Defense Manpower Data Center

Servicemembers Civil Relief Act (SCRA)

SCRA Website
User Guide

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1. Welcome to the SCRA Website

Overview

The Servicemembers Civil Relief Act (SCRA) (50 USC App. § 3901 et seq, as amended) – formerly known as the Soldiers' and Sailors' Civil Relief Act of 1940 – provides members on active-duty status with important safeguards in areas of financial management that include rental agreements, security deposits, evictions, installment contracts, credit card interest rates, mortgages, civil judicial proceedings, income tax payments, etc.

The SCRA website enables financial service providers to determine if an individual is/was actively serving on active duty, or has received a notice to serve, on a given date to determine if they are eligible for the provisions of SCRA.

If you need to determine if an individual is actively serving, received a notice to serve, or was serving 367 days prior to a given date (e.g., loan date, default date, foreclosure date, etc.), you can specify the active-duty status date and the website will provide the information you need.

How to Use This Document

This document is intended to be used with the Defense Manpower Data Center (DMDC) SCRA website which supports laws and privileges related to active duty servicemembers. It is free to the public.

The website enables you to input identifying information along with a specific active duty status date and determine if the individual:

- Is on active duty on the date in question.
- Has left active duty within 367 days of the date in question.
- Has been notified of call-up to active duty before the date in question.

In this guide, you will learn how to:

- Create and manage an account (create an account, reset a forgotten password, a disabled account, etc.) with which you can retrieve information on multiple individuals at once (known as a multiple record request, or batch request).
- Log in (for single and multiple record requests)
- Retrieve information on one individual, in real-time (single record request).
- Obtain an individual's SCRA certificate.
- Format/upload request files for multiple record request(s).
- Download result file(s).
- Download certificates for multiple record request(s).
- Troubleshoot errors received while navigating through the site.

DoD Support

The Department of Defense (DoD) strongly supports the enforcement of the Servicemembers Civil Relief Act. Information provided is in support of Title 10 and a part of Title 14 for Army, Navy, Marine Corps, Air

Force, NOAA, Public Health and Coast Guard. The data is extracted from DMDC's Defense Eligibility and Enrollment Reporting System (DEERS) database, which is the official source of data regarding eligibility for uniformed services medical care and other benefits and entitlements.

DMDC has issued thousands of *does not possess any information indicating that the individual is currently on active duty* responses and has experienced a very small error rate. Nevertheless, if you receive the above response and a family member, friend, or representative asserts that the individual is or was on active duty status for the active duty status date, or is otherwise entitled to the protections of the SCRA, you are strongly encouraged to obtain further verification of the person's status by contacting the associated service.

Army
Army Human Resource Service Center
1-888-ARMYHRC (1-888-276-9472)
Email: askhrc.army@us.army.mil

Navy
Navy World Wide Locator
Navy Personnel Command
PERS 1
5720 Integrity Drive
Millington, TN 38055
1-866-U-ASK-NPC (1-866-827-5672)

Marine Corps
Headquarters U S Marine Corps
Personnel Management Support Branch (MMSB-17)
2008 Elliot Road
Quantico, VA 22134-5030
Phone number: 703-784-3941 / 3942 / 3943

Air Force
HQ AFPC/DS1W
550 C St West Suite 50
Randolph AFB, TX 78150-4752
Total Force Service Center (800-525-0102)

Coast Guard
Commander
CG Personnel Service Center PSC
ATTN: PSC-BOPS-C-MR
US Coast Guard Stop 7200
2703 Martin Luther King Jr Ave SE
Washington, D.C. 20593-7200

Space Force
HQ AFPC/DS1W
550 C St West Ste 50
Randolph AFB, TX 78150-4752
Total Force Service Center (800-525-0102)

If you have evidence the individual is or was on active duty on the active duty status date provided and you fail to obtain this additional service verification, punitive provisions of the SCRA may be invoked against you. See 50 USC App. § 3931(c).

Consent to Monitor and Privacy Act Statement

The SCRA website is a U.S. Government (USG) Information System (IS). As such, users must accept the Consent to Monitor terms and Privacy Act Statement to access the website. Upon entering the website, users will be prompted to click the Accept button. If users do not click the Accept button, they will not be able to access the site or its contents.

The terms for the Consent to Monitor are as follows:

- The USG routinely intercepts and monitors communications on this IS for purposes including, but not limited to, penetration testing, COMSEC monitoring, network operations and defense, personnel misconduct (PM), law enforcement (LE), and counterintelligence (CI) investigations.
- At any time, the USG may inspect and seize data stored on this IS.
- Communications using, or data stored on, this IS are not private, are subject to routine monitoring, interception, and search, and may be disclosed or used for any USG-authorized purpose.
- This IS includes security measures (e.g., authentication and access controls) to protect USG interests--not for your personal benefit or privacy.
- Notwithstanding the above, using this IS does not constitute consent to PM, LE or CI investigative searching or monitoring of the content of privileged communications, or work product, related to personal representation or services by attorneys, psychotherapists, or clergy, and their assistants. Such communications and work product are private and confidential. See User Agreement for details.

The Privacy Act Statement is as follows:

- AUTHORITY: 50 U.S. Code §§ 501 et seq, DoD Instruction 1341.2
- PRINCIPAL PURPOSE: Information you provide is used to verify an individual's record of enrollment in Defense Enrollment Eligibility Reporting System, (DEERS), for the purpose of furnishing certification or information of active duty status, left active duty within 367 days, or of a notification to report to active duty for a given active duty status date.
- ROUTINE USES: To financial institutions, collection agencies and others engaged in financial and legal transactions with eligible service members for the purpose of communicating with those members and/or determining eligibility for student loan forgiveness, ensuring those service members receive SCRA protections in accordance with 50 U.S.C. Chapter 50 and other similar benefits.
- DISCLOSURE: Voluntary. However, if you fail to provide information, DMDC will be unable to attempt verification on an individual's record, and subsequently unable to furnish a certification or information of active duty status.

Useful Terms

Below are some brief definitions of terms you will see as you navigate through the SCRA website:

- **Active Duty Status Date**. The active duty status of the individual will be determined for this date. SCRA only reports on active duty dates from September 30, 1985 to present. (Note this field was previously called the “Date of Interest.”)
- **Certificate**. A document used as evidence of the active duty status of the specified individual.
- **DOB**. Date of birth.
- **EID**. “Early Identification Date” of notification, a notice for Reserve and Guard members to report to active duty at a future date. SCRA only reports on EID dates from October 2003 up to the current date.

- **SSN**. Social security number.
- **Title 10**. Outlines the role of Armed Forces and the legal basis for the roles, missions, and organization of each of the services as well as the United States Department of Defense.
- **Title 14**. Outlines the role of the United States Coast Guard.
- **Title 32**. Outlines the role of the United States National Guard which is established under Title 32, but members are frequently activated to support the DoD, in which case their orders are covered under Title 10.

IMPORTANT – Check the **News and Alerts** portion of the home page for the latest information about website issues and releases.

2. Manage Your Account

Create a New Account

General visitors to this web site do not need an account to access the Home, User Guide, FAQs, News, Contact Us, and My Accounts pages. However, for security purposes and the protection of servicemember personal information, an account is required to access the Single and Multiple Records Requests pages.

To create an account:

Choose the **My Account** tab on the navigation bar of the home page.

Click Create an Account.

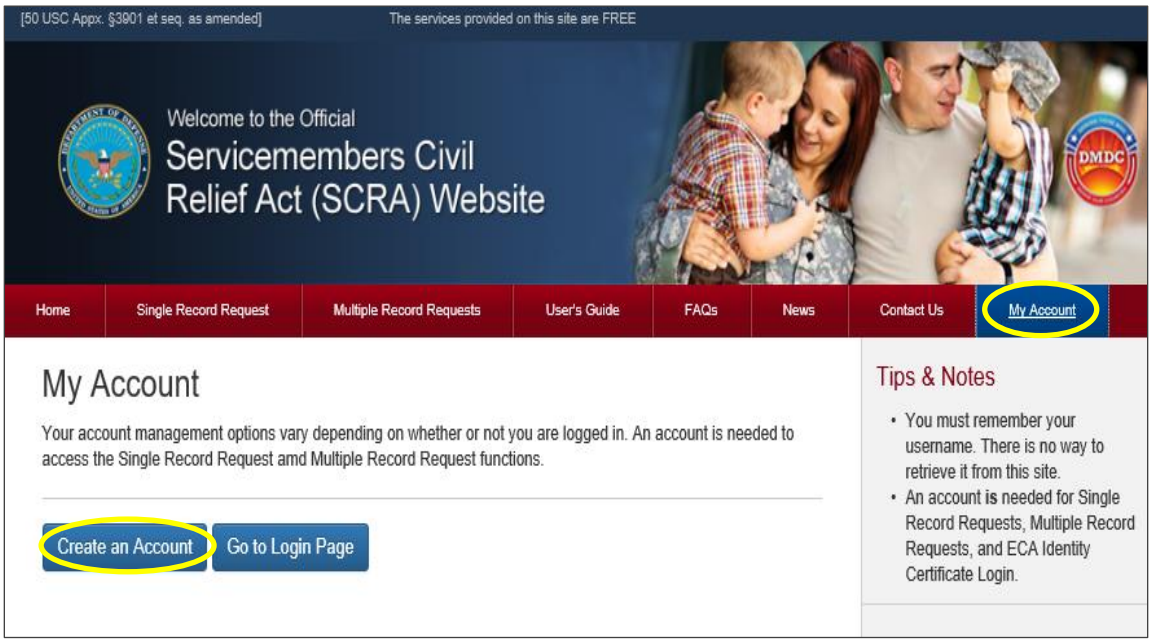


Figure 1. Select My Account

You can also click **Single Record Request** or **Multiple Record Request** on the navigation bar.

- The Login screen will appear and you can select the Create an Account button on the right side under **Need an Account?**

NOTE: If this is your first time accessing the website and you receive a security certificate error message, refer to the frequently asked questions (FAQS) on the website.

The 'Create an Account' screen will appear.

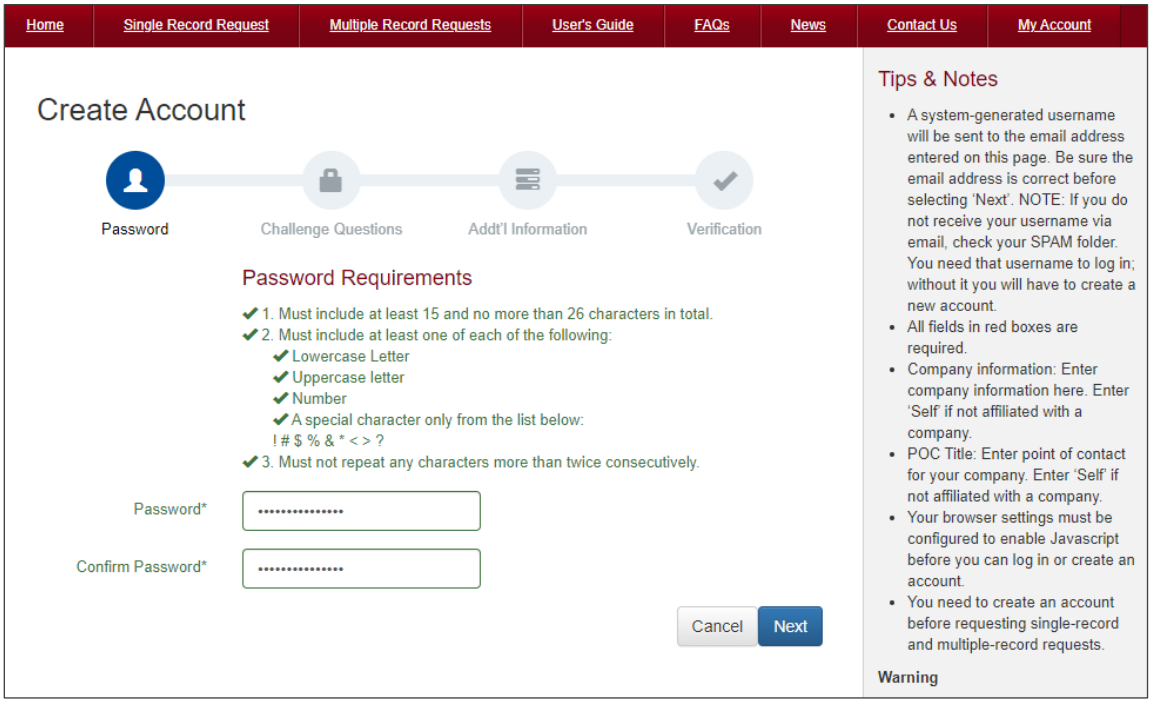


Figure 2. New Account - Password

Password: Enter password and confirm password (same as password).

Challenge Questions: Click the buttons to select three different security questions from the drop-down list and provide answers.

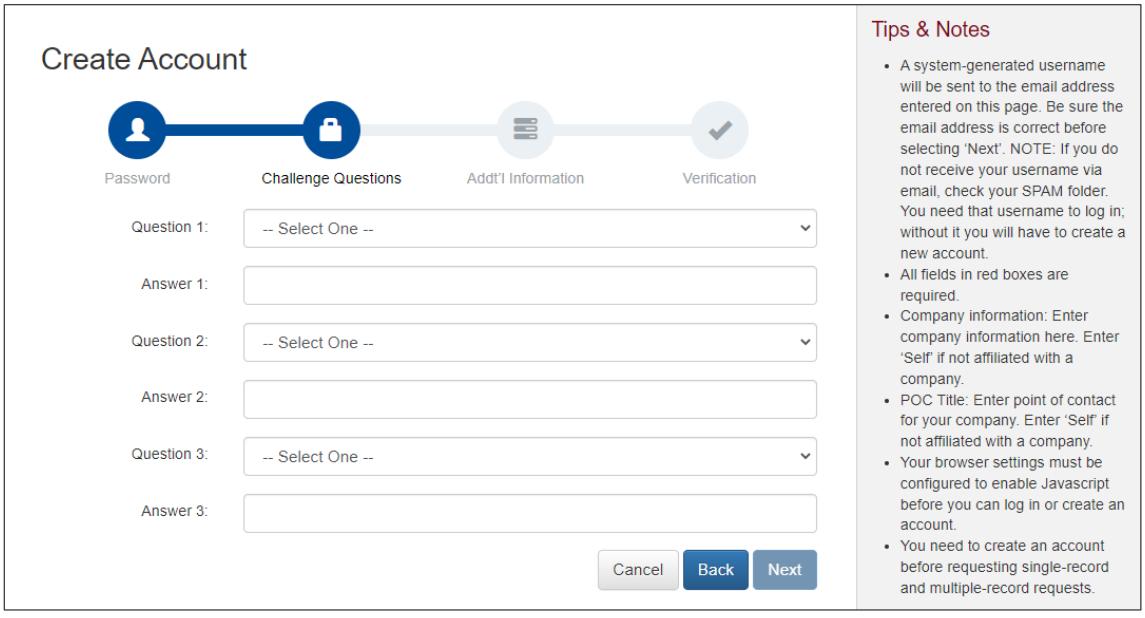


Figure 3. New Account - Challenge Questions

Click **Next**.

Additional Information: Enter the required user information.

Required information will be outlined in red. Once you input a valid entry, the field box will change to green outlining.

NOTE: To create an account and run a single or multiple record request, you must complete all fields. The DUNS field is optional but helpful for company identification.

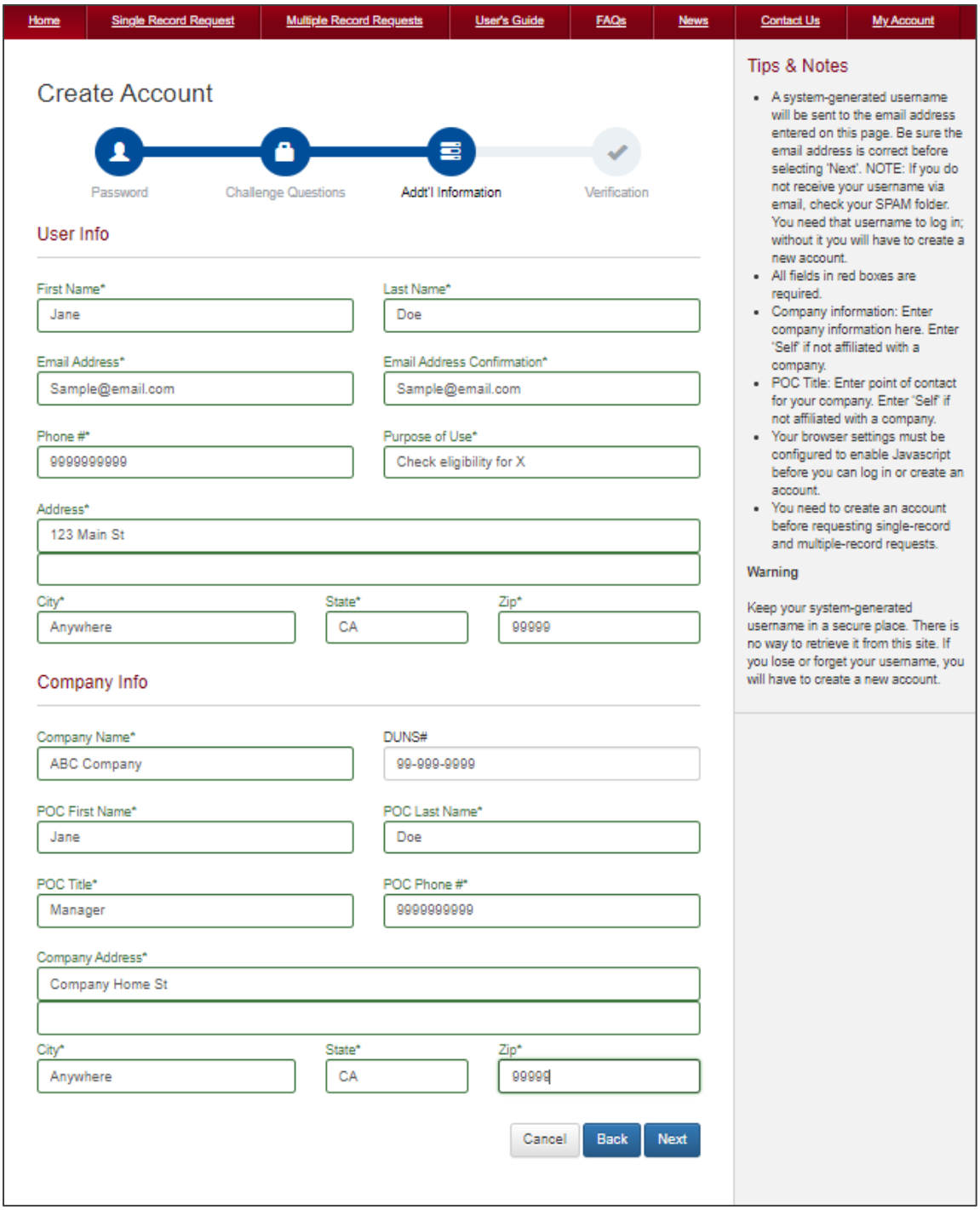


Figure 4. New Account - Required Information

Click **Next**.

