

VA Records Center & Vault



“It’s Not Just Storage...It’s Service”

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Part I: Introduction

In this part-

- [How to Use This Guide](#)
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1. How to Use this Guide

This guide explains in **question and answer** format the procedures to follow when shipping and recalling records to the Department of Veterans Affairs (VA) Records Center and Vault (RC&V). The guide has three main parts:

Introduction, Shipping Procedures, and Recall Procedures. We recommend that you read the entire document first for general understanding. Then you may refer back to the guide for specific questions or issues.

For the latest information, go the RC&V website at <http://vaww.aac.va.gov/vault/default.html>

2. General Information

The RC&V can store **vital records, inactive records, and classified material.** **Permanent** records as approved by the National Archives and Records Administration (NARA) can be stored at the RC&V until they are ready to be offered to the National Archives. **Unscheduled** records can be stored at the RC&V pending approval of the disposition authority by NARA. The RC&V can also accept other items for storage.

All records, except "vital" records, must have their final disposition established by a records control schedule (RCS) approved by NARA. The RCS describes each series of records: who creates it, who is responsible for it; what is covered and the function of the series. The RCS also provides the disposition of the records. A series is defined as a block of records having the same disposition authority and same disposition date. Each series of records having the same disposition authority and same disposition date must be transferred to the RC&V as a separate accession. Each item or subordinate item in a Records Control Schedule (RCS) represents a series.

Records must be identified and sorted into series by RCS item number and cut-off date. Records with passed disposal dates must not be sent to the RC&V, unless specific arrangements have been made.

Vital records are essential Government records that are needed to meet operational responsibilities under national security emergencies or other

emergency or disaster conditions or to protect the legal and financial rights of the Government and those affected by Government activities. VA vital records transferred to the RC&V must be listed in the appropriate Vital Records Schedule. See VA Handbook 6300.2 for more information.

3. Points of Contact

If you need help, or just need more information, the following points of contact can assist you with your questions:

Contact **Kim Tuggle (417- 451-4967)** or email aacvarc&v@mail.va.gov for questions relating to record shipments and recall of records.

The VARC&V website is located at <http://vaww.aac.va.gov/vault/default.html>

Contact **David Kubacki (512-326-6408)** or **Dee Busenlehner (512-326-6014)** for overall program information.

Part II: Shipping Procedures

In this part-

- [How Do I Prepare My Records for Shipment?](#)
- [What Information Must be Included on Boxes Sent for Storage at the RC&V?](#)
- [How Do I Initiate Shipment and Request an Accession Number?](#)
- [Where Do I Find Information to Complete VA Form 0244 Records Transmittal and Receipt?](#)
- [I Received My Accession Number. Now What Do I Do?](#)

1. How Do I Prepare My Records for Shipment?

Offices that transfer records to the RC&V will use the standard-size or special purpose boxes and supply items shown in [Appendix A](#) when packing records for shipment. Facilities having special requirements to ship records in other types of boxes must contact the RC&V staff at (417) 451-4967 to make prior arrangements.

When packing records in cartons, the existing arrangement of the files should be preserved. Folders should be packed upright, with letter-size folders facing the front of the container and legal-size folders facing the left side of the box. Leave approximately one inch of space in each box to allow room to remove files and to allow use of box handles. This prevents separation of file papers and reduces the amount of vacant space in boxes. Leave all guides and tabs in the records if they will help the RC&V personnel service the records. The records will remain in their boxes while stored at the RC&V.

Do not over pack the boxes. Never add additional files on the bottom, side or top of the paper records in the box. If the last box of the shipment is not completely full, add packing material to strengthen the box during shipping. Close the flaps on all containers and secure the top of each container with clear, 2" packaging tape. (Do not use filament tape to repair or tape box flaps closed. Over time, filament tape disintegrates into a powder that will lock the wheels of the rolling ladders used by the RC&V.)

Use half-size boxes for microfilm, index cards, CD-ROMS, diskettes, tapes or other odd-size material. All boxes or packages containing computer tapes or other magnetic media mailed through the U.S. Postal Service will be marked as follows: "FRAGILE - MAGNETIC MEDIA - KEEP AWAY FROM ELECTRONIC MOTORS, SCANNING DEVICES AND MAGNETS."

