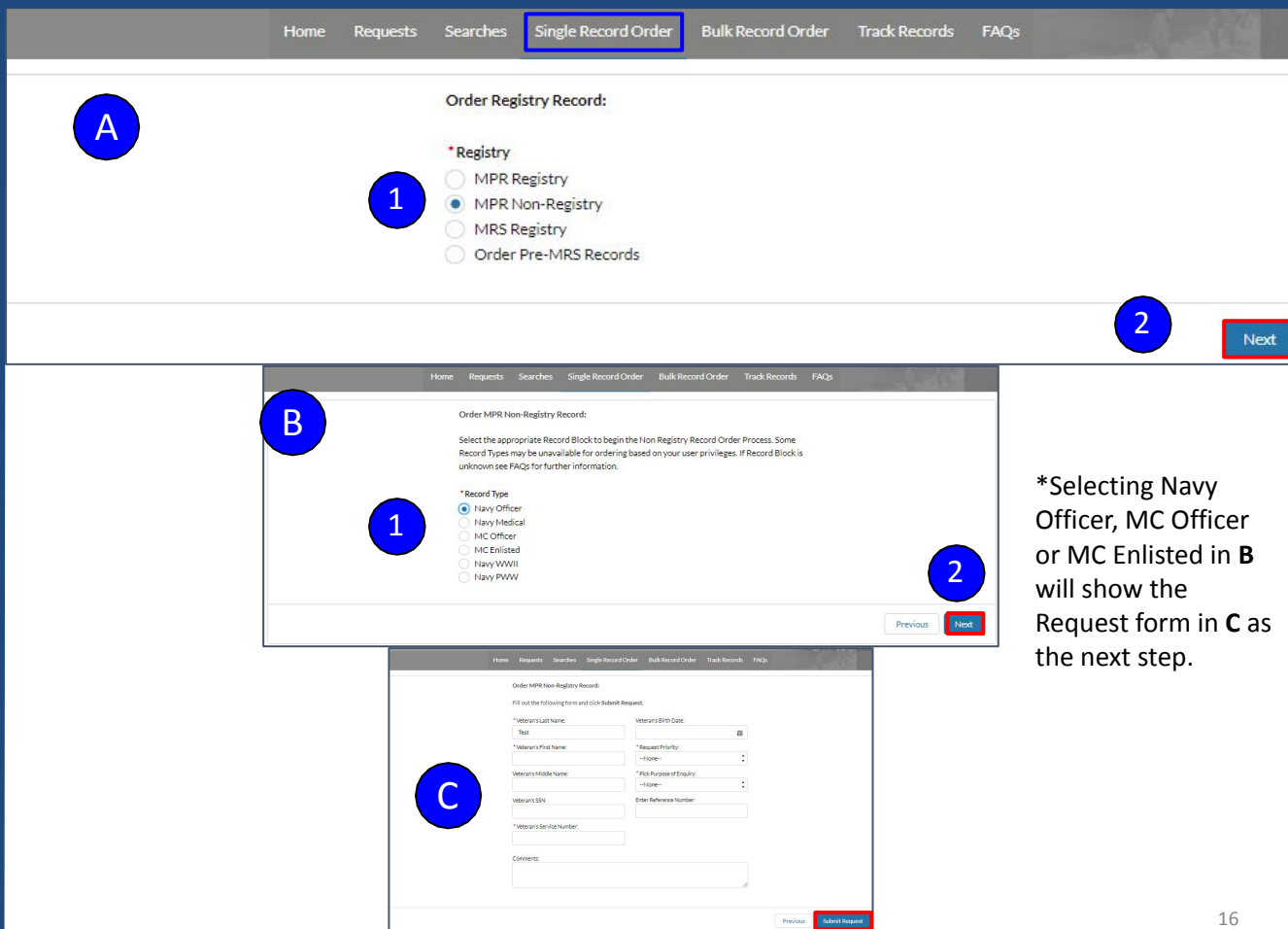
Order MPR Non-Registry Record:

1. Select **Record Type** to begin the Non Registry Record Order process
2. Then click **Next**.

C

Order MPR Non-Registry Record:

Fill out the following form (ensuring the required fields (*) are complete) before clicking **Submit Request**.



The screenshot displays the eMilrecs L&T Single Record Order (MPR Non-Registry) interface, showing three steps of the process:

