### Section D. Requesting Information and Records Through the Personnel Information Exchange System (PIES)

#### Overview

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| In This Section | This section contains the following topics: |

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| Topic | Topic Name |
| 1  | General Information About PIES |
| 2  | Selecting the Appropriate Discharge Status Code in PIES |
| 3  | PIES Request Codes |
| 4  | PIES Overall Status Codes |
| 5  | PIES Branch-of-Service Status Codes |

#### 1. General Information About PIES

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| Introduction | This section contains general information about PIES, including* description of PIES and how it differs from the Defense Personnel Records Information Retrieval System (DPRIS)
* PIES executable programs
* pre-formatted request codes in PIES
* choosing an address code in PIES
* PIES requests printed at the
* National Personnel Records Center (NPRC), and
* Records Management Center (RMC)
* when PIES should not be used
* PIES requests for service treatment records (STRs) and official military personnel files (OMPFs), and
* notifying the claimant after submitting a request through PIES.
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| Change Date | August 12, 2015 |

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| a. Description of PIES and How it Differs from DPRIS  | The Department of Veterans Affairs (VA) primarily uses two applications to request the service information and records it requires to make entitlement decisions* Personnel Information Exchange System (PIES), and
* Defense Personnel Records Information Retrieval System (DPRIS).

The table below describes the two systems and the types of records or information accessible through each. |

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| Application | Description | Records/Information Users May Request |
| DPRIS | Department of Defense (DoD) web application | * electronic copies of service personnel records of Veterans discharged from the
* Army on or after October 1, 1994
* Navy on or after January 1, 1995
* Air Force on or after October 1, 2004, or
* Marine Corps on or after January 1, 1999, and
* information from the Joint Services Records Research Center (JSRRC), which VA uses to
* corroborate in-service stressors reported by Veterans in connection with claims for service connection (SC) for posttraumatic stress disorder (PTSD), and
* verify whether a Navy or Marine Corps Veteran, who served onboard a Navy ship in the waters offshore of the Republic of Vietnam, was exposed to herbicides.

***Exception***: JSRRC does not research Marine Corps records.***Reference***: For more information about the records available through DPRIS, see the [*DPRIS Standard Official Military Personnel File (OMPF) Document Indexing Scheme*](http://vbaw.vba.va.gov/bl/21/calendar/DOCS/10-04-06vbn.doc). |
| PIES | VA application through which authorized users may request service records and information from the National Personnel Records Center (NPRC) and individual branches of service | * service personnel records of Veterans discharged *prior* to the dates shown in the row above (when the records became available in DPRIS)
* service treatment records (STRs) of Veterans
* discharged prior to the dates shown in M21-1, Part III, Subpart iii, 2.A.3.d, or
* actively serving in, or recently separated/retired from (within the last 12 months), a Reserve or National Guard unit
* clinical records, as described in M21-1, Part III, Subpart iii, 2.B.4.c, and
* other information, to include verification of a Veteran’s
* period(s) of service
* character of discharge
* receipt of separation benefits, and
* exposure to radiation, herbicides, and/or mustard gas.

***Reference***: For a complete list of all the records/information users may request through PIES, see M21-1, Part III, Subpart iii, 2.D.3. |

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| b. PIES Executable Programs | PIES consists of the following two executable programs* the PIES Create program that was developed for use by regional office (RO) and Records Management Center (RMC) users to create and submit requests, and
* the PIES Respond program developed for use by the VA Liaison Office (VALO), which is
* staffed by RMC employees,
* collocated with NPRC, and
* responsible for responding to requests submitted through PIES Create.

***Reference***: For detailed instructions on creating and submitting requests in PIES, see Chapter 4 of the [*PIES Participant Guide*](http://vbaw.vba.va.gov/bl/21/publicat/Users/Pies/PIESparticipantguide.zip). |

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| c. Pre-Formatted Request Codes in PIES | The most common PIES requests have pre-formatted request codes. The use of these codes is beneficial because it ensures* the request will be routed to the correct address, and
* the proper record will be retrieved to respond to the request.

***Note***: When no request code exists for the specific information or record required, use request code *O99*, which allows submission of a request in free-text form.***Reference***: For more information about request codes that are currently in use, see* Chapter 11 of the [*PIES Participant Guide*](http://vbaw.vba.va.gov/bl/21/publicat/Users/Pies/PIESparticipantguide.zip), and
* M21-1, Part III, Subpart iii, 2.D.3.
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| d. Choosing an Address Code in PIES | Users rarely need to enter an address code when submitting a PIES request, since PIES programming logic performs that function automatically.***Exception***: Users must manually enter an address code for requests they submit through PIES to* address code 51 (for certain Coast Guard records), and
* service department retired pay centers.

***Important***: * The information on the VETERAN IDENTIFICATION DATA screen in the Beneficiary Identification and Records Locator Subsystem (BIRLS) via the Share application must be accurate and complete, to include the Veteran’s service number, in order for PIES programming logic to function properly.
* Requests that an RO user manually addresses are ***not*** run against a registry of NPRC holdings (to determine whether a match exists between the record(s)/information the user is requesting and the records in NPRC custody), so the user must be certain to use the correct address code.

