

Records Management Policy Branch FAQ Section

1. [How do I order my CD record?](#)
2. [How should "adverse" or "privileged information" be sent to the Bureau?](#)
3. [What is the proper procedure for sending documents to be filed in my Official Military Personnel File \(OMPF\)?](#)
4. [What documents are retained in my Official Military Personnel File \(OMPF\)?](#)
5. [How can I access the Electronic Military Personnel Records System \(EMPRS\) outside of NPC?](#)
6. [What if I see something wrong with an image on my OMPF, how can I get it corrected?](#)
7. [How does my record become digitized?](#)
8. [What are the requirements for updating the officer photo?](#)
9. [I am an officer – how do I get my enlisted service record?](#)
10. [What if I see an erroneous document that does not belong to me filed on my OMPF; how can I get it corrected?](#)
11. [What if I see a duplicate document\(s\) filed on my OMPF; how can I get it removed?](#)
12. [Can I submit a document via email or fax?](#)
13. [Once I submit a request for record corrections, how long will it take?](#)
14. [How do I correct my Navy Records after I have gone through my local channels and NPC?](#)

Records Management Policy Branch FAQ Section

15. [Can you correct my online records \(ODC/PSR\)?](#)
16. [I am no longer associated with the Navy, how do I obtain a copy of my record?](#)
17. [In reviewing my CD, I come across a page, which says: "PAGE NOT AVAILABLE – Please contact the Navy Personnel command to obtain this document." How do I get a copy?](#)
18. [How can I review my PSR/ODC record?](#)
19. [How long does it take for my CD request to be processed?](#)
20. [How do I know that NPC has received my request \(fax or mail\) for my CD?](#)
21. [I can not open or view the documents that are below the "e-Submission Documents" section of the "OMPF - My Record" application \(under BOL Application Menu\)?](#)
22. [My awards are incorrect in my OMPF and or Online Record, how do I get these corrected?](#)
23. [I have a question regarding my Evaluation Report and or Fitness Report, who do I go to?](#)
24. [I received a CDROM of my records, however I am unable to open the file with the password I created, I've tried different variations and still cannot open. I didn't get a password in the mail, so what do I do?](#)
25. [How do I request verification of my retired military service for credit toward annual leave accrual rate purposes?](#)

Records Management Policy Branch FAQ Section

26. [I am checking the status of document\(s\) submitted to be filed in my OMPF record \(or should be in my record\).](#)
27. [How do I correct my name that is incorrect on my OMPF \(CDROM\)?](#)
28. [My college degree / certificate is missing from my OMPF record, how do I get the documents into my record?](#)
29. [How can I change the Mailing Address on BOL for requesting my OMPF record on CD?](#)
30. [When I print a document\(s\) from my record the “Official Record Copy” watermark distorts the image, how can I fix this or get a copy without the watermark?](#)

Records Management Policy Branch FAQ Section

<u>1</u>	How do I order my CD record?
	See “ Ordering and Reviewing your OMPE ”

Records Management Policy Branch FAQ Section

2 How should "adverse" or "privileged information" be sent to the Bureau?

Privileged or adverse information such as Administrative Remarks NAVPERS 1070/613 (page 13's) documenting a non-judicial punishment or substandard performance on a service member and other documents that contain information that is considered "need to know", "sensitive" or "privileged" should be forwarded to COMMANDER, NAVY PERSONNEL COMMAND ([PERS-83](#)) for review prior to being placed in the member's service record. A good rule of thumb is that if you are unsure if the documents you have should be considered "adverse" or "privileged information" forward them to [PERS-83](#). This is essential for ensuring the proper documents are in the correct "Field Code" within the member's permanent record. All other documents should be forwarded to [PERS-313](#) as per [BUPERSINST 1070.27](#). See "[General Filing](#)"

Records Management Policy Branch

FAQ Section

3 **What is the proper procedure for sending documents to be filed in my Official Military Personnel File (OMPF)?**

Documents must be submitted to the [PERS-313](#) in accordance with [BUPERSINST 1070.27](#) (Document Submission Guidelines for the Electronic Military Personnel Records System (EMPRS)).

Since the permanent record contains only those documents from prior enlistments, documents from your current enlistment **will not be filed** in the record until your next reenlistment, retirement, or discharge from the Navy.

If you desire a [Selection Board](#) to review documents from your current enlistment, you must forward a package to the President of that particular board.

Records Management Policy Branch FAQ Section

<u>4</u>	What documents are retained in my Official Military Personnel File (OMPF)?
	See " OMPF (Permanent Personnel Record) "

Records Management Policy Branch FAQ Section

<u>5</u>	How can I access the Electronic Military Personnel Records System (EMPRS) outside of NPC?
	See " Official Military Personnel File (OMPF) - My Record "

Records Management Policy Branch FAQ Section

6 What if I see something wrong with an image on my OMPF, how can I get it corrected?

To resolve image problems, submit appropriate document(s) as an enclosure to a letter of explanation to [PERS-313](#).