- Step A: Order Registry Record**
 - Navigation: Home, Requests, Searches, **Single Record Order**, Bulk Record Order, Track Records, FAQs
 - Order Registry Record:
 - * Registry
 - ☐ MPR Registry
 - ☒ **MPR Non-Registry**
 - ☐ MRS Registry
 - ☐ Order Pre-MRS Records
 - Next button (highlighted in red)
- Step B: Order MPR Non-Registry Record**
 - Navigation: Home, Requests, Searches, **Single Record Order**, Bulk Record Order, Track Records, FAQs
 - Order MPR Non-Registry Record:
 - Select the appropriate Record Block to begin the Non Registry Record Order Process. Some Record Types may be unavailable for ordering based on your user privileges. If Record Block is unknown see FAQs for further information.
 - * Record Type
 - ☒ **Navy Officer**
 - ☐ Navy Medical
 - ☐ MC Officer
 - ☐ MC Enlisted
 - ☐ Navy WWII
 - ☐ Navy PWW
 - Previous and Next buttons (Next highlighted in red)
- Step C: Order MPR Non-Registry Record**
 - Navigation: Home, Requests, Searches, **Single Record Order**, Bulk Record Order, Track Records, FAQs
 - Order MPR Non-Registry Record:
 - Fill out the following form and click Submit Request.
 - Form fields:
 - *Veteran's Last Name: Text
 - *Veteran's First Name: Text
 - Veteran's Middle Name: Text
 - Veteran's SSN: Text
 - *Veteran's Service Number: Text
 - Comments: Text
 - Veteran's Birth Date: Date
 - *Request Priority: Dropdown (None)
 - *First Purpose of Enquiry: Dropdown (None)
 - Enter Reference Number: Text
 - Previous and Submit Request buttons (Submit Request highlighted in red)

*Selecting Navy Officer, MC Officer or MC Enlisted in **B** will show the Request form in **C** as the next step.

eMilrecs L&T Single Record Order (MPR Non-Registry) cont.

A

Order Registry Record

1. Select **MPR Non-Registry** to begin query.
2. Then click on **Next**.

B

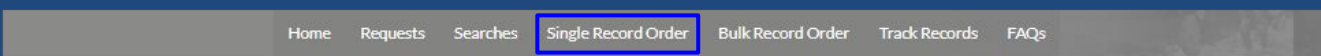
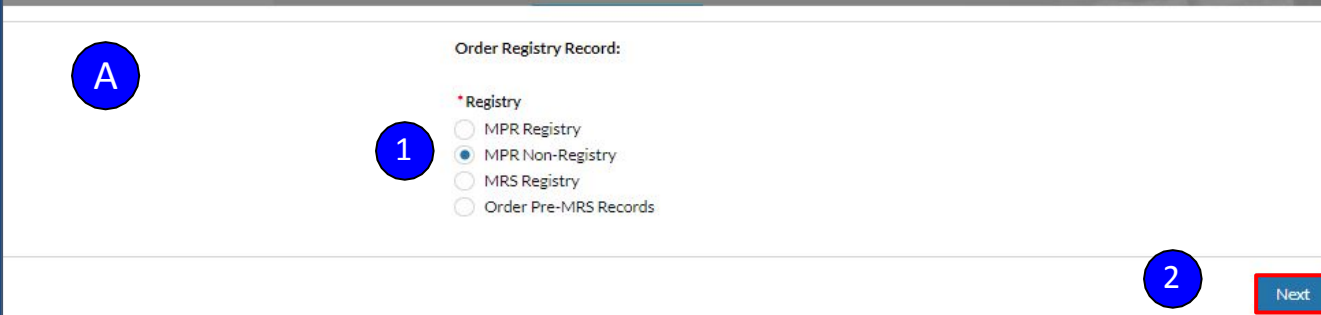
Order MPR Non-Registry Record:

1. Select **Record Type** to begin the Non Registry Record Order process
2. Then click **Next**.

C

Order MPR Non-Registry Record:

Fill out the following form (ensuring the required fields (*) are complete) before clicking **Submit Request**.

Order Registry Record:

* Registry

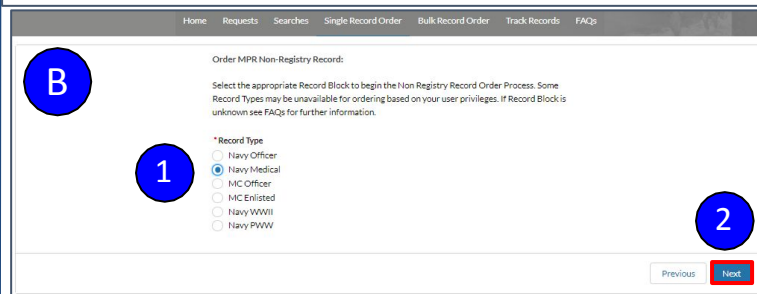
☐ MPR Registry

☒ MPR Non-Registry

☐ MRS Registry

☐ Order Pre-MRS Records

Next



Order MPR Non-Registry Record:

Select the appropriate Record Block to begin the Non Registry Record Order Process. Some Record Types may be unavailable for ordering based on your user privileges. If Record Block is unknown see FAQs for further information.

* Record Type

☐ Navy Officer

☒ Navy Medical

☐ MC Officer

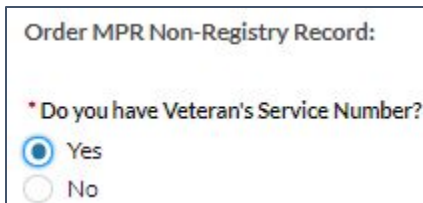
☐ MC Enlisted

☐ Navy WWII

☐ Navy PWW

Previous Next

*After Selecting Navy Medical, Navy WWII or Navy PWW in B and clicking Next, Do you have the Veteran's Service Number will be asked before displaying the Request form in C.

