ARCIS Reference Requests

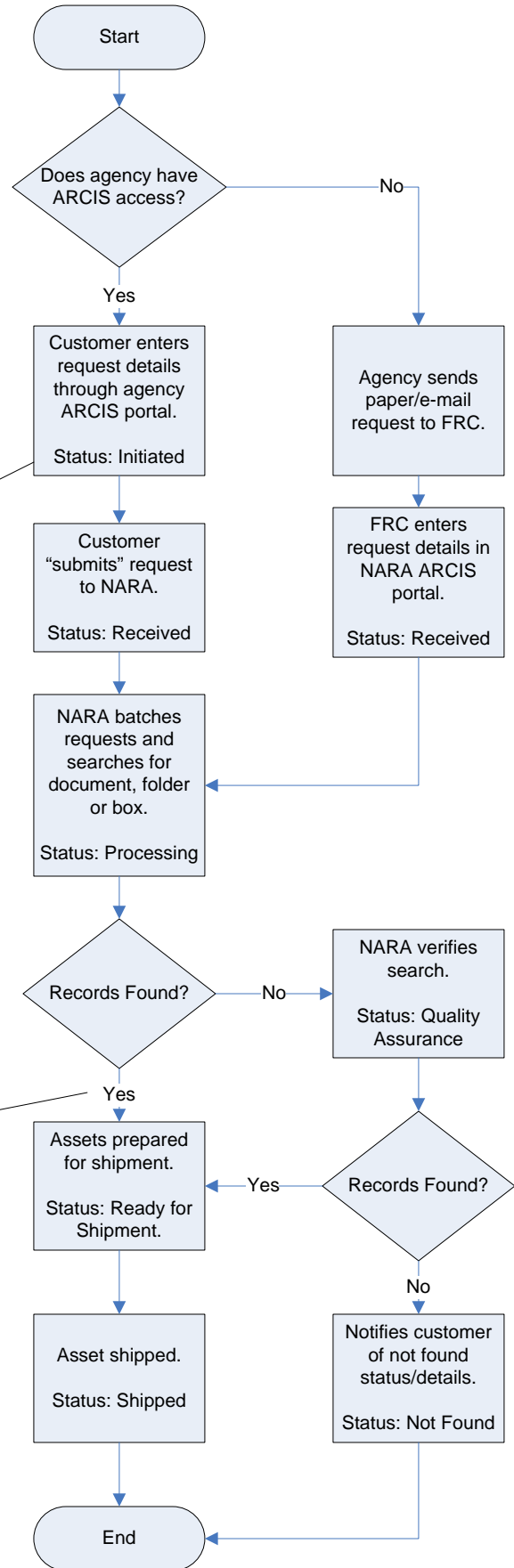# Training Handouts

- **Reference Request Process Lifecycle**

- **Reference Requests Field Definitions**

- **Reference Requests Sandbox Exercise**

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Flowchart

Start

↓

Does agency have ARCIS access?

— No → (right branch)

Yes ↓

Customer enters request details through agency ARCIS portal.

Status: Initiated

> Customers have the option to save the the request in the initiated status to facilitate internal review, then edit and "submit" when ready.

↓

Customer "submits" request to NARA.

Status: Received

↓

(No branch from "Does agency have ARCIS access?")

Agency sends paper/e-mail request to FRC.

↓

FRC enters request details in NARA ARCIS portal.

Status: Received

↓

NARA batches requests and searches for document, folder or box.

Status: Processing

↓

Records Found?

— No → **NARA verifies search.**

Status: Quality Assurance

↓

Records Found?

— Yes → **Assets prepared for shipment.**

No ↓

Notifies customer of not found status/details.

Status: Not Found

Yes ↓ (from first Records Found?)

> All or some of the found assets will go through local quality control process.
>
> Status: Quality Control

Assets prepared for shipment.

Status: Ready for Shipment.

↓

Asset shipped.

