ARCIS
Archives and Records Centers Information System

USER'S MANUAL

Version 1.0
October 14, 2008

ARCIS | Archives and Records Centers Information System

FEDERAL RECORDS CENTERS
of the National Archives and Records Administration

CONTENTS

INTRODUCTION

Welcome to ARCIS—the Archives and Records Centers Information System.

ARCIS is a new web-based system being developed by the Federal Records Centers (FRCs) of the National Archives and Records Administration. When fully deployed, ARCIS will serve as the online portal through which your agency will conduct business with the FRCs. It will allow your agency to handle all transactions online, reducing paperwork and saving you time. The system will also allow you to track your transactions electronically, giving you instant access to information about your records.

The system is being rolled out on an incremental schedule during 2008 and 2009. **It launches at the Philadelphia FRC in October 2008 with the reference requests module only.** (To see the full deployment schedule, visit *www.archives.gov/frc/arcis.)*

If you request records from the Philadelphia FRC, this manual will provide you with step-by-step instructions on using ARCIS to submit those requests electronically.

The manual will be updated periodically as improvements are made to the system. Check back frequently, at *www.archives.gov/frc/arcis,* to be sure you have the most recent version of the manual.

ARCIS BASICS

This chapter provides basic information about getting started with ARCIS, getting around in the system, and getting help when you need it.
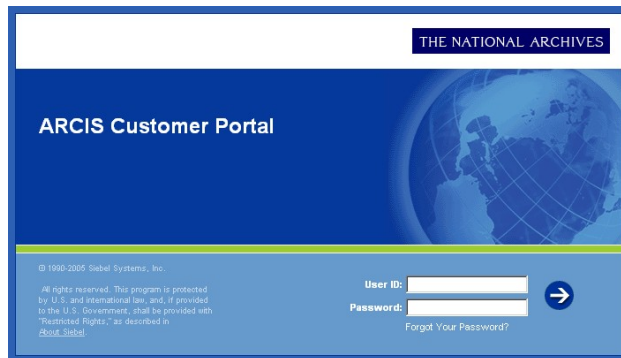
If you were previously a user of the Centers Information Processing System (CIPS), you were migrated to ARCIS with the same rights you had in CIPS. Your user name and password were sent to you. If you did not receive your login information, please contact the ARCIS Help Desk at 314-801-9300 or *arcishelp@nara.gov.*

If you were not previously a CIPS user, or if it has been more than a year since you requested records through CIPS, contact the ARCIS Help Desk for assistance in obtaining an ARCIS account.

Getting Started

LOGGING IN TO ARCIS

To get to ARCIS, point your browser to *https://eservices.archives.gov/arcis.* Or click the link on the FRC web page, at *www.archives.gov/frc/arcis.* The ARCIS login screen appears.

Enter your user ID and your password, then click the arrow (or press the **Enter** key).

NOTE
Your user ID is the e-mail address you had at the time your ARCIS account was created. Your actual e-mail address may change later, but your user ID will remain the same.

After you log in for the first time, you may want to change your password to something you'll remember more easily. You can change your password from the **Personal Profile** page. See **CHANGING YOUR PASSWORD** on page 17.

While you're in your **Personal Profile**, be sure to specify a challenge question and answer in case you should ever forget your password. See page 16.
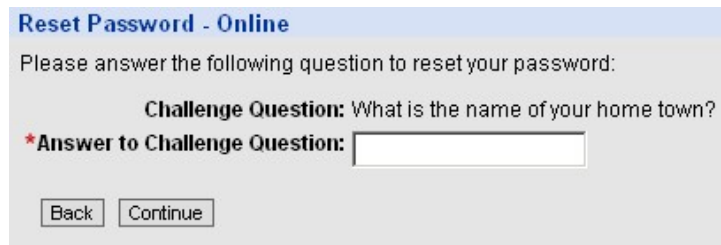
FORGOT YOUR PASSWORD?

If you forget your password, click **Forgot Your Password?** on the ARCIS login screen. You'll be prompted to click **Continue**, then to enter your name and e-mail address.

> **NOTE**
> *The e-mail address is the one shown in your **Personal Profile.** It is probably the same as your user ID, but it may be different if your e-mail address has changed since your ARCIS account was created.*

Once your name and e-mail address have been verified, you will be asked to answer your challenge question.

Enter the answer to the challenge question, then click **Continue.** Your reset password will be displayed on the next screen.

> **NOTES**
> *Remember that your challenge answer is **CASE SENSITIVE.***
>
> *If a challenge question does not appear, it means that a challenge question and answer have not been specified in your **Personal Profile**, and you will not be able to reset your password online. Contact the ARCIS Help Desk at 314-801-9300 or arcishelp@nara.gov. After you receive your reset password, be sure to specify a challenge question and answer in case you should ever forget your password again. See page 16.*

After you log in with your reset password, you may want to change the password to something you'll remember more easily. You can change your password from the **Personal Profile** page. See **CHANGING YOUR PASSWORD** on page 17.

