

# National Guard and Reserve Records via PIES

## Frequently Asked Questions

### Contents

Submission of requests .....	3
Who may submit the original PIES request for National Guard or Reserve records?.....	3
Who may submit a follow-up e-mail? .....	3
Should we wait until our HAIMS request is answered before we submit a request to PIES address code 7? .....	3
The National Guard (NG) records are associated with the file, but the active duty (AD) records from 2004-2007 are not of record. It appears that the AD records are still with the NG unit as the Veteran is still serving in the NG. How should the request for the AD records be coded?.	3
A Veteran served active duty (AD) from 2004-2007 and is now currently serving with the National Guard. Records from neither period of service are associated with the file. How should the request for the AD records be coded? .....	3
Procedures.....	3
What is the suspense time for these requests? .....	3
How does a Regional Office get HAIMS access? .....	4
We have been advised by several current reservists their unit is not providing them records when requested. They were advised the request must come from the VA. Is this correct information?.....	4
Will there be prioritization of older cases pending a response? .....	4
FDC claims are considered priority claims. We send emails to PIES for older records for expedite of the request. Is this an option for the NG1/RV1 requests?.....	4
If a response has been pending for more than 60 days, is there a way to expedite the response? .....	4
Since PIES is considered a Federal Agency for records, how will this impact FDC claims submitted by NG/Reservists who are currently excluded from FDC if they do not provide STRs? Will they no longer be excluded?.....	4
If the Veteran completed the NG or Reserve obligation over a year ago, may we submit a request to PIES code 7? .....	4
If we know that the unit possesses the records, may we contact the unit directly? .....	4
I sent a request to SAFE and received a negative response just prior to the PIES roll-out for NG/Reserve records. What should I do?.....	5

Will a PIES request include records associated with the Adjutant General’s Office? ..... 5

If I input a request via SAFE and am still waiting for a response, may I now submit the request through PIES? ..... 5

Will a PIES request include records associated with multiple National Guard units if the Veteran served in different states? ..... 5

What about partial records? ..... 5

If a negative response is received from NPRC via PIES, should we send a request for Reserve or National Guard records to RMC regardless of the dates of service?..... 5

PIES ..... 5

If the currently serving Reservist/Guardsman has transferred units at some point, and therefore would have had records with a different unit, will this process cover previously assigned units? ..... 5

On the PIES request screen, should the requestor include only the Guard/Reserve dates (removing all active duty dates)? ..... 6

If we need two requests to PIES code 7, such as Army Reserve and Navy Reserve, can they be submitted in one request?..... 6

With the new submission to PIES based on no response from SAFE, are we starting with 30-day suspense?..... 6

Will there be a way for PIES to know we have already submitted a first or first/second request through SPOE without receiving a response?..... 6

Do we input only the active duty time or the entire Guard/Reserve time in the entry/separation date in PIES?..... 6

Will PIES not accept the Reserve or Guard request if the VSR neglects to self-address to code 7?..... 6

When completing the pop-up grid in RV1/NG1 it asks for the complete address, is this the Veteran's current home address?..... 6

Should office begin running PIES error reports again? ..... 6

\*\*Note: This FAQ is not meant to replace watching the video or reading the manual references associated with this document.

## SUBMISSION OF REQUESTS

*Who may submit the original PIES request for National Guard or Reserve records?*

All qualified VSRs may submit the request.

*Who may submit a follow-up e-mail?*

We ask that emails are only submitted by MRSs and their backups.

*Should we wait until our HAIMS request is answered before we submit a request to PIES address code 7?*

If it is prior to the 45-day expiration period, wait until a HAIMS response is received before submitting a request to code 7. If the 45-day period has expired, submit a PIES request and an e-mail.

*The National Guard (NG) records are associated with the file, but the active duty (AD) records from 2004-2007 are not of record. It appears that the AD records are still with the NG unit as the Veteran is still serving in the NG. How should the request for the AD records be coded?*

If you are absolutely certain that the NG unit possesses the AD records, definitely include the active duty dates on your request and submit it to PIES code 7.

*A Veteran served active duty (AD) from 2004-2007 and is now currently serving with the National Guard. Records from neither period of service are associated with the file. How should the request for the AD records be coded?*

There are two options:

- 1) If you are certain that the NG unit possesses the AD records, definitely include the active duty dates on your request and submit it to PIES Code 7.
- 2) If you are unsure of the location of the AD records, then submit two separate requests: active duty to PIES code 13 and NG to PIES code 7.

## PROCEDURES

*What is the suspense time for these requests?*

For the initial request through PIES, use the 30/15 day suspense dates.

For follow-up requests to VALO, set a 30-day suspense.

*How does a Regional Office get HAIMS access?*

Unlike DPRIS, the regional office will not have direct access to HAIMS.

*We have been advised by several current reservists their unit is not providing them records when requested. They were advised the request must come from the VA. Is this correct information?*

This is not correct. All Reserve and National Guard units require the VA to submit request through SpoE.

