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

**Veterans Benefits Administration July 11, 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.”***Notes***: * The term regional office (RO) also includes pension management center (PMC), where appropriate.
* Minor editorial changes have also been made to
* renumber each topic based on the standard that the first topic in each section is Topic 1
* update section and topic titles to more accurately reflect their content
* bring the documents into conformance with M21-1 standards.
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| Reason(s) for the Change | Citation |
| To change the title and contents of Section B from *Handling Mail* to *Filing Materials and Searches for Paper Claims Folders*. | M21-1, Part III, Subpart ii, Chapter 4, Section B(III.ii.4.B) |
| To remove old Topics 8 and 9 on active mail and search procedures from this section since they are now covered in M21-1, Part III, Subpart ii, 1.B. | -- |
| To remove old Topic 10 on File Mail in the advent of Centralized Mail and electronic folders. In addition, instructions for sending drop file mail to Federal Records Centers (FRC) have been updated in M21-1, Part III, Subpart ii,5.E. | -- |
| To remove old Topic 11 on microfiche file copies, which is now the responsibility of the scanning contractors. | -- |
| To create a new Topic 1 to address handling of priority mail for paper claims folder, to include transfering content on the responsibility for priority folder searches and conducting an “expedite” search for a folder, which was originally located in M21-1, Part III, Subpart ii, 4.B.old 9.a and c. | III.ii.4.B.1.bIII.ii.4.B.1.c |
| To relocate information on filing materials in claims folders, previously contained in M21-1, Part III, Subpart ii, 3.C to a new Topic 2. | III.ii.4.B.2 |
| To relocate information on removing material from claims folders, previously contained in M21-1, Part III, Subpart ii, 3.C to a new Topic 3. | III.ii.4.B.3 |

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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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