Getting Around in ARCIS

THE ARCIS HOME PAGE

Once you log in to ARCIS, you'll see the ARCIS home page.
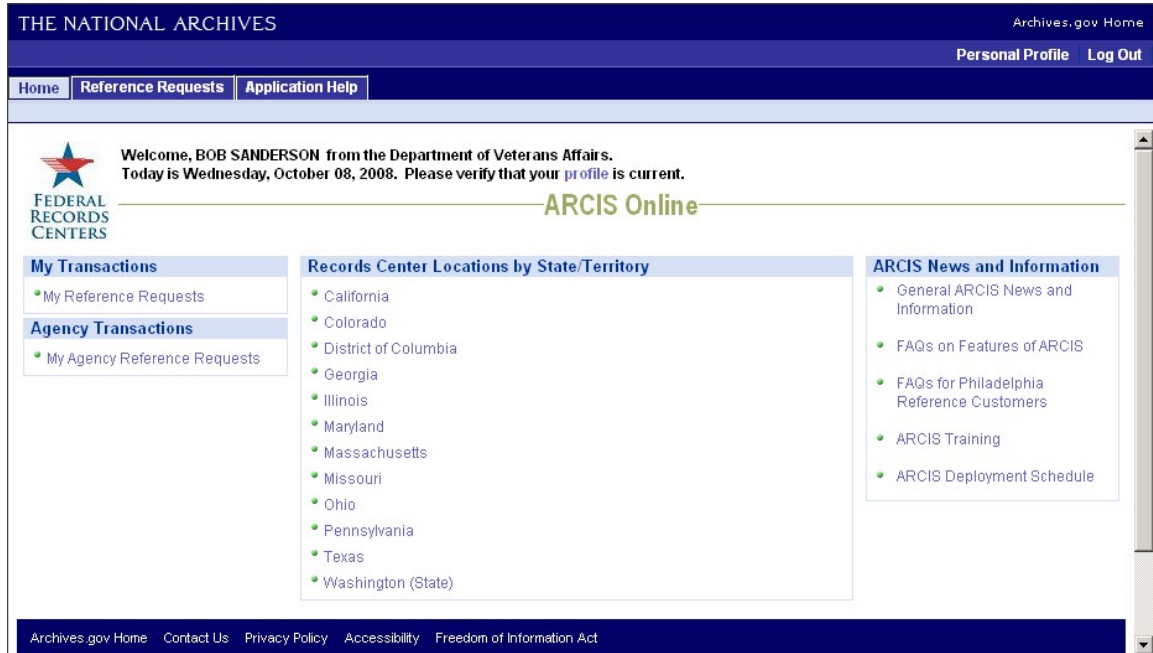
At right and center are links to general information about ARCIS and about NARA's Federal Records Centers.

Along the top and down the left side are the links that will help you get around in ARCIS. The particular links you see will depend on the transactions you are authorized to perform in ARCIS.

For the first deployment of ARCIS, at the Philadelphia FRC in fall 2008, only reference transactions are available. You can get to the Reference Requests module by clicking the **Reference Requests** tab near the top of the page or by clicking **My Reference Requests** in the **My Transactions** section along the left side.

If you are authorized to view all reference requests from your agency, you will also see an **Agency Transactions** section on the page. This section contains a link to **My Agency Reference Requests.**

All users have access to their own **Personal Profile,** where they can update contact information, change their password, and more. The **Personal Profile** link is found near the upper right corner of the page.

UNDERSTANDING TRANSFER NUMBERS

With the launch of ARCIS, you will notice some changes to your transfer numbers (formerly known as "accession numbers"). These changes will standardize numbering across Federal Records Centers nationwide and will facilitate tracking of transfers and reference requests.

The transfer number for any **ARCIS-born transfer**—that is, a transfer created in ARCIS—consists of four parts. The first two characters (PT) stand for "Physical Transfer." The next three characters indicate the record group number. The next four characters denote the fiscal year. The final four characters are the ARCIS-generated transfer sequence number. If the number is 0001, that means this was the first transfer from that record group for that fiscal year.
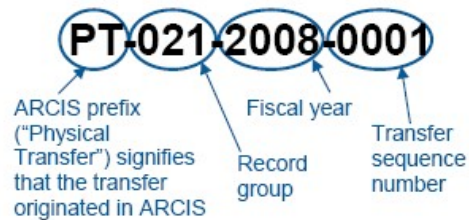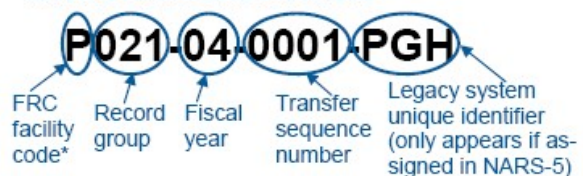
The transfer number for any **legacy transfer**—that is, a transfer created pre-ARCIS in the legacy system NARS-5—will also change in ARCIS. Legacy numbers will look slightly different from the "ARCIS-born" transfer numbers described above.
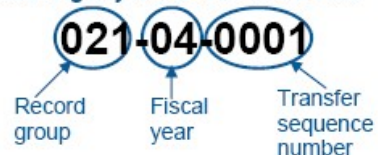
The NARS-5 numbers consisted of three parts—record group, fiscal year, and transfer sequence number. In ARCIS, these legacy numbers will have some additional information at both ends. The first character is a facility code that signifies the records center in which the transfer was shelved when ARCIS launched. The final three characters

are a unique identifier that was generated by NARS-5. (If there was no identifier generated by NARS-5, the last three characters will not appear.)

NAVIGATING LISTS

Much of the information in ARCIS is presented in lists. For example, you may see a list of record groups to choose from, or a list of all the records transfers from a certain record group.

The lists in ARCIS all follow a basic format that makes them easy to use. Here is a list of records transfers:

Every list has columns that show certain categories of information about the items in the list. For example, in the list of records transfers above, there are columns that show transfer number, transfer status, customer reference number, security classification type, and security classification.

You can choose to sort the information in a variety of ways. If a column heading has a set of arrows next to it, you can sort the list by that category of information. For example, to sort a list of records transfers by your agency's own internal reference numbers, click one of the arrows next to the heading **Customer Reference Number**.

Click the "up" arrow to sort the list in ascending order; click the "down" arrow to sort the list in descending order. The list at right is sorted in ascending order—that is, from lowest number to highest number.

Each list can show only a certain number of items at one time. For example, in the list of reference requests below, only 5 requests are visible. To move from page to page in a list, click the forward and back arrows at upper right:

While some lists may contain only a few items, others—such as lists of records transfers—may contain hundreds or even thousands. To quickly find the item you want, you can perform a query.