***References***: For more information about* address codes, see
* M21-1, Part III, Subpart iii, 2.J, and
* M21-1, Part III, Subpart iii, 2.K.1, and
* PIES requests to
* address code 51, see M21-1, Part III, Subpart iii, 2.J.9, and
* retired pay centers, see M21-1, Part III, Subpart iii, 2.D.3.c (request codes O02, O03, and O04).
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| e. PIES Requests Printed at NPRC | Requests routed to address code 13 (the primary address code for NPRC) are printed at NPRC within seven days of the submission date.***Note***: The PIES request status normally changes to *IP* (**i**n **p**rocess) after the VALO uploads the request for NPRC to print. |

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| f. PIES Requests Printed at RMC | Requests routed to addresses other than code 13 are * printed at RMC, usually within one day of submission, and
* mailed to the appropriate address.

***Note***: The overall status of the PIES request changes to *CO* (**co**mpleted) after RMC prints the request.***Reference***: For more information on requests routed to an address other than code 13, see M21-1 Part III, Subpart iii, 2.D.1.d. |

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| g. When PIES Should Not Be Used | Do *not* use PIES to request service records under the circumstances described in the table below.  |

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| If the required records are ... | Then ... |
| STRs of Veterans discharged on or after the dates shown in M21-1, Part III, Subpart iii, 2.A.3.d  | see the information in M21-1, Part III, Subpart iii, 2.B.2.e to determine the migration of the records.***Exception***: STRs presumed to be in the possession of a Veteran’s National Guard or Reserve unit. |
| available through DPRIS, based on the information in M21-1, Part III, Subpart iii, 2.D.1.a | request the records by following the instructions in the [*DPRIS User Guide*](https://www.dpris.dod.mil/downloads/dpris_user_guide.pdf).  |

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| **h. PIES Requests for STRs and OMPFs** | If a PIES request is required for STRs and personnel-related records, including O34, O19, O18, M01, S01, etc., then use the PIES O50 request code. The single O50 request will notify NPRC to acquire all of the claimant’s available STRs and OMPF records and scan and upload these records into the Veterans Benefits Management System (VBMS) electronic claims folder (eFolder).***Important***: After submitting a PIES request for a VBMS claim, make an annotation in the eFolder to confirm the request has been submitted. ***References***: For more information on * PIES O50 request code, see M21-1, Part III, Subpart iii, 2.D.3.c, and
* annotations in VBMS, see M21-1, Part III, Subpart ii, 4.G.2.o.
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| i.  Notifying the Claimant After Submitting a Request Through PIES  | After submitting a request for records or information through PIES* notify the claimant of the request, and
* ask the claimant to provide VA with any relevant records in his/her possession.

***Exception***: Do not take this action if it has already been satisfied by a* Section 5103 notice, or
* fully developed claim (FDC) submitted by the claimant.
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#### 2. Selecting the Appropriate Discharge Status Code in PIES

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| Change Date | October 2, 2012 |

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| a. Selecting the Appropriate Discharge Status Code in PIES | Selecting and entering the appropriate discharge status code in PIES when creating a request* ensures PIES will route the request to the appropriate address, and
* minimizes delays in retrieving the requested record(s)/information.

Use the table below to determine which discharge status code to use when creating a request in PIES. |

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| If ... | Then use discharge status code ... |
| * the released-from-active-duty (RAD) date is less than eight years from the current date
* character of service is *honorable*, and
* separation documents are of record but do ***not*** show the reason for separation as *discharged*

***Note***: Project the reserve obligation date as eight years from the RAD date unless a discharge document shows a different date. | *RSV* |
| * the character of service for any period of service is other than honorable, such as
* under honorable conditions (UHC)
* other than honorable (OTH)
* dishonorable
* general*, or*
* uncharacterized*, or*
* the RAD is more than eight years earlier than the current date
* character of service is *honorable*, and
* the Veteran was *not* retired from service
 | *DCH* |
| * the Veteran indicates he/she retired from service, or
* BIRLS via the Share application shows military retired pay on the MISCELLANEOUS INFORMATION screen
 | *RET* |
| the claimant is still on active duty | *ACT* |
| the Veteran is currently in the National Guard | *NG* |
| the individual whose records are required died in service | *DED* |
| the discharge status is unknown***Important***: Avoid using discharge status code *UNK*, as its use may cause PIES to route the request to the wrong address. | *UNK* |

#### 3. PIES Request Codes

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| Introduction | This topic contains information on PIES request codes, including* PIES request codes beginning with “C”
* PIES request codes beginning with “M”
* PIES request codes beginning with “O,” and
* other PIES request codes.
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| Change Date | March 22, 2016 |

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| **a. PIES Request Codes Beginning With “C”** | The table below shows the narrative and proper use for each PIES request code that begins with “C.”***Note***: When a Veteran indicates treatment as a military retiree or military dependent at a Military Treatment Facility (MTF) the Veterans Service Representative (VSR) can use the VistaWeb/DoD records sections in Compensation and Pension Record Interchange (CAPRI) to extract these treatment records. If the required records cannot be found in CAPRI, the VSR should submit a PIES request. |

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| **Code** | **Narrative**  | **When to Use** |
| C01, C01-V | CLINICAL RECORDS. FURNISH ACTIVE DUTY INPATIENT CLINICAL RECORDS FOR <ALLEGATION> FROM <MM/DD/YYYY> TO <MM/DD/YYYY> AT <CLINIC/HOSPITAL NAME OR NUMBER>. | * When inpatient clinical records are needed because outpatient treatment records do not contain any or sufficient documentation about hospitalization, or
* for records of outpatient mental health treatment at a military facility occurring during active duty.

