



Office of the Chief
Records Officer for the
U.S. Government

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February 27, 2023

Tonia Austin-Douglas
Department of Homeland Security
United States Coast Guard
Attn: Records Manager
US Coast Guard Stop 7710
2703 Martin Luther King Jr. Ave., SE
Washington, DC 20593-7710

Dear Tonia Austin-Douglas,

The National Archives and Records Administration (NARA) has received the United States Coast Guard (USCG) report regarding a missing Merchant Seaman's Personnel and Licensing Records file that was lost in transit to the National Maritime Center (NMC) from the Washington National Records Center in Suitland, Maryland that was requested on January 3, 2023.

According to your report, the NMC requested a Merchant Mariner Seaman Licensing/Certification Record to be delivered via United Parcel Service (UPS), but while UPS.com indicated that the label was created, the package was never picked up by UPS. The WNRC insists that the records were sent via UPS. The NMC contacted the WNRC and requested that the WNRC search within their facility in an effort to locate the missing records. The WNRC contacted UPS and asked them to search the UPS warehouse. Neither search was successful. The USCG and NMC are unable to recreate the information contained within the missing record.

The NMC is continuing to follow their updated Standard Operating Procedures on how they will request files from the Federal Records Centers and how they will report any missing files within 5 days of unsuccessful receipt of shipments, complete the CG-5212 form within 5-7 days of receiving notification that records are missing in transit, and notify the USCG Agency Records Officer within 30 days of original notification or loss.

Based on the information we received in your report, NARA considers this matter resolved. I appreciate your attention to this matter. If the file is located, please let us know so we can update the case file. If you have any questions or wish to discuss further, please contact me at laurence.brewer@nara.gov.

Sincerely,

A handwritten signature in blue ink that reads "Laurence R. Brewer". The signature is written in a cursive style with a large initial 'L'.

LAURENCE BREWER
Chief Records Officer
for the U.S. Government

cc. Michelle Thomas, Department Records Officer, Department of Homeland Security