Status: Shipped

↓

End

Label

ARR1-77139213

Location: PHL-01-0C-050-2-018-02-004   08/05/2008

Transfer #: P118-05-0201-PPA   **Box #:** 2

Asset #: AAC1-407115   **Whole:** Y   **All:** N

Case/File:

| Transfer | Temporary Loan of Records |

| Standard | USPS | N/A |

To : ██████████████████

LIBERTY CENTER, SUITE 970, 1001 LIBERTY AVENUE
PITTSBURGH, PA, 15222, USA

ARCIS Reference Requests Field Definitions

NOTE: Fields with a red asterisk (*) require data entry.

Reference Request Data Entry Screen

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Request Details Section

Table 1	
*Reference Request#	Automatically generated request tracking number.
*Record Group	This entry restricted to record groups the user can reference (established at user set-up). If user is assigned to one record group, this group will be automatically entered. If user can submit requests from multiple record groups, he/she will select appropriate record group from a restricted pick-list.
Agency	Automatic entry based on the users agency established during account set-up.
*Last Name	Automated entry of user's name
First Name	Automated entry of user's name
Charge Account	Accounting code established through formal agreement between agencies. The last 2 characters represent the charge code. Will automatically default to primary charge account assigned to the user. However, users may select another charge account from a restricted pick-list. Charge Accounts are assigned to each user during account setup.
*Nature of Service	**Copy of Records** - Request for a photocopy of a record. Original documents will remain in the custody of the FRC. **Smart Scan** - Record copies will be scanned and provided electronically via e-mail, up to ~50 pages per request. **Permanent Withdrawal** - Records that will not be returned to the FRC **Temporary Loan of Records** - Default entry. Record will be returned to the FRC. **Review/Appt** - Request for records that will be reviewed at the FRC. **Other** - A nature of service other than what is listed above.
*Service Level	**Standard** - Default entry. Serviced within 1 business day of receipt. **Emergency** – Serviced the day of receipt. High priority service charges will apply. Local metro currier service may be provided.

Note: Fields with a red asterisk * must contain an entry to save the transaction.

IMPORTANT: The following seven tables represent different category's of requests. You will only complete data entry for the fields described in one of the tables depending

Reference Details Section

Table 2: TRANSFER Category

*Request Category	**Request Category:** Transfer ▼ IRS Tax Return Post Entitlement T-Checks Transfer USPS Money Order VAXC X-Ray	Selections available are dependent on the category requests the user is authorized to submit. This is established through the user's account setup. Many users will only have "Transfer" available as an option. Selecting a Category will change the fields available under the Reference Details section to accommodate data entry to facilitate locating the record.

*Records Transfer #	Transfer number established when the records being requested were transferred to NARA. Transfer number can be selected from the restricted pick-list which displays transfers received by the FRC that have not been disposed or accessioned into the Archives. The system will contain two types of transfer numbers. Legacy transfer numbers (e.g. P015-90-0007-VAP) for transfers prior to ARCIS implementation. For example transfer # 015-90-0007 will appear as P015-90-0007-VAP. The "P" prefix represents the FRC and the "VAP" suffix represents the NARS-5 subgroup identifier. New transfer numbers (e.g. PT-015-2008-000422) for transfers created within ARCIS. New transfer numbers are automatically generated when the transfer is created in the ARCIS system. *Transfer Number Format Example:*

PT-015-2008-000422			
PT	015	2008	000422
Physical Transfer	Record Group	Fiscal Year	Automatically generated sequence number

*Container #	Represents the container being requested or container which contains folder/documents being requested. The pick-list will display containers, for the previously entered Records Transfer#.
*Case/File Information	Manually enter specific information to facilitate locating the file needed from the container selected.
Whole Container	(Optional) Check if the whole container is needed; leave blank if a file from the container is needed.
# Of Units	Read Only - Defaults to "1"
Security Classification Type	"Standard" or "Classified" Read Only and linked to the selected transfer.
Security Classification	Read only and only populated if Classification Type is "Classified"

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Table 3: IRS TAX RETURN Category

*Request Category	See Table 2
*Form Type	Select as appropriate.
Form Type Other:	This field will open up for data entry if "Other" is selected in the Form Type field above.
*DLN#	…applicable to the record requested.
*SSN/EIN#	…applicable to the record requested.
First Name	(Optional)…applicable to the record requested.
Last Name	(Optional)…applicable to the record requested.
*Tax Year	…applicable to the record requested.
*Tax Period	…applicable to the record requested.

