

**DEPARTMENT OF THE NAVY  
NAVAL MILITARY PERSONNEL COMMAND  
WASHINGTON, D.C. 20370-5000**

IN REPLY REFER TO

BUPERSINST 7030.2D  
Pers-021  
12 APR 1995

BUPERS INSTRUCTION 7030.2D

From: Chief of Naval Personnel

Subj: FEES FOR COPYING, CERTIFYING, AND SEARCHING RECORDS

Ref: (a) DODINST 7230.7  
(b) DODINST 1000.12  
(c) Navy Comptroller Manual, NAVSO P-1000, Volume 3,  
Chapter 5  
(d) BUPERSINST 5000.27  
(e) BUPERSINST 5720.7C

Encl: (1) Schedule of Fees and Rates  
(2) Exemptions  
(3) Special Services  
(4) Procedure I, Correspondence, Chargeable Items, No  
Funds or Insufficient Funds Enclosed  
(5) Procedure II, Correspondence, Chargeable Items, Funds  
Enclosed  
(6) Procedure III, Correspondence, Chargeable Items  
(Urgent), No Funds Enclosed  
(7) Procedure IV, Correspondence, Chargeable Requests  
Which Cannot Be Completed by BUPERS  
(8) Procedure V, Telephone Requests  
(9) Procedure VI, Personal Requests  
(10) Procedure VII, Handling of Funds  
(11) Procedure VIII, Congressional Requests

1. Purpose. To issue types of services rendered to the public on request for copying, certifying, and searching records for which a fee will be collected in accordance with reference (a). This instruction also establishes the bureau's policy for user charges and prescribes the operating procedures to be followed.

2. Cancellation. BUPERSINST 7030.2C.

3. Background. Title V of the Independent Offices Appropriation Act of 1952 (5 U.S.C. 140) provides that fees shall be charged the public for copying, certifying, and searching of records to place such services on a self-sustaining basis to the fullest extent possible. Pursuant to this Act, the Department of Defense and the Department of the Navy by references (a) and (c) have issued regulations establishing those services for which fees shall be charged, conditions under which services may be furnished with a fee being

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imposed, the schedule of fees/collections and dispositions are furnished.

4. Scope This instruction is applicable to all divisions of the bureau which provide services to the public in response to requests for services as noted above.

5. Definitions. When used in this instruction, the following definitions apply:

a. Public. Any person or group of persons, including associations, organizations, partnerships, corporations, businesses, municipalities, and county, state, or territorial governments.

b. Armed Forces. Member or former member of the Army, Navy, Air Force, Marine Corps, and their civilian components.

c. Services. The furnishing of information, documentation, certification, or search of records.

d. Personal Documents. Documents such as birth certificates, baptismal certificates, adoption papers, or marriage licenses.

e. Casualty Status. Deceased, missing, missing in action, captured, interned or hospitalized due to illness or injury.

6. Action Required

a. General. A fee will be collected when any of the services listed in enclosure (1) are provided to the public, subject to the exemptions listed in enclosure (2). If requests for specific services are received for which a fee has not been established, and the services to be provided are not within the exemption provisions, the services will be furnished without charge. However, the Director/Comptroller, Resources Management Office (Pers-02) will be notified of the services furnished, together with an estimate of the cost involved in furnishing the service based on the cost standards established in enclosure (3).

b. Collection of Fees. Fees must be remitted in full prior to the furnishing of the record service. However, in the event the request received is not accompanied by advance payment and is of such urgency that the delay occasioned to obtain advance payment would seriously affect the requester, the services will be furnished and collection will be subsequent thereto. Payment may be made by personal check, currency, or money order. Remittances received for unsuccessful record searches will be retained when negative reports are made to the requester, except when the requesting party is otherwise exempt from fee payment. In general, charges may be waived or reduced when:

(1) The recipient of the benefits is engaged in a nonprofit activity designed for the public safety, health or welfare.

(2) Payment of the full costs or fee by a state, local government or nonprofit group would not be in the interest of the program.

