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

**Veterans Benefits Administration June 16, 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 Veteran Status.”***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 restructure content and add clarity. | M21-1, Part III, Subpart ii, Chapter 3, Section A, Topic 1, Block c (III.ii.3.A.1.c) |
| To incorporate content from the Military Mail Standard Operating Procedure (SOP) regarding when to establish a claims folder number. | III.ii.3.A.1.c |
| * To add a new Block d to include paperless drop mail control guidance from the September 2104 addendum to the Compenation Service Bulletin.
* To incorporate the Intake Processing Center (IPC) Reference Guide, including searches for previously established claims folder numbers.
 | III.ii.3.A.1.d |
| To add a new guidance for conducting an advanced search in the Veterans Benefits Management System (VBMS). | III.ii.3.A.1.e |
| To incorporate the IPC Reference Guide, including assignment of claims folder numbers. | III.ii.3.A.1.f |
| To incorporate foreign claims jurisdiction guidance. | III.ii.3.A.1.g |
| To delete III.ii.3.A.2 and consolidate, update, and relocate guidance on establishing a claims folder number in the Beneficiary Identification and Records Locator Subsystem (BIRLS) to III.ii.3.A.1.b and f. | -- |

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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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