2. What Information Must Be Included on Boxes Sent for Storage to the RC&V?

Follow the instructions printed on the standard-size and special purpose boxes for labeling the boxes for shipment to the RC&V.

Do not use glued-on labels to supply additional identifying information. Affixing labels to boxes is not effective in long-term storage. The assigned accession number and box number must be written directly onto the box with a felt-tip marker. Numbering will be approximately 1-1/2" high. Provide any additional identifying information in the same manner.

Multiple containers/packages transferred to the RC&V in any one shipment will be sequentially numbered; e.g., box 1 of 12, envelope 1 of 12, etc.

3. How Do I Initiate Shipment and Request An Accession Number?

The accession number is a unique alphanumeric code the RC&V assigns to each shipment of records received for storage at the vault. It will consist of 9 to 13 characters. The first 3 to 6 characters identify the agency, the next 2 to 3 characters identify the year records are shipped, and the remaining 4 characters designate the RC&V assigned shipment number.

Accession numbers must be written on all boxes forwarded to the records center for retirement. [VA Form 0244](#), Records Transmittal and Receipt, will be completed for all records transferred to the RC&V (see [Appendix C](#) for a sample of the form and the instructions for completion). This form will be used to document the physical transfer of all records to the RC&V and provides information that may be needed later if recalls are necessary. [VA Form 0244a](#), Records Transmittal and Receipt, Continuation, will be used if more space is required (see [Appendix C](#) for sample). The following procedures will be used to initiate a shipment of records to the RC&V:

Facilities shipping records will prepare [VA Form 0244](#) and forward it via fax to the RC&V for assignment of an accession number prior to shipment of the records. Upon receipt of a properly completed [VA 0244](#), RC&V staff will assign an accession number and return it to the shipping facility by fax within 4 hours of receipt. The transferring facility will ensure that 2 signed copies of the form with the assigned accession number accompany each shipment of records to the RC&V. If boxes are being sent on pallets by freight, the two signed [VA Form 0244](#)'s should be affixed to the front of pallet #1 in an envelope. If boxes are shipped by UPS, FEDEX or USPS, place both copies of [VA Form 0244](#) in box #1 of the accession. Upon receipt of the records at the RC&V, the boxes will be matched against the signed copies of [VA Form 0244](#) submitted with the shipment. Both forms will be date stamped, signed by a RC&V representative, with one signed copy returned to the transferring office. The transferring facility

should retain their copy as proof of receipt and for use if future reference service is required.

The Records Officer or his/her designee who has jurisdiction over the records will prepare [VA Form 0244](#) if records are being transferred to the RC&V from a VA facility. Non-VA offices will determine the responsible official to prepare the form. Disposition of [VA Form 0244](#) will be in accordance with NARA's General Records Schedule 16, Item Number 2a.

4. Where Do I Find Information to Complete VA Form 0244?

Instructions are provided on the back of [VA Form 0244](#) (see Appendix C.) Also, see VA Handbook 6300.8, Illustration A, Instructions for Completion of [VA Form 0244](#).

5. I Received My Accession Number. Now What Do I Do?

Boxes must be placed on standard 40" W x 48" L, 4-way entry Grocery Manufacturer's Association (GMA) pallets. Load boxes onto pallets as shown in [Appendix B](#) to minimize movement during shipment and to allow access to information written on the front of boxes.

The first pallet will contain boxes 1 through 48. If additional pallets are used, the second pallet will contain boxes 49 through 96, etc. If more than one pallet is used, each pallet must be labeled in sequential order; e.g., 1 of 3, 2 of 3, 3 of 3, by affixing a [sequencing tag](#) to the front of each pallet. A sample of the sequencing tag is provided in [Appendix E](#).

Two copies of [VA Form 0244](#) completed and signed by the agency Records Control Officer will be secured to the front of pallet #1 in an envelope.

After the pallet is loaded, boxes must be shrink-wrapped following the instructions provided below.

Pallet Stacking

- Boxes showing signs of damage or stress will be repaired with clear, 2" packaging tape or re-boxed before staging.
- Accessions of boxes will be loaded onto pallets in ascending numerical order from left to right in an interlocking fashion. The boxes must be palletized using an interlocking method (48 boxes, 8 boxes per layer, 6 layers high). See [Appendix B](#) for diagrams showing how boxes should be placed on pallets.
- Pallets will be securely shrink-wrapped (see shrink-wrapping techniques below) and banded (if necessary) to prevent shifting while in transit.

