#### Department of Veterans Affairs M21-1, Part III, Subpart i

**Veterans Benefits Administration June 18, 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 III, “General Claims Process,” Subpart i, “Overview of Claims Processing and Structure of the Veterans Service Center.”***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.
* Minor editorial changes have also been made to
* update incorrect or obsolete references
* update obsolete terminology, where appropriate
* 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 labels 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 guidance on end product establishment, the process to follow in Veterans Benefits Management System (VBMS), and actions to take based on jurisdiction when an intake site receives an application for Vocational Rehabilitation and Employment (VR&E) benefits.
* To remove inapplicable guidance based on paper claims folders.
* To add a reference to III.iii.2.I for more information on actions to take if the claimant’s service treatment records (STRs) are unavailable.
 | M21-1, Part III, Subpart i, Chapter 2, Section C, Topic 1, Block b(III.i.2.C.1.b) |
| * To clarify the note by removing paper claims folder guidance related to Disability Rating Activity Sites (D-RASs)
* To add a hyperlink to a list of VR&E contacts by regional office of jurisdiction (ROJ) to include e-mail addresses.
 | III.i.2.C.1.c |
| To remove Block d with guidance on using preliminary rating decisions in lieu of memorandum rating decisions as this will be contained in a new section for the Integrated Disability Evaluation System (IDES) Program. | III.i.2.C.1.d |
| To add a reference for more information on the appropriate regional loan center (RLC). | III.i.2.C.2.b |
| To add a reference for more information on the appropriate regional benefit offices. | III.i.2.C.2.c |
| To add a cross-reference for more information on loan guaranty benefits at IX.i.5.A. | III.i.2.C.2.e |
| To remove outdated guidance that an appeal of a Benefits Delivery at Discharge (BDD) rating activity site (RAS) or D-RAS decision in a paperless environment is to be processed by the RAS or D-RAS. | III.i.2.C.4.b |
| To remove Block c, which contains unnecessary information on identifying appeals of decisions on Pre-Discharge claims? | III.i.2.C.4.c |
| To add a new Topic 5 to provide guidance on requests for civil service preference letters (CSPLs). | III.i.2.C.5 |
| To add a new Block a which provides guidance on the procedure to follow for CSPL requests. | III.i.2.C.5.a |

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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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