PERFORMING QUERIES

Most lists in ARCIS allow you to perform a query—that is, a search that lets you quickly find the item you are looking for. To start a query, click the **Query** button at the top of the list.

A query window opens. Each window displays certain criteria, depending on the type of item you are searching for. The query window at right allows you to search for reference requests that have been submitted.

You can enter information into any one or more of the fields in the window.

- If the field has a ▼ at right, click it to select from a drop-down menu of choices.

- If the field has a ⊞ at right, click it to open the calendar tool. Use the calendar tool to select

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a date. (Or, you may type the date directly into the field, using the format MM/DD/YY.)

- If the field has neither a ▾ nor a ⊞, you can type text directly into the field.

NOTE
*When entering text, please remember that all queries are **CASE SENSITIVE.***

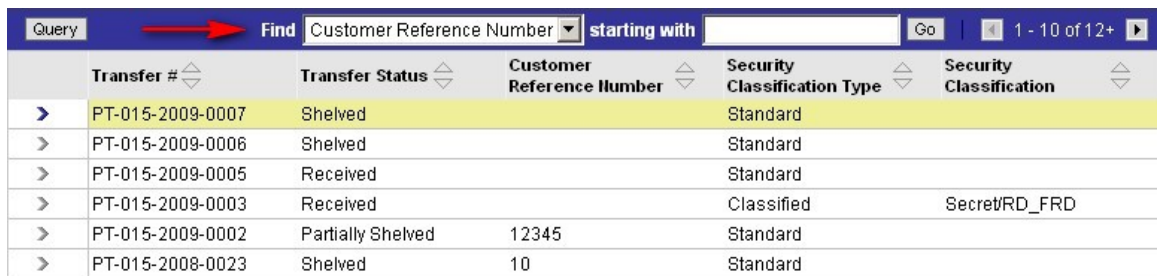You can structure queries in any number of ways. Here are just a few examples:

- If you are looking for one particular reference request, you can type that request number into the **Reference Request #** field.

- If you are looking for all the requests you submitted on a certain date, you can indicate that date in the **Submitted Date** field.

- If you are looking for all the emergency requests you submitted on a certain date, you can indicate the date in the **Submitted Date** field and select "Emergency" from the **Service Level** drop-down menu.

When you have entered your criteria, click **Go** to see the items that meet those criteria.

Certain windows provide a shortcut for doing queries. For example, the window below has not only a **Query** button but also a set of **Find** fields.

You can choose a category of information from the **Find** drop-down menu, then type a few characters into the blank field and click **Go.**
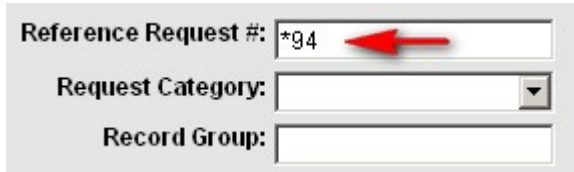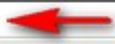
NOTE
*Don't forget that all queries are **CASE SENSITIVE.***

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USING "WILD CARDS" IN YOUR QUERIES

ARCIS queries have a special feature that allows you to customize your queries even more precisely. It saves you from having to type in long numbers and allows you perform queries even if you are missing some information.

That feature is the wild card, indicated by an asterisk (*). The asterisk can stand for any unknown or unspecified information.

Let's say you are looking for a particular reference request. You know that the reference request number ends in 94. You type *94 into the **Reference Request #** field.

The system returns all the reference request numbers that end in 94. In this case, there's only one—the exact one you were looking for.
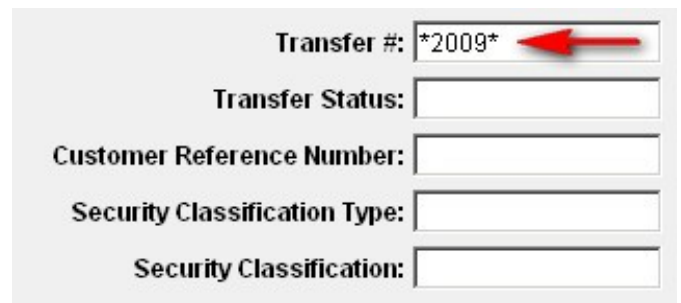
	Reference Request #	Request Category	Charge Account	Recipient Name	Status	Records Center
❯	ARR1-82109794	VAXC	09809500	BOB SANDERSON	Reference Initiated	FRC - Philadelphia

The wild card can be especially helpful when you are searching for records transfers.

TIP
Knowing a little about transfer numbers (formerly known as "accession numbers") can help you more quickly find the transfer you want. To learn about the new format for transfer numbers in ARCIS, see page 8.

For example, let's say you want to find all the records transfers that have been processed during fiscal year 2009. In the **Transfer #** field, you would type *2009*, where the first asterisk stands for the characters to the left of the fiscal year designation, and the second asterisk stands for the characters to the right of the fiscal year designation.

The system shows all the records transfers that were processed during fiscal year 2009, no matter what their record group or sequence number.

Transfer #	Transfer Status	Customer Reference Number	Security Classification Type	Security Classification
PT-015-2009-0007	Shelved		Standard	
PT-015-2009-0006	Shelved		Standard	
PT-015-2009-0005	Received		Standard	
PT-015-2009-0003	Received		Classified	Secret/RD_FRD
PT-015-2009-0002	Partially Shelved	12345	Standard	

TIP

If you want to perform a similar query for a legacy transfer—that is, a transfer created in the legacy system NARS-5—bear in mind that legacy numbers have a slightly different format. For example, a legacy number might be P015-04-0001-PGH, where "04" indicates the fiscal year. (For more about legacy transfer numbers, see page 8.)

If you performed a wild card search for *04*, the system would also show any transfers that have "04" in the record group number or sequence number. You can avoid the extra search results by including the hyphens that appear around the fiscal year—for example, *-04-*.

Sample results are shown below.

