



Department of Veterans Affairs Veterans Benefits Management System (VBMS)

Veterans Benefits Administration (VBA)

Business Scanning Rules

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Revision History	
Version	Revisions
1.0	Initial Draft for inclusion into Ingest Scanning PWS package
2.0	Reformatted and reconstructed contents
3.0	Final for inclusion into Ingest Scanning PWS package
3.1	Final for inclusion into Document Conversion RTEP

1 Purpose

The purpose of this document is to provide general guidance for scanning, indexing, and quality review of VA claims related source material imaged for the Veterans Benefits Management System (VBMS).

VBA has a duty to ensure the integrity, accuracy, and completeness of every electronic folder (eFolder). The enclosed Business Scanning Rules provides guidance necessary to achieve this objective.

2 General Information

In support of this effort, a paper claims folder is defined as a three-fold, red rope file, created by a VA Regional Office, containing source material for a specific Veteran. The Veteran's name and VA file number will be clearly displayed either in handwritten form or on a label affixed to the outside of the folder. Multiple volumes may be assigned to a single Veteran, with each volume consisting of a three-fold, red rope file, created by a VA Regional Office, containing source material for a specific Veteran. No other labeling or "Flashes" affixed to the folder (e.g. VA Employee or otherwise) alters this definition. The paper claims folder may contain material that is mechanically affixed to the folder with prong fasteners and additional loose material.

Supplemental (loose) mail is defined as all other claim documents that are shipped separate from, the claims folder.

VA will ship all source materials to the Contractor. VA will ship source materials using VA's national contract carrier for shipping, which is currently UPS. VA anticipates shipping source materials to the contractor using 3-day ground shipping. Source material shipping containers can vary from small shipping envelopes to 50 lb. capacity shipping boxes (NSN: 8115-00-1178249). VA anticipates that all shipping containers used, other than the 50 lb. capacity boxes, will be standard-sized UPS containers. VA anticipates that the 50 lb. capacity boxes will be, on average, 75% full. VA estimates that these boxes will constitute a large percentage of VA's shipments.

VA will associate an RMN with each shipping container. VA will include a manifest within each shipping container that lists the Veterans associated with the contents. Within each shipping container, each batch of source materials associated with a Veteran (such as a paper claims folder) will have an attached Document Control Sheet. VA estimates that 40% of source materials will be loose material outside of paper claims folders and that loose source materials attached to a DCS will contain 15 pages (30 images) or less on average. (NOTE: A page has two sides resulting in two images (front and back). A page refers to any single physical representation; including photographs, or a single image from a CD/DVD, flash drive, microfiche, or microfilm.)

3 General Scanning Requirements

All materials contained within Veterans' claim folders, and supplemental (loose) mail, will be shipped for scanning.

The following are general guidelines to be used when scanning documents:

- Paper records shall be prepared for scanning to ensure the best possible images are obtained.
- Images that cannot be captured directly from CDs, DVDs, eFax, Microfiche, or Microfilm shall first be printed to the best quality possible (i.e. full page contents, darkness, legibility, etc.) and then scanned. All paper created, as part of the Contractors processing, shall be inserted into the claims folder or attached to the packet of loose material and returned to VA along with the original source material.
- Documents shall not be edited or altered in any manner. This excludes the placement of an "x" on the document to identify it as being scanned, or the placement of a "best copy" stamp on any, or all pages of the image.
- All correspondence to and from the Veteran / claimant shall be imaged; this includes duplicate documents unless otherwise instructed.
- Personal Identifiable Information (PII) shall not be redacted from any documents.
- Envelopes, to include returned envelopes (e.g., incorrect address, forwarding expiration stickers, etc.), and their contents shall be imaged.
- Any unidentifiable documentation attached to an identifiable document (21-526, 4138, 4142) will be indexed the same as the identifiable document.
- All attempts shall be made to accurately identify the document type indexing value for all source material. In the event no document type can be determined the indexing value of "Unknown" shall be applied.
- Some source material, by their very nature, may be unscannable. Examples of potentially unscannable materials include:
 - Compact discs (CDs)
 - Microfiche
 - Microfilm
 - Other media (Flash Drives, Digital Versatile Discs (DVDS), etc.)
 - X-rays
 - Dental x-ray Bite Wings*

* Dental x-ray bite wings are x-rays of the top and bottom molars and pre-molars and are stored within a white cardboard line, contained in the right flap of a Service Treatment Record (STR) jacket or inside of a STR envelope.