Form Type dropdown options: 1120, 1040, 941, Other

Table 4: POST ENTITLEMENT Category

*Request Category	See Table 2
*Records Transfer#	See Table 2
*Container#	See Table 2
*First Name	…applicable to the record requested.
*Last Name	…applicable to the record requested.
*Social Security #	…applicable to the record requested.
Security Classification Type	See Table 2
Security Classification	See Table 2

Table 5: T-CHECKS Category

*Request Category	See Table 2
*Locator#	…for check requested.
*Check#	…for check requested.
*Beginning Sequence#	…applicable to the record requested.
Ending Sequence#	(Optional)…applicable to the record requested.
Records Transfer #	(Optional) See Table 2

Table 6: USPS MONEY ORDER Category

*Request Category	See Table 2
*Locator#	…for money order requested.
*Creation Date	…for money order requested.
*Money Order Serial#	…for money order requested.
*Requesting Office	

Table 7: VAXC Category

Request Category	See Table 2
Records Transfer Number	(Optional) See Table 2
*VA Claim #	
*Date of Transfer	
*Retiring VARO City	
*Retiring VARO Station#	
*Veterans Service #	
*Veterans First Name	
*Veterans Last Name	

Table 8: XRAY Category

Request Category	See Table 2
Social Security #	(Optional)
Military Service #	(Optional)
*Film Location	
*Film Taken Date	
First Name	(Optional)
Last Name	(Optional)

Shipment Details Section

Table 9	
*Recipient Name	Defaults to data included in the profile for the user entering the request. Change this entry if the response should be sent to someone else.
*Address Line 1	Defaults to data included in the profile for the user entering the request. Use pick-list to select or enter another address to match recipient.
Address Line 2	Defaults to data included in the profile for the user entering the request. Updated through pick-list selection or entry next to Address Line 1 field.
City	Defaults to data included in the profile for the user entering the request. Updated through pick-list selection or entry next to Address Line 1 field.
State	Defaults to data included in the profile for the user entering the request. Updated through pick-list selection or entry next to Address Line 1 field.
Zip Code	Defaults to data included in the profile for the user entering the request. Updated through pick-list selection or entry next to Address Line 1 field.
Country	Defaults to data included in the profile for the user entering the request. Updated through pick-list selection or entry next to Address Line 1 field.
Phone #	Defaults to data included in the profile for the user entering the request. Change if necessary.
Fax #	Defaults to data included in the profile for the user entering the request. Change if necessary.

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Status Details Section

Table 10	
*Status	Automated entry that indicates the status of the request. Entries available are:
	Reference Initiated - Request created and saved through the customer agency portal but not yet submitted for NARA action.
	Reference Received - Request transaction submitted and received by NARA, but waiting to be processed.
	Reference Processing - Search in progress for the requested document, file or box/container.
	Quality Assurance - Request undergoing a review to ensure a quality response.
	Ready for Shipment - Requested document, file or box/container has been located and is ready to be shipped.
	Shipped - Requested document, file or box/container has been shipped.
	Reference Not Found - Requested document, file or box/container was not found during search or quality review.
	Reference Cancelled - Reference request was cancelled by agency customer.
Submitted Date	Automated entry that reflects the date the reference request was submitted to NARA.
*Shipping Method	Defaults to USPS. The following additional options are available.
	USPS - Default
	Fed-Ex
	On Site Review
	UPS
	Metro Courier
	FAX
	Scan and eMail
	Customer Pick-up
Shipping Account	The Shipping Account field opens up for entry if Fed-Ex or UPS are selected as a Shipping Method.
*Records Center	Defaults to records center established as primary in through the user's account profile. Another records center can be selected if also established through the user's profile.

Comments Field

This is simply a free text field for entering additional comments about the request. E.g. *"Would like to pick-up this record at your facility at 9:00 a.m. today."*

ARCIS reference request training participants should complete
the following exercises between Session I and Session II of
ARCIS Reference Request training.

Feel free to utilize any training aids provided during training
to help in completing the exercises.