If the claims folder is * a paper folder, use request code C01, or
* an eFolder, use request code C01-V.

***Reference***: For more information on clinical records, see M21-1, Part III, Subpart iii, 2.B.4.  |
| C02, C02-V | MILITARY RETIREE OUTPATIENT. FURNISH RECORDS FOR <ALLEGATION> FROM <MM/DD/YYYY> TO <MM/DD/YYYY> AT <HOSPITAL NAME OR NUMBER>. | When post-separation treatment records for retirees are needed.If the claims folder is * a paper folder, use request code C02, or
* an eFolder, use request code C02-V.
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| C03, C03-V | INPATIENT DEPENDENT MEDICAL RECORDS, FURNISH INPATIENT DEPENDENT MEDICAL RECORDS FOR <<ALLEG>> <<HOSPITAL>> FROM <<MM/DD/YYYY>> TO <<MM/DD/YYYY>> <<SPONSOR NAME>> <<SPONSOR SSN/SN>> <<SPONSOR BRANCH OF SERVICE>> <<RELATIONSHIP TO SPONSOR>>. | When the inpatient treatment records of a Veteran’s dependent, who later entered service and is now claiming entitlement to VA benefits, is required. If the claims folder is * a paper folder, use request code C03, or
* an eFolder, use request code C03-V.

***Note***: These records are often useful in determining whether a pre-existing disability was aggravated by service.  |
| C04, C04-V | OUTPATIENT DEPENDENT MEDICAL RECORDS, FURNISH OUTPATIENT DEPENDENT MEDICAL RECORDS FOR <<ALLEG>> <<CLINIC/HOSPITAL>> <<DATE LAST YEAR TREATED AT THIS FACILITY - MM/DD/YYYY>> <<SPONSOR NAME>> <<SPONSOR SSN/SN>> <<SPONSOR BRANCH OF SERVICE>> <<RELATIONSHIP TO SPONSOR>>. | When the outpatient treatment records of a Veteran’s dependent, who later entered service and is now claiming entitlement to VA benefits, is required. If the claims folder is * a paper folder, use request code C04, or
* an eFolder, use request code C04-V.

***Note***: These records are often useful in determining whether a pre-existing disability was aggravated by service. |

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| ***Note***: The VALO may respond to any of these requests with the following message:*Cannot identify a record based on information furnished. If additional information can be obtained, resubmit using PIES request code S02/S02-V*.If the VALO posts this response, resubmit the request using the appropriate S02/S02-V request code. If the claims folder is * a paper folder, use request code S02, or
* an eFolder, use request code S02-V.
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| b. PIES Request Codes Beginning With “M” | The table below shows the narrative and proper use for each PIES request code that begins with “M.”Unless otherwise indicated, these codes are used ***only*** when the claims folder is a paper folder. |

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| Code | Narrative  | When to Use |
| M01 | MEDICAL/DENTAL. FURNISH COMPLETE MEDICAL/DENTAL RECORD <SMRS>. | When outpatient STRs located at NPRC are needed. |
| M02 | ENTRANCE PHYSICAL. FURNISH ENTRANCE PHYSICALS – CHECK MICROFICHE. | When STRs do not include the results of an entrance examination and the physical condition upon enlistment is needed. |
| M03 | SEPARATION/RETIREMENT PHYSICAL. FURNISH SEPARATION/RETIREMENT PHYSICAL – CHECK MICROFICHE. | When STRs do not include the results of a separation/retirement examination and the condition upon discharge is needed.***Note***: Beginning in the mid-1970s, physical examinations were not always performed at separation/retirement. |
| M04 | SERVICE MEDICAL RECORDS NOT LOCATED AT RMC. FURNISH COMPLETE MEDICAL/DENTAL RECORDS IF ON FILE AT YOUR LOCATION. | When the location of STRs, according to M21-1, Part III, Subpart iii, 2.A.4.a, should be RMC, but* RMC does not have the STRs, and
* the STRs cannot be located elsewhere.

***Important***: This code can be used for processing claims with an eFolder until NPRC creates an alternative request code. |
| M05, M05-V | MEDICAL/DENTAL & SGOS FURNISH MEDICAL/DENTAL & SGOS (POTENTIAL FIRE-RELATED CASE). IF NO MEDICAL/DENTAL RECORDS OR SGOS EXIST, PLEASE SEARCH SICK/MORNING REPORTS.***Note***: The following subgrid requires completion:SICK/MORNING REPORTS FOR <COMPLETE ORGANIZATIONAL ASSIGNMENT AND HOSPITAL, IF APPLICABLE> FROM <MM/YYYY> TO MM/YYYY> FOR REMARKS PERTAINING TO <ALLEGATION>. | When requesting records to supplement the medical records of Army and Air Force Veterans that were destroyed in a fire at NPRC in 1973. If the claims folder is * a paper folder, use request code M05, or
* an eFolder, use request code M05-V.