Verification: Click the **Terms of Use Agreement** link to view the terms of use.

Click **X** or **Close** to return to the verification screen.

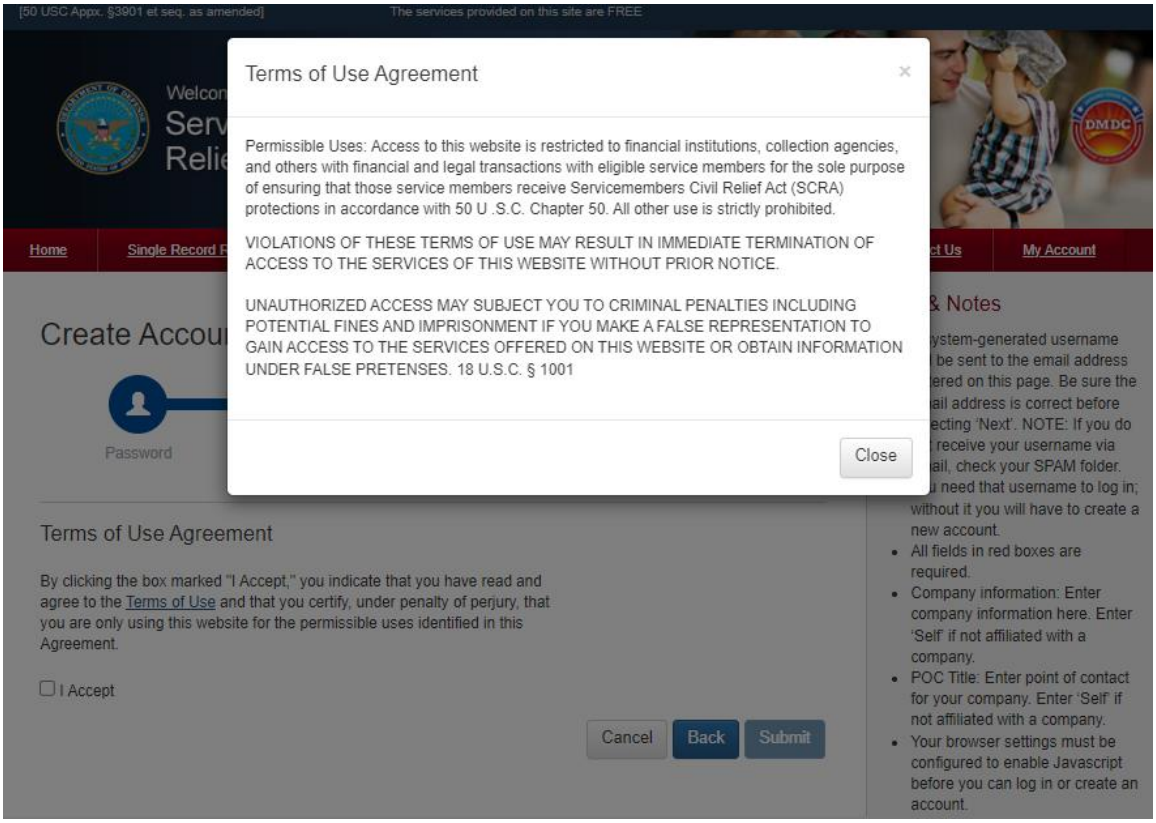


Figure 5. New Account - Verification

Click the box marked **I Accept** to indicate you have read and agree to the terms of use.

NOTE: You cannot create a new account until you have accepted the terms of use.

Click **Submit**.

After creating a new account, the system will send your system-generated username to the email used to create your account.

NOTE: If you forget your username you will need to create a new account.

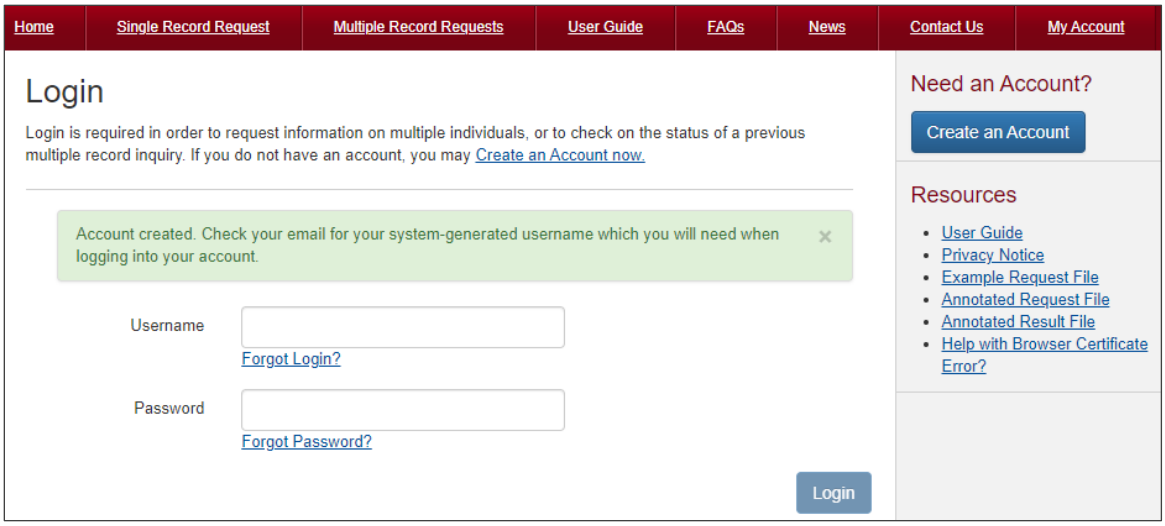


Figure 6. New Account - Success

User Account Guidelines	
System-Generated Username	▪ System will provide user with system-generated username. ▪ User must log in with system-generated username.
Password	▪ Must be *at least* 15 and not more than 26 characters in total. ▪ Must include a minimum of: - One upper case letter - One lower case letter - One number - One special character from this list: ! # $ % & * < > ? ▪ No character can be repeated more than twice in a row. ▪ Password lifetime minimum: 24 hrs. ▪ Password lifetime maximum: 60 days. - Password must be changed every 60 days or account will be locked. - At least 8 of the total number of characters must change. - The previous 5 passwords cannot be used. - The account is locked after 3 failed attempts.
Confirm Password	Repeat exactly the information you entered into the Password field.
Challenge Questions	The challenge questions are a security measure to verify you are the legitimate owner of the SCRA account. These are used when requesting to reset an account's password. ▪ Answers are directly associated to adjacent questions. ▪ Answers are case-sensitive. ▪ Once a question has been chosen, it cannot be used again for a subsequent question/answer combination. ▪ Must only contain alphanumeric, space ( ), dash (-), forward slash (/), and/or apostrophe ('). ▪ No other special characters.

User Account Guidelines	
	▪ Minimum length of answer: 1 character. ▪ Maximum length of answer: 100 characters. ▪ If resetting an account password, all answers must be correctly provided.
Required User Information	User is required to fill out the following fields: ▪ **First Name** - Must contain only alphabetic (A-Z and a-z) plus space ( ), dash (-), and/or apostrophes ('). - No other special characters. - Must have at minimum one alphabetic character. - Maximum 20 characters in length. ▪ **Last Name** - Must contain only alphabetic (A-Z and a-z) plus space ( ), dash (-), and/or apostrophes ('). - No other special characters. - Must have at minimum one alphabetic character. - Maximum 26 characters in length. ▪ **Email Address** - Must contain 3 to 80 characters. - Must be in the following format: characters@characters. - Can include only the following characters: letters, numbers, periods, dashes, underscores, and @ symbol. ▪ **Email Address Confirmation** - Must match Email address. - Copy/paste not allowed. ▪ **Phone Number** - Must contain only numeric (0-9) and plus (+) for international numbers. - No other special characters. - Maximum 16 characters in length (including the +). ▪ **Purpose of Use** - Must be in accordance with the permissible uses of the application detailed in the Terms of Use Agreement. - Can contain only alphabetic (A-Z and a-z) plus space ( ). - No other special characters. ▪ **Address** (line 1 and 2) - Must contain only alphanumeric (A-Z, a-z, and 0-9) plus space ( ), period (.), dash (-), and/or apostrophes ('). - No other special characters. - Maximum 100 characters in length. ▪ **City** - Must contain only alphabetic (A-Z and a-z) plus space ( ), dash (-), and/or apostrophes ('). - No other special characters. - Maximum 50 characters in length. ▪ **State**

User Account Guidelines	
	- Must be a valid U.S. state/territory abbreviation (2 characters). (see table below for abbreviations). ▪ **Zip Code** - Must contain only numeric (0-9). - Minimum 5 digits in length. - Maximum 9 digits in length.
Required Company Information	▪ **Company Name** - This is the name of company, organization, or other entity submitting the requests. - Even if you are requesting information on behalf of another company, you must enter the name of your company. - Must only contain alphanumeric (A-Z, a-z, and 0-9) plus space ( ), dash (-), and/or apostrophes ('). - No other special characters. - Maximum 100 characters in length. ▪ **DUNS Number** (recommended but not required) The Data Universal Numbering System (DUNS) created by Dun & Bradstreet is a unique nine-digit identifier for business: - Maximum of 11 characters. - Minimum of 9 characters. - Must contain only numeric (0-9) and dashes (-). ▪ **Point of Contact (POC) First Name** The POC is the person within the company who can be contacted to verify usage of the application. - Must contain only alphabetic (A-Z and a-z) plus space ( ), dash (-), and/or apostrophes ('). - No other special characters. - Must have at minimum one alphabetic character. - Maximum 20 characters in length. ▪ **POC Last Name** - Must contain only alphabetic (A-Z and a-z) plus space ( ), dash (-), and/or apostrophes ('). - No other special characters. - Must have at minimum one alphabetic character. - Maximum 26 characters in length. ▪ **POC Title** - Must contain only alphabetic (A-Z and a-z) plus space ( ), dash (-), and/or apostrophes ('). - No other special characters. - Maximum 50 characters in length. ▪ **POC Phone Number** - Must contain only numbers (and plus (+) sign if needed) - Minimum of 10 characters. - Maximum of 16 characters.

User Account Guidelines	
	▪ **Company address** - See 'Required User Address' guidelines above.

NOTE: If you encounter any errors/issues, refer to the FAQs on the website.

U.S. States and Territories – Abbreviations

	State/Territory		State/Territory		State/Territory
AL	Alabama	**KY**	Kentucky	**OH**	Ohio
AK	Alaska	**LA**	Louisiana	**OK**	Oklahoma
AZ	Arizona	**ME**	Maine	**OR**	Oregon
AR	Arkansas	**MD**	Maryland	**PA**	Pennsylvania
AS	American Samoa	**MA**	Massachusetts	**PR**	Puerto Rico
CA	California	**MI**	Michigan	**RI**	Rhode Island
CO	Colorado	**MN**	Minnesota	**SC**	South Carolina
CT	Connecticut	**MS**	Mississippi	**SD**	South Dakota
DE	Delaware	**MO**	Missouri	**TN**	Tennessee
DC	District of Columbia	**MT**	Montana	**TX**	Texas
FL	Florida	**NV**	Nebraska	**TT**	Trust Territories
GA	Georgia	**NV**	Nevada	**UT**	Utah
GU	Guam	**NH**	New Hampshire	**VT**	Vermont
HI	Hawaii	**NJ**	New Jersey	**VA**	Virginia
ID	Idaho	**NM**	New Mexico	**VI**	Virgin Islands
IL	Illinois	**NY**	New York	**WA**	Washington
IN	Indiana	**NC**	North Carolina	**WV**	West Virginia
IA	Iowa	**ND**	North Dakota	**WI**	Wisconsin
KS	Kansas	**MP**	Northern Mariana Islands	**WY**	Wyoming

System-Generated Username

When you create a new account, the SCRA system will generate a username and send it to the email you provided when creating your account. You will need this username each time you log into your account.

NOTE: If you forget your username you will not be able to access your account and you will need to create a new account.

Log In

Once you have created an account and retrieved your system-generated username, you can log In in to make single record request, multiple records requests, or download results that have finished processing.

NOTE: If you forget your username you will need to create a new account.

To Log In:

1. Choose **Single Record Request** or **Multiple Record Request** in the navigation bar to log in. You can also access the login screen by selecting **My Account** on the top navigation bar and select **Go to Login Page**.



Figure 7. Login Screen

Once the login screen appears, enter your **username** and **password**.

NOTE: If this is your first time requesting single or multiple records, you must create a new account. If you've forgotten your password, see Forgot Your Password for instructions on how to reset your password

Click **Login**.

You can now make a single record request, multiple records request, check file status, or download results.

NOTE: If you have not updated your account with the required user information you will be redirected to the Manage Account page until all required fields have been completed. For instructions on how to update your account information, see 'Edit User or Company Information'.

Last Login

Each time you log into your account, the system will display in the footer of all web pages the date and time of your previous login. The 'Last Login' information will display for the duration of your session.

NOTE: The first time you log in after creating an account the date and time will not be displayed in the footer.

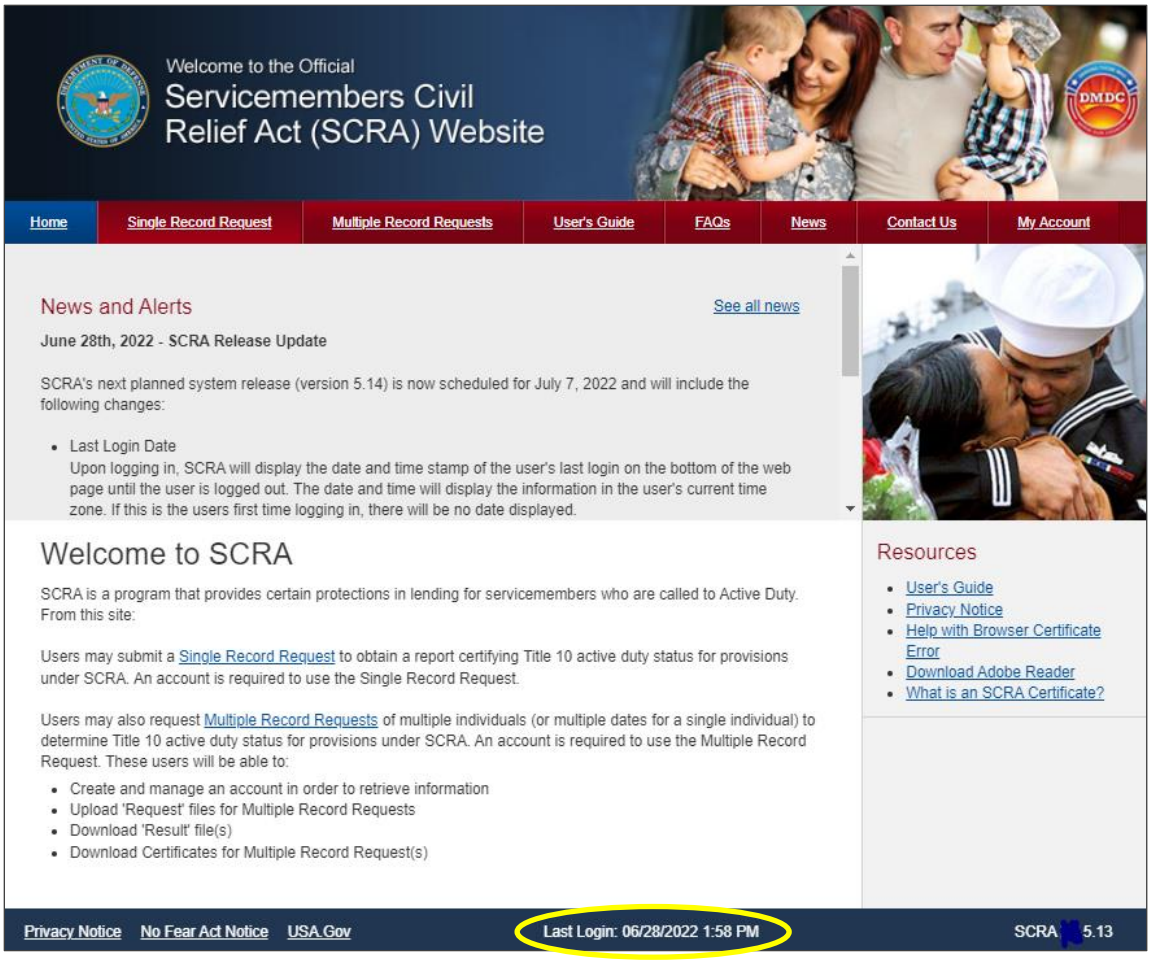


Figure 8. Last Login Display in Footer

Manage Your Account

Once you have logged into your account, a Manage Account tool bar will appear in the upper right corner of all screens. The tool bar will allow you to manage your account and log out.

To manage your account:

1. Log into your account.

Click Manage on the upper right corner of the screen.