Transfer #:	*-04-*
Transfer Status:	
Customer Reference Number:	
Security Classification Type:	
Security Classification:	

Transfer #	Transfer Status	Customer Reference Number	Security Classification Type	Security Classification
P015-04-0001-VAC	Shelved	015-04-0001-VAC	Standard	
P015-04-0004-VAC	Shelved	015-04-0004-VAC	Standard	
P015-04-0003-VAC	Shelved	015-04-0003-VAC	Standard	
P015-04-0002-VAC	Shelved	015-04-0002-VAC	Standard	

Managing Your Personal Profile

On the **Personal Profile** page, you can update your contact information, change your password, and more.

You can view your **Personal Profile** by clicking the link near the upper right corner of any ARCIS page.

THE PERSONAL PROFILE PAGE

The **Personal Profile** page displays your contact information and other information about you. This information was entered when your account was first created. You can add or update some information if necessary.

At the bottom of the **Personal Profile** page, you'll see a list of the agreements between your agency and NARA as well as the charge codes and accounts associated with those agreements.

EDITING YOUR PERSONAL PROFILE

To add information to your personal profile, or to update existing information, click **Edit.**

Some of the fields on the **Personal Profile** page will open up so that you can edit them.

To edit your first, last, or middle name; your job title; or your work phone or fax number, simply type the new information into the field. If no information currently appears in one of those fields, you may want to add it.

You may select a prefix (such as Mr. or Ms.) by clicking the ▼ next to the **Prefix** field and choosing the right prefix from the drop-down menu.

The address that appears on this page is the one that was designated as your primary address when your account was established. When you create a reference request, the primary address is filled in automatically on the form. To designate a different primary address:

1) Click the 🖻 icon next to the **Address Line 1** field. The **Pick Contact Address** window opens.

2) If the correct address appears in the list, proceed to step 4.

3) If the correct address does not appear in the list, enter a new address: Click **New.** The **Enter Contact Address** window opens. Enter the address, then click **Save** to return to the **Pick Contact Address** window.

4) Click the arrow next to the correct address, then click **OK.**

The record group number that appears in the **Record Group** field is the one that was designated as your primary record group when your account was established. If you have access to more than one record group, you can designate a different one. To designate a different primary record group:

1) Click the 🖼 icon next to the **Record Group** field. The **Pick Record Group** window opens.
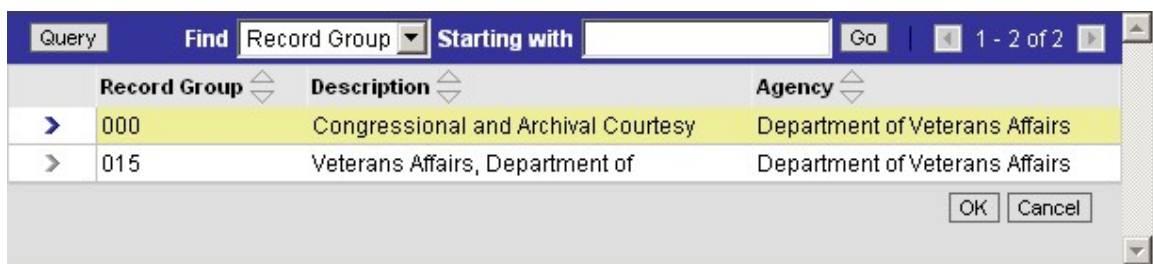
2) Click the arrow next to the correct record group, then click **OK.**

An important part of your **Personal Profile** is your challenge question and answer. If you ever forget your password, the challenge question and answer allow the ARCIS system to verify your identity and provide you with a reset password.

To establish or change your challenge question and answer, click the ▾ next to the **Challenge Question** field, and select a question from the drop-down menu.
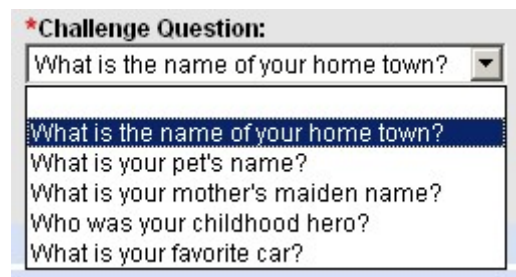
Then type the answer into the **Challenge Answer field.**

NOTE
Your challenge answer is CASE SENSITIVE.

When you are finished editing your **Personal Profile,** click **Save** to save your changes. (If you want to leave the **Personal Profile** page without saving your changes, click **Cancel.)**

CHANGING YOUR PASSWORD

You can change your ARCIS password at any time by clicking **Change Password** on the **Personal Profile** page.

Enter your current password, and enter your new one twice. Then click **Save.**

NOTE:
Passwords must be at least 8 characters long and must contain at least one upper-case letter, one number, and one special character (such as @, #, $, &).

Getting Help

If you need assistance with any aspect of using ARCIS, contact the **ARCIS Help Desk.**

By e-mail: *arcishelp@nara.gov*

By telephone: 314-801-9300

Hours: Monday through Friday (except Federal holidays)
7 a.m to 5:30 p.m. (Central Time)

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REFERENCE REQUESTS

When you need to consult records you have stored at an FRC, it is easy to refer to them. You may refer to a single file or an entire box. You may access your agency's records by removing them on temporary loan, reviewing them on-site at the FRC, requesting photocopies or electronic scans of the records, or permanently withdrawing the records.

