



DEPARTMENT OF VETERANS AFFAIRS
Indiantown Gap National Cemetery
RR #2, Box 484
Annville, PA 17003
(717) 865-5254

October 15, 2009

Dear Funeral Home Director:

As the Director of Indiantown Gap National Cemetery, I would like to announce an upcoming change in the way interment applications are scheduled in the National Cemetery Administration. Beginning on **November 16, 2009**, interment applications for Indiantown Gap National Cemetery are going to be processed by the National Cemetery Scheduling Office. The Scheduling Office will operate every day (except Thanksgiving, Christmas and New Years Day) 7 days a week from 7:00 a.m. to 6:30 p.m. Central Standard Time. Our National Cemetery conducts interments Monday through Friday except on federal holidays that fall within the middle of the week. As a service to the veteran and his or her family we will never go more than two days without offering interment and the Scheduling Office will be able to advise you of which day we will be open for interment when there is a three day federal holiday.

Starting **November 16, 2009**, the steps you will take to request an interment at Indiantown Gap National Cemetery will be:

- Gather all available information related to the decedent's eligibility and interment at a national cemetery. An interment checklist guide is attached for your use.
- Fax all available discharges/documents necessary to establish the decedent's eligibility (e.g. DD 214) to the Scheduling Office at 1-866-900-6417. **Please do not fax any type of local application worksheet or the attached interment information checklist.**
- Call the National Cemetery Scheduling Office at 1-800-535-1117 after you have faxed eligibility information. A customer service representative will take your request, verify eligibility, and schedule the interment.
- The customer service representative will also assist in determining a decedent's eligibility even if you do not have any supporting documentation.

The following interment actions will still be accomplished by Indiantown Gap National Cemetery:

- Order Headstones/Markers
- Active Duty interments
- Interment cancellations and/or rescheduling
- Requests for relocations and disinterment

I will forward some brochures for your staff under separate cover that outline these processes.

Even though my staff is no longer going to process most interment application requests, I assure you that we will continue to provide the same high quality service that you have come to expect at Indiantown Gap National Cemetery.

Should you wish to discuss these new procedures or any of the services we provide our veterans, call me at (717) 865-5254. We appreciate your cooperation and assistance.

Sincerely,

A handwritten signature in dark ink, reading "James R. Metcalfe II". The signature is fluid and cursive, with a horizontal line drawn through the middle of the name.

James R. Metcalfe II
Cemetery Administrator
Indiantown Gap National Cemetery