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

**Veterans Benefits Administration June 19, 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 iii, “General Development and Dependency Issues.”***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
* renumber each topic based on the standard that the first topic in each section is Topic 1
* 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 update information available through Joint Services Records Research Center (JSRRC) requests.
* To include National Guard and Reserve records in the list of items that users may request through the Personnel Information Exchange System (PIES).
 | M21-1, Part III, Subpart iii, Chapter 2, Section D, Topic 1, Block a. (III.iii.2.D.1.a.) |
| To add a note that the Veteran’s identifying information must be completely and accurately entered into Share in order for the PIES programming logic to address the request properly. | III.iii.2.D.1.d |
| To add a reference for more information on requests routed to an address other than code 13. | III.iii.2.D.1.f |
| To update the exception of requests for records in the custody of a Reserve or National Guard unit now obtained through PIES. | III.iii.2.D.1.g |
| To clarify that VA does not need to submit an additional request for records in the claimant’s possession if the claimant submitted a fully developed claim (FDC), or the VA has already requested this information in a sufficient Section 5103 notice. | III.iii.2.D.1.h |
| To include additional request codes for claims processed in an electronic claims folder (eFolder). | III.iii.2.D.3.a |
| * To include additional request codes for claims processed in an eFolder.
* To clarify that unless otherwise indicated, the request codes of this block are used only when the claims folder is a paper folder.
* To note that an M04 request code will be used for claims contained within eFolders until the National Personnel Records Center (NPRC) creates an alternative request code.
 | III.iii.2.D.3.b |
| * To include additional request codes for claims processed in an eFolder.
* To clarify that unless otherwise indicated, the request codes of this block are used only when the claims folder is a paper folder.
* To include references to the Veterans Information Solution (VIS) for obtaining verification of military benefits.
* To specify that the use of request codes O20 and O20-V is limited to Army and Air Force Veterans.
* To note that multiple requests under request code O50 for the same branch of service should not be made unless evidence shows that there may be new records not previously provided.
* To relocate request code O99 information, previously located in Block d, to the more relevant location with other “O” request codes.
 | III.iii.2.D.3.c |
| * To clarify that unless otherwise indicated, the request codes of this block are used only when the claims folder is a paper folder.
* To add request codes for National Guard and Reserve records requests.
 | III.iii.2.D.3.d |
| To provide branch-of-service status codes and descriptions pertaining to requests for National Guard and Reserve records. | III.iii.2.D.5.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 | Thomas J. Murphy, DirectorCompensation Service |

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