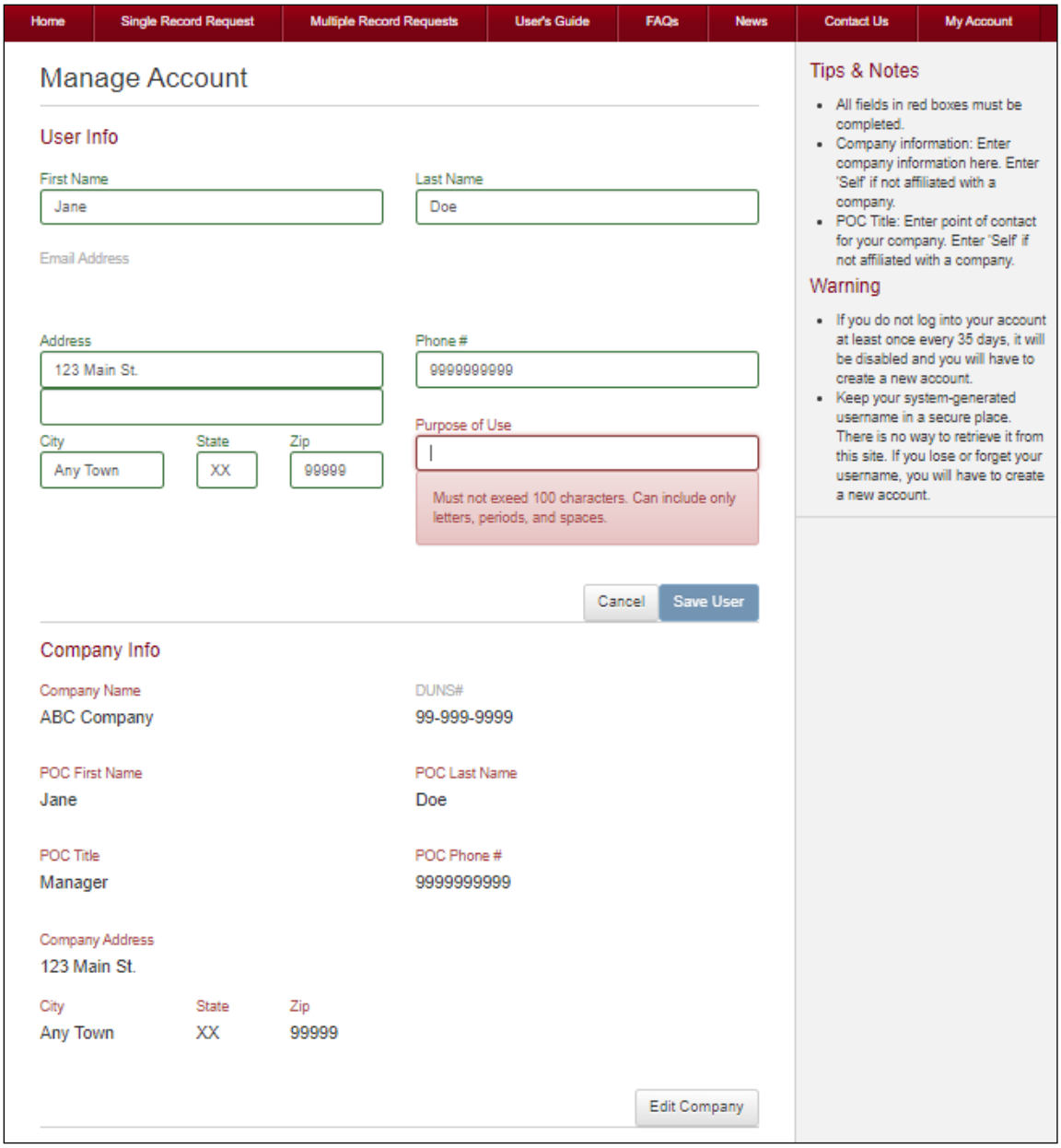


Figure 9. Manage Account

You will now be able to edit your user and company information, reset your password, or close your account.

Edit User or Company Information

Upon creating an account, you are asked to enter your user and company information. You can edit and update your information in the Manage Account page.

To edit your user or company information:

1. Log into your account.

Click **Manage** on the upper right corner of the screen.

You will be directed to the Manage Account page.

Click **Edit User** or **Edit Company**.

Update the fields you want to change.

Click **Save User** or **Save Company** to accept the changes.

You may click **Cancel** to go back to the Manage Account page.

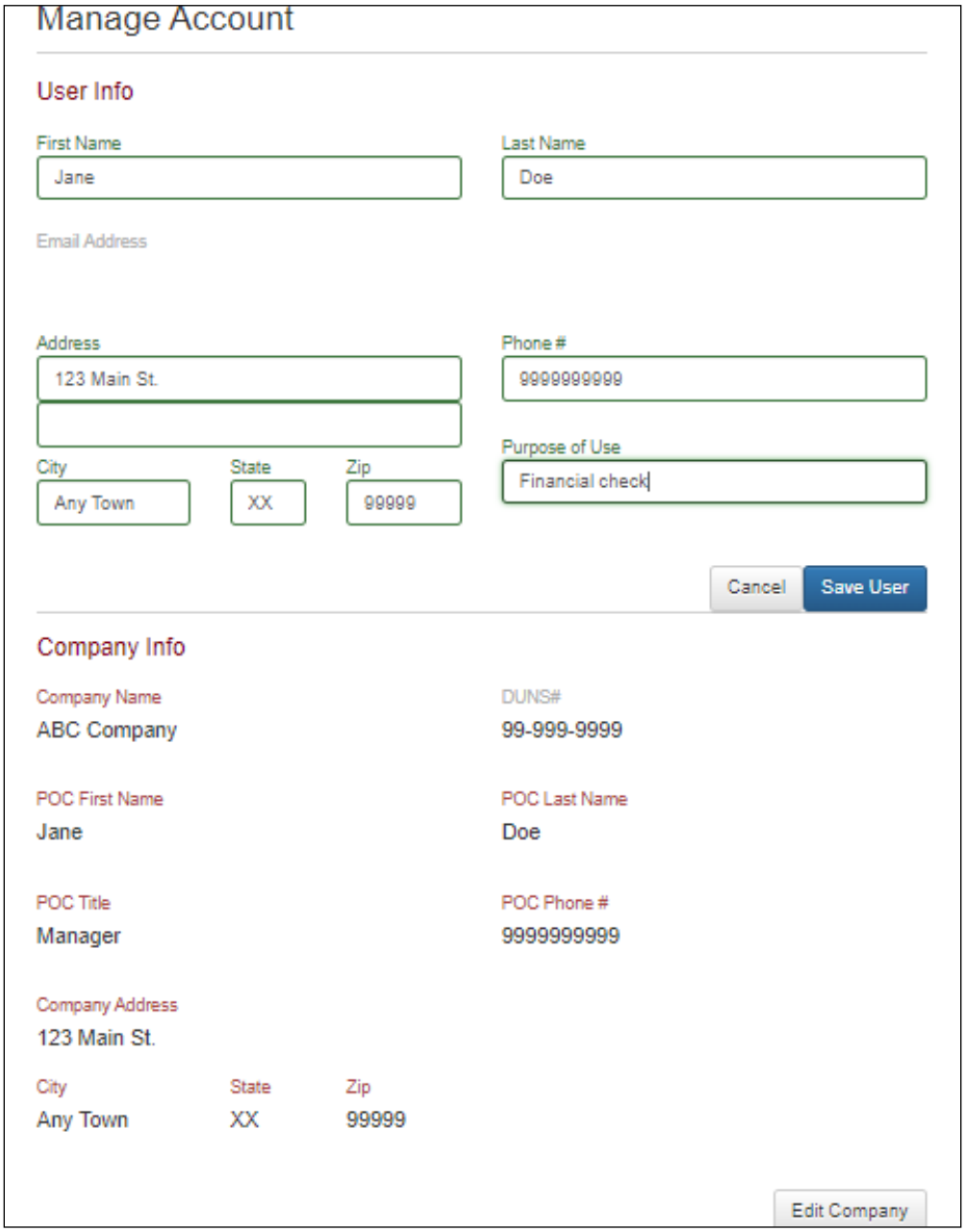


Figure 10. Manage Account - Edit User Information

Reset Password

1. Log into your account.

Click Manage on the upper right corner of the screen.

You will be directed to the Manage Account page.

Click Reset Password.

Type your current password in the Current Password field.

Type your new password in the New Password field, using the information displayed on this window as a password selection guideline.

Type your new password again in the Confirm New Password field.

Click Submit.

If the new password is not accepted, a message displays indicating that your password was not changed.

If the new password is accepted, a message displays indicating that the password change was successful.

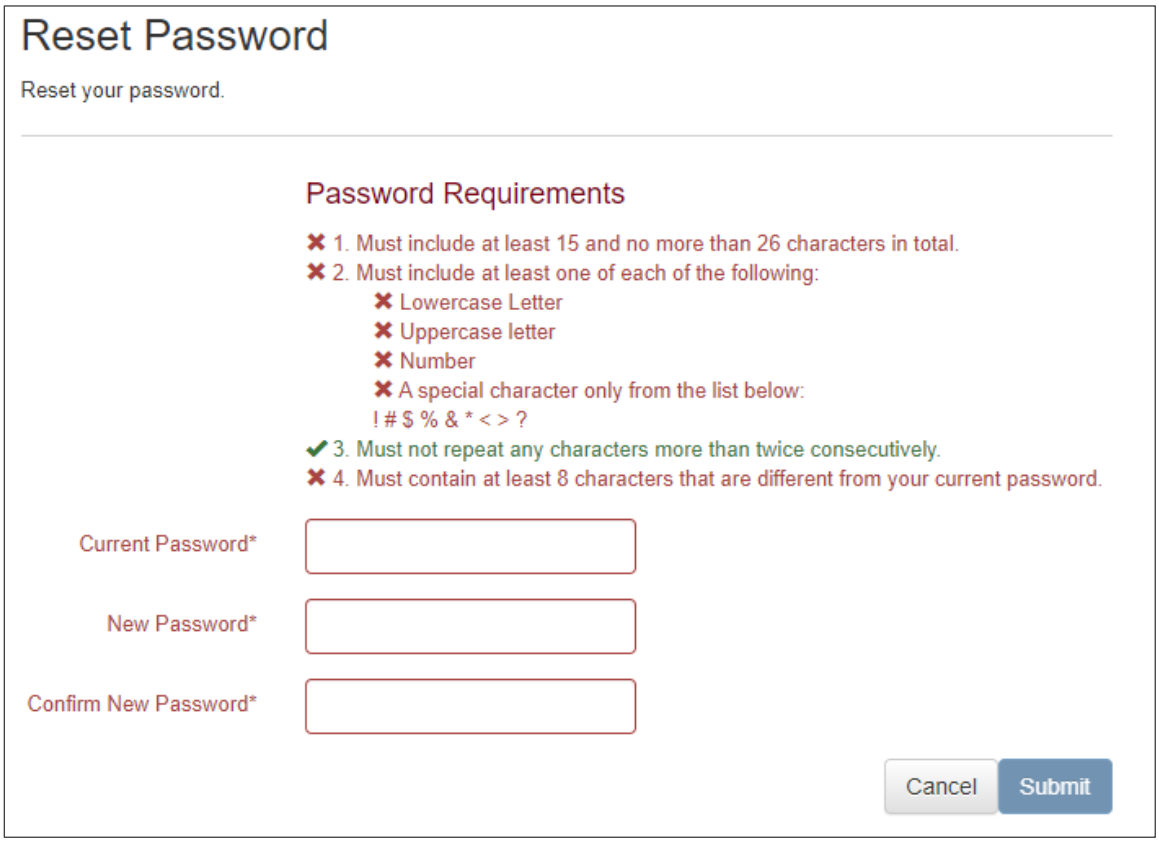


Figure 11. Manage Account - Reset Password

If You Forget Your Password

If you forget your account password, you can reset it if you remember your username and the answers to the questions you selected during account creation. If you don't remember your username and/or the answers to the questions you selected during account creation, see **Need a New Account** to create a new account.

To reset your password:

1. Select **Single Record Request** or **Multiple Record Request** on the navigation bar or click Manage account. You can also access the login screen by selecting My Account on the top navigation bar and selecting Go to Login Page.



Figure 12. Login Screen

Once the Login screen appears, enter your username and click **Forgot password?** beneath the Password field.

The Reset Password screen will appear with the challenge questions you selected during account creation and their corresponding entry fields.

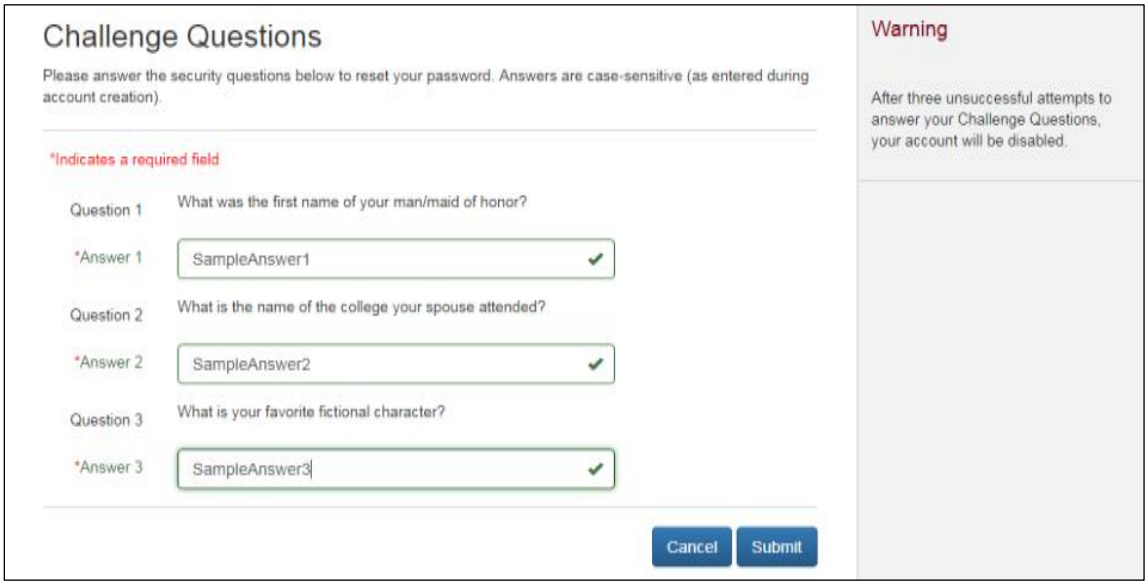


Figure 13. Forgot Your Password - Challenge Questions

Enter the answers to the questions and click **Submit**.

The New Password screen will appear.

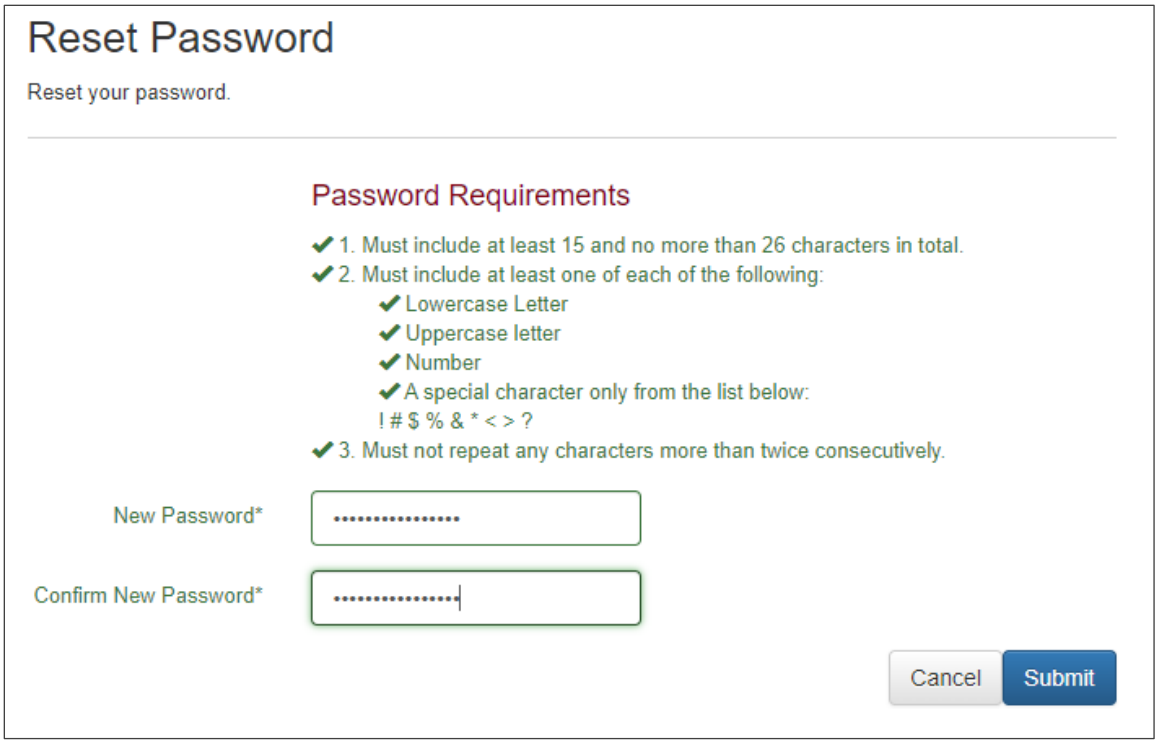


Figure 14. Forgot Your Password - Reset

Enter and confirm a new password.

NOTE: Your new password cannot be the same as your old password.

Click **Submit**.

Expired Password

SCRA account passwords expire every 60 days. Five days before your password expires, after you have successfully logged in, a message will display indicating that your password will expire. You may choose to reset your password or continue without resetting the password. To change your password, go to the Manager Account page and click 'Reset Password'.

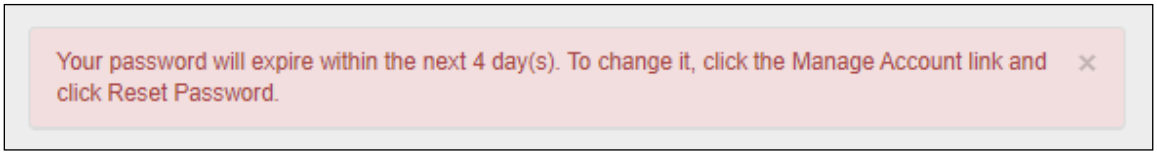


Figure 15. Password Expiration

NOTE: You may continue without changing your password. However, after you have logged in, if the expiration date is reached, the screen will display a message indicating that your password has expired and you must change it. The following will display:

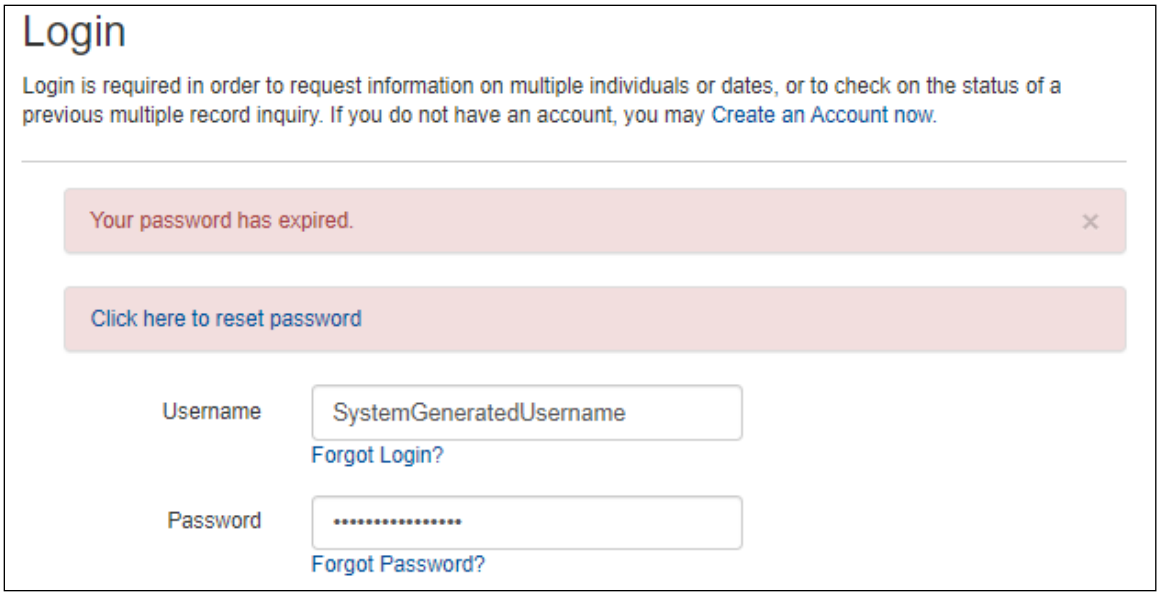


Figure 16. Expired Password - Reset

1. Select Click Here to Reset Password.

Answer your three previously set challenge questions.