(3) Furnishing of the service without charge is an appropriate courtesy to a foreign country or international organization, or comparable fees are set on a reciprocal basis with a foreign country;

(4) The incremental cost of collecting the fees would be an unduly large part of the receipts from the activity.

c. Official Requests. Information of the types listed in enclosure (1) Schedule of Fees and Rates may be released without charge when the individual answering the request can be reasonably certain that the requester is authorized to receive such information and is also eligible to receive the information without charge.

d. Refunds. Refunds to the requester as a result of an excessive amount remitted will be made only when the amount of the excess is more than one dollar. Remittances are retained in cases resulting in an unsuccessful search of records.

e. Operating Procedures. The bureau-wide operating procedures explained in detail in enclosures (4) through (11) will be observed by all divisions. These procedures will be subject to review by the Resources Management Office and participating divisions.

## 7. Areas of Responsibility

a. Funds. The Collecting Agent (Pers-021) will be responsible for receiving and safeguarding, all funds received by the bureau in payment of record services. Individuals who receive personally addressed mail that contains funds will immediately deliver the correspondence and funds to the Collecting Agent. In the event a check or money order is made payable to the bureau employee, he or she will endorse it for deposit to the Treasurer of the United States.

b. Release of Information. A determination as to the applicability of a fee and the amount of charge and a further determination as to whether the record information requested may be released will be the responsibility of the division director for each item of service processed by his or her organization. Fees to be charged shall be determined following this instruction; release of information will be followed as per references (d) and (e). It is emphasized that this instruction in no way changes the process of determining in each case, regardless of the applicability of a fee, whether the information requested may properly be furnished under the provisions of references (c) and (d) or other directives relating to the release of information from naval personnel records.

c. Urgent Requests. Division directors and duty officers will ensure that good judgment is used when chargeable requests are not accompanied by advance payment and are of such urgency that the delay occasioned to obtain advance payment would seriously affect the requester or reflect unfavorably upon the Bureau of Naval Personnel.

d. Cost Records. Participating divisions will be responsible for maintaining records that will reflect the cost of providing chargeable services and the amounts collected so that a periodic reevaluation of charges can be made.

e. Providing Chargeable Services. All employees should be cautioned that extreme care must be used in carrying out the intent of this instruction.

8. Forms. The following form may be ordered per NAVSUP P-2002 and used in processing for fees and collections.

a. NAVCOMPT 2277 (2-81), Voucher for Disbursement and/or Collection, S/N 0104-LF-702-2770, may be ordered per NAVSUP P-2002.

b. NAVPERS 5340/1 (5-91), Collection Slip, has been automated in Pers-021.

Distribution: (See next page)

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Distribution:

BUPERS List

- 1A Chief, Special Assistants, Staff Office Directors,  
Assistant Chiefs
- 1B Division Directors, Staff Office Directors, and Special  
Assistants to ACNPs
- 2A Branch Heads, Staff Office Heads and Special Assistants to  
Division Directors
- 2B Section and Unit Heads

Stocked: Bureau of Naval Personnel (Pers-021) (50 copies)

SCHEDULE OF FEES AND RATES

a. General. Subject to the exceptions in enclosure (2) the specific fees prescribed in subparagraph (b) will be collected when any of the services listed are provided to the public. When a specific fee is not prescribed and the service to be furnished is not within the exempt provisions hereof, determination of the amount to be charged will be made using the cost standards contained in enclosure (3). Generally, fees will be collected in full prior to furnishing of the service; however, if the request received is not accompanied by advance payment and is of such urgency that the delay required to obtain payment would seriously affect the requester, the service will be furnished and collection made subsequent thereto. In addition, when multiple requests for services are received from a reliable requester on a continuing rather than a one-time basis and the fees to be collected are in excess of the payment received, the services may be furnished and additional collection made subsequent thereof. The transmittal document will contain a request for submission of the required additional payment. Requesters failing to submit the correct fee within a reasonable time will not be furnished further services until the debt is paid in full and, in the future, will be required to submit fees in full prior to the furnishing of any services. When considered appropriate, a frequent requester may be permitted to make a special security deposit against which monthly billings for the services furnished will be made in the same manner as that provided in article 035888 of reference (c).

b. Specific Fees. The specific fees listed in the following table will be charged without deviation.