Even though the media itself is deemed unscannable, the contents of the media, where possible, shall be captured either directly from media if the scanning system supports the format, or via printing from the media to paper and then scanned. Where printing is not available, or if the material is damaged in some way such that the information cannot be retrieved from it, an “unscannable item” placeholder image shall be inserted in place of items that are unable to be imaged or documents that are completely illegible when scanned. The “unscannable items” placeholder will be applied at the document level.

3.1 Items Not to be Imaged

These items shall be placed behind a sheet in the claims folder that reads, “**Items behind this sheet have not been scanned**” (Refer to Appendix A). After the last item, an end sheet will be inserted that reads, “**End of Items Not Scanned**”.

- “Charge cards” - used by VA Regional Offices, Records Management Center (RMC) or Federal Records Centers (FRC) for file management purposes)*
- DNA Packets*
- Returned postage-paid envelopes. Explanation: If a veteran / claimant returns documents and returns the postage paid envelope as an enclosure, the unused postage paid envelope will not be imaged.
- STR Folder Envelopes (VA Form 21-4582)**
- Sticky Tabs used as a separator without any added notation or markings
- Sticky Notes used without any added notation or markings

* Refer to Appendix C for examples

** STR Folder Envelopes (VA Form 21-4582) shall not be placed behind the “**ITEMS BEHIND THIS SHEET HAVE NOT BEEN SCANNED**” document and shall be removed from the claims folder in which they were received and handled in accordance with the disposition instruction below.

4 General Indexing Requirements

4.1 Indexing Values

A minimum of four indexing values will be associated with each image, and sent to VA as metadata associated with the image:

- Veteran’s full name (Last, First, MI)
- Veteran’s file number
- Document Type (The top 100 current document types are included in Appendix D.)
- Receipt Date, commonly referred to as the Date of Receipt

The VA file number and Veteran’s Name will be supplied via barcode on the Document Control Sheet (DCS) accompanying the document(s) or claims folder. The two remaining indexing values shall to be assigned based on automated data extraction accompanied with manual inspection of the source material to achieve the required quality.

4.2 Document Type Identification

Whether received in a folder, or as loose mail, each identifiable form must be prepped, scanned and indexed separately. As an example, if a Veteran / claimant submits a VA Form 21-4138, Statement in Support of Claim, with a completed VA Form 21-4142, Authorization and Consent to Release Information to the Department of Veterans Affairs (VA), these forms should be scanned as separate documents.

Specific documents that should remain grouped are described in a later section. The following rules are to be applied to define the “Document Type” indexing value for the specific document types noted below.

- VA Memorandums are to be indexed as document type “VA Memo” using the date of the memo as the date of receipt. All other memos (i.e., Department of Navy, Army, etc.) are not VA memos and will be indexed using document type “Correspondence.”
- VA Form 3101 shall be indexed as a separate document regardless of individual receipt or receipt in a document group.
- VA Form 3102 shall be indexed as a separate document under the Document Type VA Form 3101 Request for Information.*
- VA Form 23-22 shall be indexed as Document Type VA 21-22 Appointment of Veterans Serv. Org. as Claimant Rep.*
- The DD214C is a continuation or second page of the DD214 and shall be indexed as such (i.e. a two-page DD214).
- Both the NGB Form 23 and NGB Form 22 shall be indexed as “Service Record” when received as individual documents. They should be indexed as “Personnel Record” when received with the Official Military Personnel File (OMPF). No action should be taken to separate either of these forms from the OMPF.
- Any VA correspondence (i.e. MAP-D, Notification, Rating Decisions) returned by a claimant and date stamped by a VA mailroom (see [Examples of VA Date Stamps](#)) will be indexed using document type “Correspondence.”
- When Court Documents such as common law marriage documents and documents relating to adoption or guardianship are received, they will be indexed as “Court Documents - General”.
- Screen shots from the VBA Share application shall be indexed as Share Print Screens. There are many types of inquiries that can be printed from Share (BIRLS, PIF, Corporate and Social Security Administration (SSA)). Regardless of the type of screen shot, all shall be indexed as Share Print Screen.

- Veterans Information Solution (VIS) screen shots shall be indexed as Service Record (SR).
- DPRIS annotated documents shall be indexed by document type with the exception of DPRIS annotated DD Form 214 and / or DD Form 215 or Defense Personnel Records Information Retrieval System (DPRIS) Response.
 - For example, Personnel documents (i.e. OMPF) with DPRIS annotation shall be indexed as Personnel records.
 - Documents indicating negative DPRIS responses shall be indexed as DPRIS Response.
 - DD Form 214 and/or DD Form 215 with a DPRIS annotation, that is clearly visible and legible, shall be indexed as DPRIS-DD214 Certified Original-Certificate of Release of Discharge from Active Duty and or DPRIS-DD215 Corrected DD214 Certificate of Release or Discharge from Active Duty.
- Documents that are written in foreign languages shall be indexed as “Unknown” unless it is written on an official VA form, such as a 21-4138, in which case it shall be indexed according to the rules applicable to that document type.
- Sticky notes with writing or other content shall be placed on a separate sheet of paper and imaged immediately following the page of the document from which it was removed. (Claims folder, STR and PIES request /OMPF)

*The noted forms are older versions of the same document type.

