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

**Veterans Benefits Administration July 13, 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, “General Development and Dependency Issues.”***Notes***: * The term regional office (RO) also includes pension management center (PMC), where appropriate.
* The term Veterans Service Center Manager (VSCM) also includes Pension Management Center Manager (PMCM), where appropriate.
* Minor editorial changes have also been made to
* remove references to rescinded portions of M21-1
* renumber each topic based on the standard that the first topic in each section is Topic 1
* reassign alphabetical designations to individual blocks and repaginate, where necessary, to account for new and/or deleted blocks within a topic
* bring the document into conformance with M21-1 standards.
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| Reason(s) for the Change | Citation |
| To add a block indicating regional offices (ROs) using centralized mail (CM) no longer follow military file guidance. | M21-1, Part III, Subpart ii, Chapter 4, Section H, Topic 1, Block a(III.ii.4.H.1.a) |
| To add a block indicating ROs using CM no longer follow temporary military file guidance. | III.ii.4.H.2.a |
| To delete old Topic 27 as it contained outdated information pertaining to pending files. | -- |
| To add a new Topic 3 with information on unidentifiable mail. | III.ii.4.H.3 |
| To add a block defining unidentifiable mail. | III.ii.4.H.3.a |
| To add a block incorporate guidance on processing unidentifiable mail. | III.ii.4.H.3.b |
| To add a block incorporate guidance on m.aintaining the unidentifiable mail file | III.ii.4.H.3.c |
| To add a block incorporating guidance on disposition of the contents of the unidentifiable mail file. | III.ii.4.H.3.d |
| To add a block incorporating guidance on annotating search results for unidentifieable mail. | III.ii.4.H.3.e |

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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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