Service	Fee
1. Training and Education (Copies of documents required for other official purposes).	
a. Transcripts And Certificates	
First Copy.....	\$3.50
Each additional Copy.....	\$0.45
(includes requests for certificates, verification of attendance, and course completion from service schools and other facilities)	

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2. Medical and Dental Records of Patients and Former Patients (when requested for purposes other than further medical treatment). Covers requests for information from or copies of medical records, including clinical records (inpatient records of military and nonmilitary patients), health records (military outpatient records), outpatient records (non-military outpatient records), dental records, and loan of X-rays.

a. Searching and processing (per hour).....	\$13.25
Minimum charge.....	\$8.30
b. Each typewritten page.....	\$3.50
c. Office copy reproduction (per image).....	\$0.10
d. Loan of each X-ray.....	\$8.50

3. Military Membership and Record (Excluding Medical and Dental Records)

a. Address of record, each.....	\$3.50
b. Copies of releasable military personnel records effectiveness reports for officers and enlisted personnel reproduced for the personal use of active, retired, and former members, next of kin or missing in action or a deceased member of the Armed Forces (e.g., .	
Minimum charge (up to six reproduced images).....	\$3.50
Each additional image.....	\$0.10
Statement of verification of service or report of separation for individuals with other than honorable discharges.....	\$5.20

4. Photography

a. Still pictorial or documentary photographic prints. Unlisted standard sizes of prints may be furnished, if available, at prevailing contract or activity rates.

	<u>1-9</u> <u>PHOTOS</u>	<u>10-20</u> <u>PHOTOS</u>	<u>21-50</u> <u>PHOTOS</u>	<u>50+</u> <u>PHOTOS</u>
<u>8"X10" single weight</u> (RC type) paper	\$4.50 ea	\$3.25 ea	\$2.50 ea	\$1.75ea
11"x14" (RC type) paper	9.00	7.00	5.00	4.00
16"x20" (RC type) paper	19.00	15.00	12.00	9.50
20"x24" (RC type) paper	30.00	25.00	20.00	15.00
8" x 10" color paper	11.00	7.50	3.50	3.00
11" x 14" color paper	17.00	9.00	6.50	5.50
16" x 20" color paper	35.00	25.00	14.00	11.50
35mm color transparency slide made from color negative	5.00	3.50	3.00	3.00
35mm duplicate from 35mm slide	1.00	.60	.50	.45
16" x 20" cardboard	8.00 each + print			
20" x 24" cardboard	12.00 each + print			
8" x 10" color transparencies	20.00 (first) 16.00 each add'l			
4" x 5" color transparencies	4.50 each			

NOTE: Prices may vary by 20 percent of the average charges based on local in-house labor, equipment and supply (raw stock) costs.

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b. Motion Picture

<u>Color</u>	<u>Price per foot</u> <u>Contact</u>
16mm work print (positive work print from an original negative).....	\$0.20
6mm reversal work print.....	.20
16mm color master ("A" roll).....	.60
16mm duplicate negative (from master positive).....	.60
16mm reversal duplicate negative.....	.85
16mm internegative (from reversal original).....	.70
16mm short rolls (under 100ft).....	.10
+ basic price	
16mm tab-to-tab printing.....	.20
+ basic price	

Black and White

16mm work print (negative/positive).....	.10
16mm master positive (fine grain).....	.25
16mm duplicate negative.....	.25
16mm short rolls (under 200 ft).....	.10
+ basic price	
16mm tab-to-tab printing.....	.10
+ basic price	

c. Miscellaneous

Magnetic tape-dub from 16mm film.....	\$65.00
+ raw stock	
Searching (per hour or fraction thereof).....	18.00
Minimum charge per film order (including search)	35.00
16mm film to videotape (broadcast quality tape format).....Per hour	275.00
+ raw stock	
Minimum charge for film to videotape transfer.....	140.00
+ raw stock	

Aerial photographic print processing prices will be determined by the local DOD operated lab due to limited availability.

35mm film processing for motion pictures is not done in-house by the DOD. Charges for this type of processing will be at prevailing contract rates on a case-by-case basis.

5. Construction and Engineering Information. Copies of aerial photograph maps, specifications, permits, charts, blueprints, and other technical engineering documents.

- a. Searching per hour or fraction thereof (including overhead costs)..... \$13.25
- b. First print..... \$2.50
- c. Each additional print of same document..... \$0.85

6. Copies of Medical Articles and Illustrations. Standards contained in reference (a) of basic instruction will be utilized in computing costs.

7. Claims Litigation. Copies of documents required for other than official purposes (includes court martial records furnishing information from Report of Claims Investigations, e.g., automobile collision investigations and safety reports). Requests pertaining to private litigation and to cases in which the United States is a party and where court rules provide for reproduction of records without cost to the Government (if not covered in 2 or 3 above).