*Will there be prioritization of older cases pending a response?*

Requests will be answered in the order in which they are received.

However, if it is a priority case (aged, terminal, homeless, etc...), send an email at the same time the PIES request is submitted.

*FDC claims are considered priority claims. We send emails to PIES for older records for expedite of the request. Is this an option for the NG1/RV1 requests?*

Submit the request in PIES and give 30 day suspense period. If no response is received in 30 days, send a follow-up via e-mail.

*If a response has been pending for more than 60 days, is there a way to expedite the response?*

Not at this moment.

*Since PIES is considered a Federal Agency for records, how will this impact FDC claims submitted by NG/Reservists who are currently excluded from FDC if they do not provide STRs? Will they no longer be excluded?*

This new functionality does not change the current FDC process.

*If the Veteran completed the NG or Reserve obligation over a year ago, may we submit a request to PIES code 7?*

NG and Reserve units should only maintain STRs for 12 months after an obligation is completed. However, units sometimes keep records for two to three years. You should start your search for the STRs by first going to where the records should be. Do **not** submit a request to PIES code 7 for records where the Veteran's obligation was completed over a year ago, unless all other means have been exhausted.

*If we know that the unit possesses the records, may we contact the unit directly?*

No! You must use the appropriate code within PIES to request the necessary records.

*I sent a request to SAFE and received a negative response just prior to the PIES roll-out for NG/Reserve records. What should I do?*

The negative response still holds. Move forward to the next appropriate step in your development process

*Will a PIES request include records associated with the Adjutant General's Office?*

Yes! Include the Veteran's last unit of assignment (not the State Adjutant General's Office) address in the request.

*If I input a request via SAFE and am still waiting for a response, may I now submit the request through PIES?*

If you submitted a request via SAFE, wait for the suspense date to expire. If no response is received, then submit the request through PIES code 7.

*Will a PIES request include records associated with multiple National Guard units if the Veteran served in different states?*

Yes! The SPoE is required to get the entire STR that is in DoD's possession and certify that STR for you. If VA already has a portion of the STR from previous requests, the SPOE will obtain the additional portion of the STR only.

*What about partial records?*

If we receive partial records from the SPoE, VALO will verify that those partial records are all the records available. There will be a form that will be uploaded saying that all available records have been received.

*If a negative response is received from NPRC via PIES, should we send a request for Reserve or National Guard records to RMC regardless of the dates of service?*

No. You should submit your request to the appropriate location based on the dates of separation from service. However, if the Veteran's date of discharge is close (a few months) to the transition period, then the records that should be at RMC may have been delayed and may remain at NPRC. In these cases only, if a negative response is received, contact the PIES Help desk to ask them to check for any available records.

## **PIES**

*If the currently serving Reservist/Guardsman has transferred units at some point, and therefore would have had records with a different unit, will this process cover previously assigned units?*

Yes, it is up to the DoD SPoE to gather everything that they possibly can to send for scanning and uploading. We no longer have to separately develop for current and past unit information. Please provide the latest unit and unit address. Suggestion for locating a unit's address if not

provided by the Veteran is using Google, review the Veteran's OMPF records, or try the local recruiting office, they usually have most updated info on local units.

*On the PIES request screen, should the requestor include only the Guard/Reserve dates (removing all active duty dates)?*

It is permissible to leave active duty dates on the request for the National Guard or Reserve records. However, the dates of Guard/Reserve service are required.

*If we need two requests to PIES code 7, such as Army Reserve and Navy Reserve, can they be submitted in one request?*

Yes. Just ensure Periods of Service section is completed properly within each of the branch tabs and the request code NG1 or RV1 is in each branch tab and all are self-addressed to code 7

*With the new submission to PIES based on no response from SAFE, are we starting with 30-day suspense?*

Yes. It takes VALO approximately that amount of time to get that response back to the ROJ.

*Will there be a way for PIES to know we have already submitted a first or first/second request through SPOE without receiving a response?*

PIES and SAFE do not communicate. Therefore, the VSR will have to thoroughly review the file to determine if a request for records has already been submitted through SAFE.

*Do we input only the active duty time or the entire Guard/Reserve time in the entry/separation date in PIES?*

You must include the National Guard or Reserve service in order to submit the request to code 7.

*Will PIES not accept the Reserve or Guard request if the VSR neglects to self-address to code 7?*

At this moment, PIES will allow a code 13 request for NG and Reserve records. However, the request will be closed out with a response instructing the claims processor to re-submit the request to code 7.

*When completing the pop-up grid in RV1/NG1 it asks for the complete address, is this the Veteran's current home address?*

Provide the Veteran's home address.

*Should office begin running PIES error reports again?*

This has not yet been decided and until this decision is made there is no need to run these reports.

**SAFE is no longer available.  
All Regional Offices should now be submitting requests for  
National Guard and Reserve records through PIES.**