#### 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, DirectorCompensation ServiceDavid R. McLenachan, DirectorPension and Fiduciary Service |

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