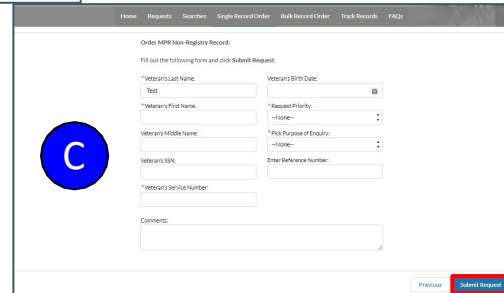


Order MPR Non-Registry Record:

* Do you have Veteran's Service Number?

☒ Yes

☐ No



Order MPR Non-Registry Record:

Fill out the following form and click Submit Request.

*Veteran's Last Name: Text

*Veteran's First Name: Text

*Veteran's Middle Name: Text

*Veteran's SSN: Text

*Veteran's Service Number: Text

*Veteran's Birth Date: Text

*Request Priority: dropdown

*File Purpose of Enquiry: dropdown

*Enter Reference Number: Text

Comments: Text

Previous Submit Request

eMilrecs L&T Bulk Processing Information

Agencies with large volume requests can upload a bulk file containing multiple record orders. Prior authorization and coordination with NPRC is **required** prior to uploading a L&T bulk batch file in the eMilrecs system. Users require approved record ordering permissions. L&T Bulk Batch files require a special CSV file format. Sample file shown below.

CMRS_Veteran_	CMRS_Veteran_	CMRS_Veteran_	CMRS_Abstract	CMRS_Custom	CMRS_Veteran_	CMRS_Veteran_	Priority	CMRS_Purpose	CMRS_Veteran_	CMRS_Officer_E	CMRS_Veteran_
		JOHN#	A123456789	Navy Officer			Routine	Personal Military	NavyMC	Enlisted	1991-09-06
	Mart	JOHN	A123456789	Navy Officer			Routine	Personal Military	NavyMC	Enlisted	1925-01-01
Test	Mark	GARLON#	B123456789	MC Officer	123456789		High		Army	Enlisted	
Johnston	Henry	Mark	I123456789	MC Officer		123456789	High		Army	Enlisted	
Johnston	JOHN	MIKE	123456789	MC Enlisted	123456789		High		Army	Enlisted	
Johnston7	Henry7	Mark7	A123456789		abc	123456789	High		Army	Enlisted	
Johnston8	Henry8	Mark8	A123456789		12345	abc	High		Army	Enlisted	
Johnston5	Henry5	Mark5	C123456789	Navy Officer			High		Army	Enlisted	
Johnston9	Henry9	Mark9	D123456789	Navy Officer	123456789	123456789	High		Army	Enlisted	
Johnston10	Henry10	Mark10	A123456789	MC Officer	123456789	123456789	High	Personal Military	History	Enlisted	
Johnston11	Henry11	Mark11	B123456789	Navy Officer	123456789	123456789	High	Personal Military	Philippine Gueril	Enlisted	
Johnston12	Henry12	Mark12	A123456789	Navy Officer		123456789	High	Personal Military	Army	Enlisted	1991-09-06
Johnston13	Henry13	Mark13	A123456789	Navy WWI	123456789	123456789	High	Personal Military	Navy	Enlisted	1991-09-06
Johnston14	Henry14	Mark14	A123456789	Navy WWI		123456789	High	Personal Military	Army	Enlisted	
Johnston15	Henry15	Mark15			123456789	123456789		Personal Military	Army	Enlisted	
Johnston16	Henry16	Mark16	A123456789	Navy WWI	123456789	123456789		Personal Military	Army	Enlisted	

Contact the eMilrecs Administrator at milrecs@nara.gov for detailed information on the eMilrecs L&T Bulk Batch process.

Processing Times

Daily processing times (CST) for bulk files:

10:00 a.m.	12:00 p.m. (noon)	3:00 p.m.	7:00 p.m.
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Bulk Batch Processing Logs

Two processing logs will be generated for each bulk batch submitted. The logs will be emailed to the user.

Processing Results	Provides information on invalid (exception) bulk file format entries. Exception includes special characters and missing, mismatched or invalid information. The log contains the number of entries processed and exception noted. Exception entries will be excluded from further processing.
Request Processing Results	Provides information on the number of requests created from bulk file(s) for the batch. The log also displays the number of requests cancelled, requests with processing errors and any other exceptions.

A

Once the Bulk Record Order page loads, verify that you are on the correct List View. If not, select the dropdown caret next to the List View name and select the desired List View.

[Home](#)[Requests](#)[Searches](#)[Single Record Order](#)[Bulk Record Order](#)[Track Records](#)[FAQs](#)[New L&T Bulk Batch](#)**All** ▼**A**

LIST VIEWS

✓ All

My Agency's L&T Bulk Batches

My L&T Bulk Batches

Recently Viewed

B**C**

Search this list...

⚙

↺

▼

Created By ↑

▼

Owner ...

▼

Owner F...

▼

ed

Test L&T eMilRecs Manager

temil

Test L&T

▼

L&T User

temil

▼

L&T User

temil

▼

B

Use the arrows next to each column name to sort your list in ascending or descending order.