- a. Searching and processing (per hour)..... \$13.25
- Minimum charge..... \$8.30
- NOTE: Charges for professional search or research will be made per 10b, changed.
- b. Office copy reproduction (minimum for six Pages or less)..... \$3.50
- c. Each additional image..... \$0.10

8. Publications and Forms. A search and/or processing fee, as described in 10a below will be made for requests requiring extensive time (1 hour or more).

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a. Shelf stock. (Requesters may be furnished more than one copy of publication or form if it does not deplete stock levels below projected planned usage.)

(1)	Minimum fee per request (6 pages or less)	\$3.50
	(a) Form, per copy.....	.10
	(b) Publications, per printed page.....	.02
	(c) Microfiche, per fiche.....	.10
(2)	Examples: Cost of 20 forms, \$5.50; cost of microfiche publication with 100 pages, \$5.50; cost of microfiche publication consisting of 10 fiches, \$4.50	

b. Office Copy Reproduction (when shelf stock is not available)

(1)	Minimum fee per request (six pages or less)	3.50
(2)	Each additional page.....	.10
(3)	Minimum charge first fiche.....	\$8.70
(4)	Each additional fiche.....	.20

9. Engineering Data (Microfilm)

a. Aperture Cards

(1)	Silver duplicate negative, per card.....	\$0.75
	When keypunched and verified, per card.....	.85
(2)	Diazo duplicate negative, per card.....	.65
	when keypunched and verified, per card.....	.75

b. 35mm roll film, per frame..... .10

c. 16mm roll film, per frame..... .45

d. Paper prints (engineering drawings), each..... 1.50

e. Paper reprints of microfilm indices, each..... .10

10. General. Charges for any additional services not specifically provided above, consistent with the provisions of this subsection, will be made at the following rates:

a. Clerical search and processing, per hour.....	\$13.25
Minimum charge.....	8.30
b. Professional search or researching.....	
(To be established at actual hourly	
rate prior to search. A minimum charge	
will be established at 1/2 hourly rates.....	
c. Minimum charge for office copy reproduction	
(up to six images).....	\$ 3.50
d. Each additional Image.....	\$ 0.10
e. Each typewritten page.....	\$ 3.50
f. Certifications and validation with seal, each..	\$ 5.20
g. Hand-drawn plots and sketches, each hour	
or fraction thereof.....	\$12.00

EXEMPTIONS

1. Any services requested by members of the Armed Forces when the document or information requested is required by such personnel in their capacity as members of the Armed Forces of the United States.
2. Any services requested by members of the Armed Forces, who are in a casualty status, or by their next of kin or legal representative; and requests for information from any source relating to a casualty.
3. The address of record of an active duty member or former member of the Armed Forces when it can be furnished informally through local directory (locator) reference, when requested by a member of the Armed Forces or a relative or legal representative of a member of the Armed Forces, or the address of record requested by any source when the address is required for the purpose of paying monies or forwarding property to a member or former member of the Armed Forces.
4. Any services requested by or on behalf of a member or former member of the Armed Forces, or if deceased, their next of kin or legal representative, pertaining to requests for:
  - a. Information required to obtain financial benefits regardless of the terms of separation from the service;
  - b. Document showing membership and military record in the Armed Forces if discharged or released under honorable conditions;
  - c. Information relating to a decoration or award or information required for memorialization purposes;
  - d. Review of change in type of discharge or correction of records;
  - e. Personal documents, e.g., birth certificates, when such documents were required to be furnished by the individual.
5. Services which are furnished free following statutes or Executive Orders.

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6. Information from or copies of medical and dental records and/or X-ray films of patients or former patients of military medical or dental facilities when such information is required and requests for such data are (a) submitted by an accredited medical facility, physician or dentist or (b) requested by the patient, his next of kin, or legal representative.

7. Any services involving confirmation of employment, disciplinary or other records or salaries of active separated civilian or military personnel when requested by prospective employers or recognized sources of inquiry for credit or financial purposes.

8. Any services requested by and furnished to a member of Congress for official use.

9. Any services requested by a state, territorial, county or municipal government or an agency thereof which is carrying on a function related to or in furtherance of an objective of the Department of Defense.

10. Any services requested by a court when the furnishing of such will serve as a substitute for personal court appearance of a military or civilian employee of the Department of Defense.