Upon receipt of subject document(s), Navy Personnel Command will delete corrupted images and replace with images of the document(s) you provide.

See also "[Document Corrections](#)" and "[Document Submissions](#)"

Records Management Policy Branch FAQ Section

7 **How does my record become digitized?**

See "[Military Personnel Records](#)"

Records Management Policy Branch FAQ Section

8 What are the requirements for updating the officer photo?

MILPERSMAN [1070-180](#) establishes the requirements for the photo. When submitting the photo ensure the photo is attached to the new form [NAVPERS 1070/884](#).

See [Officer Record Update](#) for additional details.

Records Management Policy Branch FAQ Section

9 **I am an officer – how do I get my enlisted service record?**

When requesting your record, you will receive both your officer and enlisted records. The Document Summary Listing will list two types, an officer section and an enlisted section. The Field Code that is assigned to the document will determine which section it will fall in.

See also "[Ordering and Reviewing Your OMPF](#)"

Records Management Policy Branch FAQ Section

10 What if I see an erroneous document that does not belong to me filed on my OMPF; how can I get it corrected?

If the document is an Eval/FitRep or relates to an Eval/FitRep you must contact [PERS-32](#) (See FAQ in this section regarding “Evaluation Report and or Fitness Report”).

All others submit an email to [PERS-313](#) to request administrative corrections to your service record.

Ensure that you provide the Document Name and Number, Digital Document Number, Field Code Number, and Page Number (the PDF page number), and a brief description of the problem.

Example:

Please remove the following document from my record:

1070/604, Enlisted Qual Hist, FC36, DocID 12345678 page 2 it belongs to another member.

Note: We do not need the other member's name or SSN that is on the document (or copy of the document), we will see that after we bring up the document using the DocID number.

See "[Contact Us](#)" for additional details and "[Document Corrections](#)" and "[Document Submissions](#)".

Records Management Policy Branch FAQ Section

11 What if I see a duplicate document(s) filed on my OMPF; how can I get it removed?

If the document is an Eval/FitRep or relates to an Eval/FitRep you must contact [PERS-32](#) (See FAQ in this section regarding “Evaluation Report and or Fitness Report”).

All others submit an email to [PERS-313](#) to request administrative corrections to your service record.

Ensure that you provide the Document Name and Number, Digital Document Number, Field Code Number, and Page Number (the PDF page number). State that it is a duplicate and provide the corresponding Digital Document Number.

Please note the following on the difference between “Duplicate” and “Corrected”:

"Duplicate" is a mirror image (copy) of another document and is straight forward in correcting. (i.e. two award citations that have the same remarks, given on the same date but one has “First Award” and the other has “Second Award”. This is not a duplicate; one is a “Corrected” copy of the other.

"Corrected" document is a document that was created to supersede another document and is handled quite differently. Corrected documents must be submitted by the member’s command for replacing the document in the OMPF record.

Records Management Policy Branch FAQ Section

Example:

For Duplicates:

Please remove the following duplicate document from my record:

1070/604, Enlisted Qual Hist, FC36, DocID 12345678 page 2

it is a duplicate of

1070/604, Enlisted Qual Hist, FC36, DocID 987654321 page 4).

For Corrections (Personnel Awards Only):

Please remove 37AM, Award, FC37, DocID 12345678, this award was corrected by DocID 98765421 to read 2nd award. Note: We must have the corrected award (or on file) before we can remove the incorrect document, NDAWS must also reflect the corrections.

See also "[Document Corrections](#)" and "[Document Submissions](#)".

Records Management Policy Branch FAQ Section

12 Can I submit a document via email or fax?

No, the document(s) must be mailed in.

See "[Contact Us](#)" and "[Document Corrections](#)" and "[Document Submissions](#)".

Records Management Policy Branch FAQ Section

13 Once I submit a request for record corrections, how long will it take?

The average turn-around time is 30 days for a request to be reviewed and acted upon.

May exceed 30 days during upcoming Boards due to the high volume of requests.

Please do not submit more than one request.

Additional information can be found on our "[Contact Us](#)" webpage under "Our Organizational Mailbox (MILL_OMPf-CHG) Procedures"

Records Management Policy Branch FAQ Section

14 How do I correct my Navy Records after I have gone through my local channels and NPC?

See "[Document Corrections](#)" and "[Document Submissions](#)".

Records Management Policy Branch FAQ Section

15 Can you correct my online records (ODC/PSR)?

No, PERS-313 only manages your image (OMPF) record.