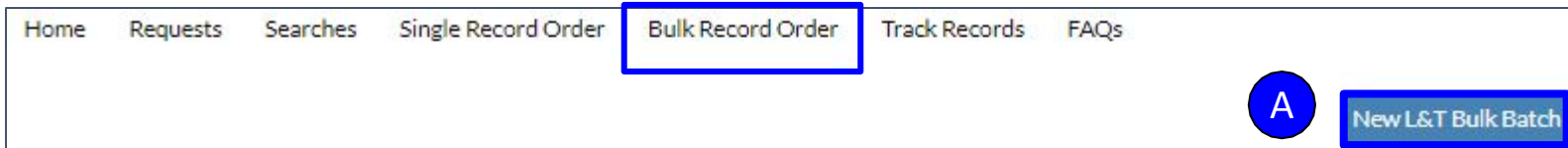
C

The Search window on this page allows the Batch records to be queried by the Batch Number or Status.

eMilrecs L&T Bulk Record Order page cont.

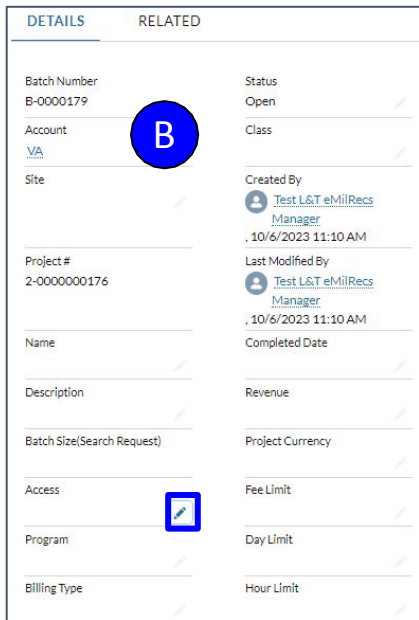
A

A new L&T Bulk Batch can be created on the Bulk Record Order page by clicking on the **New L&T Bulk Batch** button.



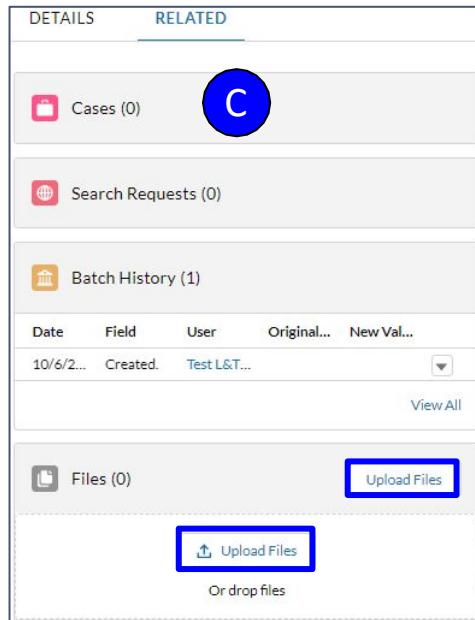
B

The “**DETAILS**” tab will allow you to input information about the Batch by clicking on one of the editable fields indicated by the pencil icon. Once all of the desired fields have been completed, click on the **Save** button at the bottom of the page.



C

The “**RELATED**” tab will show any related Cases, Search Requests, Batch History, and any Files - with the ability to upload new files by clicking either of the **Upload Files** buttons.

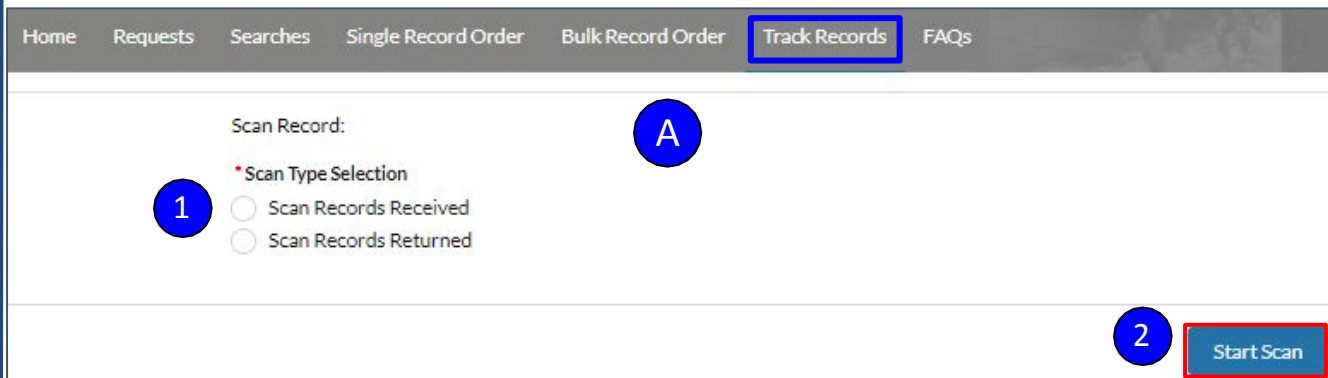


A

Track Records

1. Select the type of scan to start the query process.
2. Then click on **Start Scan**.

*Both types of scans function in the same manner.