To obtain records stored at an FRC, you need to submit a reference request. This chapter explains how to use ARCIS to initiate and submit a request and to track its progress online.
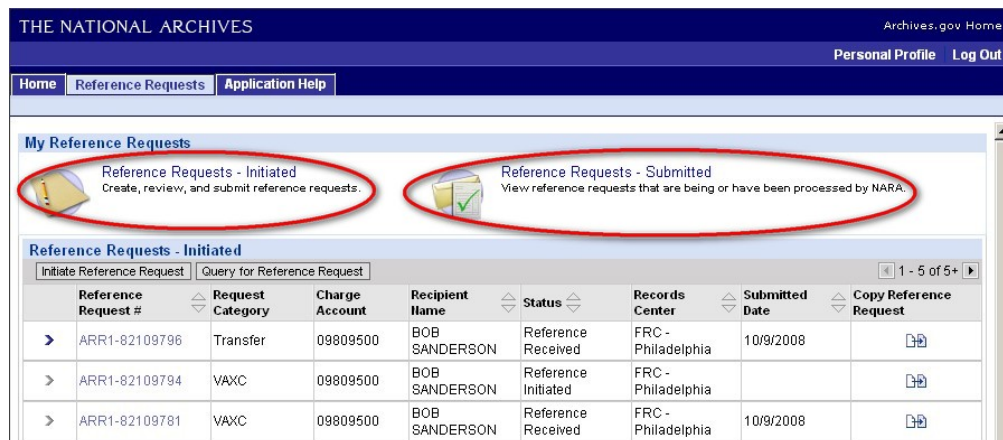
Getting Started

THE "MY REFERENCE REQUESTS" PAGE

From the ARCIS home page, click the **Reference Requests** tab.

The **My Reference Requests** page appears. The page displays information in two different views—**Reference Requests – Initiated** and **Reference Requests – Submitted.**

Reference Requests – Initiated displays requests that you are working on. **Reference Requests – Submitted** displays requests that NARA has started or completed working on. Click the name or the icon for either view to see the transactions currently in that category. The transactions appear in a list in the bottom part of the page.

INITIATING A REFERENCE REQUEST

Be sure you're in the **Reference Requests – Initiated** view. Then click **Initiate Reference Request.**

The **Reference Request** form opens.

Some information, such as your record group and address, will automatically be filled in, based on information stored in your personal profile. You will be able to change some of the information if necessary.

Filling In the Reference Request Form

The **Reference Request** form collects important information that allows the FRC to find the right records and get them to you in the format, by the date, and via the delivery method you require. Some of this information is automatically filled in based on information stored in your personal profile or copied from a previous request. You will need to fill in additional information.

Be sure to complete a separate reference request for each file or box you would like. Please note that the FRC will bill your agency separately for each request (as specified in your agency's agreement with NARA).

If you are requesting multiple boxes or files from one transfer, you can save time by using the "Copy Reference Request" function. For more information on copying a reference request, see page 33.

ENTERING REQUEST DETAILS

The Request Details section of the **Reference Request** form contains basic information about your request. This information is filled in automatically. You can change some of it if necessary.

• **Reference Request #:** This is generated by ARCIS.

• **Record Group:** Your primary record group is the default selection. If you have access to more than one record group, you can select a different one here. To select a different record group:

1) Click the ☑ icon next to the **Record Group** field. The **Pick Record Group** window opens.

2) Click the arrow next to the correct record group.

3) Click **OK** to close this window and return to the **Reference Request** form.

> **TIPS:**
> *You can directly enter a record group without opening the **Pick Record Group** window. Simply type the record group number into the **Record Group** field. Use a three-digit format—for example, 015.*
>
> *If you have access to numerous record groups, you can use the **Find** fields at the top of the window to quickly locate the right one. For example, you can type in the first few letters of the record group description. **Please note that queries are case sensitive.** For more information about queries, see page 10.*

• **Agency, Last Name,** and **First Name:** This information is filled in automatically based on information in your personal profile.

• **Charge Account:** Your primary charge account is the default selection. If you have access to more than one charge account, you can select a different one here. To select a different charge account:

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1) Click the ☑ icon next to the **Charge Account** field. The **Pick Charge Account** window appears.

Query	Find	Charge Code Description ▼	Starting with		Go	◄ 1 - 3 of 3 ►
	Charge Account ⇕		**Charge Code** ⇕		**Charge Code Description** ⇕	
>	09899999		99		VA Distribution Account	
>	09809500		00		VA Central Office	
>	09809601		01		Veterans Benefits Admin	
						OK Cancel

2) Click the arrow next to the correct charge account.

3) Click **OK** to close this window and return to the **Reference Request** form.

> **TIP:**
> *If you have access to numerous charge accounts, you can use the **Find** fields at the top of the window to quickly locate the right one. For example, you can type in the first few letters of the charge code description. **Please note that queries are case sensitive.** For more information about queries, see page 10.*

- **Nature of Service:** The default selection is **Temporary Loan of Records**, which is the most common type of reference request. After agency use, temporary withdrawals are returned to the FRC for refiling. You may select a different type of service from the drop-down menu. (Some services incur additional fees, as specified in your agency's agreement with NARA.)

*Nature of Service:

Temporary Loan of Reco ▼

Copy of Records
On-Site Review
Permanent Withdrawal
SmartScan
Temporary Loan of Records
Other

Copy of Records: The FRC can make photocopies of your records and send the copies to you. The copies are yours to keep.

On-Site Review: You may make an appointment to visit the FRC and examine the records on site.

Permanent Withdrawal: Permanent withdrawals are removed and retained by the agency.

SmartScan: Federal Records Centers provide same-day electronic delivery of requested files with SmartScan.
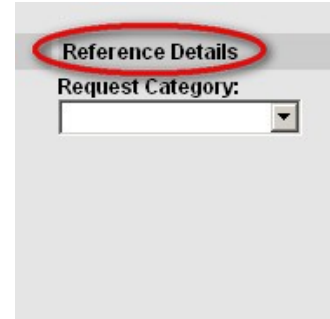
Other: If you would like a different kind of service, please provide details in the **Comments** section at the bottom of the **Reference Request** form.

- **Service Level:** The default service level is Standard. Standard requests are processed within 24 hours. If you require faster service, choose Emergency from the drop-down menu. (Please note that Emergency service incurs a higher charge, as specified in your agency's agreement with NARA.)