- Instruct carrier not to double-stack pallets. All pallets need to be loaded on the trailer floor.

Shrink Wrapping

- Secure the end of the film to the load or pallet by:
 - ◆ Tying the end off around the base of the pallet
(or)
 - ◆ Placing the end of the film between the pallet and a box or between two boxes near the base of the pallet.
- Walk around the pallet **once** to apply film to all sides of the base of the pallet. Attempt to wrap the pallet **to** the first layer of boxes.
- After this initial wrap, release about 2 feet of film, apply tension and stretch it to about 4 feet in length.
- Turn the corner and release tension. Roll out about 2 feet of film.
- Continue to release and stretch the film to about twice its length on each side to create a tight stretched wrap (stretch wrap is designed to shrink and tighten up after being stretched).
- **Important: make two passes at the same level around the pallet.**
- For each layer, position the film to a height that allows the film to overlap the previous layer by approximately four inches.
- Again, apply two layers of stretched film on each level.
- Cap the top level of the load by allowing 1/2 the width of the film to be stretched over and around the top layer. Stretching will cause the film to "hug" the boxes.
- Use your finger to break a hole in the center of the film near the roll. Pull the film apart. Press the loose end against the wrapped pallet to prevent it from unraveling.

Part III: Recall Procedures

In this part-

- [How Do I Recall My Records?](#)
- [How Do I Ensure That Records Are Sent Only to Authorized Staff?](#)
- [What Do I Do If I Alter or Remove Records During a Recall?](#)
- [How Long Will it Take for My Recall Request to be Processed?](#)

1. How Do I Recall My Records?

Boxes or files may be retrieved from the RC&V by completing [VA Form 0245](#), VA Records Center and Vault (RC&V) Reference Request. A sample [VAF 0245](#) is provided in Appendix D. VA Form 0245 provides the RC&V with the accession number, box number, file name and file number, and if records were part of the VHA relocation project, the location of the last NARA Center your records were moved from. VA Form 0245 must be signed by an official authorized to recall retired records for their agency. This form may be faxed or mailed to the RC&V. The RC&V will also accept telephone calls on emergency recall requests. All telephone requests must be documented and followed-up by sending a completed and signed form to the RC&V before recalled files can be shipped.

Please note that there are two different phone numbers and addresses - one is for recalling vital records and the other is for recalling medical records.

VA Records Center & Vault **(for vital records only)**

11793 Lime Kiln Drive
Neosho, MO 64850
(417) 451-2744
(417) 451-7317 (fax)

VA Records Center & Vault **(for VHA medical records only)**

11693 Lime Kiln Drive
Neosho, MO 64850
(417) 451-4967
(417) 455-9106 (fax)
<mailto:aacvarc&v@mail.va.gov>

2. How Do I Ensure That My Records Are Sent Only to Authorized Staff?

To prevent unauthorized access to records, arrangements can be made with the RC&V to maintain a list of the transferring office staff authorized to request recalls of records. The transferring office will need to contact the RC&V to establish this list. If such a list is provided, the transferring office will be responsible for keeping the list updated. Also, all [VA Forms 0245](#) must be signed by an authorized person before the RC&V will honor the request.

3. What Do I Do If I Alter or Remove Records During A Recall?

Records must be clearly identified when they are returned to the RC&V for refiling.

- When an entire box has been withdrawn, do not obscure the original box markings upon its return. When a box is returned to the RC&V, the contents are assumed to be the same as when withdrawn. If records are added or removed, a new box listing must be provided to the RC&V when the box is returned.
- Any box, individual folder, tape, microfiche or microfilm returned to the RC&V for refiling will be accompanied by a copy of the original [VA Form 0245](#).
- If it is necessary to replace damaged files or containers before return to the RC&V for refiling, all original markings and writing from the original container must be copied onto the new one.