The screenshot shows the eMilrecs L&T Track Records page. The navigation bar at the top includes links for Home, Requests, Searches, Single Record Order, Bulk Record Order, Track Records (highlighted with a blue box), and FAQs. Below the navigation bar, the 'Scan Record:' section is visible. A blue circle with the letter 'A' is placed over the 'Scan Record:' label. Underneath, there is a section titled '* Scan Type Selection' with two radio button options: 'Scan Records Received' and 'Scan Records Returned'. A blue circle with the number '1' is placed over the 'Scan Records Received' radio button. At the bottom right of the form, there is a 'Start Scan' button highlighted with a red box. A blue circle with the number '2' is placed over this button.

B

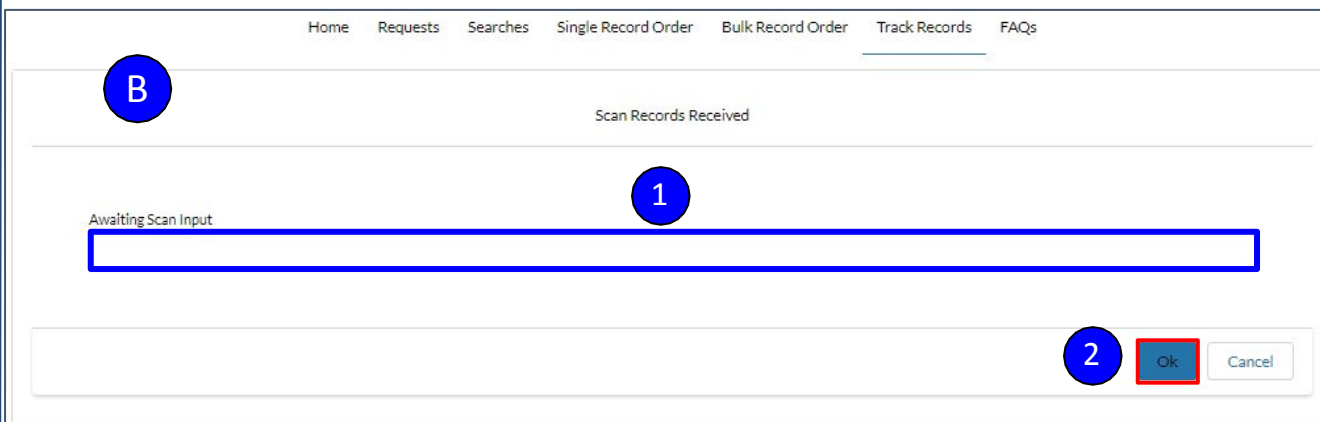
Scan Records

(Received/Returned):

1. You may scan the barcode on the upper right of the search sheet included with the record or the barcode affixed to the record itself to mark them as received (see images). Alternatively, the alphanumeric string located beneath either barcode can be manually keyed in.

NOTE: These strings are case-sensitive.

2. Finally, click **OK** to begin the query.



The screenshot shows the 'Track Records' page of the eMilrecs system. The navigation bar at the top includes links for Home, Requests, Searches, Single Record Order, Bulk Record Order, Track Records (which is highlighted), and FAQs. A blue circle with the letter 'B' is placed over the 'Track Records' link. Below the navigation bar, the page title 'Scan Records Received' is displayed. A large blue circle with the number '1' is positioned over a text input field labeled 'Awaiting Scan Input'. At the bottom right of the form, there is a blue circle with the number '2' next to an 'Ok' button, which is highlighted with a red rectangle. A 'Cancel' button is also visible next to the 'Ok' button.



eMilrecs Request Status Definitions are shown below:

Request Status	Description
Open	Initial request status. The request has been entered into the system, but not yet processed.
Pre-Processing Done	The request has been auto-processed and a record search has been created
On BackOrder	The requested record has been charged out of file since the Loan & Transfer capability was added. When the record returns to file, the search is released automatically and the record will be delivered for this request. If the record does not return to file within 30 days, the request will be "Cancelled" and the requester notified by email. Service departments will not be billed for cancelled requests.
In Core	Record determined to be Archival. On-site requesters will be notified to review record in Research Room. Off-site requesters will receive copies.
Closed	Search actions are complete for that request. The record may have been sent to the requesting agency or not found. If you have a "Closed" request, but haven't received the record yet, view the Search Details for that request to determine the outcome of the search action. Requests will be closed when put into a L&T Dispatch batch at NPRC. The record should arrive a few days later.
Cancelled	Request that was in the status of "On Backorder" for 30 days. Service departments are not billed for cancelled requests.