Please contact the My Navy Career Center for assistance/direction regarding your ODC/PSR via phone at 1-833-330-6622 or email at askmncc@navy.mil.

Records Management Policy Branch FAQ Section

16 I am no longer associated with the Navy, how do I obtain a copy of my record?

For information on how to obtain a copy of your record, review "[How to Locate Navy Records](#)". See also "[Ordering and Reviewing Your OMPF](#)"

Records Management Policy Branch FAQ Section

17 In reviewing my CD, I come across a page, which says: “PAGE NOT AVAILABLE – Please contact the Navy Personnel command to obtain this document.” How do I get a copy?

The page is not available because the image is corrupted. You will need to contact [PERS-313](#) and provide the Digital Document Number listed on the Document Summary Page. If the image can be retrieved, PERS-313 will contact you that the image is available and you can reorder your CD. If the image cannot be retrieved, PERS-313 will contact you that the image is irretrievable and request that you provide a copy for rescanning to your record.

Note: If you are viewing this page via a directory (i.e. Windows Explorer, Netscape) as a **.PNG** file, you are viewing a system file. Please close the browser and follow the instructions printed on the disk label. See also “Your OMPF on CD-ROM”

Records Management Policy Branch FAQ Section

18 **How can I review my PSR/ODC record?**

To review your PSR/ODC online, visit [BUPERS Online](#). For assistance with logging in, contact the Help Desk at 1-800-951-NAVY.

Records Management Policy Branch FAQ Section

19 How long does it take for my CD request to be processed?

Once your request is received, CDs are processed and mailed to the member within the next couple of days. Expect to receive your CD within 2-3 weeks, depending on the mail system. It is highly recommended that service members order their CD annually and/or 6 months prior to any selection board.

Records Management Policy Branch FAQ Section

20 How do I know that NPC has received my request (fax or mail) for my CD?

Before your request can be tracked, it must be entered in our tracking system. Please allow 10 working days of processing before calling. Once your request is entered into our tracking system, User Services can provide you a status of your request. You can contact the Customer Service Desk of User Services at (901) 874-4885, DSN 882-4885.

Records Management Policy Branch FAQ Section

21

I can not open or view the documents that are below the "e-Submission Documents" section of the "OMPF - My Record" application (under BOL Application Menu)?

You can not open the entries below "eSubmission Documents", it is for information purpose only.

Is used to let the member know what was recently submitted and accepted into the OMPF record. This information will be viewable for 90 days and then will fall off.

If document status is "ACCEPTED" then it is already in your OMPF record (will be listed above under the Search Results), if "REJECTED" you will need to contact your PSD/Personnel Office for status.

Questions regarding items listed in this section must be directed to the personnel office that e-submitted the file, please contact them directly (this includes items listed as "PENDING").

Records Management Policy Branch FAQ Section

22 My awards are incorrect in my OMPF and or Online Record, how do I get these corrected?

Our [Decorations and Medals \(Awards\)](#) webpage is fully dedicated to answering questions pertaining to awards, here you will find topics about:

- The official Awards Website
- Information about Medals and Ribbons (record entry)
- Your NDAWS Authority
- Reconciling and Updating Your Awards (follow the detailed steps to correct/reconcile your personal awards)

23 I have a question regarding my Evaluation Report and or Fitness Report, who do I go to?

For Performance Evaluation and Counseling - you must contact the Performance Evaluations Division ([PERS-32](#)) for issues regarding Enlisted Performance Evaluations; Officer Fitness Reports; PIM's; Letter-Supplements; Administrative Changes; Extension Letters; or PSR's).

This also includes removing duplicates or someone else's documents in your record.

Please see "[Document Submissions](#)" for further information and review our "[Contact Us](#)" webpage.

Records Management Policy Branch FAQ Section

24

I received a CDROM of my records, however I am unable to open the file with the password I created, I've tried different variations and still cannot open. I didn't get a password in the mail, so what do I do?

I received a CDROM of my records, however I am unable to open the file with the password I created, I've tried different variations and still cannot open. I didn't get a password in the mail, so what do I do?

The password is case sensitive. For additional assistance, please contact the Customer Service Desk of User Services at (901) 874-4885, DSN 882-4885.

Records Management Policy Branch FAQ Section

25 How do I request verification of my retired military service for credit toward annual leave accrual rate purposes?

You must complete the [SF 813](#) (Verification of a Military Retiree's Service In NonWartime Campaigns or Expeditions) and forward to NPC, PERS-312 for verification along with any supporting documentation (if the documentation is in your OMPF record you can refer to it using the Digital Document Serial number found on your CD under "Document Listing").