***Notes***: * Obtain information from the claimant to complete the subgrid, if necessary, before submitting a request.
* Failure to provide sufficient information in the subgrid may result in a negative finding and request to submit an M01 request code. Do not submit the M01 request code.
* If the service in question does not meet the definition of fire-related, then use the O50 request code. If an O50 request code has previously been submitted, then no further action is required.
* On May 18, 1990, NPRC began automatically searching for records from the Army Surgeon General’s Office (SGO) prior to responding to requests for records/information.

***Reference***: For more information about handling claims that require requests for records destroyed in the fire at NPRC, see M21-1, Part III, Subpart iii, 2.E.1. |
| M06, M06-V | SGO. FURNISH ANY SGO RECORDS. | When documentation contained in the claims folder indicates * VA submitted a request for records/information to NPRC between
* July 13, 1973, and
* May 17, 1990, and
* NPRC subsequently responded by stating the records/information were destroyed by a fire at the facility (on July 12, 1973).

If the claims folder is * a paper folder, use request code M06, or
* an eFolder, use request code M06-V.

***Notes***: * On May 18, 1990, NPRC began automatically searching for SGO records prior to responding to requests for records/information.
* Resubmit the request using the appropriate S02/S02-V request code based on the type of claims folder (paper or eFolder, respectively) if the VALO posts the following response:

*Cannot identify a record based on information furnished. If additional information can be obtained, resubmit using PIES request code S02/S02-V*. |

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| c. PIES Request Codes Beginning With “O” | The table below shows the narrative and proper use for each PIES request code that begins with “O.”Unless otherwise indicated, these codes are used ***only*** when the claims folder is a paper folder. |

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| Code | Narrative  | When to Use |
| O01 | ELIGIBILITY FOR COMPLETE SEPARATION. FURNISH DATES OF ENLISTMENT; TERMS OF ENLISTMENT AND REENLISTMENT: DATES, TYPES AND TERMS OF ANY EXTENSIONS; AND DATE OF TIME LOST AND REASON. (TO ASSIST IN DETERMINING ELIGIBILITY FOR COMPLETE SEPARATION). | When developing for information to prepare a conditional discharge decision regarding a Veteran whose character of service is other than honorable. |
| O02 | MILITARY BENEFITS. FURNISH VERIFICATION OF MILITARY BENEFITS TYPE AND AMOUNT, AND INCLUDE DISABILITY, IF DISABILITY SEVERANCE IS SHOWN. | When requesting military benefit information from a retired pay center for a Veteran alleging receipt of a benefit that is not verified in type and/or amount.***Notes***:* The user must
* select the address code for the appropriate retired pay center from those listed in M21-1, Part III, Subpart iii, 2.K.1, and
* enter the code in the ADDRESS CODE field in PIES.
* The retired pay center will provide the type and gross/net amount of the benefit.

***Reference***: For more information on determining the amount of the separation benefit using the Veterans Information Solution (VIS), see M21-1, Part III, Subpart v, 4.B.2.c. |
| O03 | SEVERANCE PAY. FURNISH VERIFICATION OF SEVERANCE PAY VS. DISABILITY SEVERANCE PAY. | When requesting severance pay information from a retired pay center for a Veteran alleging receipt of severance pay that is not verified in type and/or amount.***Notes***: * The retired pay center will provide the type and gross/net amount of severance pay.
* The user must enter the address code for the appropriate retired pay center from M21-1, Part III, Subpart iii, 2.K.1.

***Reference***: For more information on determining the amount of the separation benefit using VIS, see M21-1, Part III, Subpart v, 4.B.2.c. |
| O04 | NET SEPARATION PAY. FURNISH TYPE AND AMOUNT OF SEPARATION PAY. | When requesting separation pay information from a retired pay center for a Veteran alleging receipt of separation pay that is not verified in type and/or amount. ***Notes***: * The retired pay center will provide the type and gross/net amount of separation pay.
* The user must enter the address code for the appropriate retired pay center from M21-1, Part III, Subpart iii, 2.K.1.