eMilrecs L&T Requests - Search Request Status

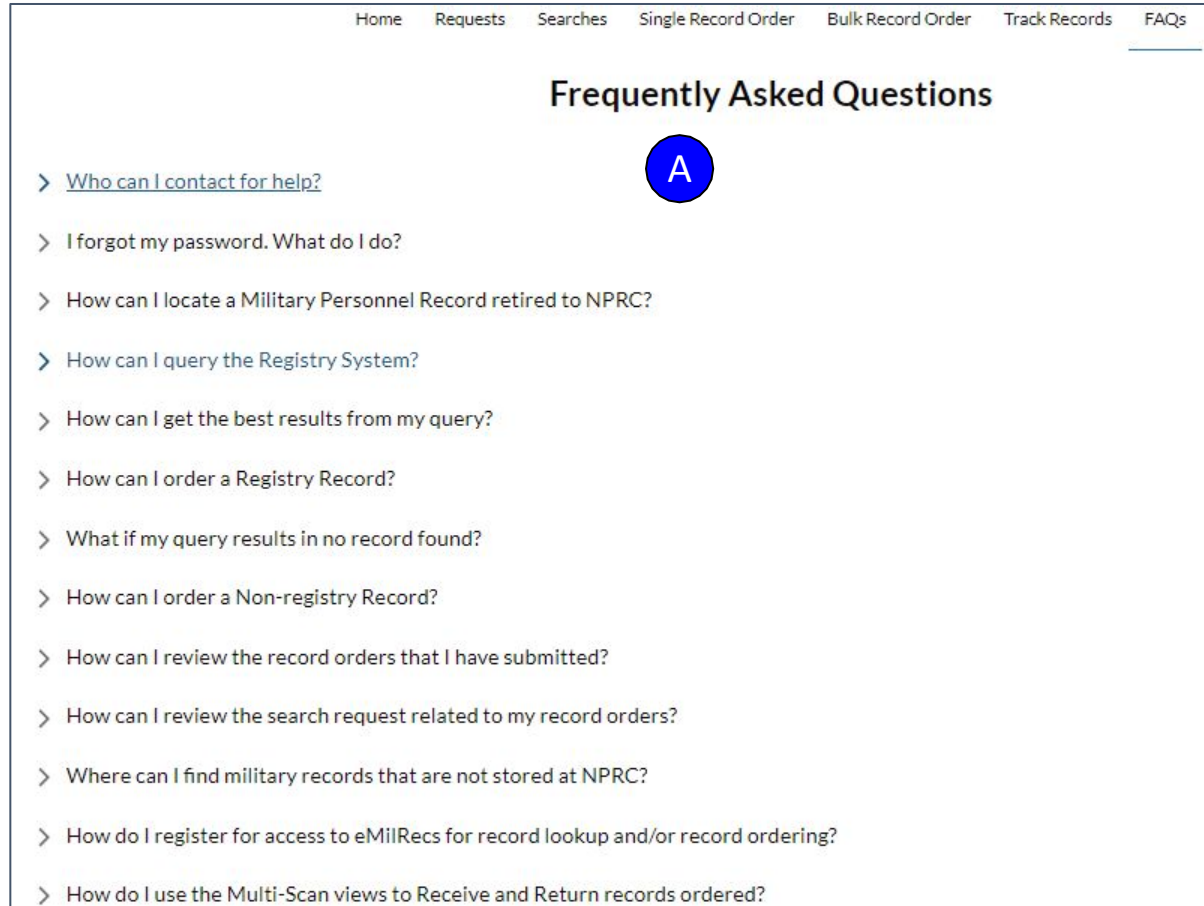
eMilrecs Search Request Status Definitions are shown below:

Search Request Status	Description
Not Started	The search has been created in the system, but not yet started.
Searcher Assigned	The search has been batched and assigned to a specific searcher for searching.
Found	Record has been found and wanded into NPRC's Records Distribution Area.
LT Dispatched	Record was wanded out from NPRC's Records Distribution Area and is on its way to the requesting agency.
LT Delivered	Record was wanded in by the requesting agency.
LT Returned	Record was wanded out by the requesting agency and should be on its way back to NPRC.
LT Received	Record was wanded back in at NPRC and is ready to be refilled.
Not Found	Record was missing from its proper file location. If this was the first attempt to locate the record, a second (verification) search may be created. If the verification search is also negative, the status will remain "Not Found" and all search actions for that record will end. When searching ends, the "Request Status" will change to "Closed."
Charged Out	A charge out card was found in the record's proper location. A verification search will be created for on-site charge outs. If the record was charged out and sent to another facility the search will end and the "Request Status" will change to "Closed."
Refilled	Record was refilled in its proper shelf location at NPRC.
In Preservation	The record was too fragile to handle and is in NPRC's Preservation section for treatment. The record will be released after treatment, or if too damaged, photocopies may be provided.
In Core	For Archival requests to be reviewed on-site in NPRC's Archival Research Room.

A

FAQ


This page includes a series of questions that are commonly asked by NARA staff and covers topics including “How To’s”.



The screenshot shows the National Archives website's Frequently Asked Questions page. At the top is a navigation bar with links: Home, Requests, Searches, Single Record Order, Bulk Record Order, Track Records, and FAQs. The main heading is "Frequently Asked Questions". To the right of the heading is a blue circular icon with a white letter 'A'. Below the heading is a list of 14 questions, each preceded by a right-pointing chevron (>). The first question, "< a href='\"#\"'>Who can I contact for help?", is highlighted in blue.