ENTERING REFERENCE DETAILS

The **Reference Details** section of the **Reference Request** form collects information about the records you are requesting.

The information needed depends on your request category—that is, the type of record you are requesting. Click the ▼ next to the **Request Category** field to see the menu of available choices.

All six categories of records are seen in the **Request Category** menu below. The choices you see will depend on your record group and the types of records you are authorized to request.
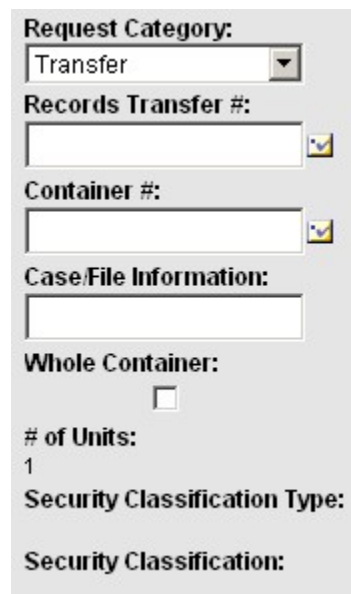
From the menu, select the type of record you are requesting. If your request does not fall into a special category, such as "IRS Tax Return" or "USPS Money Order," select "Transfer."

The fields in the **Reference Details** section will change based on what request category you have chosen.

If your request category is "Transfer"…

The following fields will be visible:

- **Records Transfer #:** Click the icon next to the **Records Transfer #** field. The **Pick Records Transfer** window opens.

You will see a list of transfers that have been received by the FRC. Click the arrow next to the one you want, then click **OK.**

> **ABOUT TRANSFER NUMBERS**
> *We've made a few changes to the format of transfer numbers, formerly known as "accession numbers." For information about transfer numbers, see page 8.*
>
> **TIP**
> *To quickly find the transfer you want, use the **Find** fields at the top of the window, or click the **Query** button. **Please note that queries are case sensitive.** For more information about queries, see page 10.*

- **Container #:** Click the icon next to the **Container #** field. The **Pick Container** window opens. Click the arrow next to the container you want, then click OK.

> **TIP**
> *You can directly enter a container number without opening the **Pick Container** window. Simply type the container number into the **Container #** field.*

- **Case/File Information:** If you would like to request a specific case or file from the container, enter that information here. You must either specify that information *or* check the box for **Whole Container**, below.

- **Whole Container:** If you would like to request the entire container, check this box. You must either check this box *or* specify **Case/File Information**, above.

- **# of Units:** This field is filled in automatically. The number of units is always 1.

- **Security Classification Type** and **Security Classification:** These fields are filled in automatically based on the transfer you have selected.

If your request category is "IRS Tax Return"…

The following fields will be visible:

• **Form Type:** From the drop-down menu, select the type of form you are requesting—1120, 1040, 941, or Other.

• **Form Type Other:** If you selected "Other," a field will open up so that you can enter the type of form.

• **DLN:** Enter the document locator number for the return you are requesting.

• **SSN/EIN:** Enter the taxpayer's Social Security number or employee identification number.

• **First Name:** Enter taxpayer's first name. (This field is optional.)

• **Last Name:** Enter the taxpayer's last name. (This field is optional.)

• **Tax Year:** Enter the tax year for the form you are requesting.

• **Tax Period:** Enter the tax period for the form you are requesting.

If your request category is "Post Entitlement"…

The following fields will be visible:

- **Records Transfer #:** Click the 🖼 icon next to the **Records Transfer #** field. The **Pick Records Transfer** window opens.

You will see a list of transfers that have been received by the FRC. Click the arrow next to the one you want, then click **OK.**

> **ABOUT TRANSFER NUMBERS**
> *We've made a few changes to the format of transfer numbers, formerly known as "accession numbers." For information about transfer numbers, see page 8.*
>
> **TIP**
> *To quickly find the transfer you want, use the **Find** fields at the top of the window, or click the **Query** button. **Please note that queries are case sensitive.** For more information about queries, see page 10.*

- **Container #:** Click the 🖼 icon next to the **Container #** field. The **Pick Container** window opens. Click the arrow next to the container you want, then click OK.

> **TIP:**
> *You can directly enter a container number without opening the **Pick Container** window. Simply type the container number into the **Container #** field.*

- **First Name:** Enter the first name of the person whose file you are requesting.

- **Last Name:** Enter the last name of the person whose file you are requesting.

- **Social Security Number:** Enter the Social Security number of the person whose file you are requesting.

- **Security Classification Type** and **Security Classification:** These fields are filled in automatically based on the records transfer you have selected.

If your request category is "T-Checks"…

The following fields will be visible:

Request Category:
T-Checks

Locator #:

Check #:

Effective Date:

Symbol:

Records Transfer #:

Transmittal:

• **Locator #:** Enter the locator number of the Treasury check.

• **Check #:** Enter the check number of the Treasury check.

• **Effective Date:** Enter the effective date of the Treasury check. (This field is optional.)

• **Symbol:** Enter the symbol of the Treasury check. (This field is optional.)

• **Records Transfer #:** If you know the transfer number for the transfer that includes this check, you may specify it here. (This field is optional.) To specify a transfer, click the ▣ icon next to the **Records Transfer #** field. The **Pick Records Transfer** window opens.