Records Management Policy Branch FAQ Section

26 I am checking the status of document(s) submitted to be filed in my OMPF record (or should be in my record).

Due to high volume of documents received daily, we do not login/track or search if a document(s) came in, therefore we can not tell you if your document(s) are here or not.

After a reasonable amount of time you do not see the documents in your record please contact your PSD/Personnel office for them to research/resubmit.

Once documents are reviewed, the document(s) should show up in your OMPF within 2-3 weeks. Understand also that the review process is based on “date of receipt” (documents are not process on the day they arrive) and therefore could be a time factor also.

Note, reasons why a document **will not** show up in the record:

1. If documents submitted do not belong in the OMPF record per [BUPERSINST 1070.27](#) the documents will be destroyed without further notice.
2. Document(s) missing the SSN or “Full” SSN will cause a delay or the document not being filed to the record.
3. Since the permanent record contains only those documents from prior enlistments, documents from your

Records Management Policy Branch FAQ Section

current enlistment will not be filed in the record until your next reenlistment, retirement, or discharge from the Navy (see Item 4 below).

4. The following documents are submitted as part of the reenlistment/discharge closeout only, and do not go in the record if dated on or after current contract.

We use the date of the latest reenlistment document in your record, not the date in the system.

Example, if you reenlisted Jan 01, 2010 and the latest contract in your record is Jan 01, 2005 then Jan 01, 2005 is used – No documents that are dated on or after Jan 01, 2005 will go in the OMPF record.

- NAVPERS 1070/601; IMMEDIATE REENLISTMENT CONTRACT
- NAVPERS 1070/604; ENLISTED QUALIFICATION HISTORY
- NAVPERS 1070/605; HISTORY OF ASSIGNMENTS
- NAVPERS 1070/613; ADMINISTRATION REMARKS
- NAVPERS 1070/880; AWARD RECORD
- NAVPERS 1070/881; TRAINING EDUCATION AND QUALIFICATION HISTORY

5. Designation Letters / Training Certificates do not go in the OMPF record, the information is recorded onto the 1070/881 (formerly page 4's).

Records Management Policy Branch FAQ Section

6. We do not put faxed documents into the OMPF record.

If you desire a Selection Board to review documents from your current enlistment, you must forward a package to the President of that particular board. Please note, documents submitted to the Selection Board stays with the Board and is destroyed after the Board is over -- They Do Not Go into the OMPF Record.

See our webpage on "[Document Submissions](#)".

Records Management Policy Branch FAQ Section

27 How do I correct my name that is incorrect on my OMPF (CDROM)?

PERS-313 does not handle name changes, questions regarding name change must be directed to NSIPS except for the following conditions:

The name on the CDROM is from your OMPF that is based on one of the following documents:

- Enlistment/Reenlistment Document (DD 4)
- Officer Appointment Acceptance and Oath of Office (NAVPERS 1000/4)
- Notification of Change in Service Member's Official Records (DD 1343) for Name Change

Review these documents that **are in** the CDROM, if they are correct submit an email to [PERS-313](#) for clerical error correction to the name that is on the CDROM.

If the DD4 or NAVPERS 1000/4 is incorrect and you have no DD 1343 in your OMPF, contact your servicing PSD or Personnel Office for appropriate action per instructions contained in MILPERSMAN [1000-130](#), Name Change of Member.

If you are a retiree or a member that is out of the Navy, and you need an official name change, comply with MILPERSMAN [1000-130](#) and submit request directly to NSIPS for appropriate action and issuance of a DD 1343.

Records Management Policy Branch FAQ Section

28 My college degree / certificate is missing from my OMPF record, how do I get the documents into my record?

See "[Document Submissions](#)" under "Other Agency Requirements" for additional guidance.

Records Management Policy Branch FAQ Section

29 How can I change the Mailing Address on BOL for requesting my OMPF record on CD?

The address can not be changed. This is the official address listing for the UIC (duty station) that you are assigned to in the Standard Navy Distribution List (SNDL), OPNAVNOTE 5400. If the UIC or Address is incorrect you must contact the command.

If the address is incorrect or you wish the record be sent to a different address you can download the “OMPF Request Form”, fill-out, sign and fax to the number that is on the form.

Records Management Policy Branch FAQ Section

30

When I print a document(s) from my record the “Official Record Copy” watermark distorts the image, how can I fix this or get a copy without the watermark?

Documents in the OMPF can not be released without the watermark; the watermark indicates that document has been digitized and is considered an original official document from the member’s OMPF record. The system that we use to view the documents uses the Adobe software application, to correct the distortion:

- Select the document to Print
- Select Print and in the Print menu, select (check) the box for “Print as Image”.
- Depending on your version of Adobe, the “Print as Image” box may be in the main menu or in the Advanced Print Setup menu.