- > [Who can I contact for help?](#)
- > I forgot my password. What do I do?
- > How can I locate a Military Personnel Record retired to NPRC?
- > How can I query the Registry System?
- > How can I get the best results from my query?
- > How can I order a Registry Record?
- > What if my query results in no record found?
- > How can I order a Non-registry Record?
- > How can I review the record orders that I have submitted?
- > How can I review the search request related to my record orders?
- > Where can I find military records that are not stored at NPRC?
- > How do I register for access to eMilRecs for record lookup and/or record ordering?
- > How do I use the Multi-Scan views to Receive and Return records ordered?

Sample Search Request Sheet (Legacy)

MPR Search Request		NPRC	
National Archives and Records Administration			
Priority:	Routine	 2-4UQMSOA Search Request Barcode Number	
Source:	Routine		
Complexity:	L&T		
Search Type:	1st Search		
Non-Registry Block:			
Registry Number:	NV184 521 001		
Facility & Floor/Level:	Module/Bay: Row:		
Reg Veteran's Name:	TEST TEST		
SR Veteran's Name:	TEST, TEST		
SSN:			
DOB:			
POB:			
SVN/SSN:	0000000000		
Service Code:	NV Archival		
Service Number:			
Record Sent to:			
Name:	JOHN TESTER		
Agency:	Department of Veterans Affairs, ATTN: VALNO (VA Liaison Office)		
Office Symbol:			
Address:	1 Archives Dr, Suite 101		
City:	St. Louis		
State:	MO		
Phone:	3141111111		
Ext Reference Number:	Tiger Team		
Purpose of Enquiry:	Benefits		
Searcher Name:			
Notes:			
L&T Comments:	G1, M01		
All Records Ordered for this Set No Search Created			
Service Request Received In Center Date:	12/05/2012 15:22:40		
Search Request Created By:	USERMA02		
Search Request Printed By:	USERMA02		
CMRS Report Generated by USERMA02 on 03/11/2013		Page 2 of 4	

Service Codes and Registry Prefixes used in the NPRC Registry System

A service code is assigned to identify the specific type of record.

Service Code	Description
AF	Air Force personnel/medical records (paper).
AFF	Air Force personnel/medical records (all microfiche).
AFM	Air Force personnel/medical records (mixed mode*).
AFP	Air Force personnel records (medical records sent to VARMC or VARO at time of separation).
AR	Army personnel/medical records (paper).
ARM	Army personnel/medical records (mixed mode*).
ARP	Army personnel records (medical records sent to VARMC or VARO at time of separation).
ART	Army retiree records (personnel/medical).
CG	Coast Guard personnel/medical records (paper).
CGP	Coast Guard personnel records (medical records sent to VARMC or VARO at time of separation).
NP	Navy personnel records (paper).
NVP	Navy personnel records (medical records sent to VARMC or VARO at time of separation).
PM	Combined Navy personnel/medical records (paper).
PMM	Combined Navy personnel/medical records (mixed mode*).
AM	Combined Marine Corps personnel/medical records (paper).
AMF	Marine Corps personnel/medical records (all microfiche).
AMM	Marine Corps personnel/medical records (mixed mode*).
MC	Marine Corps personnel records (paper).
MCP	Marine Corps personnel records (medical records sent to VARMC or VARO at separation).
MC Enlisted	Non-registry Marine Corp enlisted record entered into registry for tracking purposes only. The record is still physically located in its original non-registry record block location. The corresponding Registry Number entry will be "Non Registry"
MC Officer	Non-registry Marine Corp officer record entered into registry for tracking purposes only. The record is still physically located in its original non-registry record block location. The corresponding Registry Number entry will be "Non Registry"
MC Archival	Archival Marine Corp record. These records have been transferred to NARA's custody.
Navy Medical	Non-registry Navy Medical record entered into registry for tracking purposes only. The record is still physically located in its original non-registry record block location. The corresponding Registry Number entry will be "Non Registry"
Navy Officer	Non-registry Navy Officer record entered into registry for tracking purposes only. The record is still physically located in its original non-registry record block location. The corresponding Registry Number entry will be "Non Registry"

Service Code	Description
Navy PWW	Non-registry Navy PWW record entered into registry for tracking purposes only. The record is still physically located in its original non-registry record block location. The corresponding Registry Number entry will be "Non Registry"
Navy WWII	Non-registry Navy WWII record entered into registry for tracking purposes only. The record is still physically located in its original non-registry record block location. The corresponding Registry Number entry will be "Non Registry"
NM	Navy medical records, Marine Corps medical records (paper).
NR	Vault Flag.
NGB	National Guard Bureau records.
NV Archival	Archival Navy record. These records have been transferred to NARA's custody.
QC	Auxiliary records at CPR.
QM	Auxiliary records at MPR. QC - Auxiliary records at CPR.
QT	Auxiliary records which are microfilmed and not suitable for filing as QM & QC.
QS	Any group of auxiliary records which cannot be indexed under one of the above categories.