	Transfer #	Transfer Status	Customer Reference Number	Security Classification Type	Security Classification
>	PT-015-2009-0007	Shelved		Standard	
>	PT-015-2009-0006	Shelved		Standard	
>	PT-015-2009-0005	Received		Standard	
>	PT-015-2009-0003	Received		Classified	Secret/RD_FRD
>	PT-015-2009-0002	Partially Shelved	12345	Standard	
>	PT-015-2008-0123	Shelved	10	Standard	
>	PT-015-2008-0088	Received		Standard	
>	PT-015-2008-0057	Shelved		Standard	
>	PT-015-2008-0008	Received		Classified	Top Secret
>	PT-015-2008-0001	Partially Received		Standard	

Query Find Customer Reference Number starting with ___ Go | ◄ 1 - 10 of 12+ ►
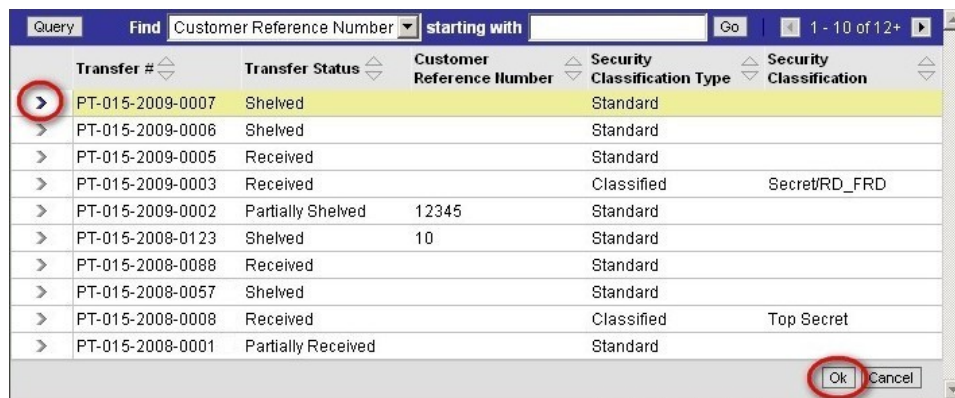
Ok Cancel

You will see a list of transfers that have been received by the FRC. Click the arrow next to the one you want, then click **OK.**

ABOUT TRANSFER NUMBERS
We've made a few changes to the format of transfer numbers, formerly known as "accession numbers." For information about transfer numbers, see page 8.

TIP
*To quickly find the transfer you want, use the **Find** fields at the top of the window, or click the **Query** button. **Please note that queries are case sensitive.** For more information about queries, see page 10.*

• **Transmittal:** Enter the transmittal number for this check. (This field is optional.)
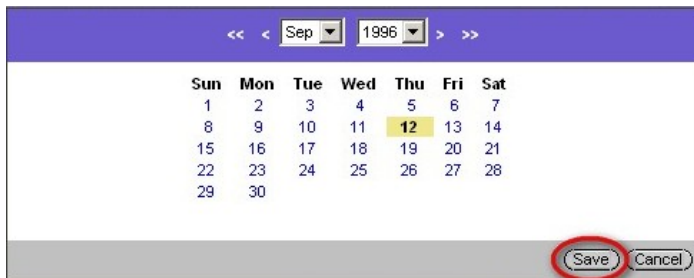
If your request category is "USPS Money Order"…

The following fields will be visible:

Request Category:
USPS Money Order ▼

Locator #:

Creation Date: ⊞

Money Order Serial #:

Requesting Office:

- **Locator #:** Enter the locator number for the money order you are requesting.

- **Creation Date:** To specify the creation date, click the ⊞ icon. The **Calendar** tool opens.

<< < Sep ▼ 1996 ▼ > >>

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

(Save) (Cancel)

Select the right month and year from the drop-down menus, or click the forward and back arrows to get to the right month and year. Click the right day on the calendar, then click **Save.**

TIP:
*You can directly enter a date without opening the **Calendar** tool.
Simply type the date into the **Creation Date** field, using the
format MM/DD/YY.*

- **Money Order Serial #:** Enter the serial number of the money order you are requesting.

- **Requesting Office:** Enter the name of office that has requested this record.

If your request category is "VAXC"…

The following fields will be visible:

- **Records Transfer #:** If you know the transfer number for the transfer that includes this claim, you may specify it here. (This field is optional.) To specify a transfer, click the ![icon] icon next to the **Records Transfer #** field. The **Pick Records Transfer** window opens.

You will see a list of transfers that have been received by the FRC. Click the arrow next to the one you want, then click **OK.**

ABOUT TRANSFER NUMBERS
We've made a few changes to the format of transfer numbers, formerly known as "accession numbers." For information about transfer numbers, see page 8.

TIP
*To quickly find the transfer you want, use the **Find** fields at the top of the window, or click the **Query** button. **Please note that queries are case sensitive.** For more information about queries, see page 10.*

- **VA Claim # (XC or XSS):** Enter the VA claim number for the claim you are requesting.

- **Date of Transfer:** To specify the date of transfer, click the ⊞ icon. The **Calendar** tool opens.

Select the right month and year from the drop-down menus, or click the forward and back arrows to get to the right month and year. Click the right day on the calendar, then click **Save.**

> **TIP:**
> *You can directly enter a date without opening the Calendar tool. Simply type the date into the Date of Transfer field, using the format MM/DD/YY.*

- **Retiring VARO City:** Enter the location of the VA regional office that retired the claim.

- **Retiring VARO Station #:** Enter the station number of the VA regional office that retired the claim.

- **Veteran's Service #:** Enter the service number of the veteran whose claim you are requesting.

- **Veteran's First Name:** Enter the first name of the veteran whose claim you are requesting.

- **Veteran's Last Name:** Enter the last name of the veteran whose claim you are requesting.

ENTERING SHIPMENT DETAILS

The **Shipment Details** section on the Reference Request form contains information about where your records should be delivered.

- **Recipient Name:** Your name is the default selection. If the records should go to another recipient, enter that name here.

- **Address Line 1:** Your primary address is the default selection. If the records should be sent to a different address:

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1) Click the ☒ icon next to the **Address Line 1** field. The **Pick Contact Address** window opens.