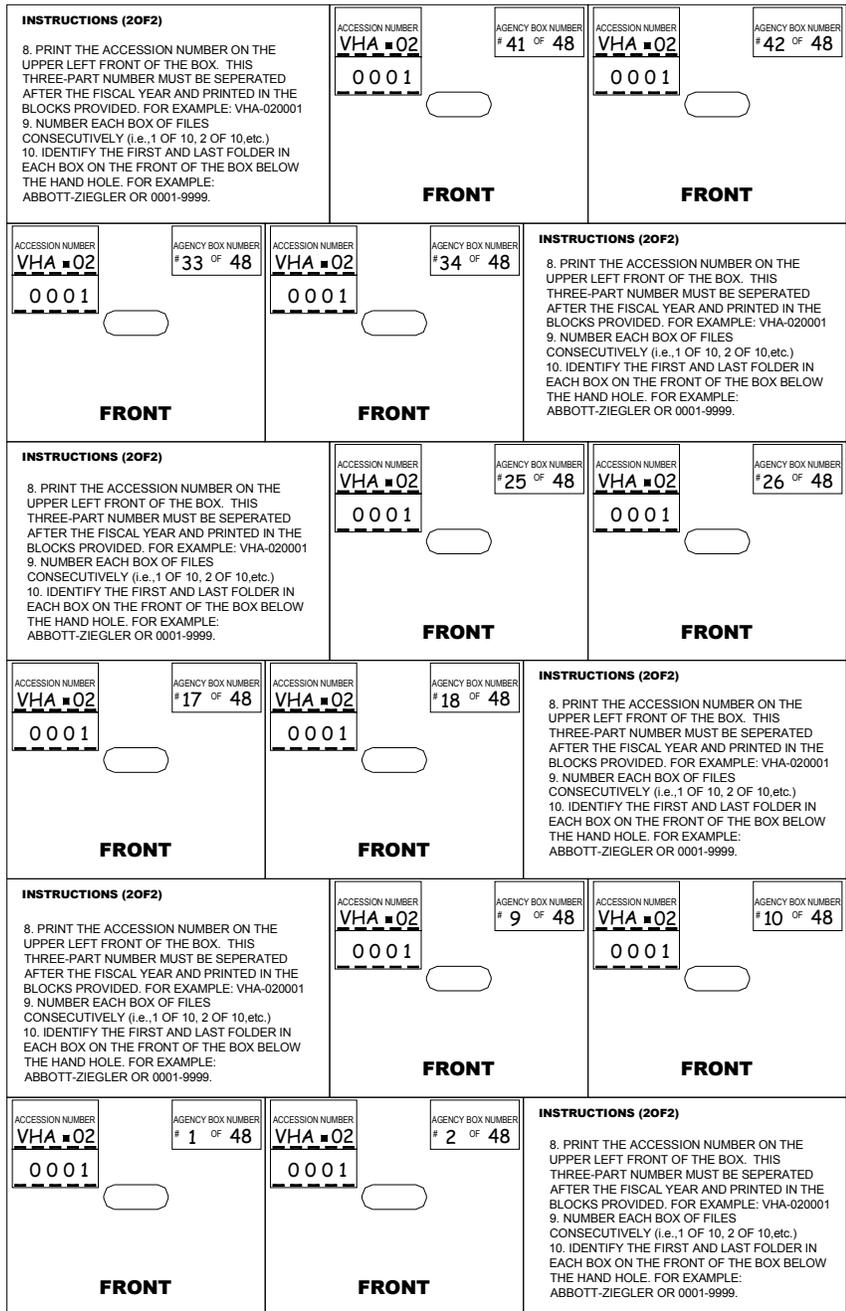
4. How Long Will It Take for My Recall Request to be Processed?

The standard "turn around time" for response by the RC&V is within one business day. (A routine request for retrieval of records received on a Friday afternoon may not be processed and records shipped until Monday afternoon.) Emergency requests will be processed within 4 work hours of receipt.

