



VA Records Center and Vault (VA RC&V)

It's Not Just Storage—It's Service

Are you looking for low-cost, risk-free records storage? The Department of Veterans Affairs (VA) Records Center and Vault (RC&V) has the solution for storing your records and files. We store today what you'll need tomorrow and do it efficiently, effectively, and for the best value.

VA has operated a subterranean records facility for many years. VA expanded those operations and offers customized records storage solutions to other Federal agencies — offering benefits and services that many government organizations need, but which are not readily available. The VA RC&V offers a secure, climate-controlled facility staffed by experienced VA archive technicians with security clearances. We provide client services on a fee-for-service basis with pricing based on individual requirements.

Records Storage and Services

VA's approach to records storage is simple—keep records safe and readily available. The success of this venture can be attributed to the "value-added" perspective applied to the routine concept of records storage and retrievals. Clients may have a unique requirement or the need for a higher level of service than is usually provided. The VA RC&V staff takes these requirements seriously and we customize our service to meet your security and access needs.

The VA RC&V offers storage for general records, classified records, vital records, records "frozen" in litigation, unscheduled records, and off-site storage of system backups. Services for cyclic backups, contingency plan backups, and contingency timing drills are also provided.

Great importance is placed on providing fast, efficient, and accurate retrieval services. Records stored at the VA RC&V can be recalled and delivered to you by the next day or faxed to you within hours.

Benefits of Doing Business With Us

- **Certified** by the National Archives and Records Administration for standard records storage, and the Defense Logistics Agency, the Defense Finance and Accounting Service, and the Department of Energy for classified records storage.
- **No restrictions** on the type of records stored, the length of time they can be stored, or shipping volume. Records can be stored in bulk on pallets or by box.
- **Room for future expansion** permits us to accommodate new business. As more and more agencies realize the great benefits of storing records and files at our facility, we will make room for them. With a million square feet remaining for future expansion, we can continue to provide you with ongoing records storage services in the future, no matter how great your needs.
- **Expedited response service** ensures standard requests for individual records or boxes received during business hours (Monday through Friday, 7:30 a.m. to 5:00 p.m. CST) are available for fax or shipping within 1 business day. Requests for multiple records or boxes will be processed on the next business day.
- **Emergency response service** ensures that emergency requests for individual records or boxes received by noon on a business day are available for fax or shipping within 4 hours. A request for multiple records or boxes may take a full day.
- **Contingency plan support** is provided by our active participation in contingency drills. These drills can identify weaknesses and inefficiencies in your plan, improve the plan's effectiveness, and help you move the plan from paper to actual practice.

How to Do Business With Us

Services are provided on a fee-for-service basis and are competitive with other Federal agencies. Specialized offerings and prompt, courteous service help to ensure that customers receive added value for the rates they are paying for VA RC&V storage. Arrangements for services can be made quickly through a Franchise Agreement, with shipment of records to follow immediately thereafter.

**For more information, contact us at
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<http://www.aac.va.gov/vault/default.html>**

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