#### Department of Veterans Affairs M21-1, Part III, Subpart ii, 1.B

**Veterans Benefits Administration July 20, 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 ii, “Initial Screening and Determining Veterans Status,” Chapter 1, Section B, “Mail Managment.”  ***Notes***:   * Minor editorial changes have also been made to * update terms, where appropriate * update incorrect or obsolete hyperlink references * update obsolete terminology, where appropriate * update section and topic titles to more accurately reflect their content * clarify block labels and/or block text, and * bring the documents into conformance with M21-1 standards |

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| Reason(s) for the Change | Citation |
| * To rename “no record mail” as “unidentifiable mail” under Miscellaneous mail. * To remove obsolete terms “pending transfer in (PTI)”, “pending transfer out (PTO)”, and “search” under Miscellaneous mail. | M21-1 Part III, Subpart ii, Chapter 1, Section B, Topic 1, Block a (III.ii.1.B.1.a) |
| * To rename topic as “Handling Incoming Mail.” * To removed specific description of Priority mail and refer to III.ii.1.D.1 to prevent duplication of information. * To expand description of Action mail with “requiring action or reasponse by VA.” | III.ii.1.B.2.a |
| To remove table on handling priority and action mail and to add the reference to the new table for processing centralized mail (CM) packages in III.ii.1.E.5.c. | III.ii.1.B.2.b |
| * To remove the obsolete term “write outs” and update the term “work items” to “800 series work items.” * To add “scanning vendors” to the list of the possible locations for earliest date VA receives a claim. * To add work items “controlling EPs” to determining date of claim. * To removed row from the table referring to obsolete term “schedule of operations” in determining date of claim. * To add a note on establishing 690/693 EPs for possible under/overpayments and a reference to III.ii.1.C.6 for more information. * To remove VBMS Tip Sheet reference. | III.ii.1.B.2.c |
| To remove outdated procedures for handling File mail and to instruct that File mail shall but uploaded to VBMS. | III.ii.1.B.2.d |
| To add reference to the new term “Unidenfiable” mail (replaces no-record mail) located in III.ii.4.H.3 when no return address is found for unidentified mail. | III.ii.1.B.2.e |
| To update reference for processing in-process mail to III.ii.E.5.d. | III.ii.1.B.2.f |
| To remove topic (old 7) Handling Mail That Could Result in Reduction or Termination of Benefits (moved to III.ii.1.C.6). | III.ii.1.B.(old 7) |
| * To replace the term “No Record” mail with “Unidentifiable” mail. * To remove obsolete terms PTI, PTO and Search mail. | III.ii.1.B.3.a |
| * To add a note that Miltary File mail does not apply to mail processed in the CM portal. * To replace the term “No Record” mail with “Unidentifiable” mail and to add the reference. * To remove obsolete terms PTI, PTO and search mail. | III.ii.1.B.3.b |
| * To update note on unsuccessful attempts to obtain a current address for undeliverable mail. * To update the reference for updating the address in the system to III.ii.3.C.1. | III.ii.1.B.3.c |
| To remove PTO from Regular/Routine mail description. | III.ii.1.B.4.a |
| To update procedures for handling Regular/Routine mail. | III.ii.1.B.4.b |

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| Rescissions | None |

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

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| Signature | David R. McLenachen, Director  Pension and Fiduciary Service |

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