#### Department of Veterans Affairs M21-4, Appendix B

**Veterans Benefits Administration August 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 M21-4, Manpower Control and Utilization in Adjudication, Appendix B, “End Product Codes and Work-Rate Standards for Quantitative Measurements.”  ***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 the term “veteran” to “Veteran” * 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 revise guidance to general end product (EP) principles, including   * updated guidance for assigning the correct date of claim * adding references for use of standard VA forms and intent to file, and * updated guidance for third digit modifiers. | M21-4, Appendix B, Section I |
| To revise guidance for specific EPs for Compensation, Pension, and Fiduciary operations, including   * renaming “reopened claims” to “claims received after an initial eligibility decision” * updating the following EPs to show historical usage * 050 * 155 * 331 * 332 * 333 * 334 * 335 * 336 * 337 * 339 * 401 * 402 * 403 * 404 * 405 * 406 * 408 * 409, and * 939 * providing additional clarification to EP 172 when additional evidence is submitted with an NOD or IU development is needed * providing additional clarification to EP 174 when IU development is needed * providing guidance to EP 290 for resumption of BDD/Quick Start claims * providing guidance to EP 310, including * exception for cancellation or extension of future date control * requests for proposed ratings in the Integrated Disability Evaluation System (IDES), and * clarification for EP 310 to co-exist with EP 020 for separate disabilities * updating guidance for EP 320, including * changes related to standard VA forms and intent to file, and * clarification for EP 320 to co-exist with EP 020 for separate disabilities * providing guidance to EP 400 for use with Inquiry Routing and Information System (IRS) Response Center (IRC) referrals * removing EPs 1500 and 1510 which are no longer used in favor of EP 500 and 510, and * updating guidance to EP 930, including * specific actions to take for * missed issues or prematurely cleared EPs, and * specific actions to take for correction of an error only * reminders for * mandatory use of contentions * mandatory use of claim labels * correct date of claim, and * use of EP 170 for missed appeals issues. | M21-4, Appendix B, Section II |

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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, Director  Compensation Service  David R. McLenachan, Director  Pension and Fiduciary Service |

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