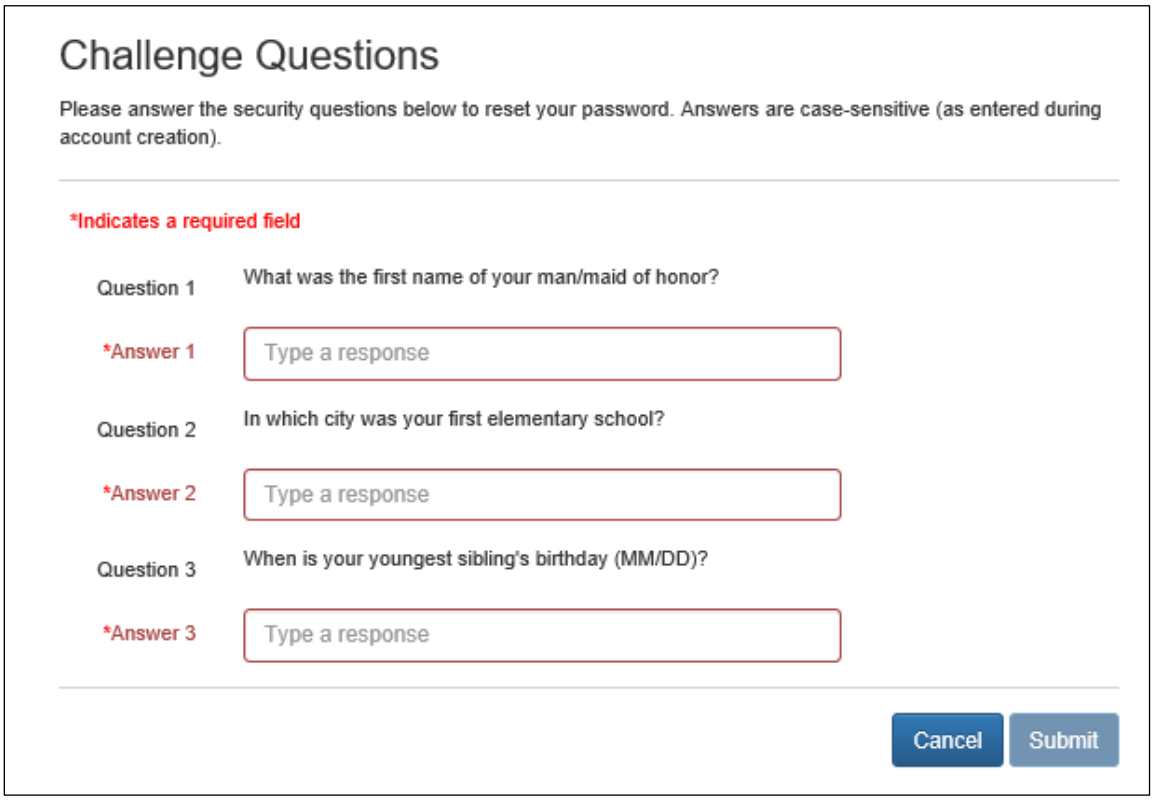


Figure 17. Expired Password - Reset: Challenge Questions

Type your new password in the New Password field, using the information displayed on this window as a password selection guideline.

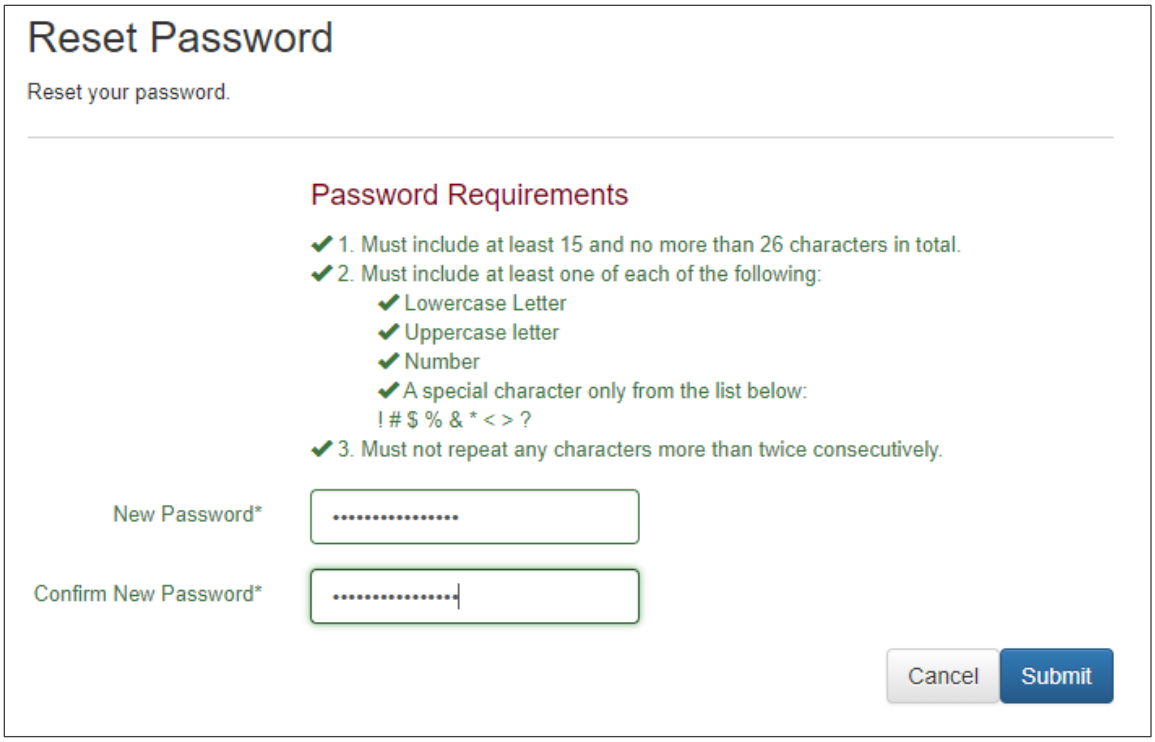


Figure 18. Expired Password - Reset: New password

Type your new password again in the Confirm New Password field.

Click **Submit**.

If the new password is not accepted, a message displays indicating that your password was not changed.

If the new password is accepted, you will be redirected to the Login page.

Login in with your username and new password.

Disabled Accounts

Since the website is public and accessible to anyone at any time, additional security measures are in place to ensure that that you are allowed to track and recover only the file(s) you uploaded. Below are reasons your account might be disabled:

- **Terminated**
  If you have not logged into the system within the last 35 days, the system will automatically terminate your account and you will no longer have access to the file(s) you uploaded using that account.
- **Closed**
  If you opt to close an account, that account cannot be re-opened.
- **Locked**
  If you have too many incorrect login attempts, your account will be locked and you will be required to answer the Challenge Questions to move forward.
- **Incorrect Challenge Question Answers**
  If you cannot answer the challenge questions after three attempts during an incorrect login attempt or “Forgot Your Password” process, your account will be terminated and all the information associated with your account will no longer be accessible.

To request single or multiple records again, you must create a new account. Any requests, regardless of status, made from a previous account will need to be re-requested after your new account is created.

Session Timeout

SCRA will automatically log you out of a session after a set period of inactivity. Once you have logged in, if there is no activity for 10 minutes or more, the session will be terminated. A warning banner will display with a countdown, letting you know when the session will be terminated. You may choose to continue with the session, logout of the session, or let the timer run out and be automatically logged out of the session.

NOTE: Set period of inactivity and warning timer lengths may be subject to change.

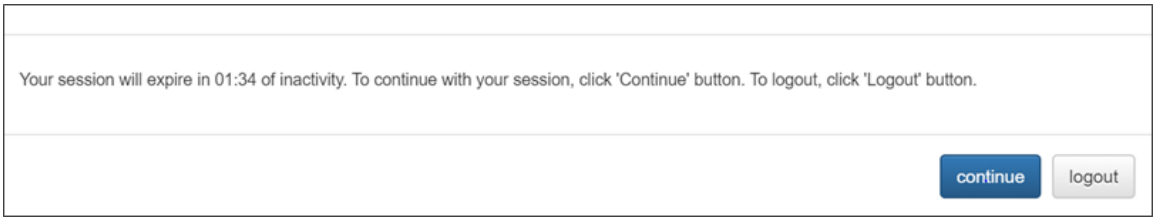


Figure 19. Warning banner-Session Timeout

Session Timeout Options:

- Click **Continue** before the timer expires in order to continue with the session.
  - The banner will be removed and user may continue as normal.
- Click **Logout** before the timer expires.
  - The system will log the user out.
  - You will be returned to the Login page.
- Remain inactive and allow timer to expire.
  - The system will log the user out.
  - You will be returned to the home page.

3. Request a Single Record

You can request a certificate verifying the active duty status for an individual on a specified date.

To perform a Single Record Request:

1. Select **Single Record Request** from the navigation bar on the home page.

   NOTE: If this is your first time accessing the website and you receive a security certificate error message, refer to the FAQs on the website.

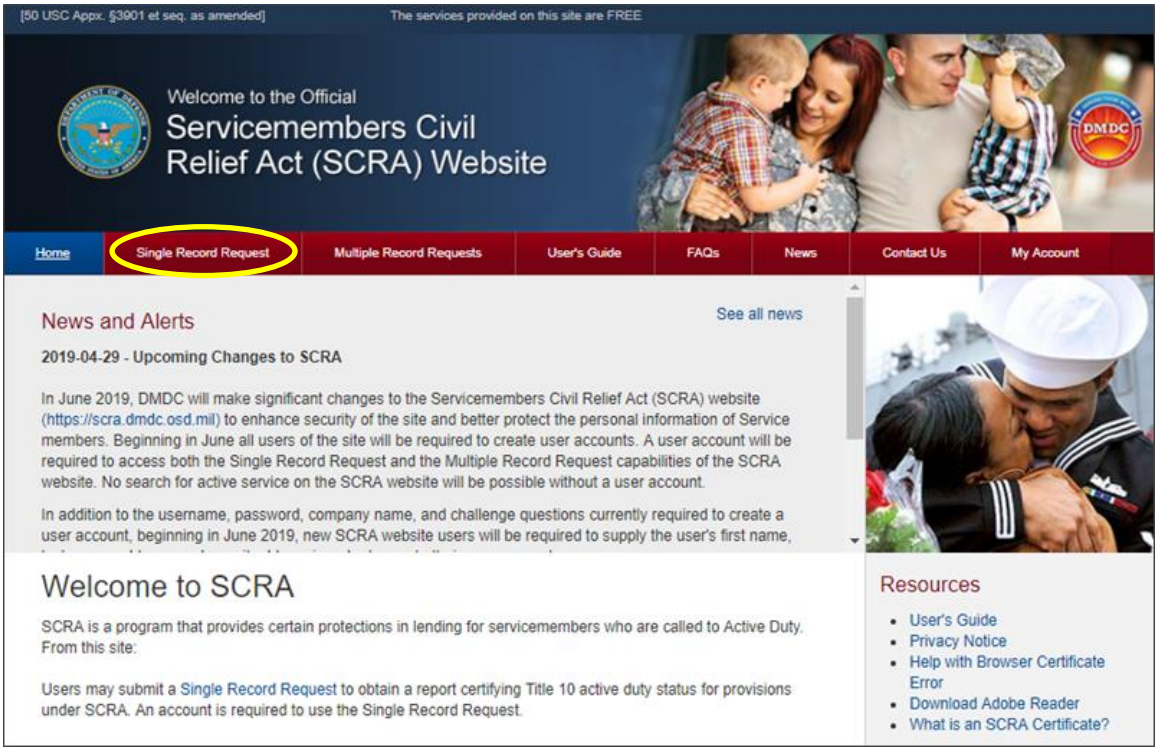


Figure 20. Select Single Request/Home

Click Single Record Request.

Log into your account.

NOTE: For instructions on how to log into an account go to 'log in'.
If this is your first time requesting single or multiple records, you must create a new account.
If you've forgotten your password, refer to 'Forgot Your Password' for instructions on how to reset your password.

Once the SCRA Single Record Request screen appears, complete the required fields. If the individual's SSN is unavailable, you can also obtain information by providing a last name and date of birth.

NOTE: To confirm the accuracy of the information provided, please repeat the SSN (if available) in the corresponding duplicate field.

NOTE: SSN is NOT required. Unless you are a financial institution or otherwise required to collect SSNs, you should not require individuals to provide you with their SSN for the purpose of conducting a query on this website. Searches can be conducted using Name and Date of Birth alone. Providing additional details such as First Name, Middle Name, or SSN, if already known, will increase the accuracy of the match.

IMPORTANT: If the active duty status date is not entered, the search will be based on the default active duty status date (today's date).

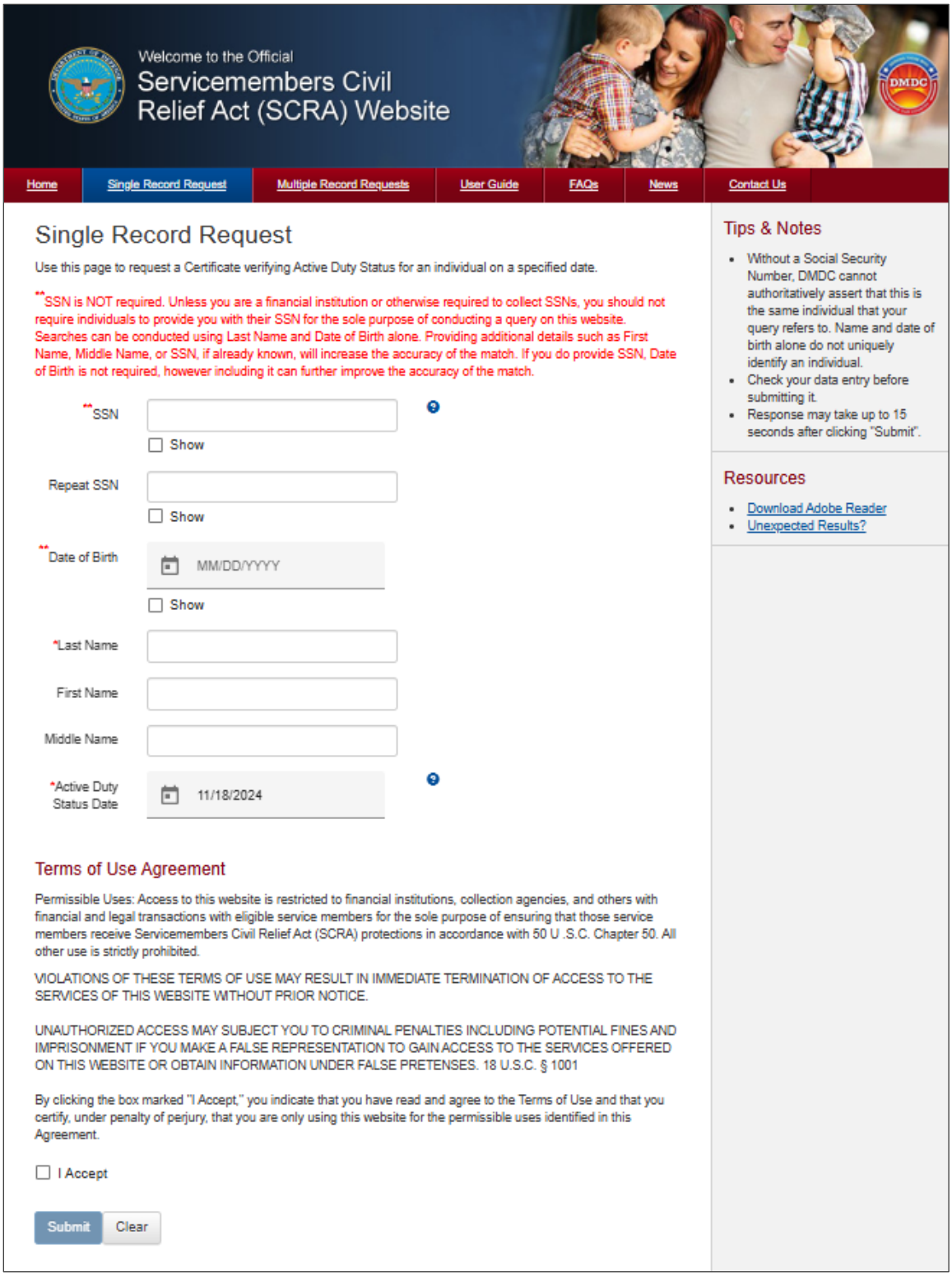


Figure 21. Single Record Request

Click the box marked **I Agree** to indicate that you have read and agree to the terms of use.

NOTE: You must agree to the terms of use to run a single record search.

Click **Submit**.

The website will process the request to search for the individual's active duty status (if any) based on the information provided.

NOTE: A search typically takes 10-15 seconds, however some searches may take longer. If you encounter any errors/issues, refer to the FAQs on the website.

Once the request has been processed, the website will provide a SCRA certificate reporting the active duty status for the individual, in PDF format. See View/Print the Certificate for additional information about the certificate provided.

NOTE: SCRA allows a maximum of 500 Singe Record Requests per session. Once you reach the limit, SCRA will log you out and you will have to log in again to continue with another session.

To clear the Single Request screen:

1. On the SCRA Single Record Request screen, click **Clear**.
   - All fields on the screen will be cleared of previously entered text.