New Save Query					1 - 3 of 3 ▶
Address Line 1	**Address Line 2**	**City**	**State**	**Zip Code**	**Country**
❯ 4578 FEDERAL LANE		WASHINGTON	DC	20036	USA
❯ 12000 PROFESSIONAL PLAZA		COLLEGE PARK	MD	20740	USA
❯ 8500 FEDERAL WAY		PHILADELPHIA	PA	19109	USA

OK

2) If the correct address appears in the list, proceed to step 4.

3) If the correct address does not appear in the list, enter a new address. Click **New.** The **Enter Contact Address** window opens. Enter the address, then click **Save** to return to the **Pick Contact Address** window.

4) Click the arrow next to the correct address, then click **OK.**

The remaining address fields in the Shipment Details section will be filled in with the correct address.

• **Phone #:** You may enter a phone number in case there are questions about your request. (This field is optional.)

• **Fax #:** If you are requesting that your records be faxed to you, be sure to enter a fax number. (This field is optional.)

ENTERING STATUS DETAILS

The **Status Details** section on the Reference Request form contains information about the status of your request, as well as additional shipping information.

• **Status:** The status of your request is updated automatically by ARCIS. Until you submit your request, the status is "Reference Initiated."

• **Submitted date:** This information will be filled in automatically once you submit your request.

• **Shipping Method:** The U.S. Postal Service (USPS) is the default shipping method. You may select a different method of delivery from the drop-down menu. (Some delivery methods may incur an extra charge, as specified in your agency's agreement with NARA.)

Customer Pick-up: If you would like to have the records picked up by your agency's own messenger, select this option, and provide the approximate time of pick-up in the **Comments** field at the bottom of the **Reference Request** form. Messengers will be required to provide photo ID and agency affiliation when they arrive at the FRC to pick up requested files. The agency messenger must also be on the approved agency authorization list.

Fax: If you would like to have your records faxed to you, select this option, and provide a fax number in the **Fax #** field.

FedEx or **UPS:** If you would like to have your reference request delivered by one of these express couriers, select the courier here, and provide an account number in the **Shipping Account #** field.

Metro Courier: Federal Records Centers provide next-day delivery of reference requests via Metro Courier. Contact your FRC for more information.

On-Site Review: If you selected "On-Site Review" in the **Nature of Service** field in the **Request Details** section of the form, select it here as well.

Scan and E-mail: If you selected "SmartScan" in the **Nature of Service** field in the **Request Details** section of the form, select it here as well.

• **Shipping Account #:** If you have selected FedEx or UPS as your shipping method, this field will open so that you can enter your account number.

• **Records Center:** Select the records center where the records you are requesting are stored. (This field may be filled in automatically.)

Saving a Reference Request to Complete Later

If you are unable to complete your reference request in one session, or if you want to have someone else review the request before you submit it, you can save it and complete it later.

First, be sure you have filled in all the fields that are marked with a *. These fields must be filled in before an unfinished reference request can be saved.

Then click **Save and Finish Later** near the top of the **Reference Request** form.
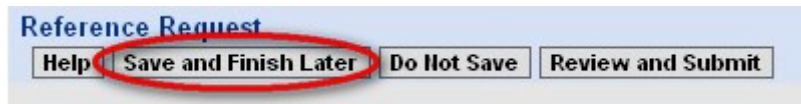
You will see a message confirming that your request has been saved and providing the reference request number. Make a note of the number.

Next time you visit the **My Reference Requests** page, you will find the unfinished reference request in the **Reference Requests – Initiated** category, with a status of "Reference Initiated." When you want to work on the reference request again, simply click the reference request number, then click **Edit.**

Submitting a Reference Request

When you have finished filling out the **Reference Request** form, click **Review and Submit**.

You will see your completed reference request. Please review the information carefully. If you need to change any information, click **Edit** to return to the **Reference Request** form, or click **Save and Finish Later** to make the changes at a later time.

When you have confirmed that all of the information is correct, click **Submit** to submit your request.

Copying a Reference Request

If your reference request will be similar to one that has already been submitted, you may want to start from a copy of the previous request. This option automatically fills in almost all of the information from the previous request. It's especially useful if you need to request several different boxes or files from the same transfer.

To copy a previous reference request, go to the **My Reference Requests** page. Locate the previous request in either the **Reference Requests – Initiated** list or the **Reference Requests – Submitted** list. You may want to perform a query to quickly find the right request. (For more information on queries, see page 10.)

Once you've found the right reference request, look to the far right of the row of information about that request. In a column labeled "Copy Reference Request," you'll see an icon.

Click the icon. The **Reference Request** form opens. Several fields will be filled in with information from the previous request. Fill in the missing information, then review and submit the new request.

Tracking a Reference Request

Immediately after you submit your reference request, you will see the request in your **Reference Requests – Initiated** list with a status of "Reference Received." This means that the request has been transmitted to the FRC's part of the ARCIS system.

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As soon as the FRC staff begins to work on your request, the request will move to the **Reference Requests – Submitted** list. The status will change to "Reference Processing."

When the status changes to "Shipped," you'll know your records are on their way to you.

If the FRC is unable to find the records you have requested—for example, because they have already been withdrawn by someone else—the status of the request will be "Reference Not Found." Click the reference request number to open the **Reference Request** form and view the reason why your records could not be found. If the FRC staff have additional comments, you will see them in the **Not Found Comments** field.

Viewing All Requests From Your Agency

If you are authorized to view all reference requests from your agency, you will see an **Agency Transactions** section on the ARCIS home page. Click the **My Agency Reference Requests** link to go to the **My Agency Reference Requests** page.

The page displays information in two views—**Reference Requests – Initiated** and **Reference Requests – Submitted.**

Click the name or the icon for either view to see the transactions currently in that category. The transactions appear in a list in the bottom part of the page.

> **TIP**
> *To quickly find the reference request you want, click the **Query for Reference Request** button. For more information about queries, see page 10.*

Once you have found the reference request you are looking for, click the reference request number to view the details of that request.