

Emergency Requests and Deadlines:

If your request is urgent (e.g. upcoming surgery, funeral, etc.) and there is a deadline associated with your request, please provide this information in the **"Comments"** section of [eVetrecs](#) or in the **"Purpose"** section of the **SF-180** and **fax it to our Customer Service Team at (314) 801-0764**. Our goal is to complete all urgent requests within two working days. However, in some instances we can complete requests the same day if necessary. Please contact our customer service staff at (314) 801-0800 if you have questions or require same day service. Due to the large number of calls we receive at this number, hold times are often long. However, once you reach a technician they will be happy to assist you with emergency service.

If your burial request involves internment at a Department of Veterans Affairs National Cemetery, contact the National Cemetery Scheduling Office at (800) 535-1117 or visit their website http://www.cem.va.gov/cem/burial_benefits/. We work directly with the Veterans Affairs staff to obtain records to verify service for burial benefits. If the veteran is not going to be interred at a National Cemetery, the requester may fax the SF-180 or signature page from eVetRecs (including signature of the next of kin and proof of death) to the Customer Service Team at (314) 801-0764. If your request involves the burial of a Marine Corps veteran, you may also contact the USMC Liaison Officer at (314) 538-2344.

NOTE: [The 1973 Fire](#) at the National Personnel Records Center damaged or destroyed 16-18 million Army and Air Force records that documented the service history of former military personnel discharged from 1912-1964. Although the information in many of these primary source records was either badly damaged or completely destroyed, often alternate record sources can be used to reconstruct the service of the veterans impacted by the fire. Sometimes we are able to reconstruct the service promptly using alternate records that are in our holdings, but other times we must request information from other external agencies for use in records reconstruction. In some instances, therefore, requests that involve reconstruction efforts may take several weeks to a month to complete.