Single Record Request Field Descriptions

- **SSN**
  - SSN must be entered without spaces or dashes (e.g., 000223334).
  - SSN must be nine digits long and include leading zeros, if necessary.
  - SSN will display as: ********* or ••••••••• unless the 'Show' box is checked.
- **Repeat SSN**
  - The repeat social security number must match the SSN numbers entered above.
  - Repeat SSN will display as: ********* or ••••••••• unless the 'Show' box is checked.
- **Birth Date**. The birth date must be numeric in the following format: MM/DD/YYYY.
  - No dates before 01011900.
  - No future dates allowed.
  - Birth Date will display as: ******** or •••••••• unless the 'Show' box is checked.
- **Last Name**. This is the last name of the person of interest.
  - Entries in this field must be alphabetic (A-Z or a-z).
  - No special characters, other than the blank space " ", the dash "-", and the apostrophe "'", are allowed.
  - Do not include suffixes (Jr., Sr., III, etc.).
- **First Name**. This is the first name of the person of interest.
  - Entries in this field must be alphabetic (A-Z or a-z).
  - No special characters, other than the blank space " ", the dash "-", and the apostrophe "'", are allowed.
- **Middle Name**. This is the middle name of the person of interest.
  - Entries in this field must be alphabetic (A-Z or a-z).
  - No special characters, other than the blank space " ", the dash "-", and the apostrophe "'", are allowed.
- **Active Duty Status Date**. The date queried to determine the status of the individual; to check whether the individual was actively serving, received a notice to serve, or was serving 367 days prior to the given date, or not.

- Date can be the loan origination, foreclosure, etc.
- Date must be numeric in the following date format: YYYYMMDD.
- Date must be on or after 19850930 and cannot be a future date.
- A future date is equal to the current date plus 1 day.

View/Print Certificate for Single Record Request

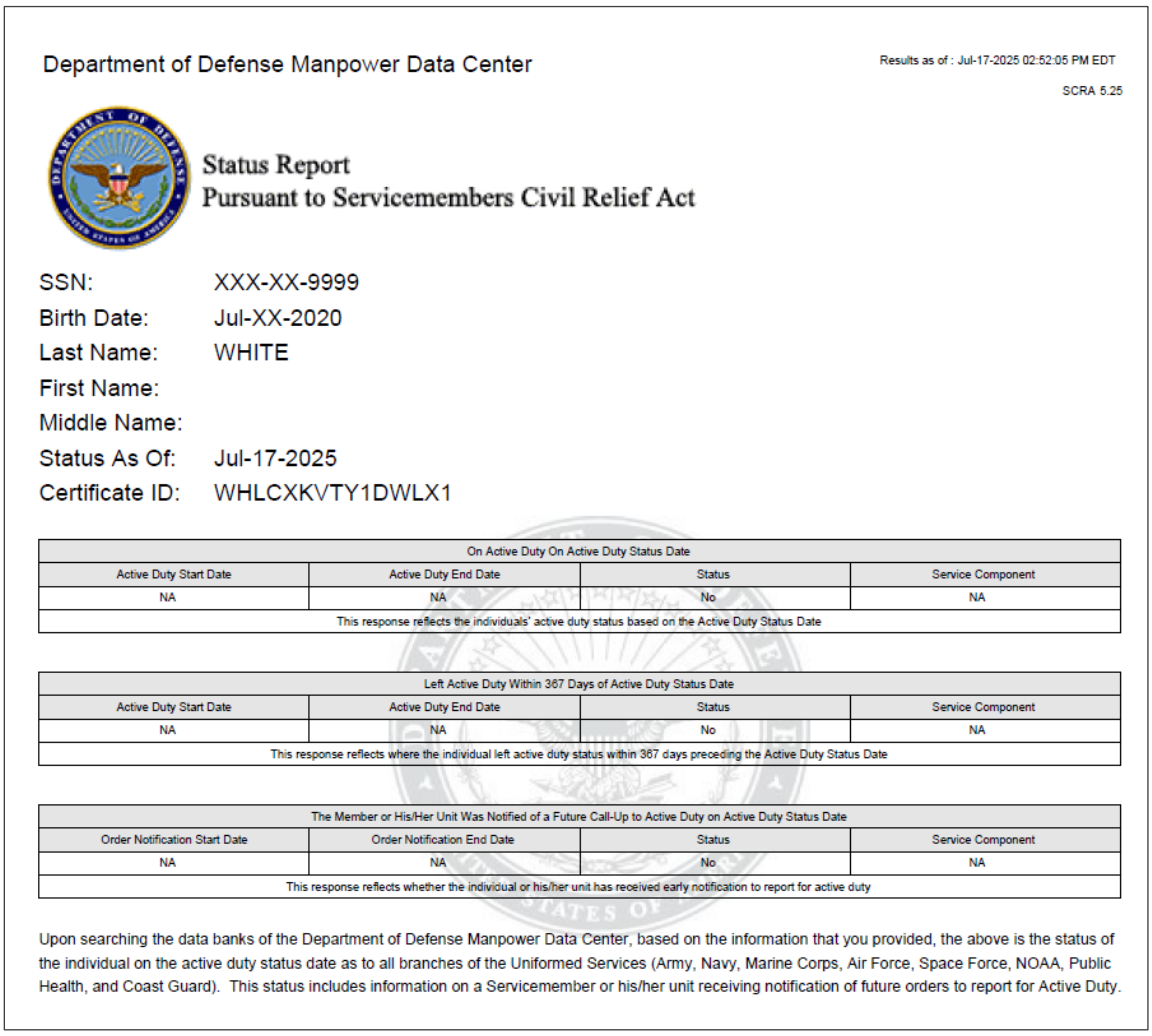
Certificates are provided as a result of a single request inquiry. Depending on the number of records returned from the search, one of the following certificates will be provided:

- Status Report (single match found).
- Status Report (multiple matches found).

The Status Report (single match found) will include the name provided on the Single Request screen, the active duty status date, the active duty start date, the active duty end date, the active duty status, and the service component for each of the following conditions:

- On active duty on active duty status date.
- Left active duty within 367 days of the active duty status date.
- The member or his/her unit was notified of a future call-up to active duty on the active duty status date.

Example:



Department of Defense Manpower Data Center

Results as of : Jul-17-2025 02:52:05 PM EDT

SCRA 5.25

Status Report
Pursuant to Servicemembers Civil Relief Act

SSN: XXX-XX-9999
Birth Date: Jul-XX-2020
Last Name: WHITE
First Name:
Middle Name:
Status As Of: Jul-17-2025
Certificate ID: WHLCXKVTY1DWLX1

On Active Duty On Active Duty Status Date			
Active Duty Start Date	Active Duty End Date	Status	Service Component
NA	NA	No	NA
This response reflects the individuals' active duty status based on the Active Duty Status Date			

Left Active Duty Within 367 Days of Active Duty Status Date			
Active Duty Start Date	Active Duty End Date	Status	Service Component
NA	NA	No	NA
This response reflects where the individual left active duty status within 367 days preceding the Active Duty Status Date			

The Member or His/Her Unit Was Notified of a Future Call-Up to Active Duty on Active Duty Status Date			
Order Notification Start Date	Order Notification End Date	Status	Service Component
NA	NA	No	NA
This response reflects whether the individual or his/her unit has received early notification to report for active duty			

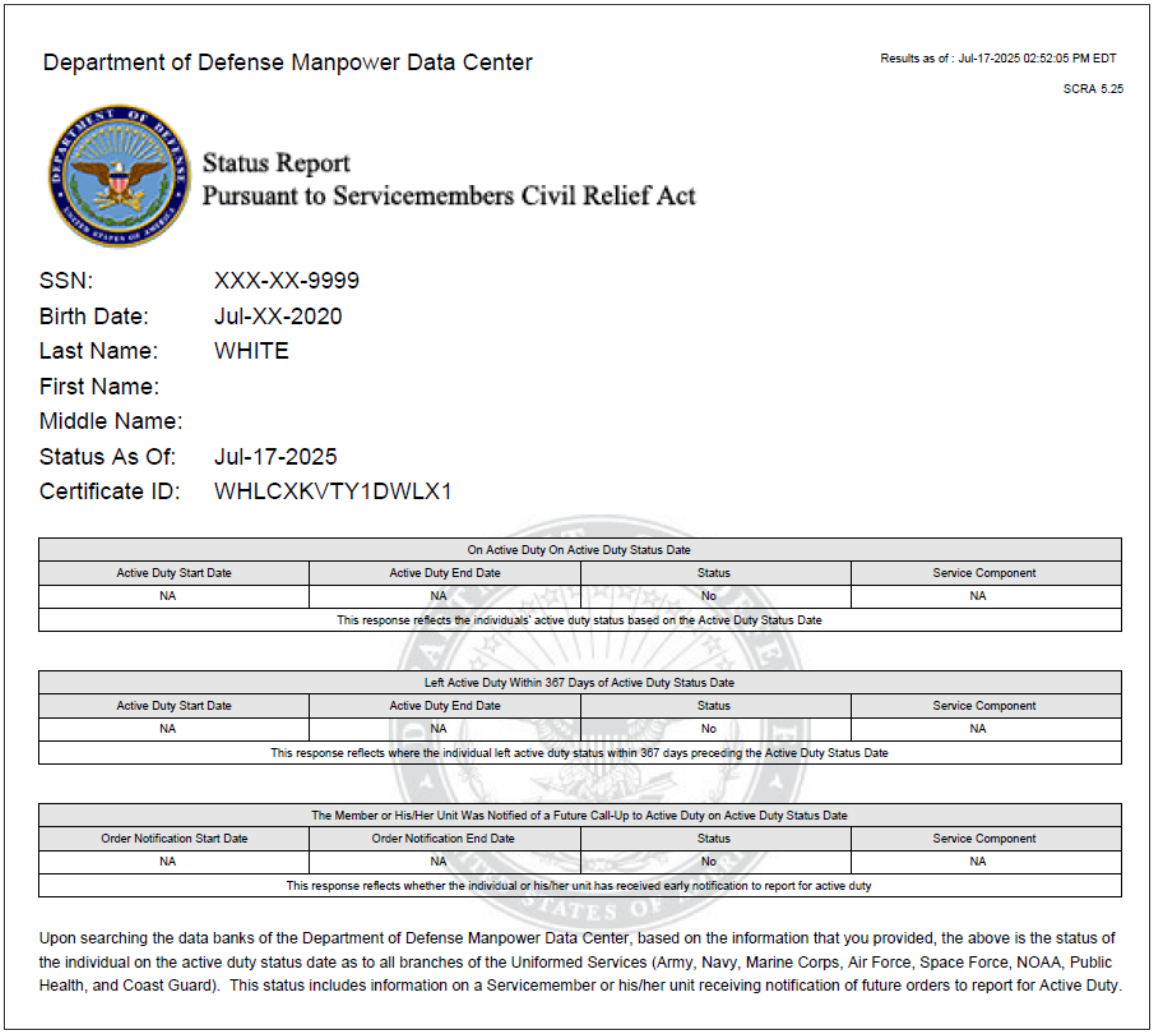
Upon searching the data banks of the Department of Defense Manpower Data Center, based on the information that you provided, the above is the status of the individual on the active duty status date as to all branches of the Uniformed Services (Army, Navy, Marine Corps, Air Force, Space Force, NOAA, Public Health, and Coast Guard). This status includes information on a Servicemember or his/her unit receiving notification of future orders to report for Active Duty.

Figure 22. Status Report (Single Match)

The Status Report (multiple matches found) is provided for informational purposes only and will include the name and active duty status date based on the information provided; however, since multiple records were found, DMDC cannot definitively identify the individual and therefore cannot release any information.

NOTE: For the best results when submitting a request, enter as much information as possible.

Example:



Department of Defense Manpower Data Center

Results as of : Jul-17-2025 02:52:05 PM EDT

SCRA 5.25

Status Report
Pursuant to Servicemembers Civil Relief Act

SSN: XXX-XX-9999
Birth Date: Jul-XX-2020
Last Name: WHITE
First Name:
Middle Name:
Status As Of: Jul-17-2025
Certificate ID: WHLCXKVTY1DWLX1

On Active Duty On Active Duty Status Date			
Active Duty Start Date	Active Duty End Date	Status	Service Component
NA	NA	No	NA
This response reflects the individuals' active duty status based on the Active Duty Status Date			

Left Active Duty Within 367 Days of Active Duty Status Date			
Active Duty Start Date	Active Duty End Date	Status	Service Component
NA	NA	No	NA
This response reflects where the individual left active duty status within 367 days preceding the Active Duty Status Date			

The Member or His/Her Unit Was Notified of a Future Call-Up to Active Duty on Active Duty Status Date			
Order Notification Start Date	Order Notification End Date	Status	Service Component
NA	NA	No	NA
This response reflects whether the individual or his/her unit has received early notification to report for active duty			

Upon searching the data banks of the Department of Defense Manpower Data Center, based on the information that you provided, the above is the status of the individual on the active duty status date as to all branches of the Uniformed Services (Army, Navy, Marine Corps, Air Force, Space Force, NOAA, Public Health, and Coast Guard). This status includes information on a Servicemember or his/her unit receiving notification of future orders to report for Active Duty.

Figure 23. Status Report (Multiple Match)

WARNING If you receive a response indicating DMDC *does not possess any information indicating that the individual is currently on active duty,* yet you have evidence the individual is or was on active duty for the active duty status date, and you fail to obtain additional service verification, punitive provisions of the Servicemembers Civil Relief Act may be invoked against you. See 50 USC App. § 3931(c).

To print the single record request certificate:

1. From your browser menu bar choose **File -> Print.**

Select the destination printer.

Click **Print**.

4. Request Multiple Records

You can request information on multiple individuals for current and historical active duty status dates.

To request information for multiple individuals:

1. Choose Multiple **Record Request** from the navigation bar on the home page.

   NOTE: If this is your first time accessing the website and you receive a security certificate error message, refer to the FAQs on the website.

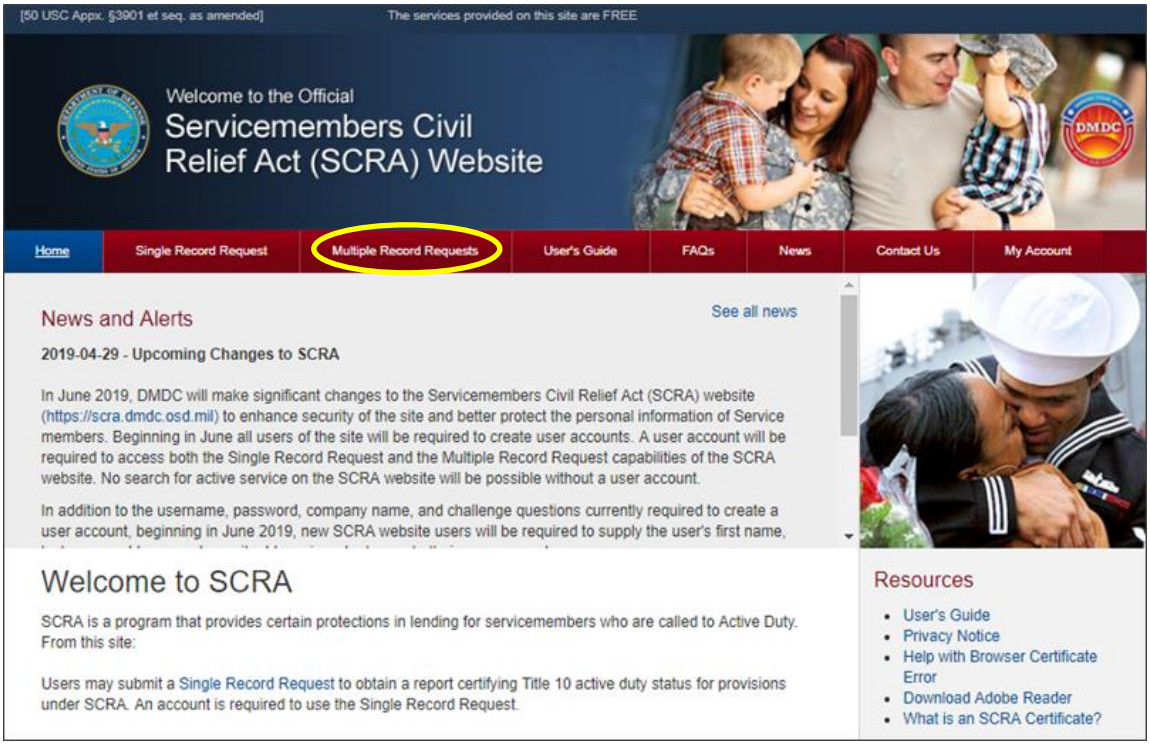


Figure 24. Select a Multiple Record Request

Click the Multiple Record Request tab.

Log in to your account.

NOTE: For instructions on how to log in to an account go to log in. If this is your first time requesting single or multiple records, you must create a new account. If you've forgotten your password, please refer to Forgot Your Password for instructions on how to reset your password.

Once the SCRA Multiple Record Request – Upload File(s) screen appears, you are presented with the ability to upload request files and view the file status of any previously uploaded files (if applicable).

NOTE: Refer to the Download Results section of this guide for more information.

