#### Department of Veterans Affairs M21-1, Part I, Chapter 5

**Veterans Benefits Administration May 12, 2015**

**Washington, DC 20420**

#### Transmittal Sheet

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| Changes Included in This Revision | The table below describes the changes included in this revision of Veterans Benefits Manual M21-1, Part I, “Claimants Rights and Responsibilities,” Chapter 5, “Appeals.”***Notes***: * The term “regional office” (RO) also includes pension management center (PMC), where appropriate.
* Unless otherwise noted, the term “claims folder” refers to the official, numbered, Department of Veterans Affairs (VA) repository – whether paper or electronic – for all documentation relating to claims that a Veteran and/or his/her survivors file with VA.
* Unless otherwise noted, the term “regional office (RO)” includes the Appeals Management Center (AMC).
* Minor editorial changes have also been made to
* update incorrect or obsolete references
* update obsolete terminology, where appropriate
* remove references to specific claims-processing systems, where doing so does not affect the clarity of the instructions or information provided
* renumber each topic based on the standard that the first topic in each section is Topic 1
* reassign alphabetical designations to individual blocks, where necessary, to account for new and/or deleted blocks within a topic
* update section and topic titles to more accurately reflect their content
* clarify block labesl and/or block text, and
* bring the document into conformance with M21-1 standards.
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| Reason(s) for the Change | Citation |
| To add a definition of Veterans Appeals Control and Locator System (VACOLS). | Part I, Chapter 5, Section K, Topic 1, Block a. (I.5.K.1.a)  |
| To add references for VACOLS reports. | I.5.K.1.b |
| To add information about common VACOLS statuses. | I.5.K.1.c |
| To add information about appeal teams’ responsibilities in updating VACOLS. | 1.5.K.1.d |
| To clarify the role of the VACOLS coordinator. | 1.5.K.1.e |
| To relocate information on deleting VACOLS records from old Topic 53 to new Block f. | 1.5.K.1.f |
| To add new Block a with guidance on the use of VACOLS diaries. | 1.5.K.2.a |
| To add a description of VACOLS reports. | 1.5.K.2.b |
| To add new Block c with guidance on tracking Board of Veterans’ Appeals disposition of paperless appeals. | 1.5.K.2.c |
| To delete old Topic 53 as the information on appeals jurisdiction is being relocated to III.ii.3.E and end product (EP) guidance is being integrated into the sections for each of the applicable appeals stages.  | -- |

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| Rescissions | None |

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| Authority | By Direction of the Under Secretary for Benefits |

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| Signature | Thomas J. Murphy, DirectorCompensation Service |

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