***Reference***: For more information on determining the amount of the separation benefit using VIS, see M21-1, Part III, Subpart v, 4.B.2.c. |
| O05 | DATE OF BIRTH. FURNISH DATE OF BIRTH OR AGE AT TIME OF ENTRANCE ON ACTIVE DUTY. | When requesting the date of birth (DOB) or age of a Veteran in connection with a* decision on a voided enlistment, or
* pension claim where the age of the Veteran is
* unverified, and
* a factor in determining entitlement.
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| O06 | HOME ADDRESS. FURNISH LATEST HOME ADDRESS. | When address information is necessary to process a claim. |
| O07 | TRAVEL TIME. FURNISH NUMBER OF DAYS OF TRAVEL TIME. | When the length of a Veteran’s service is insufficient to meet the minimum duty time under [38 U.S.C. 106(c)](http://law.cornell.edu/uscode/html/uscode38/usc_sec_38_00000106----000-.html), and the Veteran died within 11 days of discharge.***Note***: Do not use code O07 if the Veteran had less than 80 days of active duty. |
| O08 | REASON FOR SEPARATION. FURNISH REASON FOR SEPARATION. IF SEPARATED FOR DISABILITY, SHOW LOD AND DISEASE OR INJURY. | When requesting the reason for separation for a Veteran whose length of service does not meet minimum duty requirements under [38 U.S.C. 106(c)](http://law.cornell.edu/uscode/html/uscode38/usc_sec_38_00000106----000-.html) for pension entitlement. |
| O09 | PREVIOUS VA FORMS 3101. FURNISH COPIES OF ANY PREVIOUSLY VERIFIED VA FORMS 3101 (REBUILT FOLDERS). | When obtaining prior copies of *VA Form 21-3101*, *Request for Information*, would assist in rebuilding a missing claims folder. |
| O10 | FACTS AND CIRCUMSTANCES. FURNISH FACTS AND CIRCUMSTANCES SURROUNDING DISCHARGE (ALL RECORDS). | When the individual on whose service a claim for VA benefits or services is based was discharged under other-than-honorable conditions. |
| O11 | MEDICAL/PHYSICAL EVALUATION BOARD. FURNISH MEDICAL/PHYSICAL EVALUATION BOARD PROCEEDINGS. | When * medical evaluation board and physical evaluation board (MEB/PEB) findings are needed to make a rating decision, or
* STRs cannot be located and the Veteran claims to have been discharged due to disability.
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| O12 | LINE OF DUTY. FURNISH LOD FOR <INCIDENT AND DATE>. | When circumstances surrounding injury or death appear to be due to misconduct or under suspicious circumstances. |
| O13 | DISCHARGE UPGRADE INFORMATION. FURNISH TYPE OF PROGRAM UPGRADE WAS UNDER, DATE APPLIED FOR UPGRADE, DATE DISCHARGE WAS UPGRADED, CHARACTER OF DISCHARGE BEFORE UPGRADE. | When the claimant indicates that the character of discharge of the individual on whose service the claim is based was upgraded and, if confirmed, may afford the claimant new entitlement. |
| O14 | RADIATION RISK ACTIVITY. FURNISH SERVICE PERSONNEL RECORDS TO CONFIRM RADIATION RISK. | When requesting evidence for radiation exposure under [38 CFR 3.309(d)](http://www.ecfr.gov/cgi-bin/text-idx?SID=7d8aee78d6ff364589dd453c13c7b7fe&mc=true&node=se38.1.3_1309&rgn=div8). |
| O15 | RADIATION. FURNISH DD 1141/RECORDS OF EXPOSURE TO RADIATION. | When requesting *DD Form 1141*, *Record of Exposure to Ionizing Radiation*, in connection with claims for disabilities related to occupational exposure to ionizing radiation under [38 CFR 3.311(a)(2)(iii)](http://www.ecfr.gov/cgi-bin/text-idx?SID=735587efc94ed10cb497926682dbc21b&node=se38.1.3_1311&rgn=div8). |
| O16 | ASBESTOS. FURNISH RECORDS OF EXPOSURE IN SERVICE OR JOBS VETERAN PERFORMED. | When information of record is insufficient to determine exposure to asbestos during service. |
| O17 | PAY GRADE. FURNISH HIGHEST PAY GRADE HELD. | When a Veteran’s pay grade is required under the provisions of M21-1, Part IV, Subpart iii, 1.A.2.b. |
| O18 | PERSONAL TRAUMA PTSD. FURNISH ENTIRE PERSONNEL FILE. | When processing claims involving personal trauma that require a review of all personnel records, to include performance ratings.***Note***: These records might be lengthy. |
| O19 | PTSD. FURNISH PAGES FROM THE PERSONNEL FOLDER SHOWING UNIT OF ASSIGNMENT, DATES OF ASSIGNMENT, PARTICIPATION IN COMBAT OPERATIONS, WOUNDS IN ACTION, AWARDS AND DECORATIONS AND OFFICIAL TRAVEL OUTSIDE THE U.S. | When requesting copies of the service personnel records that document service information such as awards, medals, and decorations received, military occupational specialty, participation in campaigns, and assignments.***Note***: It is not necessary to identify the specific pages by number or title. |
| O20, O20-V | MORNING REPORTS. SEARCH MORNING REPORTS OF <ORGANIZATION> FROM <MM/DD/YYYY> TO <MM/DD/YYYY> FOR REMARKS REGARDING <IDENTIFIER>. (NOTE: MORNING REPORTS WERE RARELY CREATED AFTER 1974.) | When evidence to support alleged injury or illness of Army and Air Force Veterans is not found in STRs.If the claims folder is * a paper folder, use request code O20, or
* an eFolder, use request code O20-V.