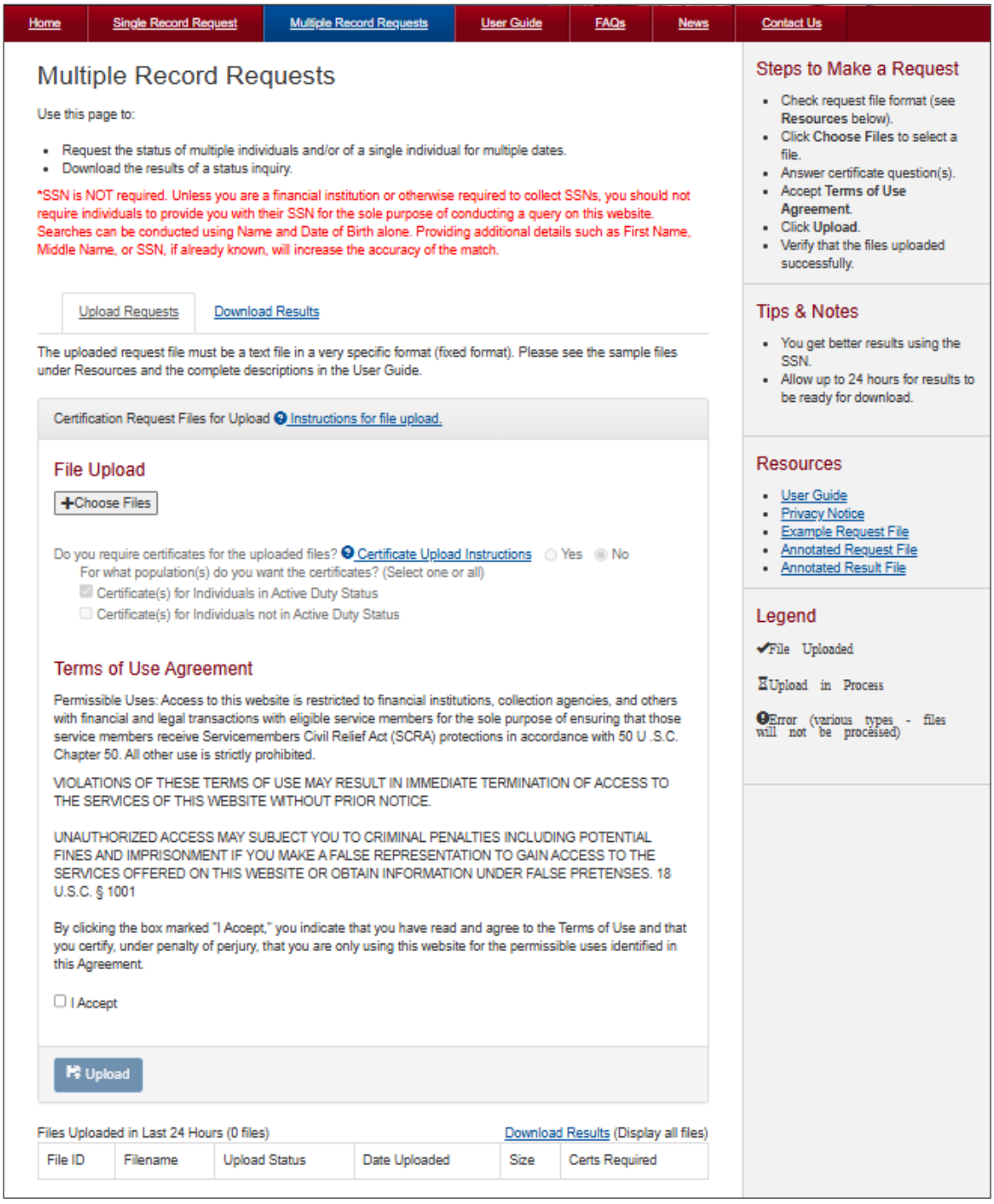


Figure 25. Upload File for Multiple Record Request

Click **Choose Files** to add a new file to the upload list.

NOTE: If this is your first time at this website, it is imperative that you review Formatting the Request File prior to uploading a file.

A window displays, allowing you to browse your computer's directory and select the request file.

Once you locate and select the file, the filename will appear in the Files for Upload list. Review 'Guidelines for File Names' prior to uploading file.

If certificates are required for the uploaded files, click **Yes** to the prompt to have a certificate file generated.

NOTE: The default is set to **No**, meaning the certificate file is not required and will not be created.

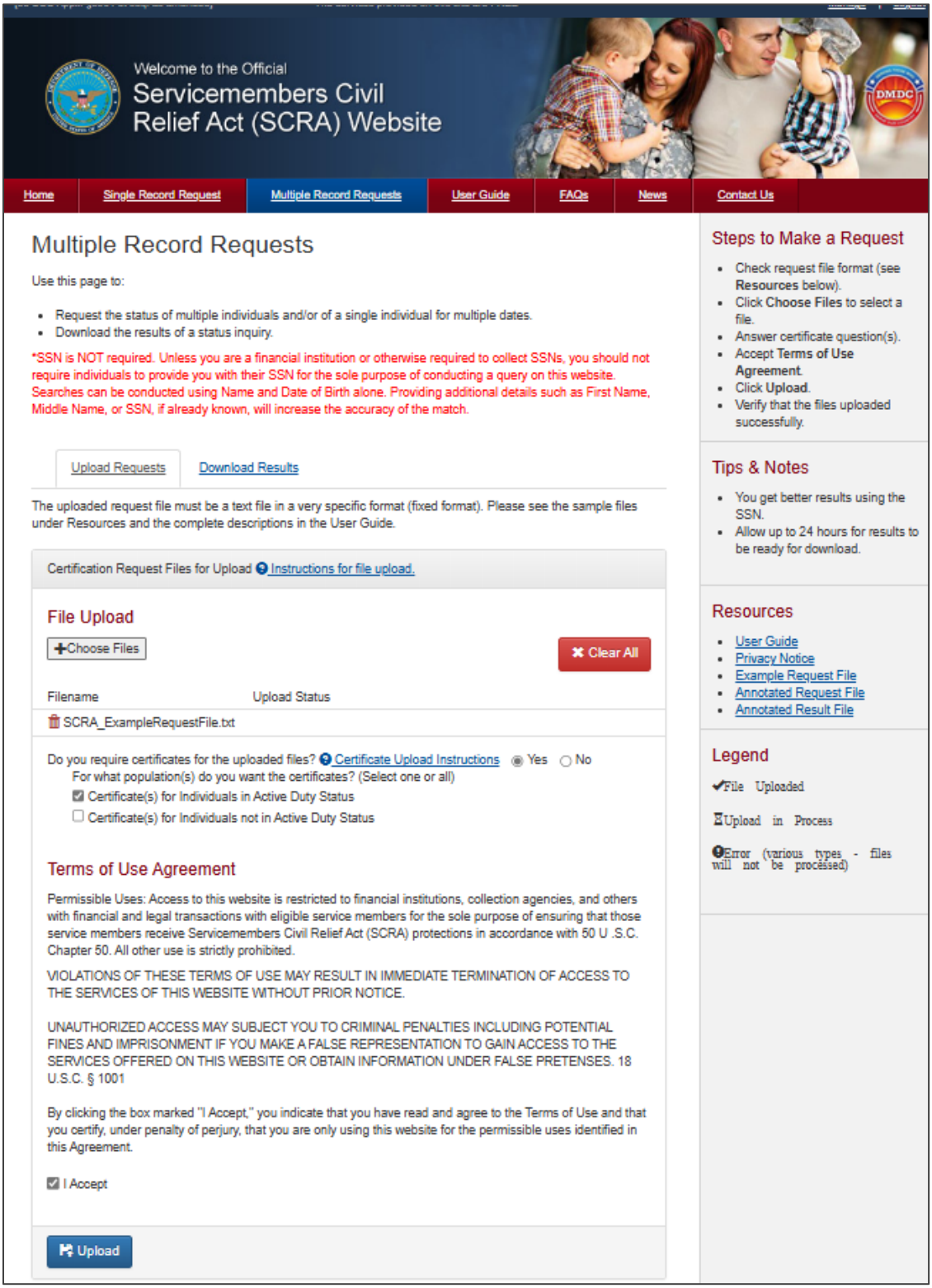


Figure 26. File Selected for Upload

If you select **Yes**, you are prompted to select the population you want the certificates for: individuals on active duty service and/or individuals not on active duty service.

Click **I Accept** to indicate that you have read and agree to the terms of use.

NOTE: You must agree to the terms of use to run a multiple record search.

After making your certificate selection and agreeing to the terms of use, click **Upload**.

The system will validate your file to ensure it is in a usable format. If it is, the file will be uploaded. If it is not in the correct format, you will be notified immediately.

NOTE: A file will not be processed unless it is validated.

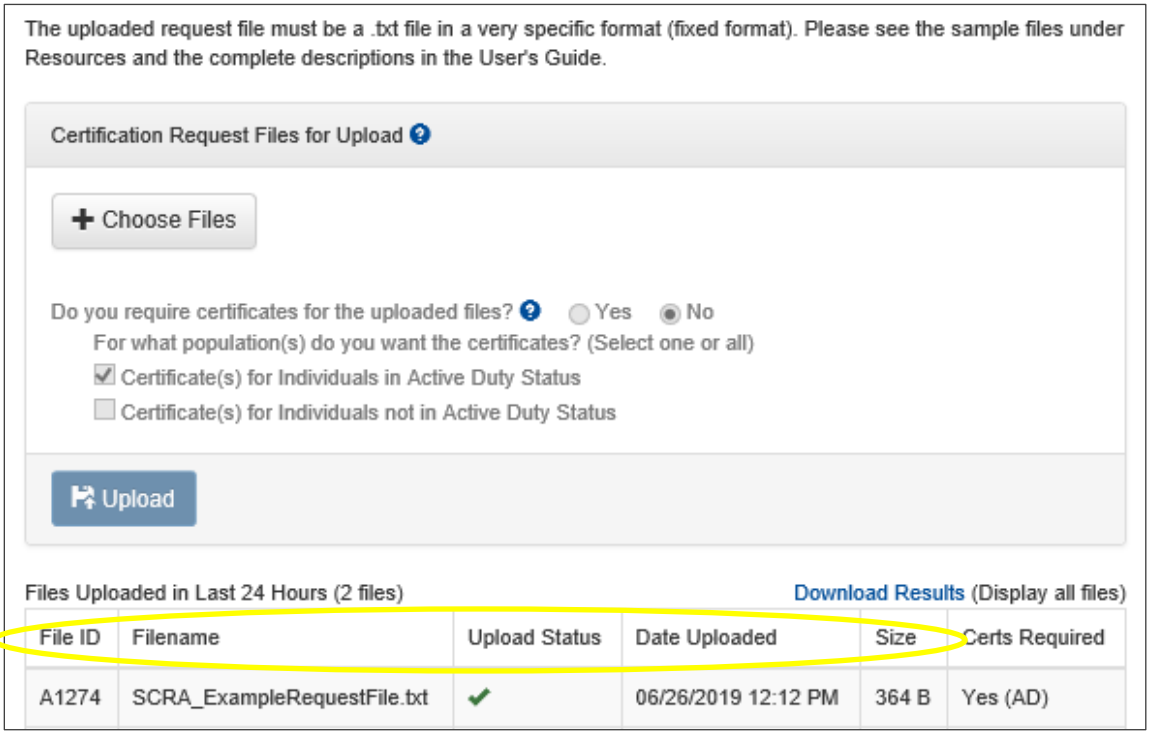


Figure 27. Files Uploaded

Return to the website in 24 hours to check the status of the file under the **File Status** portion of the screen.

NOTE: The results file and the certificate file will not necessarily be ready to download at the same time.

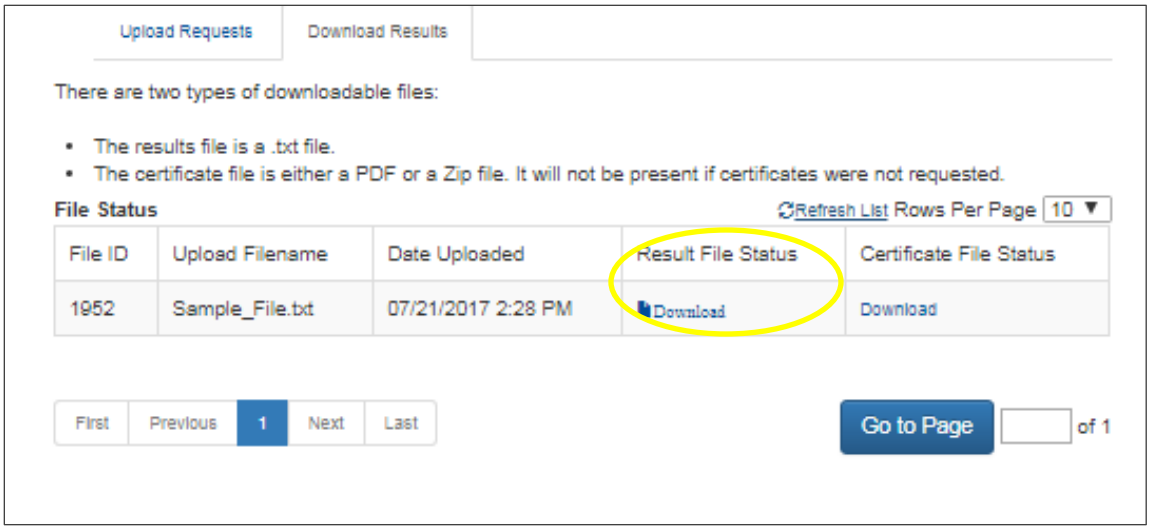


Figure 28. Files Complete, Ready for Download

If the results file has completed processing, the Result/Certificate File Status field on the Download Results tab will display the Results Ready Icon ( ) and a download link.

Click **Download**. A window displays and you can browse your computer's directories and select where to save the results file.

If you selected Yes to the **Do you require certificates…** option, the Certificate File Status field will display the certificate status. If the certificate file has finished processing, the status field will display the Certificate Ready Icon ( ) and the Download link.

Selecting the certificate file **Download** button will display a dialog box prompting you to select ZIP or PDF download format. Make a selection.

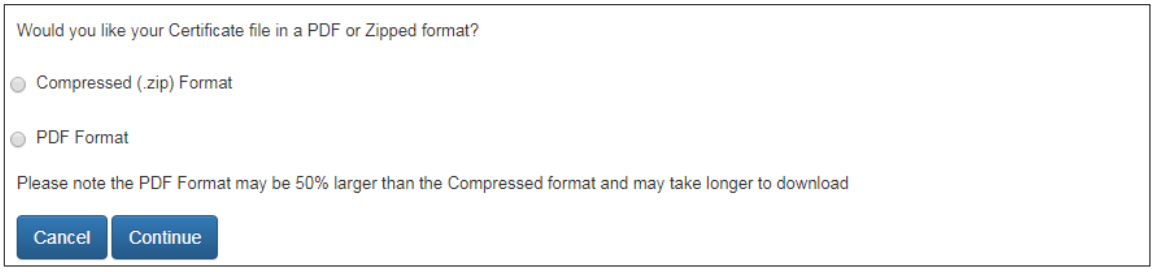


Figure 29. Certificate Format

Click **Submit**. A window displays and you can browse your computer's directory and select where to save the certificate file.

NOTE: If you encounter any errors/issues, refer to the FAQs on the website.

File Status

- The SCRA Multiple Record Request – Upload File(s) tab will display the file id, file name, upload status, upload date, size, and certificate required.
- The Download Request(s) tab will display file id, upload filename, upload date, results file status, and certificate file status for each file that has been uploaded.
- The upload date displays the date and time the file was uploaded.

- 15 days after the upload date, the file expires and is no longer available for download.
- 30 days after the download date, the historical record of this file is no longer visible.

  NOTE: If you are returning to the website after an extended period of time (i.e., the minimum 24-hour processing time) you must log in before you can check the status of a file.

File Names of Multiple Record Requests

- Allowed:
  - Upper and lower letters: a-z
  - Numbers 0-9
  - The underscore character (_)
- Not Allowed:
  - Spaces
  - Additional periods before the extension
  - Any special symbols or characters not mentioned above
- File names must include the extension .txt
- Maximum length of name (without file extension) is 30 characters.

Format of the Request File

A request file contains information on multiple (up to 250,000) individuals and can be used to retrieve all associated status information at one time. The file must be formatted correctly to allow the DMDC database to read and process the information in it (see Request File Example for a visual reference).

Criteria for Matching an Individual

While every field must be accounted for, the three fields that are most important for validating a match are:

- Social security number (SSN)
- Last name
- Active duty status date

  NOTE: Entries that are not valid will be represented in the result file with an Error code.

File Information/Limitations

The request file must be provided as follows:

- Format must be 'fixed width' (See Request File Layout/Format table for positions/lengths).
- Can contain numbers (0-9), letters (A-Z or a-z), and spaces ( ). The use of any other characters not previously listed will result in an Error Uploading File message.

  NOTE: Name fields (last, first, and middle) are exceptions as they cannot contain numbers (0-9) but can include dashes (-) and apostrophes (').

  NOTE: The customer record ID can also include dashes (-) and apostrophes (').

- Must be saved as a .txt (text only) file type.

- Must be UTF-8 encoded flat text.
- Cannot contain more than 250,000 records. The maximum number of records in a file will be enforced; this number is displayed on the SCRA Batch Request Upload File screen and may change for performance reasons.

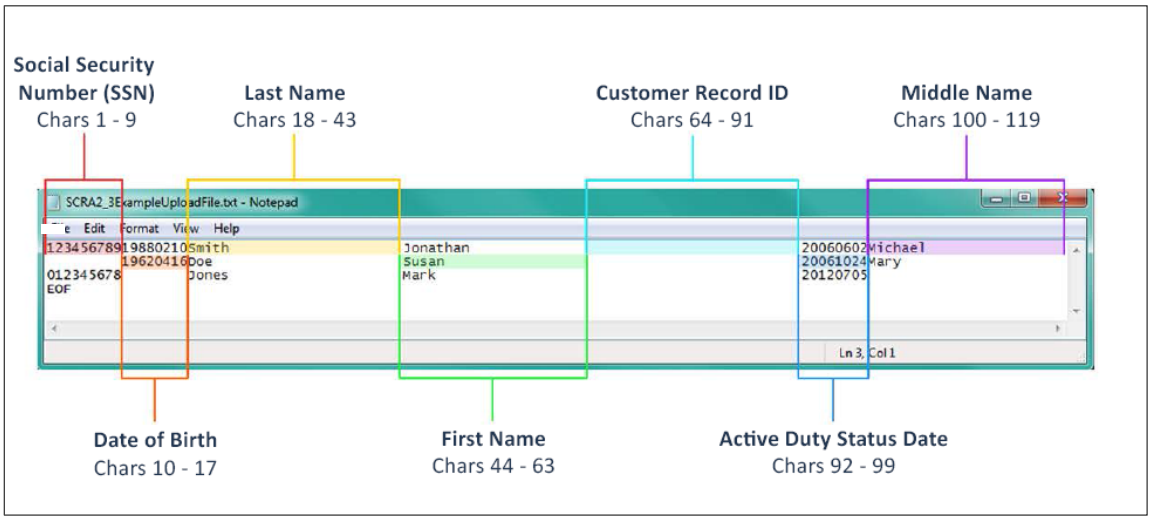


Figure 30. Request File

Position	Length	Type	Field Name	Format
1-9	9	Numeric	Social Security Number (SSN)	Left Justified
10-17	8	Numeric	Date of Birth	Left Justified; YYYYMMDD
18-43	26	Alphabetic plus Dash (-) and Apostrophe (')	Last Name	Left Justified
44-63	20	Alphabetic plus Dash (-) and Apostrophe (')	First Name	Left Justified
64-91	28	Alphanumeric plus Dash (-) and Apostrophe (')	Customer Record ID	Left Justified
92-99	8	Numeric	Active Duty Status Date	Left Justified; YYYYMMDD
100-119	20	Alphabetic plus Dash (-) and Apostrophe (')	Middle Name	Left Justified

Figure 31. Request File Format Guidelines

Field Descriptions

- **SSN**. The social security number must be entered without spaces or dashes (e.g., 00022333). It must be nine numbers long and include leading zeros, if necessary.
- **Date of Birth**. The date of birth must be numeric in the following format:
  - YYYYMMDD.
  - No spaces, dashes, or slashes in the date of birth.

