



How to Prepare for Your Time of Need (Death)

Step 1



Consider Your Options

- ANC is only one of many beautiful options for families to consider.
- The Department of Veterans Affairs (VA) National Cemetery Administration maintains 156 national cemeteries that offer shorter waiting times and the same iconic look as ANC. 93% of veterans have access to a VA cemetery within 75 miles of their home. The VA allows advanced funeral planning called Pre-Need Eligibility. See cem.va.gov for more information. Other options include 138 state, territorial and tribal cemeteries.

Step 2



Identify Your Next-of-Kin

- You do not necessarily need to establish a Primary Next of Kin (PNOK).
- There is an order of precedence established by the Department of War (Instruction Number 1300.18).
- If you do not wish to follow this order of precedence, you must establish a Person Authorized to Direct Disposition of Human Remains (PADD) and annotate the change in your End-of-Life document. Please see our Fact Sheet called "Identifying the PNOK and PADD."

Step 3



Locate Your Documents

- Identify your last-issued discharge document (e.g. DD214) that was provided during your military discharge. The Character of Service should say "honorable."
- If you do not have this document, contact the National Personnel Records Center at 314-801-0800 or www.archives.gov and inform them the request is for burial to avoid delays.
- Additional or alternative documents may be needed depending on individual circumstance, such as a Certificate of Service or awards not listed on discharge documents.

Step 4



Safeguard Your Documents

- Ensure your PNOK or established PADD has access to your documents.
- They will need to send them to us at your time of need.

If you have specific burial questions, please contact Arlington National Cemetery.

877-907-8585

www.arlingtoncemetery.mil/Funerals/Funeral-Information



ARLINGTON
NATIONAL CEMETERY
HONOR • REMEMBER • EXPLORE

How to Schedule a Funeral : A Family Guide

Step 1



**Call the Arlington
National Cemetery
Customer Care
Support Center at
877-907-8585**

Important information:

- The Customer Care Support Center is open Monday-Friday 8 a.m. – 4:30 p.m. and Saturday 9 a.m. – 2:30 p.m. EST
- You will be assigned a case number. Please write this number down and keep it in a safe place.

*If you have specific burial questions,
please contact Arlington National Cemetery.*

877-907-8585

[www.arlingtoncemetery.mil/Funerals/
Funeral-Information](http://www.arlingtoncemetery.mil/Funerals/Funeral-Information)

Step 2



**Gather Required
Documents**

***Last-issued discharge document
(e.g. DD214, member 4 copy),
Death Certificate, Cremation
Certificate, if applicable***

Important information:

- A DD214 includes all relevant information about a service member's military service, to include **character of service** and reason for separation.
- You may need additional documents depending on your individual circumstance. See a full list of required documents on our website.

Step 3



**Email all required
documents and case
number to the Customer
Care Support Center at**

arlingtoncemetery.isb@army.mil

Important information:

- Cemetery staff will confirm if the decedent is eligible for burial at Arlington with these documents.
- It is the family's responsibility to provide the decedent's eligibility documents. A service cannot be scheduled until all required documents have been received and eligibility has been established.