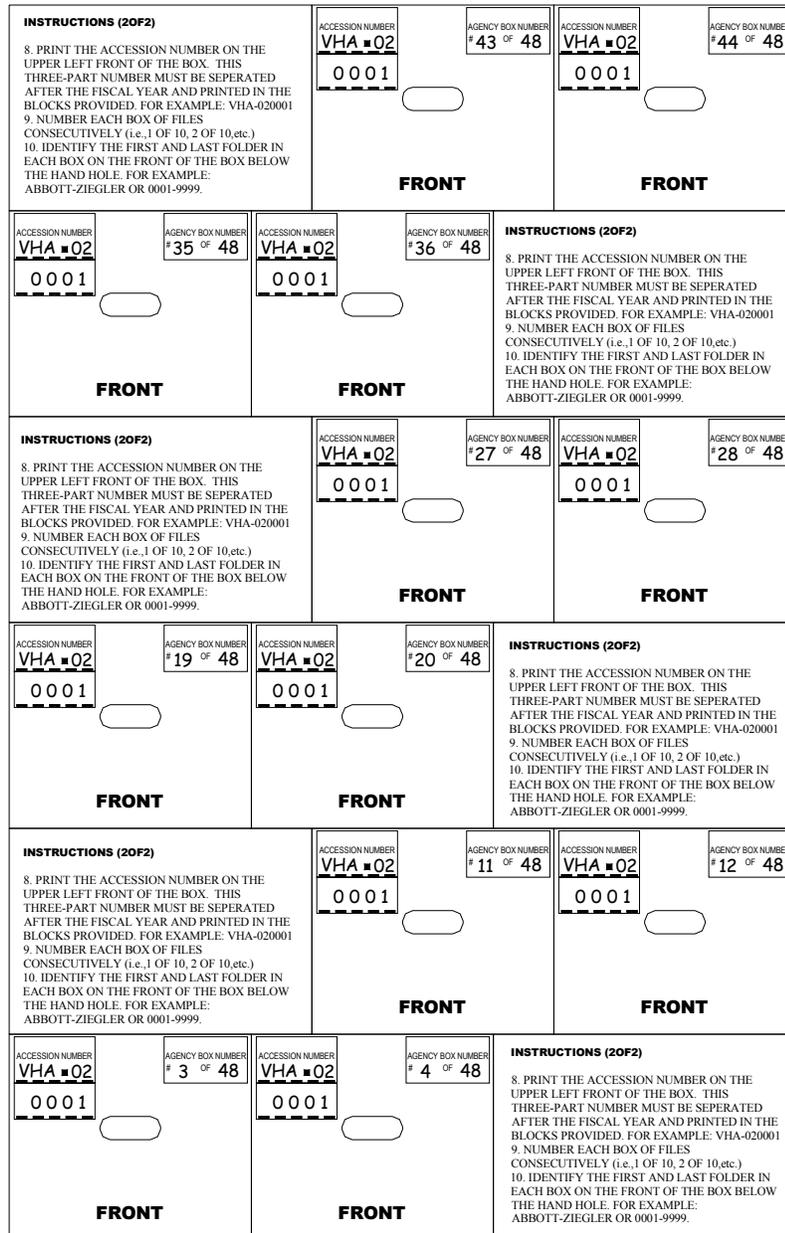
Standard Supply Items for Packing & Shipping Records

You can order these items from the General Service Administration's Federal Supply Service.

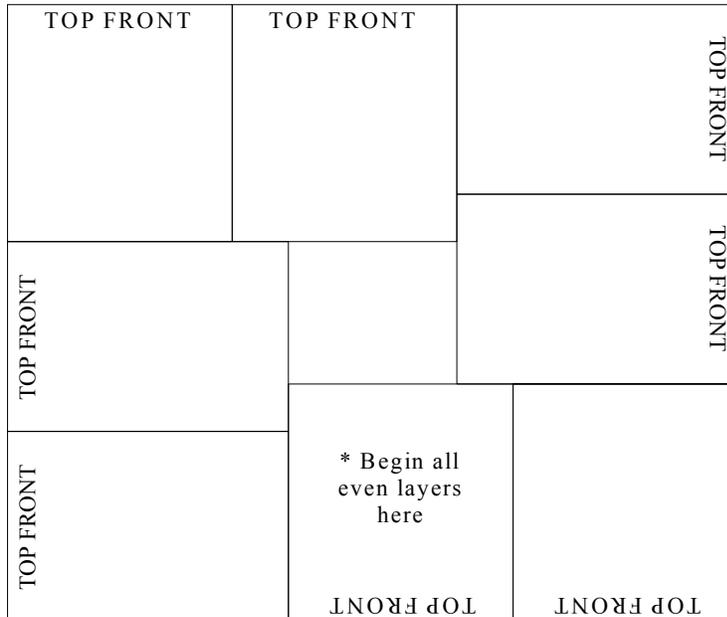
<u>Item</u>	<u>GSA Stock Item No.</u>
Standard Record Storage Box (for letter- and legal-size paper records) size: 14-3/4"x12"x9-1/2" white exterior, lock bottom	NSN 8115-00-117-8249
Special-purpose boxes:	
Half-size box Size: 14-3/4"x9-1/2"x4-7/8"	NSN 8115-00-117-8338
Magnetic Tape Box Size: 14-3/4"x11-3/4"x11-3/4"	NSN 8115-00-117-8347
Microfiche Box Size: 14-3/4"x6-1/2"x5"	NSN 8115-01-132-1923
X-ray Box Size: 18"x15"x5-1/2"	NSN 8115-00-290-3386
Clear Packaging Tape, 2" Wide	NSN 7510-01-425-6768
Felt Tip Marker (Black)	NSN 7520-00-973-1059