- If a date of birth is not used you may substitute 8 blank spaces.
- No dates before 19000101 and no future dates are allowed.

- **Last Name**. This is the last name of the person of interest.
  - Entries in this field must be alphabetic (A-Z or a-z).
  - No special characters, other than the blank space ” “, the dash “-“, and the apostrophe “’”, are allowed.
  - Do not include suffixes (Jr., Sr., III, etc.).
- **First Name**. This is the first name of the person of interest.
  - Entries in this field must be alphabetic (A-Z or a-z).
  - No special characters, other than the blank space ” “, the dash “-“, and the apostrophe “’”, are allowed.
- **Customer Record ID.** This is an optional field for your personal use. It could be a loan ID or any other identifier you would like to link with the record.
  - Entries in this field must be alphanumeric (A-Z, a-z, 0-9).
  - No special characters, other than the blank space ” “, the dash “-“, and the apostrophe “’”, are allowed.
- **Active Duty Status Date**. The date to determine the status of the individual – to check whether or not the individual was actively serving, received a notice to serve, or was serving 367 days prior to the given date, or not.
  - The date can be the loan origination, foreclosure, etc.
  - It must be numeric in the following date format: YYYYMMDD.
  - The date must be on or after 19850930 and cannot be a future date.
  - A future date is equal to the current date plus 1 day.
- **Middle Name**. This is the middle name of the person of interest.
  - Entries in this field must be alphabetic (A-Z or a-z).
  - No special characters, other than the blank space ” “, the dash “-“, and the apostrophe “’”, are allowed.

Download Results

Once a request file has been completed, a result file will be available to download.

NOTE: The result file contains the SCRA version number in the prefix of the filename, e.g., scra4_0_*myfilename.txt*. When upgrades to SCRA occur, this allows you to identify the version of SCRA that processed the file.

NOTE: If you have left the SCRA website, you must log In to obtain the result file(s).

To download a result file:

1. Once logged in, the SCRA Multiple Record Request – Download Results(s) screen provides a list of files available for downloading.

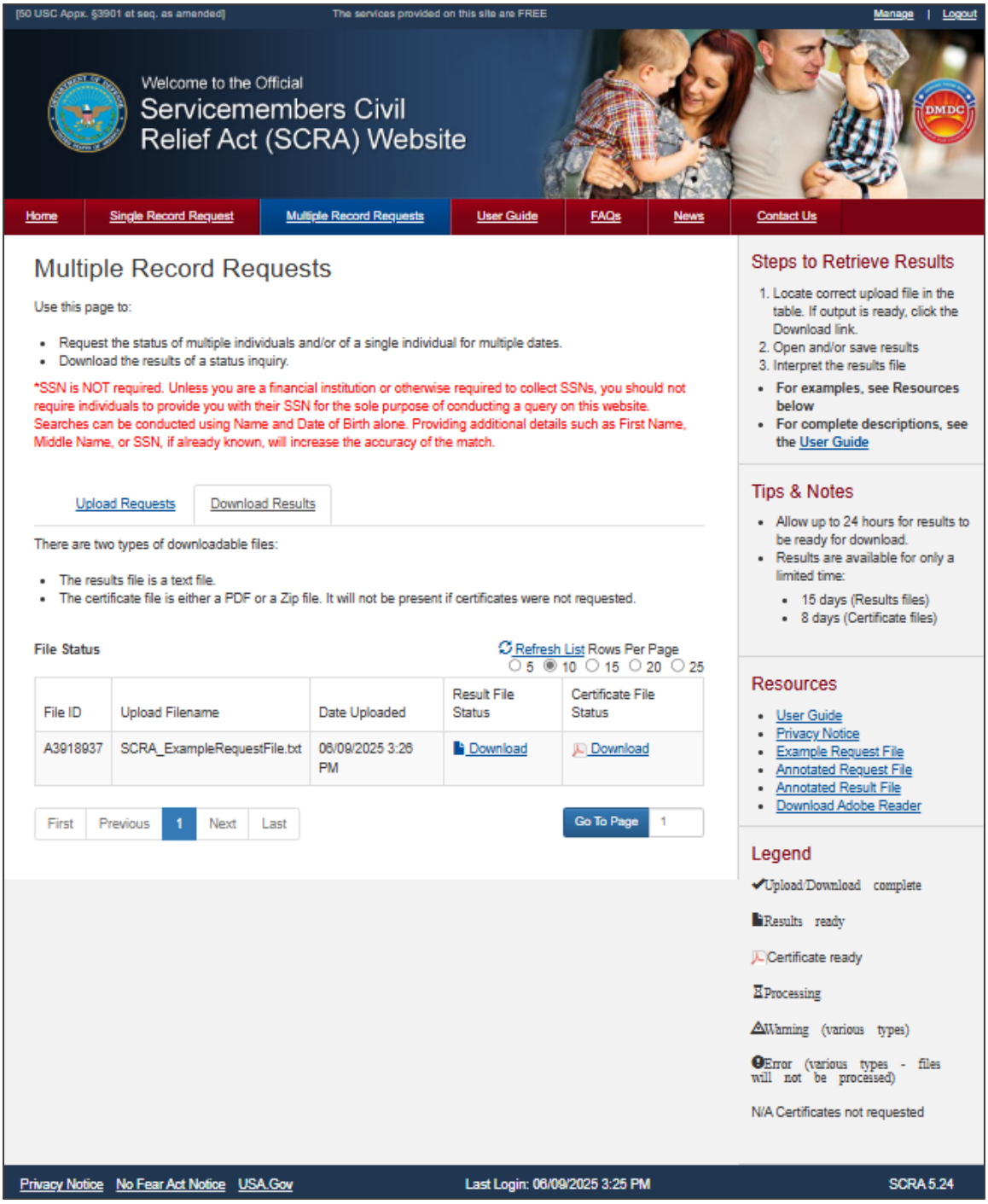


Figure 32. File Status

Locate the desired result file in the list and click **Download** in the results file status column associated with that file.

A window will appear so you can navigate to on your computer where you want to save the file.

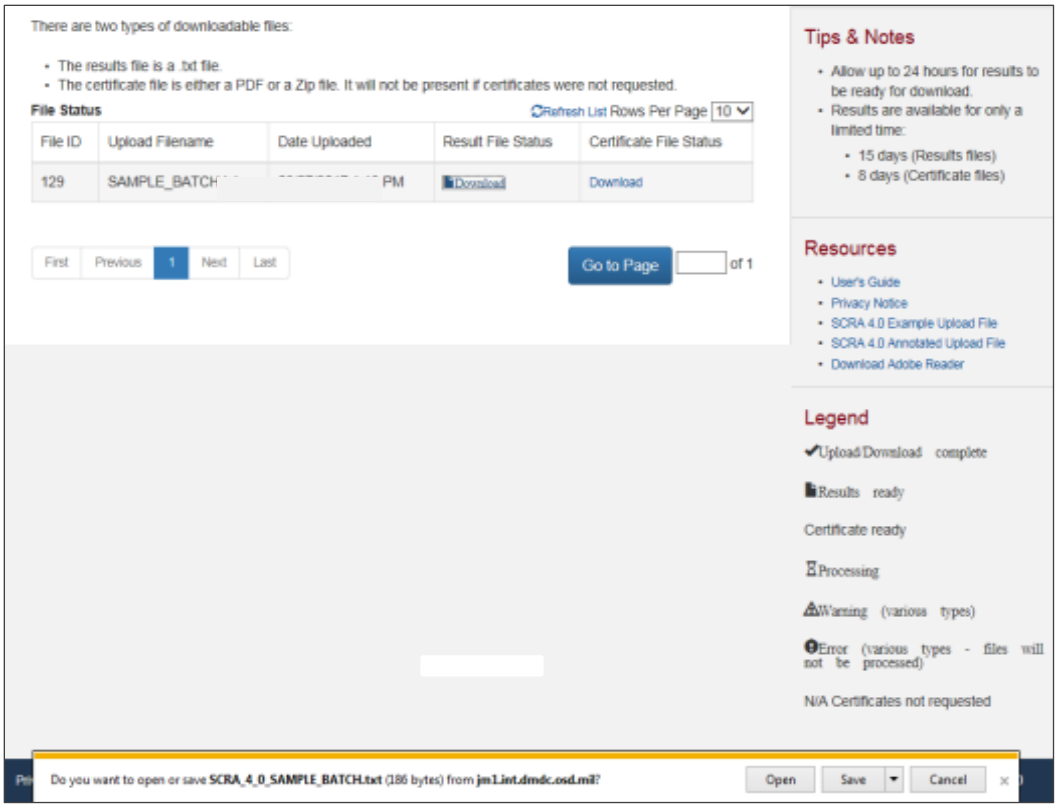


Figure 33. Open or Save File

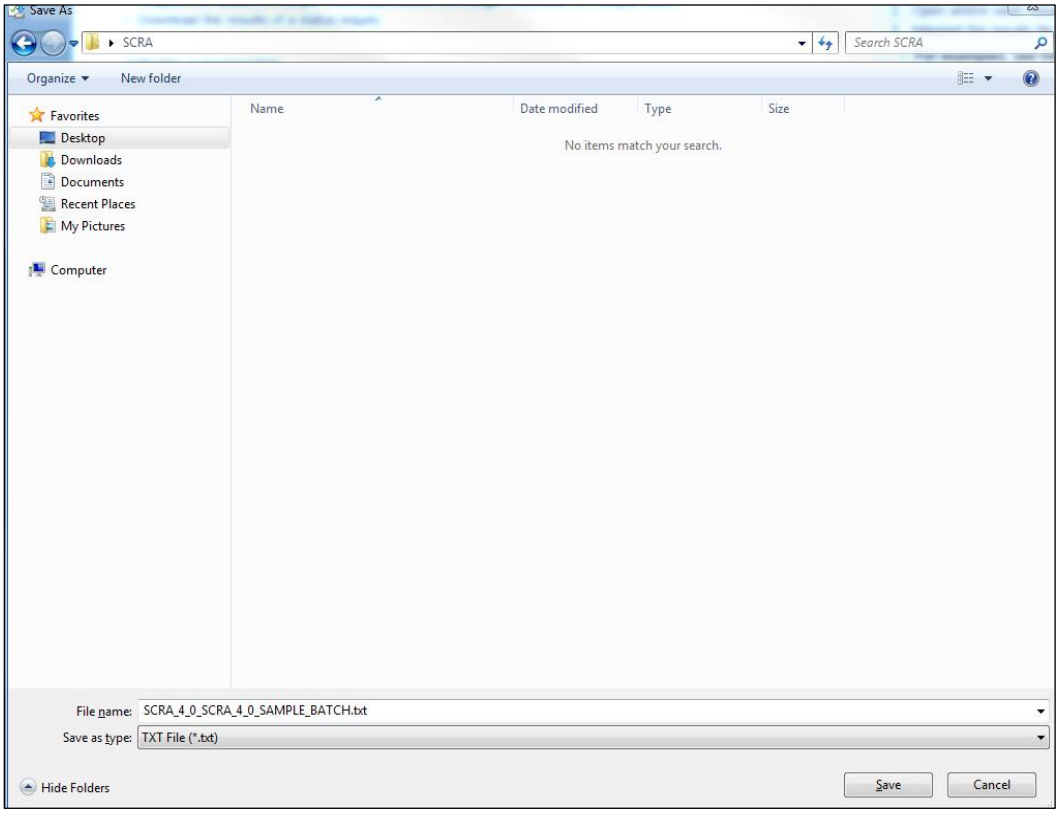


Figure 34. Save File

After saving the file, you are returned to the SCRA Multiple Record Request – Upload File(s) screen.

Interpreting the Result File

A Result file includes the original information (from your Request file) and additional information added to the end; these characters are the results for each individual.

File Information

Each result file will be in a 'fixed width' format. See the examples below.

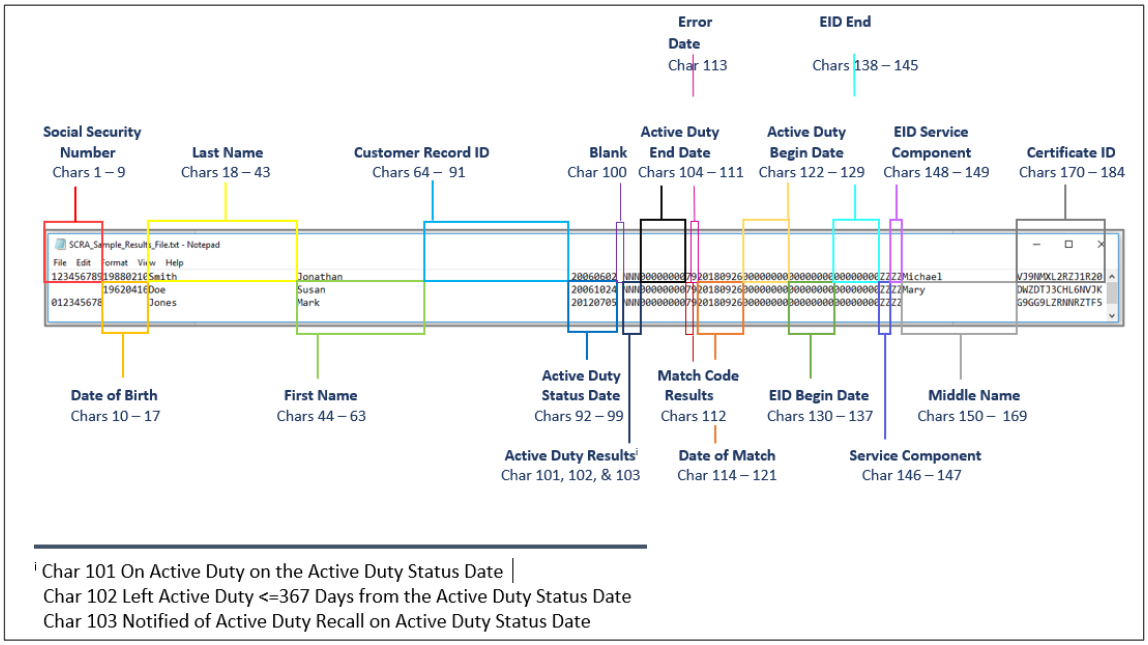


Figure 35. Result File

Position	Length	Type	Field Name	Format
1-9	9	Numeric	Social Security Number (SSN)	Left Justified
10-17	8	Numeric	Date of Birth	Left Justified; YYYYMMDD
18-43	26	Alphabetic plus Dash (-) and Apostrophe (')	Last Name	Left Justified
44-63	20	Alphabetic plus Dash (-) and Apostrophe (')	First Name	Left Justified
64-91	28	Alphanumeric plus Dash (-) and Apostrophe (')	Customer Record ID	Left Justified
92-99	8	Numeric	Active Duty Status Date	Left Justified; YYYYMMDD
100	1	Alphanumeric	Blank	Left Justified
101	1	Alphanumeric	On Active Duty on the Active Duty Status Date	Left Justified
102	1	Alphanumeric	Left Active Duty <=367 Days from the Active Duty Status Date	Left Justified
103	1	Alphanumeric	Notified of Active Duty Recall on Active Duty Status Date	Left Justified
104-111	8	Numeric	Active Duty End Date	Left Justified
112	1	Numeric	Match Result Code	Left Justified
113	1	Numeric	Error	Left Justified
114-121	8	Numeric	Date of Match	Left Justified; YYYYMMDD
122-129	8	Numeric	Active Duty Begin Date	Left Justified; YYYYMMDD
130-137	8	Numeric	EID Begin Date	Left Justified; YYYYMMDD
138-145	8	Numeric	EID End Date	Left Justified; YYYYMMDD
146-147	2	Alphanumeric	Service Component	Left Justified
148-149	2	Alphanumeric	EID Service Component	Left Justified
150-169	20	Alphabetic plus Dash (-) and Apostrophe (')	Middle Name	Left Justified
170-184	15	Alphanumeric	Certificate ID	Left Justified

Figure 36. Result File Format Guidelines

Field Name Descriptions

For every individual in the request file, their personal information and the active duty status date is returned for reference. Match results are added to the end of each record.

- **SSN**. The social security number of the person of interest as provided in the request file.
- **Date of Birth**. The date of birth must be numeric in the following format:
  - YYYYMMDD.
  - No spaces, dashes, or slashes in the date of birth.

- If a date of birth is not used you may substitute 8 blank spaces.
- No dates before 19000101 and no future dates are allowed

- **Last Name**. The last name of the person of interest as provided in the request file.
- **First Name**. The first name of the person of interest as provided in the request file.
- **Customer Record ID**. This is an optional field, and is the same value as provided in the request file, if any.
- **Active Duty Status Date**. This is the active duty status as of the date provided in the request file.
- **On Active Duty on the Active Duty Status Date**. This indicates if the person was on active duty on the active duty status date. The values returned describe the following (See Active Duty Definition below for further information on what qualifies as active duty):
  - **Y**: Yes, on active duty on the active duty status date and that period of active duty has ended.
  - **X**: Yes, on active duty on the active duty status date and is still on active duty.
  - **N**: No, not on active duty on the active duty status date (see Left Active Duty <=367 Days from the Active Duty Status Date for additional information in this file).
  - **Z**: There was an issue with the data input. (See Error section for further information).

Active Duty Definition:

Active duty status, as reported in this file, is defined in accordance with 10 USC § 101(d) (1). Prior to 2007, DMDC only received information on active duty periods of more than 30 consecutive days. In the case of a member of the National Guard, active duty includes service under a call to active service authorized by the President or the Secretary of Defense under 32 USC § 502(f) for purposes of responding to a national emergency declared by the President and supported by Federal funds. All Active Guard Reserve (AGR) members must be assigned against an authorized mobilization position in the unit they support. This includes Navy Training and Administration of the Reserves (TARs), Marine Corps Active Reserve (ARs), and Coast Guard Reserve Program Administrator (RPAs).

Active duty status also applies to a uniformed servicemember who is an active duty commissioned officer of the U.S. Public Health Service or the National Oceanic and Atmospheric Administration (NOAA Commissioned Corps).

Coverage under the SCRA is broader in some cases and includes some categories of persons on active duty for purposes of the SCRA who would not be reported as on Active Duty in this file.

Many times orders are amended to extend the period of active duty, which would extend SCRA protections. Persons seeking to rely on the data in this file should check to make sure the orders on which SCRA protections are based have not been amended to extend the inclusive dates of service. Furthermore, some protections of the SCRA may extend to persons who have received orders to report for active duty or to be inducted, but who have not actually begun active duty or actually reported for induction**.**

IMPORTANT. The last date on active duty entry is important because a number of protections of the SCRA extend beyond the last dates of active duty.