11. Any services requested by a nonprofit organization which is carrying on a function to or in furtherance of an objective of the Federal Government and when the cost of such services would be chargeable directly to a Federal Government contract or grant held by the individual or corporation.

12. Any services requested by donors with respect to their gifts.

13. Requests for services which are occasional and incidental (including any request from a resident of a foreign country), not of a type that is requested often, if it is administratively determined that a fee would be inappropriate in such an occasional case.

14. Any request from Federal employees for the accomplishment of forms applicable to claims for reimbursement in connection with Federal Employees Health Benefit Act of 1959.

15. Administrative services normally provided in reference or reading rooms for public inspection of records, except for copies of records or documents furnished.

16. Any request for military locator service by a banking facility as defined in subsection III.A., DoD Instruction 1000.12 (reference (a)).

17. Any request for military locator service from financial organizations engaged in the composite check program. Each request for an address of record will include:

a. A statement that the organization is listed as a composite check recipient in the current U.S. Treasury Bureau of Accounts, "Financial Organizations Directory".

b. A statement that the individual whose address is requested has his or her pay forwarded as a direct deposit by the Department of Defense disbursing officer.

c. The financial organization's account number for the individual.

18. Any services rendered in response to requests for classification review of DoD classification records, submitted under Executive Order 11652 as implemented by DoD Regulation 5200.1-R which consist of the work performed in conducting the classification review as such, or in granting and carrying to completion an appeal from denial or declassification following such review.

19. Any services of humanitarian nature performed in certain emergency situations such as: life saving transportation for non-U.S. Armed Forces patients, search and rescue operations, and airlift of personnel and supplies to a site of disaster. This does not mean that inter-governmental and intra-governmental agreements should not be negotiated to cover all or part of costs. Rather, it means the recipient or beneficiary will not be assessed a "user charge".

SPECIAL SERVICES

Charges for copies of other articles and illustrations as well as for the furnishing of services for which a specific fee is not prescribed in enclosure (1) will be made. Determination of the amount of the fee to be imposed will be computed on the following basis:

1. Salaries and wages earned by personnel assigned to perform the services full-time and part-time, including all types of paid leave and standby time.
2. The purchase price of supplies and materials and the cost of contractual services used in performing the service.
3. An appropriate share of the original cost (depreciation) of the equipment used, and of the cost of maintenance and operation of such equipment.
4. The cost of any reproduction services obtained from outside the agency.
5. An additional factor of not less than 15 percent of the sum of the costs in items 1 through 4, to cover indirect sets such as collection and deposit of fees; maintenance, operation, and depreciation of buildings; the government's share of the retirement or social security benefits for the employees; workmen's compensation, and work performed by central agencies.
6. An additional charge of \$0.45 for each certification or validation, except that when a seal is affixed the charge will be \$0.45 for each seal without an additional charge for certification or validation.
7. The additional costs incurred when the documents are required to be transmitted by air mail, registered mail, or special delivery mail (unless the order includes postage stamps or stamped return envelopes for the purpose).
8. When the costs under items 1 through 5 are calculated for a total operation, part of it shall be pro-rated between the two according to the volume of work or time which pertains to each.

PROCEDURE I

CORRESPONDENCE, CHARGEABLE ITEMS, NO FUNDS OR INSUFFICIENT FUNDS  
ENCLOSED

Steps to process a correspondence request for a service which is a chargeable item and for which no funds or insufficient funds have been remitted.

<u>Location</u>	<u>Operation Step</u>
Mail Room	<ol style="list-style-type: none"><li>1. Mail is opened in Bureau of Naval Personnel</li><li>2. Mail without funds enclosed is sent to Division mail substation.</li><li>3. Mail substation delivers mail to action Office.</li><li>4. Decision is made as to whether or not a fee is required. (If no fee is required, mail is processed).</li><li>5. If a fee has been collected by another Activity, refer to and pick up operation at step 9, Procedure II.</li><li>6. If a fee is required, Collecting Agent Refund format is prepared (see exhibit 1). The incoming mail is attached to the form for return.</li><li>7. Outgoing cases are delivered to division mail substation.</li></ol>
Mail Substation	<ol style="list-style-type: none"><li>8. Mail is delivered to BUPERS.</li><li>9. Mail is released.</li></ol>

EXHIBIT I. REQUIREMENT LETTER

Legislation presently requires that a nominal fee be charged for the type of service you requested. These fees are being imposed by various offices of the United States Government in order to meet some of the expense of the work involved.