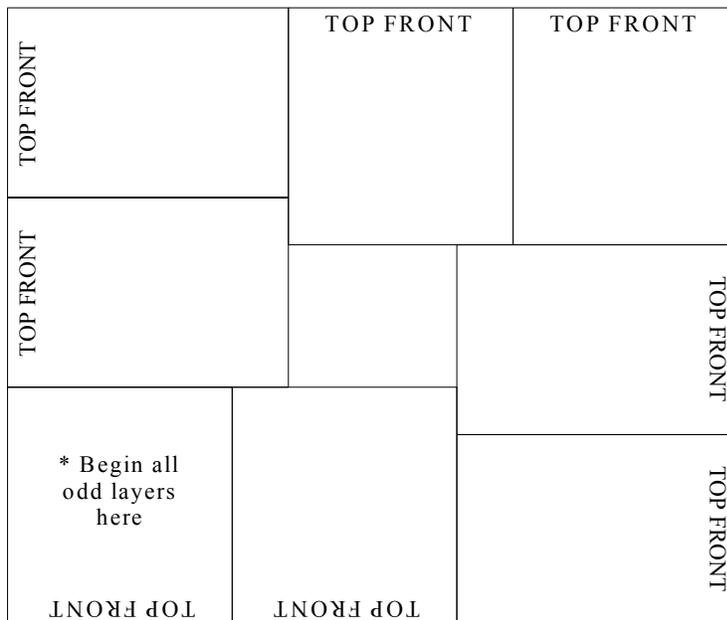
FRONT VIEW



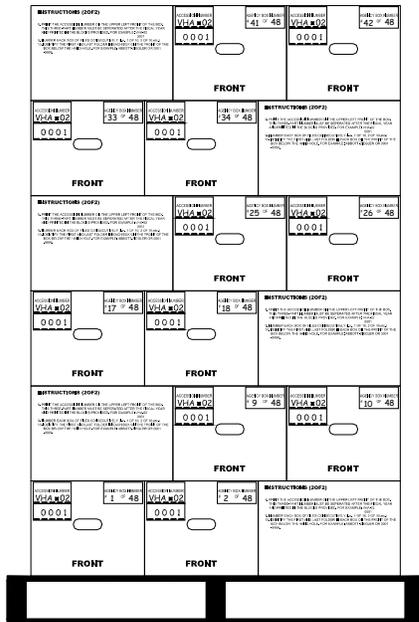
SIDE VIEW



TOP VIEW
(Even Layers 2,4,6)



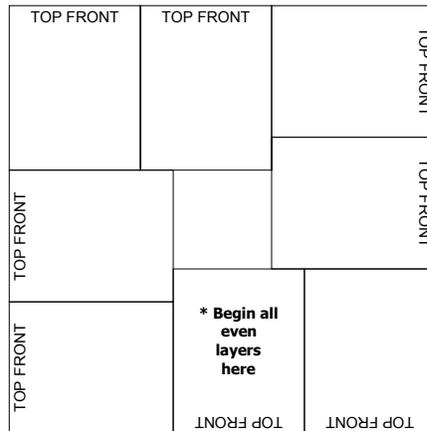
TOP VIEW
(Odd Layers 1,3,5)