- **Left active duty <=367 days from the active duty status date**
  This indicates if the person left active duty within 367 days prior to the active duty status date, and is only applicable if the On Active Duty on Active Duty Status Date field is 'N'.
  - **Y**: Yes. This person left active duty within 367 days prior to the active duty status date.
  - **N**: No. This person did not leave active duty within 367 days prior to the active duty status date.
  - **Z**: Not applicable or error. There was an issue with the data input.

- **Notified of a Future Call-Up to Active Duty on the Active Duty Status Date**
  This indicates the active duty status date is within the uniformed servicemember's notification period to report for active duty. The values returned describe the following:
  - **Y**: Yes. Active duty status date falls within the future call-up to active duty period.
  - N: No. Active duty status date does not fall within the future call-up to active duty period.
  - **Z:** Not applicable or error. There was an issue with the data input.
- **Active Duty End Date**
  - The active duty end date will be populated if the servicemember left active duty under two conditions:
  - The individual was on active duty on the active duty status date, and that active duty period has subsequently ended.
  - The individual was not on active duty on the active duty status date, but left active duty within 367 days prior to the active duty status date.

    NOTE: If there is no active duty end date, it will be returned as '00000000'. When the individual was on active duty on the active duty status date and that period of active duty has ended, the active duty end date (positions 104-111) will be populated as formatted in the Result File Layout/Format table above.

- **Match Result Code**
  - This field is no longer in use. All result files will return a '0' value in the 112th position of each record, regardless of match parameters.

  For active duty status determination, refer to the results in the following fields:
  - Active Duty on the Active Duty Status Date.
  - Left active duty <=367 days from the active duty status date.
  - Notified of a Future Call-Up to Active Duty on the Active Duty Status Date.
  - Active Duty End Date.
- **Error**
  This field is used to indicate possible errors. The values are as follows:
  - **1: Missing required field**
    A required field is missing. See 'Criteria for Matching an Individual' for further information.
  - **2: Invalid SSN**
    SSN is invalid. It must be 9 digits and alphanumeric. There cannot be dashes or spaces. Letters (e.g., alpha characters) are invalid. Leading zeros are required.
  - **3: Invalid date**
    The date must have the following format: YYYYMMDD.
    - The active duty status date must be on or after 19850930 and none of the dates can be in the future.
    - There cannot be dashes (-), slashes (\ /), periods (.), or spaces.
  - **4: Multiple Records**
    DMDC cannot definitively identify the individual because multiple records were found based on the information you provided. More information may be required to confirm the correct record.
  - **9: No Errors**
    No errors were found.
  - **B: Invalid date of birth**
    The date of birth must have the following format: YYYYMMDD.

- **D: Invalid first name**
  The first name is an optional field for the customer's use. This error may occur if the first name does not appear in the file in the correct location.
- **E: Invalid customer ID**
  The customer ID is an optional field for the customer's use. It could be a loan ID or any other identifier the customer would like to link with the record. This error may occur if the first name does not appear in the file in the correct location.
- **G: Invalid middle name**
  The middle name is an optional field for the customer's use. This error may occur if the middle name does not appear in the file in the correct location.

- **Date of Match**
  This field is used to record the date that DMDC completed the SCRA match. It is effectively the "as of" date of the match. The current active duty status of servicemembers can and does change daily, so it's important to record when the SCRA match was completed.
- **Active Duty Begin Date**
  The date the servicemember entered active duty.
- **EID Begin Date**
  The start date of the order notification.
- **EID End Date**
  The end date of the order notification.
- **Service Component**
  Used by the DoD to classify service positions. The values are as follows:
  1. AG—Army National Guard
  2. AJ—Army Cadet
  3. AR—Army Active Duty
  4. AV—Army Reserve
  5. AZ—Army affiliate
  6. CJ—Coast Guard Cadet
  7. CR—Coast Guard Active Duty
  8. CV—Coast Guard Reserve
  9. CZ—Coast Guard affiliate
  10. FG—Air National Guard
  11. FJ—Air Force Cadet
  12. FR—Air Force Active Duty
  13. FV—Air Force Reserve
  14. HR—Public Health Services
  15. MR—Marines Corps Active Duty
  16. MV—Marine Corps Reserve
  17. MZ—Marine Corps affiliate
  18. NJ—Navy Cadet
  19. NR—Navy Active Duty
  20. NV—Navy Reserve
  21. OR—National Oceanic & Atmospheric Administration Active
  22. SJ Space Force Cadet
  23. SR—Space Force Active Duty

24. SV—Space Force Reserve
25. SZ Space Force Affiliate
26. ZZ—Other

- **EID Service Component**
  Used by the DoD to classify service positions.
  1. AG—Army National Guard
  2. AJ—Army Cadet
  3. AR—Army Active Duty
  4. AV—Army Reserve
  5. AZ—Army affiliate
  6. CJ—Coast Guard Cadet
  7. CR—Coast Guard Active Duty
  8. CV—Coast Guard Reserve
  9. CZ—Coast Guard affiliate
  10. FG—Air National Guard
  11. FJ—Air Force Cadet
  12. FR—Air Force Active Duty
  13. FV—Air Force Reserve
  14. HR—Public Health Services
  15. MR—Marines Corps Active Duty
  16. MV—Marine Corps Reserve
  17. MZ—Marine Corps affiliate
  18. NJ—Navy Cadet
  19. NR—Navy Active Duty
  20. NV—Navy Reserve
  21. OR—National Oceanic & Atmospheric Administration Active
  22. SJ Space Force Cadet
  23. SR—Space Force Active Duty
  24. SV—Space Force Reserve
  25. SZ Space Force Affiliate
  26. ZZ—Other
- **Middle Name**
  The middle name of the person of interest as provided in the request file.
- **Certificate ID**
  The certificate identifier used to locate a certificate in the certificate file. This can also be blank if you did not choose to create a certificate file.

Download Certificates

Once a certificate file has been successfully completed, a certificate file will be available to download to your computer.

NOTE: The certificate file contains the SCRA version number in the prefix of the filename, e.g., scra3_0_myfilename.txt. When upgrades to SCRA occur, this allows you to identify the version of SCRA that processed the file.

NOTE: If you have closed your browser, you must log In again to obtain Certificate file(s).

To download a certificate file:

1. Once logged in, the SCRA Multiple Record Request – Download Request(s) screen provides a list of files available for downloading.

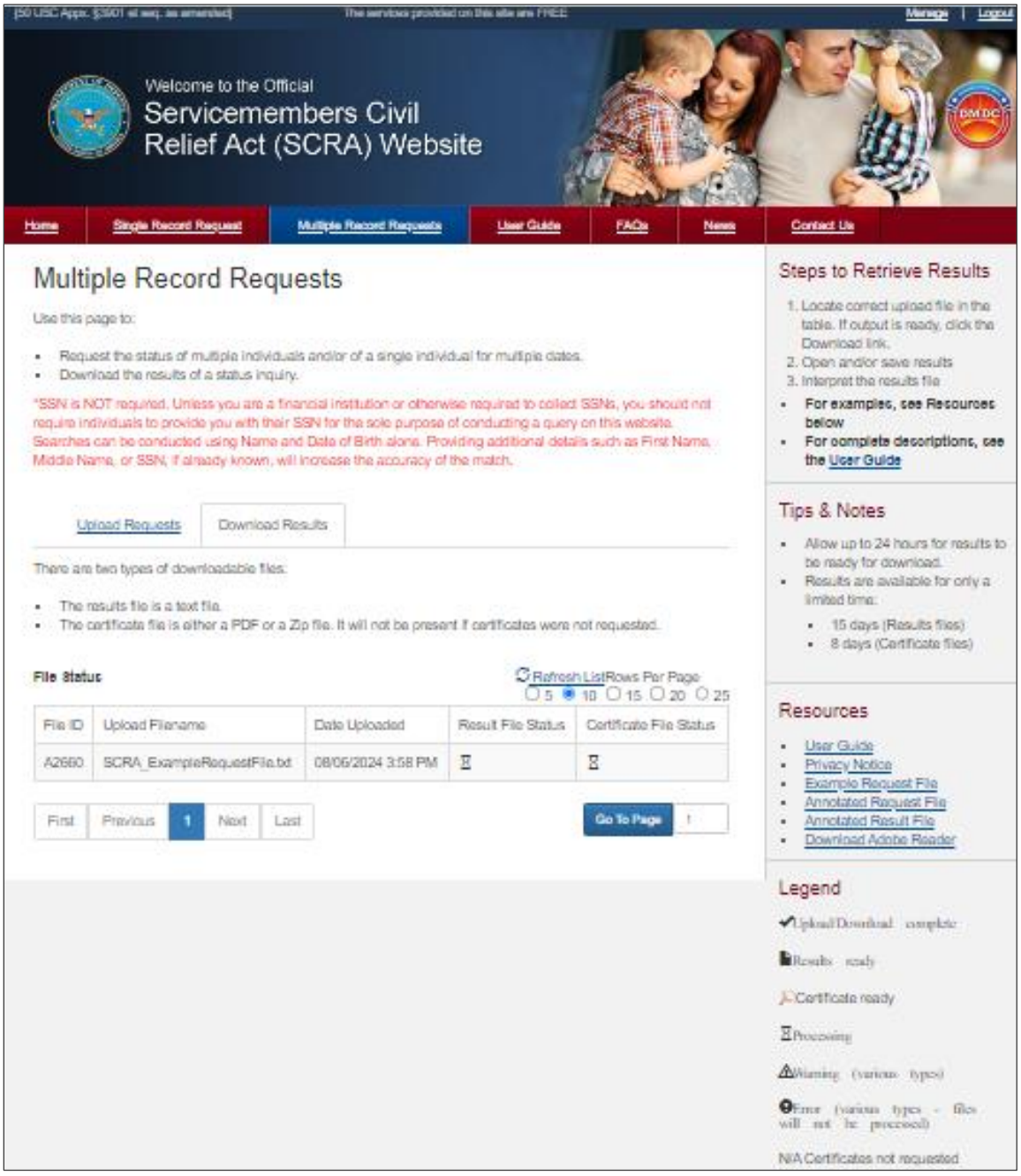


Figure 37. File Status

Locate the desired certificate file in the list and click **Download** in the Results File Status column associated with that file.

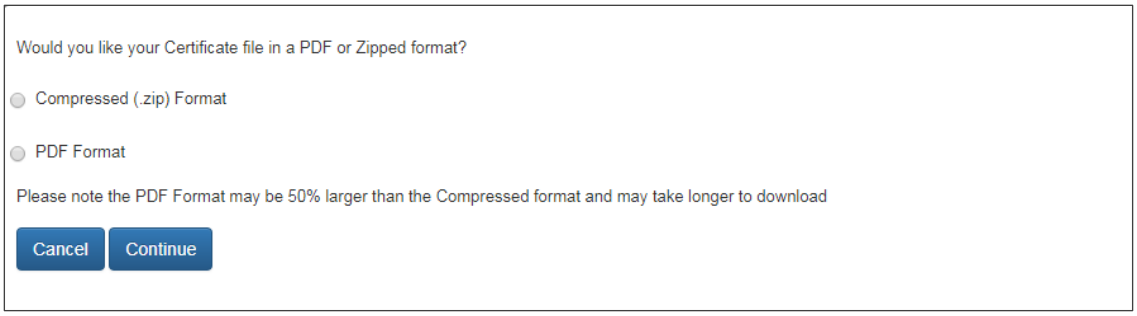


Figure 38. Certificate File

A window will appear for you to choose the format type, compressed (ZIP) or PDF format. Note the approximate size of the file is displayed. Click **Submit** to download the file or **Cancel** to return to the Upload File(s) screen.

A window will appear and you can navigate to the location on your computer where you want to save the file.

After saving the file, you are returned to the SCRA Multiple Record Request – Upload File(s) screen.

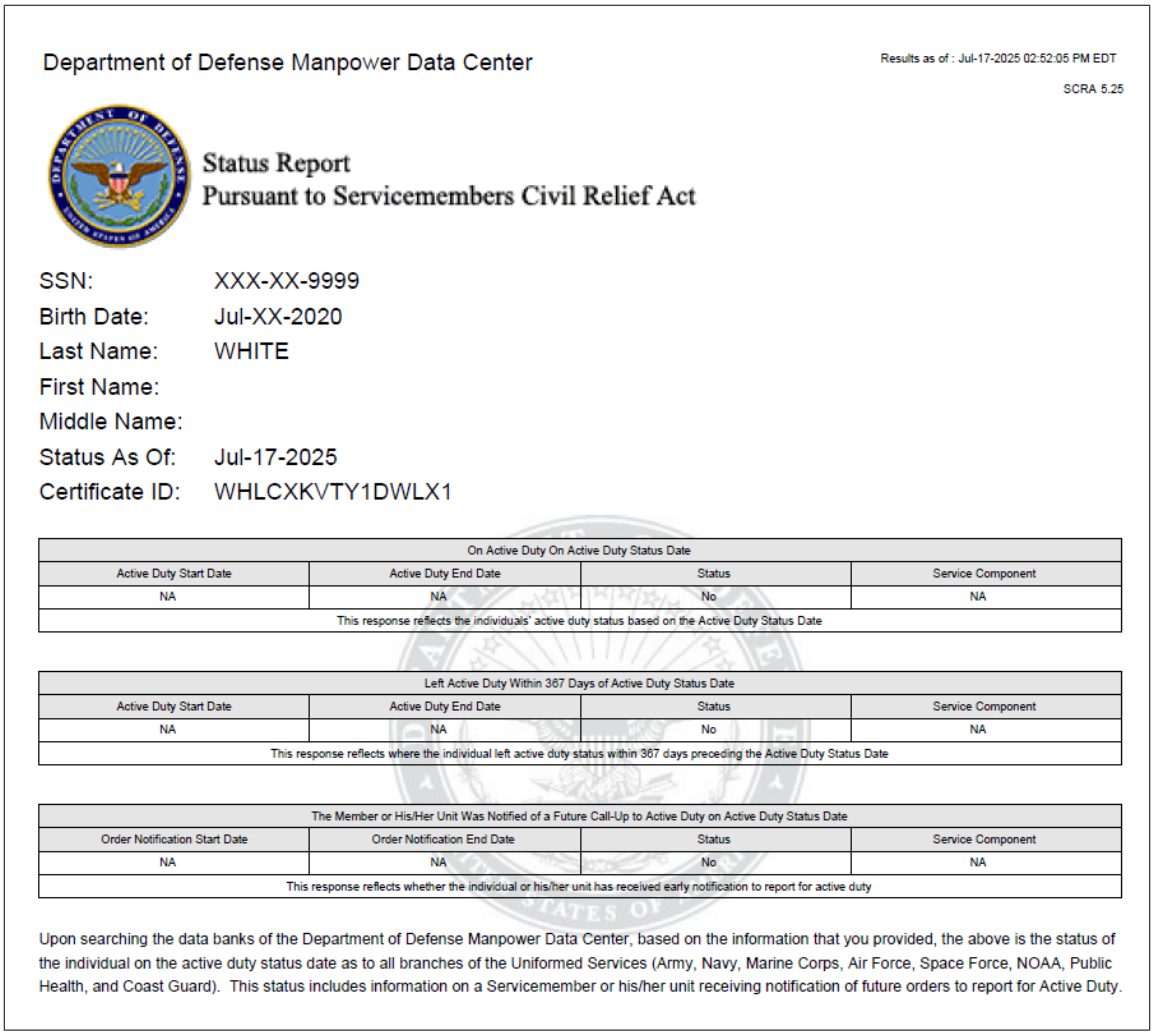
View/Print Certificates for Multiple Record Request

Certificates are provided as a result of a multiple record request inquiry, if they are requested. Depending on the number of records returned from the search, one of the following certificates will be provided for each individual:

- Status Report (single match found)
- Status Report (multiple matches found)

NOTE: These certificates are the same format as the single record request inquiry, see the sections linked above for samples of those certificates.

If you select the option for receiving only all positive matches OR only all negative matches, and there are no matches in your file, you will receive a Status Report (No Matches Found) certificate. The Status Report (No Matches Found) is provided for informational purposes only and will not include any names or active duty status dates that were provided in the file (see example below).



Department of Defense Manpower Data Center

Results as of : Jul-17-2025 02:52:05 PM EDT

SCRA 5.25

Status Report
Pursuant to Servicemembers Civil Relief Act

SSN: XXX-XX-9999
Birth Date: Jul-XX-2020
Last Name: WHITE
First Name:
Middle Name:
Status As Of: Jul-17-2025
Certificate ID: WHLCXKVTY1DWLX1

On Active Duty On Active Duty Status Date			
Active Duty Start Date	Active Duty End Date	Status	Service Component
NA	NA	No	NA
This response reflects the individuals' active duty status based on the Active Duty Status Date			

Left Active Duty Within 367 Days of Active Duty Status Date			
Active Duty Start Date	Active Duty End Date	Status	Service Component
NA	NA	No	NA
This response reflects where the individual left active duty status within 367 days preceding the Active Duty Status Date			

The Member or His/Her Unit Was Notified of a Future Call-Up to Active Duty on Active Duty Status Date			
Order Notification Start Date	Order Notification End Date	Status	Service Component
NA	NA	No	NA
This response reflects whether the individual or his/her unit has received early notification to report for active duty			

Upon searching the data banks of the Department of Defense Manpower Data Center, based on the information that you provided, the above is the status of the individual on the active duty status date as to all branches of the Uniformed Services (Army, Navy, Marine Corps, Air Force, Space Force, NOAA, Public Health, and Coast Guard). This status includes information on a Servicemember or his/her unit receiving notification of future orders to report for Active Duty.

Figure 39. Status Report (No Matches Found)

WARNING If you receive a response indicating DMDC **does not possess any information indicating that the individual is currently on active duty,** yet you have evidence the individual is or was on active duty for the Active Duty Status Date, and you fail to obtain additional Service verification, punitive provisions of the Servicemembers Civil Relief Act may be invoked against you. See 50 USC App. § 3931(c).

To print the Multiple Record Request Certificates file:

1. From your browser menu bar choose **File -> Print**.

Select the destination printer.

Click **Print**.

5. Contact Information

For questions regarding information you have received from SCRA, call:

Customer Data or Certificate Questions
For questions related to DEERS data, the information on SCRA certificates, a service member's status, or military service contacts, call the DMDC Contact Center Tier 1 Web Services:

1-800-368-3665

Technical Issues/Web Site Issues
For technical questions about site connectivity concerns, access to site, error codes, Multiple Record Requests, or general website assistance, call the DMDC Technical Support Center (DSC):

1-800-477-8227