***Notes***: * Ensure that the request includes the complete organizational assignment down to the company level.
* Resubmit the request using the appropriate S02/S02-V request code based on the type of claims folder (paper or eFolder, respectively) if the VALO posts the following response:

*Cannot identify a record based on information furnished. If additional information can be obtained, resubmit using PIES request code S02/S02-V.****Reference***: For information about the organizational structure of each service department, see M21-1, Part III, Subpart iii, 2.J.1 through 4. |
| O21 | SEPARATION DOCUMENTS. FURNISH COPIES OF ANY SEPARATION DOCUMENTS (DD FORM 214 OR EQUIVALENT). | When a copy of the separation document is required for authorization of a VA benefit. ***Note***: Separation documents, other than a *DD Form 214*, *Certificate of Release or Discharge From Active Duty*, are rarely required to award compensation or pension benefits. |
| O22 | CONSCIENTIOUS OBJECTOR. FURNISH STATEMENT OF NATURE OF RELEASE AS CONSCIENTIOUS OBJECTOR, INDICATING WHETHER BASED ON REFUSAL TO PERFORM MILITARY SERVICE, REFUSAL TO WEAR THE UNIFORM, OR NONCOMPLIANCE WITH LAWFUL ORDERS OF COMPETENT MILITARY AUTHORITIES. | When the circumstances surrounding a Veteran’s discharge as a conscientious objector is required to determine eligibility for VA benefits. |
| O23 | PHILIPPINE MILITARY SERVICE. FURNISH DETAILS OF MILITARY SERVICE IN THE PHILIPPINES. | When verification of service in the Philippine military is required to determine eligibility for VA benefits. |
| O24 | PURPLE HEART. FURNISH VERIFICATION OF RECEIPT OF PURPLE HEART, INCLUDING THE DATE AND DISABILITY FOR WHICH AWARDED. | When verification of receipt of a Purple Heart is required. |
| O25 | POW. FURNISH POW DATES AND CAMPS OF CONFINEMENT. | When confirmation of a Veteran’s status as a former prisoner of war (FPOW) is required. |
| O26 | MUSTARD GAS/LEWISITE. FURNISH ANY RECORDS OF EXPOSURE TO MUSTARD GAS/LEWISITE. | When confirmation of exposure to mustard gas/lewisite during service is required. |
| O27 | Reserved | Blank – reserved for later use. |
| O28 | HIV. FURNISH RESULTS OF PRE-INDUCTION BLOOD SCREENING FOR HIV. | When evidence regarding the existence of the human immunodeficiency virus (HIV) at time of enlistment is required. |
| O29 | JAPAN. FURNISH ANY DOCUMENTS SHOWING ASSIGNMENT IN JAPAN BETWEEN 08/06/1945 AND 07/01/1946. VETERAN WAS ASSIGNED TO <COMPLETE ORGANIZATIONAL ASSIGNMENT>. | When confirmation of a Veteran’s participation in the occupation of Japan is required in connection with a claim for SC for a disability related to exposure to radiation during service.***Reference***: For information about the organizational structure of each service department, see M21-1, Part III, Subpart iii, 2.J.1 through 4. |
| O30 | SOUTHWEST ASIA. FURNISH ACTIVE DUTY DATES IN SOUTHWEST ASIA ON OR AFTER 08/02/1990. | When verification of service in the Gulf War theater of operation is required. |
| O31 | MEXICO. FURNISH PLACE OF SERVICE IN MEXICO FROM 05/09/1916 TO 04/05/1917. | When verification of service in Mexico, preceding the onset of World War I (WWI), is required |
| O32 | RUSSIA. FURNISH PLACE OF SERVICE IN RUSSIA FROM 04/06/1917 TO 04/01/1920. | When verification of service in Russia following the end of WWI is required. |
| O33 | 90 DAYS. DID THE VETERAN HAVE 90 DAYS OR MORE CREDITABLE ACTIVE SERVICE (WHICH INCLUDES ONE OR MORE DAYS OF WARTIME SERVICE EXCLUSIVE OF FURLOUGH TIME AND OTHER NON-CREDITABLE SERVICE)? IF NOT, FURNISH TRAVEL TIME AND REASON FOR SEPARATION. COMPUTE AND FURNISH TRAVEL TIME IF THE VETERAN IS WITHIN TEN DAYS OF HAVING 90 DAYS CREDITABLE ACTIVE WARTIME SERVICE. | When verified service is more than 80 days but less than 90 days (for the purpose of determining eligibility for pension). |
| O34 | VIETNAM. FURNISH DATES OF SERVICE IN VIETNAM. | When a claim for benefits requires documentation of actual service in Vietnam or waters adjacent to Vietnam. ***Note***: Requests for this information are usually associated with claims for SC for disabilities related to exposure to herbicides. |
| O35 | Reserved | Blank – reserved for later use. |
| O36 | HERBICIDES. FURNISH ANY DOCUMENTS SHOWING EXPOSURE TO HERBICIDES. | When a Veteran claims herbicide exposure outside of Vietnam. |
| O37 | INSURANCE. FURNISH ALL DOCUMENTS SHOWING DESIGNATION OF BENEFICIARY. IF NO BENEFICIARY DESIGNATIONS IN FOLDER, FURNISH ALL DOCUMENTS LISTING DEPENDENTS. | For use by the Philadelphia Insurance Center. |
| O38, O38-V | VERIFYING SERVICE OF AFFIANTS - BUDDY RECORDS. | When requesting verification of the evidence of an affiant who alleges personal knowledge of certain occurrences while in service with the Veteran.If the claims folder is * a paper folder, use request code O38, or
* an eFolder, use request code O38-V.