Please complete within 4 hours of the end of Session I to allow
time for the instructor to process some of your submitted
requests prior to Session II. These exercises should not take
more than 1 hour to complete.

1. Login to the ARCIS sandbox at http://gpeatest.archives.gov/arciscustqa/.
Use the appropriate UserID and password from the table below.

Please do not change or reset these passwords.

If your last name begins with:	*UserId to Use*	*Password to Use*
A thru E	RefStu1@nara.gov	Change@123
F thru L	RefStu2@nara.gov	Change@123
M thru R	RefStu3@nara.gov	Change@123
S thru T	RefStu4@nara.gov	Change@123
U thru Z	RefStu5@nara.gov	Change@123

3. Create Reference Request without saving.

    a. Navigate to the Reference Requests screen and click the "New
    Reference" button.

    b. Complete required data entry fields as appropriate for a request you
    would typically submit to a NARA FRC.

        • Use the Request Category "Transfer".
        • Include your name in the "Recipient Name" field.
        • Change the address.

    c. Without saving, click the "Continue to Review and Submit".

    d. Review entry and click the "Submit" button.

    e. Navigate back to the Reference Requests screen and notice the
    Request Status for the Request you just created.

    f. Repeat steps a thru e for each type of request (Request Category)
    you might typically submit.

4. Create a request and save to finish later.

a. Navigate to the Reference Requests screen and click the "New Reference" button.

b. Complete required data entry fields as appropriate for a request you would typically submit to a NARA FRC.

- Include your name in the "Recipient Name" field.

c. Click the "Save and Continue Later" button.

d. Navigate back to the Reference Requests screen and notice the Request Status for the Request you just created.

e. Click on the Reference Request # link for the request you just created. The status should be "Reference Initiated".

d. Click the "Edit" button on the screen that opens.

e. Modify the data in the Case/File Information field (or some other field).

f. Click "Continue to Review and Submit" button, then click the "Submit" button on the review page. The status for this request should now have changed from "Reference Initiated" to "Reference Received".

5. Create request using copy function.

a. Navigate to the Reference Requests screen.

b. Click the query button, and select "Transfer" from the Request Category drop-down list; then click the "Go" button.

c. Select one of the requests and click the Reference Request # link to view the request details. Make note of the container number requested.

d. Click the "Back to Reference Requests" button.

e. Click the "Copy Reference Request" icon that is in the same row as the "Reference Request # you just viewed.

f. Enter the new Container #. Tip: You can manually enter the container number without opening the pick-list.

g. Click "Continue to Review and Submit" button, then click the "Submit" button on the review page.

h. Click the "Reference Request" screen tab, and quickly copy the request again to create a request for another container from the same transfer.

6. Query to locate requests.

a. Navigate to the "Home" screen.

b. Locate and click the link for "My Agency Reference Requests".

Note: The query function works the same way in the "My Reference Requests" view, but there will be more requests to query for practice with in the agency level view. In the live production system, not all users will have access to the "My Agency Reference Requests" view.

c. Locate and click the "Reference Requests - Processed" link.

d. Click the "Query" button.

e. Select "Reference Processing" from the Status field drop-down and click the "Go" button.

f. Review results. If the results were negative, verify you are in the "Reference Requests - Processed" view and try again. If still negative, try the next step.

g. Query again for the status of "Shipped".

h. Start a new query and look for any Reference Request # that ends with a 6. Tip: Use the wildcard asterisk. Your query condition should be entered as "*6", but without the quotation marks. If results are negative try another number.

h. Start a new query and select the Request Category = Transfer and the Status = Shipped.
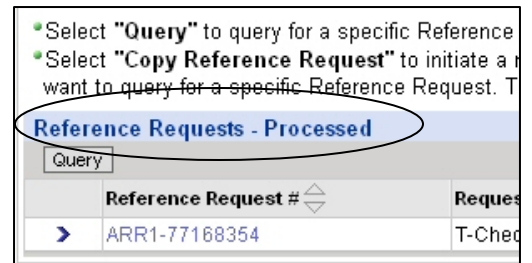
We will discuss the results of this exercise during Session II. Feel free to navigate around the system further and enter additional requests.