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

**Veterans Benefits Administration July 5, 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 i, “Overview of Claims Processing and Structure of the Veterans Service Center.”***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
* 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 add a reference in M21-1, Part III, Subpart i, Chapter 3, Section A, Topic 2, Block a (III.i.3.A.2.a), to III.ii.1.C to provide guidance on the acceptance of non-current versions of EZ forms. | M21-1, Part III., Subpart I, Chapter 3, Section A, Topic 2, Block a(III.i.3.A.2.a) |
| To remove direct reference to a claimant subsequently submitting another formal application when an initial formal application is completed on one of the EZ forms. | III.i.3.A.2.c |
| To clarify how to handle incomplete EZ forms prior to and effective from the implementation of the Standard Claims and Appeals Forms Rule. | III.i.3.A.2.h |
| To clarify how to handle unsigned EZ forms prior to and effective from the implementation of the Standard Claims and Appeals Forms Rule. | III.i.3.A.2.i |
| To clarify that the informal Fully Developed Claim (FDC) process is only applicable to informal FDCs submitted prior to March 24, 2015. | III.i.3.A.2.j |
| * To clarify an FDC by applying the *Fully Developed Claim* special issue indicator to at least one contention within the FDC claim when identifying a claim as an FDC.
* To update the reference to the outdated Veterans Service Network (VETNET) operations reports (VOR) to the current Veterans Benefits Administration (VBA) Nexus V2.1 reports.
* To add that the Pension Management Center Manager (PMCM) is responsible for designating an employee to serve as the FDC Program Coordinator.
 | III.i.3.A.3.a |
| * To add that the PMCM must designate FDC drop-off points.
* To add that the PMCM must establish electronic work queues before processing FDCs in a paperless environment.
 | III.i.3.A.3.c |

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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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