Your remittance in the amount of \$\_\_\_\_\_ is being returned for the reason(s) checked below:

\_\_\_\_\_ Your request is being processed. If it can be fulfilled, the service will be furnished under separate cover without charge.

After correction of the discrepancy(ies) checked below, the remittance and all correspondence should be returned to the Bureau of Naval Personnel, Attn: Pers-02116, Room 2046, 2 Navy Annex, Washington, DC 20370-0210.

\_\_\_\_\_ No signature

\_\_\_\_\_ No endorsement

\_\_\_\_\_ Incorrect payee (remittance should be made payable to the Bureau of Naval Personnel)

\_\_\_\_\_ No remittance enclosed

\_\_\_\_\_ The required fee is \$5.20 per civil relief certificate

\_\_\_\_\_ The required fee is \$3.50 per address

\_\_\_\_\_ Married couples are considered as two (2) separate individuals. The required fee is \$10.40 per couple for civil relief certificates and \$7.00 per couple for addresses

\_\_\_\_\_ Other

Collection Agent  
BUPERS-02116

PROCEDURE II

CORRESPONDENCE, CHARGEABLE ITEMS, FUNDS ENCLOSED

Steps to process a correspondence request for service which is a chargeable item and for which funds have been remitted.

<u>Location</u>	<u>Operation Step</u>
Mail Room	1. <u>Open</u> mail.
	2. <u>Forward</u> to the collecting agent any correspondence containing currency, checks, postal money orders, or postage stamps.
Collecting Agent	3. When the remittance is in currency, checks, postal money orders or postage stamps they will:  a. <u>Remove</u> all remittance from correspondence.  b. <u>Enter</u> data in Section I of NAVPERS 5340/1 (as noted in exhibit (2) into computer.  c. <u>Stamp</u> PAID on the incoming correspondence.  d. <u>Forward</u> stamped incoming correspondence to the action division mail substation (Pers-324).  e. <u>Print &amp; Review</u> print-out of NAVPERS-5340/1 for accuracy.  f. <u>Account</u> all remittance against NAVPERS-5340/1 print-out will be submitted to E. Urbaniak, Defense Accounting Office Rm. 201, Disbursing Office Arlington, VA 22204.

Operation Step

- g. Prepare a Voucher for Disbursement and/or Collection (NAVCOMPT 2277) (as noted in exhibit III) for signature.
  - h. Forward original completed NAVCOMPT 2277 to the Defense Accounting Office (DAO) with original bank-stamped copies of deposit tickets attached.
  - i. File the original NAVPERS 5340/1 print-outs, copies of all NAVCOMPT 2277s and deposit tickets.
- Mail Substation            4. Forward correspondence to proper Action office.
- Action Office            5. Determine the chargeable amount.
6. Process correspondence.
7. Explain any refunds (see exhibit III) in the outgoing reply.
8. Release all correspondence through Normal mail channels.
9. Forward copy of stamped Correspondence to the collecting Agent.
- Collecting Agent        10. When the stamped correspondence Indicates a complete refund, the Collecting agent will:
- a. Pull the original NAVPERS 5340/1 print-out.
  - b. Complete a NAVCOMPT 2277 with copy of NAVPERS 5340/1 print-out attached.

Operation Step

- c. Forward completed and signed NAVCOMPT 2277) to the Defense Accounting Office (DAO).
- d. File copy of NAVCOMPT 2277

PROCEDURE IIA - PROCEDURE FOR INSUFFICIENT PAYMENT FOR A CIVIL RELIEF CERTIFICATE OR AN ADDRESS OF RECORD

Collecting Agent 1. If insufficient payment is received for a Civil Relief Certificate or an Address of Record the payment is returned to the sender with an appropriate notification of the proper charge. (See exhibit I to enclosure (4).

EXHIBIT II. COLLECTION CONTROL SLIP

This automated form is maintained in Pers-021.