FRONT VIEW

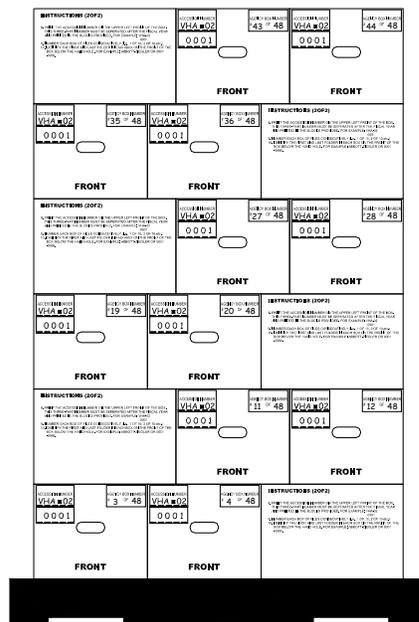
INSTRUCTIONS

1. Stack boxes in numerical order on pallet.
2. Each pallet contains 48 boxes, 8 boxes per layer, 6 layers high.
3. Ensure that boxes are stacked where box information faces outward.
4. Shrink wrap boxes on top and on all sides.
5. Use slip sheets between layers if available.

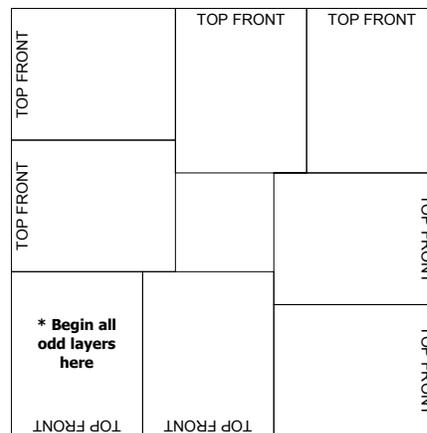


TOP VIEW

(Even Layers 2,4,6)



SIDE VIEW



TOP VIEW

(Odd Layers 1,3,5)

Department of Veterans Affairs		RECORDS TRANSMITTAL AND RECEIPT		PAGE 1	OF 2	PAGES
<p>1. TO INSTRUCTIONS: Complete and send original and two copies of this form to the address shown in item 1 "TO". See specific instructions on reverse. 5. FROM (Enter the name and complete mailing address of the office that owns the records and the office shipping the records, if different.) VA Records Center and Vault (RC&V) (Fill in appropriate address) VA Medical Center (Sta 565) 2300 Ramsey Street ATTN: Medical Records File Room Fayetteville NC 28301-3899</p>						
<p>2. TRANSFER AUTHORIZATION TRANSFERRING FACILITY OFFICIAL (Signature and title) John Q. Doe Chief, Medical Administration Service</p>		<p>DATE 03/08/02</p>				
<p>3. POINT OF CONTACT TRANSFERRING FACILITY LIAISON OFFICIAL (Name, office and telephone No.) Mary L. Smith (910) 222-3333 ext. 1234 Supervisor, Medical Records File Room</p>		<p>DATE</p>				
<p>4. RECORDS CENTER AND VAULT RECEIPT RECORDS RECEIVED BY (Signature and title)</p>		<p>DATE</p>				
<p>6. ACCESSION NUMBER</p>						
<p>7. CATEGORY OF RECORDS TRANSFERRED</p> <p><input type="checkbox"/> VITAL RECORDS <input checked="" type="checkbox"/> OTHER RECORDS</p>						
<p>8. PLANNED SHIPMENT DATE 4-30-02</p>						
<p>9a. MICROFILM VOLUME (No. of Reels)</p>		<p>9c. MICROFICHE VOLUME (No. of microfiche)</p>		<p>9b. PAPER VOLUME (Cubic feet) 15 cubic feet</p>		<p>9d. OTHER VOLUME (Specify below)</p>
<p>9a. TYPE AND VOLUME OF RECORDS</p>						
<p>10. RECORDS SCHEDULE AND ITEM NO.</p>		<p>11. RECORD TITLE/SERIES DESCRIPTION (Show inclusive dates of records)</p>		<p>12. RESTRICTIONS</p>		<p>13. DISPOSAL DATE 02/2074</p>
<p>RCS 10-1 136/05D</p>		<p>Inactive Medical Records Folders for calendar year 1998</p>		<p>W</p>		<p>14. DATE RECORDS TO BE RETURNED (if applicable)</p>
<p>1-15 SS# Last 4 digits 9736-0137</p>		<p>2-15 SS# Last 4 digits 9836-0437</p>		<p>3-15 SS# Last 4 digits 0437-2037</p>		
<p>4-15 SS# Last 4 digits 2037-3637</p>		<p>5-15 SS# Last 4 digits 3637-4147</p>		<p>6-15 SS# Last 4 digits 4347-5937</p>		
<p>7-15 SS# Last 4 digits 5937-6937</p>		<p>8-15 SS# Last 4 digits 7737-0438</p>				

