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

**Veterans Benefits Administration September 16, 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. |

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| Reason(s) for the Change | Citation |
| To revise guidance for EP 930, including   * removed instructions for merging existing EP 930s into a new rating or non-rating EP that is received for a new contention, * provided clarification when both an EP 930 and a rating or non-rating EP can be pending concurrently, and * provided clarification that a missed issue is an issue that was previously placed under EP control but not decided, which should be controlled under an EP 930, and is not the same as an unadjudicated discovered claim. | 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 |

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