***Note***: Resubmit the request using the appropriate S02/S02-V request code based on the type of claims folder (paper or eFolder, respectively) if the VALO posts the following response:  *Cannot identify a record based on*  *information furnished. If additional* *information can be obtained, resubmit*  *using PIES request code S02/S02-V.* |
| O39 | TEMPORARY VIETNAM DUTY/VISITATION – TO INCLUDE TDY ORDERS, PERFORMANCE EVALUATIONS, AND ANY OTHER EVIDENCE OF TEMPORARY DUTY/VISITATION TO VIETNAM | When requesting verification that a Veteran had temporary duty in the Republic of Vietnam.***Exception***: If the claims folder is an eFolder, use request code O50. ***Reference***: For more information on developing for proof of Vietnam service, see M21-1, Part IV, Subpart ii, 1.H.1.g. |
| O50 | PAPERLESS CLAIM PROCESSING (PLCP) - FURNISH COMPLETE MEDICAL/DENTAL RECORDS <STRS> AND ENTIRE PERSONNEL FILE. | When requesting that the entire STR and OMPF be scanned into the eFolder. ***Note***: Multiple O50 requests for the same branch of service should not be submitted unless there is evidence that records requested under a previous O50 may now be available. |
| O99 | <COMPOSED REQUEST ITEM> | When a request code for the information/records required does not exist. The user is allowed to compose a request in a “free-text” space.This code can be used when processing claims in both paper claims folders and eFolders.***Note***: Request code O99 should be used rarely. |

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| d. Other PIES Request Codes | The table below shows the narrative and proper use for other PIES request codes. |

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| --- | --- | --- |
| Code | Narrative  | When to Use |
| NG1 | NATIONAL GUARD RECORD. THE INFORMATION PROVIDED IN THE POP-UP GRIDS IS FURNISHED TO HELP IN IDENTIFYING A RECORD. NOTE: BEFORE YOU COMPLETE THE GRIDS, BE SURE TO VERIFY THE: NAME SERVED UNDER, SSN, AND PROVIDE SN, IF APPLICABLE. | When requesting STRs * for a Veteran actively serving in the National Guard, or
* not otherwise located for a Veteran recently separated/retired from a National Guard unit (within the last 12 months).
 |
| RV1 | RESERVE RECORD. THE INFORMATION PROVIDED IN THE POP-UP GRIDS IS FURNISHED TO HELP IN IDENTIFYING A RECORD. NOTE: BEFORE YOU COMPLETE THE GRIDS, BE SURE TO VERIFY THE: NAME SERVED UNDER, SSN, AND PROVIDE SN, IF APPLICABLE. | When requesting STRs * for a Veteran actively serving in the Reserves, or
* not otherwise located for a Veteran recently separated/retired from a Reserve unit (within the last 12 months).
 |
| S01 | SERVICE. VERIFY ONLY THE UNVERIFIED PERIODS OF SERVICE SHOWN AND NAME, SSN, SN, AS APPLICABLE. | When verification of active duty is needed. If the only service is active duty for training, the response will indicate that fact.***Note***: Request code should only be used when processing a claim in a paper claims folder. |
| S02, S02-V | SERVICE, VERIFY ALL PERIODS OF SERVICE. THE INFORMATION PROVIDED IN THE POP-UP GRIDS IS FURNISHED TO HELP IN IDENTIFYING OR RECONSTRUCTING A RECORD THAT COULD NOT BE LOCATED. NOTE: BEFORE YOU COMPLETE THE GRIDS, BE SURE TO VERIFY THE: NAME SERVED UNDER, SSN, AND PROVIDE SN, IF APPLICABLE. | * When verification of all periods of service is needed, or
* when providing additional information to assist in identifying or reconstructing a record that could not be located.

If the claims folder is * a paper folder, use request code S02, or
* an eFolder, use request code S02-V.
 |

#### 4. PIES Overall Status Codes

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| Introduction | This topic contains information on the PIES overall status codes, including* definition of overall status codes, and
* description of PIES overall status codes.
 |

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| Change Date | August 12, 2015 |

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| a. Definition: Overall Status Codes | ***Overall status codes*** are the two-character codes shown on the bottom of the PIES 3101 – PAGE 2 screen in the PIES application. |

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| --- | --- |
| b. Description of PIES Overall Status Codes | The table below lists and describes the various PIES overall status codes.***Note***: Only submit a follow-up PIES request to the VAVBASTL/RMC/VBMS mailbox if the request status shows *Open* and the response is *not* received within 45 days. |

|  |  |  |
| --- | --- | --- |
| Code | What it Stands For | What It Means |
| CO | **Co**mplete | * There is a response for each part of the request, and
* each part of the request has been closed out.
 |
| DL | **D**e**l**eted | A request has been deleted before* it was printed at NPRC or RMC, and
* the branch-of-service status code was changed to *IP*.
 |
| IC | **I**n**c**omplete | At least one of the requested items has not been provided. |
| MD | **M**arked for **d**eletion | Shortly after submitting a request, an RO user has decided to delete it.***Note***: If the MARK FOR DELETION icon is active (displaying a red *X*) on the top, left-hand corner of either the 3101 – PAGE 1 or 3101 – PAGE 2 screen, an RO user may remove the request from others that are pending by clicking on the icon. |
| SU | **Su**bmitted | An RO user has submitted a request that NPRC or RMC has not yet printed.***Note***: An RO user may cancel (by clicking on the MARK FOR DELETION icon) any PIES request that is in this status. |