COLLECTION CONTROL SLIP NAVPERS-5340/1 (REV. 5-91)		ADDRESS	
TO: (ACTION)		: COLLECTION SCHEDULE :	
DATE	: AMOUNT RECEIVED	: STAMPS RECEIVED :	
REQUESTER'S NAME			
SERVICE CHARGE	: REFUND	: VOUCHER #	: DATE COMPLETED :
SERVICE RENDERED			

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EXHIBIT III. VOUCHER FOR DISBURSEMENT AND/OR COLLECTION  
NAVCOMPT FORM 2277 (2-81)

VOUCHER FOR DISBURSEMENT AND/OR COLLECTION-NAVCOMPT FORM 2277 (SPT.) (2-81) S/N 0104-LF-702-2770										Page 1 of	Page
1. Purpose DISB. <input type="checkbox"/> COLLECT <input type="checkbox"/>		2. Date	3. Reference Document No.			4. Bill Number	5. Voucher No.				
6. FROM:						7. PAID BY: CHECK NO.					
8. TO:											
9. ARTICLES, SERVICES OR ITEMS											
A. INVOICE OR ORDER NO.	B. DATE OF DELIVERY/SERVICE	C. DESCRIPTION (REMITTER EXPLANATION DETAILS, ETC.)				D. QUANTITY	E. UNIT PRICE COST PER		F. AMOUNT		
G. DISCOUNT TERMS											
10. TYPE OF PAYMENT OR BILL										H. TOTAL	
COMPLETE <input type="checkbox"/> PARTIAL <input type="checkbox"/> FINAL <input type="checkbox"/> PROGRESS <input type="checkbox"/> ADVANCE <input type="checkbox"/>											
11. ACCOUNTING CLASSIFICATION TO BE CREDITED (COLLECTION)											
A. ACORN	B. APPROPRIATION	C. SUB-HEAD	D. OBJ. CLASS	E. BUREAU CONTROL	F. SA	G. AAA	H. TT	I. PAA	J. COST CODE	K. AMOUNT (U.S. CURRENCY ONLY)	
12. DEDUCTIONS											
13. TRANSPORTATION		14. DISCOUNT		15. TAX		16. RESERVE		17. MISCELLANEOUS		18. TOTAL FOR ACORN (U.S. CURRENCY ONLY)	
19. CURRENCY				20. EXCHANGE RATE				21. TOTAL DEDUCTIONS			
22. ACCOUNTING CLASSIFICATION TO BE CHARGED (DISBURSEMENT)											
A. ACORN	B. APPROPRIATION	C. SUB-HEAD	D. OBJ. CLASS	E. BUREAU CONTROL	F. SA	G. AAA	H. TT	I. PAA	J. COST CODE	K. AMOUNT (U.S. CURRENCY ONLY)	
23. TOTAL NET AMOUNT TO BE PAID (BLOCK 2-H MINUS BLOCK 12-H)											
24. INSPECTION REPORT NO.						25. GOVT. BILL NOS.					
26. APPROVED BY _____						27. CERTIFIED BY _____					
DATE _____						DATE _____					
28. PAYEE RECEIVED											
PAYEE: _____											
PER: _____											
ADD: _____											

Exhibit III to  
Enclosure (5)

PROCEDURE III  
(Written or Telephone)

CORRESPONDENCE, CHARGEABLE ITEMS (Urgent) NO FUNDS ENCLOSED

Steps to process urgent correspondence requests for service which is a chargeable item and for which funds have not been remitted.

<u>Location</u>	<u>Operation Step</u>
Mail Room	1. <u>Open</u> mail.
	2. <u>Forward</u> correspondence to the action division mail substation.
Mail Substation	3. <u>Forward</u> correspondence to proper action office.
Action Office	4. <u>Determine</u> the chargeable amount.
	5. <u>Process</u> correspondence.
	6. <u>Complete</u> outgoing correspondence.
	7. <u>Forward</u> chargeable information to the collecting agent, Room 2046.
	8. <u>Release</u> correspondence through normal channels.

PROCEDURE IV

CORRESPONDENCE, CHARGEABLE REQUESTS WHICH CANNOT BE COMPLETED BY  
BUPERS

Procedure to process a correspondence request for service which is a chargeable item and which cannot be completed by BUPERS.

The procedure for processing correspondence which must be answered, either in full or in part, by another naval activity will be the same as Procedure II except that the action office will forward the case for completion.

There are two options for completing such cases:

a. A letter containing the answer to the BUPERS portion of the request is forwarded to the final action activity with a request that it be included in the complete answer.

b. A letter containing the BUPERS answer may be forwarded directly to the requester. The remainder is sent to the final action addressee indicating that the BUPERS portion of the request has been completed.

In either case the requester should be advised where his or her other request has been forwarded for completion.