* Mixed mode - personnel records on fiche; medical records on paper.

The following service codes are currently not in use, but have been reserved for future use.

ARF	Army personnel/medical records (all microfiche).
CGF	Coast Guard personnel/medical records (all microfiche).
CGM	Coast Guard personnel/medical records (mixed mode).
PMF	Combined Navy personnel/medical records (all microfiche).

Service Registry Prefixes cont.

Prefix	Description
A	Army service registry file.
B	Records recovered from fire and water-damaged files are now filed in "B/R" registry file. Use of prefix "B" was discontinued in April 1974, except in rare instances when "recovered" records are discovered, perhaps in the folder of another individual. When a record is added to the "B" registry file, a deleted number must be used.
C	(With QM service code, auxiliary file) Army hospital clinical record cover sheets and/or nominal index (admission) cards-military personnel. The three groups of digits in registry number designate respectively the box #, folder #, and page #, for desired record. Example: Registry number C 0059 173 098 signifies box 59, folder 173, and page 98.
D	(With QM service code) Army discharge special orders. The registry number system for this file is the same as for the "C" records above.
D	(With QT service code) Index information from the California Military Benefit Index.
E	Enlistment/induction service number registers showing date and place of entry into service. These also are in the QM series of auxiliary records file. The registry number system is the same as for the "C" and "D" records.
F	Air Force service registry file.
H	(With QT service code) Surgeon General's Office (SGO) Hospital Admission Card File which pertains to data concerning some Army hospital admissions during WWII and the Korean Conflict. The FAR indicates three groups of numbers in the data field normally used for registry number auxiliary file location. The three groups of digits designate respectively the listing year, the microfiche page #, and the frame #. NOTE: The FAR will NOT indicate the veteran's name, only the service number. This information is used to locate each related record on a microfiche listing. To interpret the coded record a blowback copy is made of the microfiche page. The codes are then entered to a computer screen format which interprets each code and generates a printout.
J	(With QM service code) Information from the Judge Advocate General (JAG) microfilm index. The FAR indicates veteran's name, service number, and court-martial Case Number. The Case Number is contained in the last six digits of the data field normally used for registry number auxiliary file location.
K	(With QM service code) Korean Prisoner of War computerized database. This database was extracted from the Korean Casualty File. The dates of incarceration as a Korean War POW are provided on a FAR in response to an inquiry. No search of the Korean Casualty File is necessary (See K with QT service code below).
K	(With QT service code) Korean Casualty File. Entries on this file appear on the FAR with a "K 0000 000 000" registry number. The FAR identifies a veteran listed in the Korean Casualty File, i.e., casualties and POW's of the Korean Conflict. The Korean Casualty File contains three separate microfiche listings each sorted into a different sequence. These listings arrange the complete file in alphabetical order; list the veterans alphabetically by home county and state; and provide an alphabetical extract of Prisoners of War.
M	(Reserved for miscellaneous types of records in small quantities that may be filed in the auxiliary records file.)
MC	Archival Marine Corp record. These records have been transferred to NARA's custody. The service code field for these records will be blank.
N	Navy service registry file.
NV	Archival Navy record. These records have been transferred to NARA's custody. The service code field for these records will be blank.

Prefix	Description
Non Registry	Non-registry records entered into registry for tracking purposes only. The record is still physically located in its original non-registry record block location. The corresponding Service Code entry will reflect the non-registry record block where the record is physically located.
O	Vault Flag. Inserted in anticipation of receiving a military record of an NPRC employee or relative from one of the service departments. The record location of all such entries will be NR 0 000 000. Once received, the record will be housed in the security vault and a "V" Registry record location will be assigned.
P	(With QM service code) Pay records (final pay vouchers and payrolls, Army enlisted). The registry numbers for this file concerning World War I and II records designate only the folder in which record is to be found. Example: Registry number P 0000 089 159 signifies folder #89159. Within the folder, it is necessary to scan all records (not more than 50 in a folder) for one desired. Names on payrolls are arranged alphabetically by rank. Individual pay vouchers, for the most part, are not arranged alphabetically, rather numerically by Disbursing Officer Number. The registry numbers for this file concerning Post World War II records designate the box in which record is located along with folder number. Example: Registry number P 0922 034 010 signifies box 922 and folder (0)34, page (0)10.
P	(With QT service code) Philippine POW index cards.
R	Records reconstructed after March 16, 1974, and filed in "B/R" registry file.
S	Records treated ("Safeguarded") by the Preservation Unit, to remediate mold-contamination or some other condition, and now must be kept in a temperature and humidity controlled storage environment.
V	Permanent records filed in the vault ("VIP's") and temporary housing for the records of NPRC employees and their relatives.
W	(With QT service code) Paper records and backup microfilm for WWII Prisoners of War listed in alphabetical order. The FAR indicates veteran's name, service number, date of capture, and date of release or return to military control.
*	American Battle Monument Project (AMBM) on microfiche (World War II and Korea).

All records in the service registry file, "B/R" registry file, and auxiliary file are identified by a registry number with a prefix.

No registry prefix - Other registry file, pre-1964 Coast Guard.