VA FORM 0244
 APR 2002 (R)

INSTRUCTIONS FOR COMPLETION OF VA FORM 0244

FOR COMPLETION BY THE TRANSFERRING FACILITY

- Item 1.** Self- explanatory.
- Item 2.** Signature and date of the Records Officer is required if the records are being transferred from a VA installation. If a non-VA office is transferring records, an authorized official as designated by the head of the agency must sign and date.
- Item 3.** Show the name and commercial telephone number, including area code, of the person to contact concerning the records.
- Item 4.** To be completed by the RC&V.
- Item 5.** Self-explanatory.
- Item 6.** A separate accession number is required for each series of records listed on the form. A series consists of records having the same disposal authority and disposal date that are transferred together to the RC&V. The RC&V will assign this number upon receipt of the completed form.
- Item 7.** Place an "X" in the appropriate box to indicate the category of records to be transferred.
- Item 8.** Show the anticipated date the records will be sent to the RC&V.
- Item 9b thru 9f.** Show the type of records, in the medium shown, and the total volume of records being sent to the RC&V. (*A standard size box of paper records equals 1 cubic foot.*)
- Item 10.** Provide the appropriate Records Control Schedule or Vital Records Schedule and Item Number that authorizes the records to be stored and/or maintained at an offsite storage center. For other than vital records, cite the National Archives and Records Administration disposal job number if it has not been incorporated into an updated records control schedule.
- Item 11.** Describe the records as shown in the appropriate Records Control Schedule or Vital Records Schedule. Inclusive dates of the records will be shown. This item may also be used to briefly describe the contents of each box of records in the shipment; e.g., if there are a total of 10 boxes, show box 1 and list the first record in the box and the last record in box 1. This procedure may be used to identify files in all 10 boxes of the shipment.
- Item 12.** Enter one of the following codes to indicate whether the use of the records is restricted. Explain any special restrictions at the bottom of the form:
- | Code | Restrictions |
|------|---|
| Q | Security classification |
| T | Top Secret security classification |
| S | Secret security classification |
| C | Confidential security classification |
| R | Restricted use - witnessed disposal not required. |
| W | Restricted use - witnessed disposal required. |
| N | No restrictions |
- Item 13.** Compute the disposal date by using the disposition instructions shown in the Records Control Schedule or Vital Records Schedule.
- Item 14.** Complete this item in instances where the records are to be maintained at the RC&V for a period of time and then returned to the retiring facility. For example, vital record tapes.

Use VA Form 0244a, Records Transmittal and Receipt, Continuation; when additional space is required for listing records information. Instructions for completion of VA Form 0244, apply.

 Department of Veterans Affairs		TRANSFERRING FACILITY	PAGE	OF
RECORDS TRANSMITTAL AND RECEIPT (CONTINUATION)		VAMC Fayetteville Sta 565	2	2
<small>NOTE: This form is to continue listing of records data when space on VA Form 0244 is not adequate. Instructions for completion of VA Form 0244 apply.</small>				
10. RECORDS SCHEDULE AND ITEM NO.	11. RECORD TITLE/SERIES DESCRIPTION <i>(Show inclusive dates of records)</i>	12. RESTRICTIONS	13. DISPOSAL DATE	14. DATE RECORDS TO BE RETURNED <i>(if applicable)</i>
RCS 10-1 136/05D	Inactive Medical Records Folders 9-15 SS# Last 4 digits 0438-1438 10-15 SS# Last 4 digits 1438-2138 11-15 SS# Last 4 digits 2138-3438 12-15 SS# Last 4 digits 3438-5638 13-15 SS# Last 4 digits 5838-8838 14-15 SS# Last 4 digits 8838-1339 15-15 SS# Last 4 digits 1339-3339	W	02/2074	

PALLET

Total Pallets in Shipment:

**Transferring Agency
Name, Address, Phone
and Point of Contact:**