This does not apply to cases which must be forwarded to the National Personnel Records Center (Military Personnel), St. Louis, Missouri. The relationship with this branch will be the same as if it were a local branch of Enlisted Services and Records Division (Pers-3).

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EXHIBIT IV. PROPOSED LETTER FOR FORWARDING ACTION TO  
ANOTHER ACTIVITY

From: Chief Of Naval Personnel  
To:

Subj: BUPERS Collection Schedule # \_\_\_\_\_

Encl: (1) Chargeable Request of \_\_\_\_\_

1. Enclosure (1) is forwarded for such action as may be necessary by your activity to complete this case.

2. The present status of funds collected for chargeable services is as follows:

- a. Funds received by this Bureau \$ \_\_\_\_\_
- b. Fee for services performed by this Bureau \_\_\_\_\_
- c. Balance to apply to any additional services chargeable \$ \_\_\_\_\_

3. After enclosure (1) has been serviced, it is requested that the following information be furnished to the Bureau of Naval Personnel by endorsement on the copy of this letter:

- a. Portion of item 2c above which has been earned by your activity by providing additional chargeable services
- b. Balance which should be refunded to the requester of the service.
- c. Complete address of the requester if a refund is due.

By direction

PROCEDURE V

TELEPHONE REQUESTS

Procedure for processing telephone requests for chargeable record information.

No BUPERS employee will release information, via telephone, for which a fee should be collected. Instead, the caller should be informed that the command is required by law to collect a fee in advance for certain record services and it should be suggested that he or she submit his or her request, via letter, together with a payment of the correct amount.

If the caller states that he or she must have the information immediately, then paragraph 7c of this instruction applies. The caller should be advised of the charge and also be informed that he or she will be billed for that amount. The individual furnishing the service will forward the information of charges to the collecting agent, room 2046.

PROCEDURE VI

PERSONAL REQUESTS

Procedure for processing personal requests by visitors for chargeable record information.

No BUPERS employee will release information to individuals coming to the Bureau in person for which a fee should be collected.

The visitor should be referred to the collecting agent, room 2046. The collecting agent will telephone the action office in order to ascertain the correct fee for the requested service. He or she will collect this amount from the requester and will furnish him or her with a copy of NAVPERS 5340/1. The action office will accept the copy and furnish the service. The copy of NAVPERS 5340/1, after completion by the action desk, is returned to the collecting agent.

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PROCEDURE VII

HANDLING OF FUNDS

The collecting agent will be responsible for the handling of funds and the maintenance of records concerning the funds. He or she will:

1. Maintain a collection schedule (NAVPERS-5340) showing receipt of all funds.
2. Maintain a file of NAVPERS-5340 print-outs.
3. Request the disbursing officer to transfer funds from Suspense, Navy, to Miscellaneous Receipts Account.
4. Authorize any necessary fee refunds by signing vouchers for the Bureau.
5. Maintain an audit file consisting of copies of collection schedules, requests to transfer funds, and refund vouchers.

PROCEDURE VIII

CONGRESSIONAL REQUESTS

1. If the Congressional inquiry specifically requests that the information be forwarded directly to a person or organization that is not exempt from a charge, the cost of the service is collected from the individual or organization. The recipient is advised by letter the amount of the charge and is requested to remit the correct amount in advance. The Congressman is advised of the action by separate letter.
2. If the Congressional inquiry does not indicate whether the information is to be forwarded directly to an individual or organization, the reply is returned to the Congressman's office and is considered official business and not chargeable.
3. Should the Chief of Naval Personnel elect, for purposes of economy, expediency, or Navy Department policy, to forward the information directly to the individual or organization when the Congressional inquiry has not specifically requested such action, the cost is chargeable provided no other exemption applies. The charge should be made as indicated in paragraph 1 above.
4. Since one of the duties of a Congressman is to represent his constituency at the seat of the government, "office use" shall be interpreted to include all requests from members of Congress or their staffs whether written or telephonic except those requests indicated in paragraphs 1 and 3 above.
5. If pursuant to a telephone inquiry, information in categories normally chargeable is requested for a Congressman, the Assistant Chief for Management Support (Pers-3) shall certify in writing to the appropriate division that such information may be furnished under the provisions of exemption 10 without charge.
6. If an objection to a proper and accurate charge is received from a Congressman all such objections will be referred to the Assistant Chief for Management Support (Pers-3) for action or referral to the Office of Navy Comptroller (Pers-02).