#### Department of Veterans Affairs M27-1, Part V

**Veterans Benefits Administration September 14, 2017**

**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 the Inquiry Routing and Information System (IRIS) Procedures M27-1, Part V, Access and Business Applications.”  ***Notes***:   * Newly created M27-1, Part V “Inquiry Routing and Information System (IRIS)” consists and incorporates rescinded M27-1, Part I, Chapter 6 “ IRIS”. |

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| Reason(s) for the Change | Citation | Page(s) |
| * Moved and rewrote M27-1, Inquiry Routing and Information System (IRIS), from Part I Chapter 6 to Part V, Chapter 3 | M27-1, Part V | 1-14 |
| * Re-wrote paragraphs 1.a Background on IRIS Function, 1.b Definitions of Terms That Apply to IRIS, 1.c Use of E-Mail Responses for Development Purposes. 1d: Removed E-mail Reponses Requiring Clarification and replaced with Differences between IRIS and VA letterhead responses. Determining Which Type of Response to Use moved from 1f to 1e and was rewritten. Responding as the Inquirer Requested moved from 1g to 1f and rewritten * Re-wrote paragraphs 2.a IRIS Links, 2.b General Steps for Responding. * Deleted paragraphs 2.c, 2.d, 2.e, 2.f, 2.g, 2.h, 2.j, 2k, 2.l, 2m,   2.q, 2.r, 2.s, 2.t, 2u, 2.v, 2.w, 2x and replaced with 2c; Preparing the response   * Re-wrote paragraphs 2.n, and 2.o. | M27-1, Part V, Chapter 3 | 3 - 6  7 - 10 |
| * Modified paragraphs, 3.a, * Modified paragraphs 4.a, 4.a, 4.b, 4.c. * Replaced paragraph 5.a with 5.c. * Modified 6a replacing all links to one link | M27-1, Part V, Chapter 3 | 11  12  13  14 |

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**Rescissions** M27-1, Part I, Chapter 6

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**Authority** By Direction of the Under Secretary for Benefits

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Margarita Devlin

Director

Benefits Assistance Service

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