



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

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October 4, 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,

We have received your report that six Merchant Seaman's Licensing and Certification/Records for Merchant Mariner Licensed 1968-Present files were lost during shipment between the Washington National Records Center (WNRC) and the National Maritime Center (NMC).

We understand that the NMC requested seven files from the WNRC; however, when the package arrived on 7/19/2023, there was only one file in the box. The WNRC confirmed that the delivery should have contained the seven requested files. NMC contacted the WNRC but a search for the missing records at WNRC was unsuccessful. The WNRC contacted UPS and advised them of the situation. The WNRC contends that all seven files were shipped from their location and arrived on 7/19/2023. The NMC initiated a claim with UPS on 8/2/2023 and the records are considered permanently lost. The NMC will continue to follow the Mission Management System (MMS) manual MCP-MA-NMC4-15 Central Files Request Manual when a file has been requested but not received, including documenting the NMC check-in process for all records received from the FRC.

Based on the information in your report, NARA considers this matter closed. If the files are located, please let us know so we can update our records. If you have any questions or wish to discuss further, please contact me at laurence.brewer@nara.gov.

Sincerely,

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

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