



# bulletin

National Veterans Affairs and Rehabilitation Commission

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## National Personnel Records Center: Medals, Corrections, Rumors, Fees

The purpose of sending this bulletin is to simplify some of our veterans' requests for medals and administrative corrections and to shed light on a couple issues that have been raised recently by our veterans service officers.

According to their website the NPRC is one of the National Archives and Records Administration's (NARA) largest operations. It houses 70 million records, responds to roughly 160,000 inquiries a month and can process several kinds of requests. The most common are requests for DD Form 214, Official Military Personnel File (OMPF) and Service Treatment Record (STR).

The NPRC is also authorized to assist with medal requests and clerical corrections to DD Form 214. A locate, clarify and validate approach elaborated on below works well for these requests.

**Locate:** There are two primary ways to request individual military service information NARA's electronic request system eVetRecs and Standard Form (SF) 180, Request Pertaining to Military Records: SF-180. Veterans and next-of-kin of deceased veterans can use eVetRecs or SF-180 to locate their records. Everyone else must use SF-180.

**Clarify:** Since the NPRC can process multiple requests clarifying the individual request is a must. This can be done by indicating the specific request in step 3: Comments of eVetRecs or by attaching a written statement to SF-180.

**Validate:** All requests have to be validated either by the records the NPRC has or by supporting documentation provided to them.

Requests for the issuance or replacement of military service medals, decorations, and awards should be directed to the branch of the service in which the veteran served. The chart below shows where the request should be sent and where to write if there is a problem or if an appeal is necessary for each of the services. The Army and Air Force can use eVetRecs or SF-180. The Navy, Marine Corps and Coast Guard must use SF-180. The specific medals, decorations or awards being requested needs to be clarified in Step 3: Comments of eVetRecs or in a written statement attached to SF-180. Available supporting documentation that validates the request should be sent with the signature verification page or SF-180.

| Medal Request:  |              | Problem or Appeal:  |
|---|--------------|---|
| National Personnel Records Center<br>Medals Section (NRPMA-M)<br>9700 Page Avenue<br>St. Louis, MO 63132-5100           | Army         | Commander PERSCOM<br>Attn: TAPC-PDO-PA<br>200 Stovall Street<br>Alexandria, VA 22332-0471                         |
| National Personnel Records Center<br>Air Force Reference Branch (NRPMF)<br>9700 Page Avenue<br>St. Louis, MO 63132-5100 | Air Force    | Headquarters Air Force Personnel<br>Ctr: AFPC/DPPPR<br>550 C Street West, Suite 12<br>Randolph AFB, TX 78150-4714 |
| Bureau of Naval Personnel<br>Liaison Office Room 5409<br>9700 Page Avenue<br>St. Louis, MO 63132-5100                   | Navy         | Chief of Naval Operations<br>(OPNAV 09B33)<br>Awards & Special Projects<br>Washington, DC 20350-2000              |
| Bureau of Naval Personnel<br>Liaison Office Room 5409<br>9700 Page Avenue<br>St. Louis, MO 63132-5100                   | Marine Corps | Commandant of the Marine Corps<br>Military Awards Branch (MMMA)<br>3280 Russell Road<br>Quantico VA 22134-5100    |
| Bureau of Naval Personnel<br>Liaison Office Room 5409<br>9700 Page Avenue<br>St. Louis, MO 63132-5100                   | Coast Guard  | Commandant U.S. Coast Guard<br>Medals and Awards Branch<br>(PMP-4)<br>Washington, DC 20593-0001                   |


The NPRC can make clerical corrections of errors on the DD Form 214 such as misspelled name, missing information, incorrect birth date, social security number, etc. Again, the specific correction request should be detailed in Step 3: Comments of eVetRecs or in a written statement attached to SF-180. Supporting documentation validating the request should be sent with the signature verification page or SF-180.

Contrary to recent rumors DD Form 214s, Official Military Personnel Files (OMPF) and Service Treatment Records (STR) are not available for viewing online. Aside from the enormous cost that would be involved, Federal Law [5 USC 552a(b)] requires that all requests for records and information be submitted in writing, signed and dated.

The NPRC is authorized to charge fees for many of their services. For now, none of them apply to former service members or next of kin of deceased veterans requesting records relating to benefits or correction of their military record. Therefore, it is important to clarify that the reason for the request in the in Step 3: Comments of eVetRecs, clearly on SF-180 or in a written statement. Non-benefit and archival requests for records of veterans that were discharged, retired or died in service 62 or more years ago probably will be subject to a service fee. In those instances, the NPRC provides a breakdown of the cost to the individual or organization making the request.

Please contact Ray Spencer, Supervisor, Military Review Boards, VA&R, at [rspencer@legion.org](mailto:rspencer@legion.org) or 202-861-2700 if you have questions or need more information.

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