#### 5. PIES Branch-of-Service Status Codes

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| --- | --- |
| Introduction | This topic contains information on the PIES branch-of-service status codes, including* definition of branch-of-service status codes, and
* description of PIES branch-of-service status codes.
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| --- | --- |
| Change Date | June 19, 2015 |

|  |  |
| --- | --- |
| a. Definition: Branch-of-Service Status Codes | ***Branch-of-service status codes*** are the two-character codes shown on the BRANCH-OF-SERVICE tabs of the PIES 3101- PAGE 2 screen in the PIES application.  |

|  |  |
| --- | --- |
| b. Description of PIES Branch-of-Service Status Codes  | The table below lists and describes the various PIES branch-of-service status codes. |

|  |  |  |
| --- | --- | --- |
| Code | What it Stands For | Description |
| ER | Record **e**n **r**oute | The Single Point of Entry (SPoE) has indicated that the requested National Guard or Reserve records are being sent to the Healthcare Artifacts and Image Management Solution (HAIMS) and can be obtained through the VBMS. |
| FA | **F**orwarded as **a**ddressed | * PIES programming logic has determined the request should be routed to a service department, or
* an RO user has overridden the programming logic by entering an address code other than address code 13.

Requests in this status are* closed out in PIES, and
* forwarded as addressed.

***Reference***: For more information about user entry of address codes in PIES, see M21-1, Part III, Subpart iii, 2.D.1.d. |
| FR | **R**eaddressed and **f**orwarded | * NPRC has completed its action on the request, and
* the remainder of the request must be completed by a service department.

Requests in this status are* closed out in PIES, and
* forwarded to the appropriate service department.

***Note***: When the branch-of-service status changes to *FR*, the overall status of the PIES request changes to *CO* if* there is only one branch of service involved, or
* requests involving other branches of service have all been answered.
 |
| IP | **I**n **p**rocess | The VALO, collocated at NPRC, or RMC has received the request, printed it, and* NPRC is searching for the record required to respond to the request, or
* the record is awaiting review by a VALO caseworker.
 |
| RS | **R**eaddressed and **s**ent (to the information provider) | * A request has been addressed to address code 13 (either by an RO user or by PIES programming logic), and
* there is no match between
* the record(s)/information the user requested, and
* the registry of NPRC holdings.

Requests in this status are* readdressed to the proper address code, and
* closed out in PIES.

***Note***: When the branch-of-service status changes to *RS*, the overall status of the PIES request changes to *CO* if* there is only one branch of service involved, or
* requests involving other branches of service have all been answered.
 |
| RT | Response provided and **r**e**t**urned | The VALO, collocated at NPRC, has provided a response to a request from an RO user.Requests in this status are closed out in PIES.***Note***: When the branch-of-service status changes to *RT*, the overall status of the PIES request changes to *CO* if* there is only one branch of service involved, or
* requests involving other branches of service have all been answered.
 |
| P1 | **P**ending - **1**st request submitted | The VALO has submitted the initial request for National Guard or Reserve records and is still awaiting a response. |
| P2 | **P**ending - **2**nd request submitted | The VALO has submitted the first follow-up request for National Guard or Reserve records 30 days after the initial request, and is still awaiting a response. |
| P3 | **P**ending - **3**rd request submitted | The VALO has submitted the second follow-up request for National Guard or Reserve records 45 days after the initial request, and is still awaiting a response. |
| PC | Request **p**artially **c**ompleted | Some National Guard or Reserve records have been received, but the SPoE has indicated that more may be forwarded. |
| PL | **P**ending - submit development **l**etter to Veteran | The SPoE has not indicated where the records are located 60 days after the VALO submitted the initial request for National Guard or Reserve records.Issue a development letter to the Veteran to request the records or information pertaining to their whereabouts.***Note***: No additional follow-up action in the PIES application is needed. The VALO will provide notification if the records are located at a later date. |
| PO | **P**ending search of **o**rganizational records | A response to the request is awaiting completion of a search of organizational records, such as morning reports or clinical records. |
| PP | **P**ending **p**rocurement (of records from outside sources) | A response to the request is awaiting procurement of records or information from sources outside of NPRC for records reconstruction purposes.***Note***: Reconstruction is typically necessary if the records required to respond to the request were destroyed in a fire at NPRC in 1973. |
| PR | **P**ending at **R**MC | A response to the request has been delayed due to a search process. |
| PV | **P**ending **v**erification | A response to the request has been delayed for a verification search because the record required to respond to the request is not in its folder. |
| RP | **R**equest **p**rinted | NPRC or RMC has received the request and printed it out. |
| SU | **Su**bmitted | An RO user has submitted a request but NPRC or RMC has not yet printed it out.***Note***: An RO user may cancel (by clicking on the MARK FOR DELETION icon in PIES) any request that is in this status. |