4.2.1 Common Single Documents Found in Claims Folders

The following documents, commonly found in VA claims folders, shall be imaged and indexed as separate documents:

- VA Form 21-526
- VA Form 21-22
- VA Form 21-0819
- VA Form 21-0820 (a-f)
- DD Form 214 (and all other official military release forms)
- DD Form 215
- VCAA/DTA Letter
- VCAA Notice Acknowledgement
- MAPD Development Letter
- Rating decision narrative
- Rating decision code sheet
- Birth certificates*
- Marriage certificates*
- Divorce decrees*
- Notification Letters
- VA Form 3101

Note 1: Although the rating decision narrative and the rating decision code sheet are normally stapled together, these two documents shall be scanned and indexed as separate documents.

Note 2: The list above does not include all the VA documents that are to be indexed as separate documents. To ensure accurate indexing values are associated to each image, the VA Document Type Taxonomy document, along with these Business Scanning Rules, shall be used.

* An exception to the separate indexing occurs when these documents are located in an Official Military Personnel File (OMPF). In this case these documents will not be indexed separately.

4.2.2 Grouped Documents

- Service Treatment Records (STRs) received in STR jackets and / or envelopes (VA Form 21-4582) will always be grouped together and the document type index value will be assigned as “STR-Medical” and / or “STR-Dental”, whichever is appropriate based on the markings on the STR jacket.
 - If there are no markings to denote the STR type, “STR – Medical” will be used for the Document Type index value.
 - If STRs are received in original jacket(s) provided by Department of Defense, the STR jacket will be scanned as well.
- Upon completion of imaging, STR jackets received from the Records Management Center (RMC) and the VA Liaison Office (VALO) will be forwarded to the RO of jurisdiction.
 - If the STR jacket (s) denotes that the contents are ‘copies’ or ‘photocopies’, the “STR – Medical – Photocopy” and / or “STR – Dental – Photocopy” document types will be assigned as appropriate.
 - If an STR jacket is present and an additional STR jacket(s) are received, the contents of all STR jackets will be indexed as “STR-Medical” or “STR-Dental”, whichever is appropriate.
 - The Official Military Personnel File (OMPF) jackets received from NARA will be imaged and treated in the same manner as STR jackets. These jackets / folders will be imaged as the last pages of the OMPF.
 - Upon completion of imaging, the OMPF will be returned to NARA for retention. The original source documents and jackets/folders should not be forwarded to the RO.
- Official Military Personnel Records received in jackets or envelopes (i.e. furnished by the claimant or printed from the CAPRI or DPRIS system) will be grouped together.

Examples of military personnel records include military memorandums, personnel actions, orders, award information etc.

- When military personnel records include a DD214, DD-215 and / or a 3101, index separately and as “Military Personnel Record”.
- When 21-4142’s are received with medical record attachments that are identified as private treatment records, index separately as “Medical Treatment Records - Non-Government Facility” and “VA Form 21-4142.”
- When 21-4142’s are received with medical record attachments that are identified as Service Treatment Records (STRs), index separately as “STRS-Medical” and as “VA Form 21-4142”.
- When VA Form 21-22s and VA Form 23-22s are received with Copies 1, 2 and 3, each shall be indexed separately as VA Form 21-22.
- All photographs submitted in support of a claim will be grouped together, indexed as “Photos”, and follow the date of receipt guidelines. For example, if photos are received with a VA Form 21-4138, the date of receipt shall be the same as the date on the VA Form 21-4138.
 - Photographs received in conjunction with a VA examination will be indexed as “VA examination” with the other VA examination documents.
 - Photographs received as part of the STRs will be scanned and indexed with the STRs using the STR document type(s).
- VA Form numbers with prefixes of 22 and 28 commonly identifies education documents. If these documents are grouped with supporting material, usually on the left flap of the claims folder, they shall be imaged as a single document and indexed as “Education - General”. The date of receipt shall be the date stamped on the education application.
 - When education documents include a DD214 or a DD-215, they will be indexed as part of “Education - General”, and also indexed separately as a “Certificate of Release or Discharge”.
 - When education documents include a VA Form 21-22, it shall be scanned as a separate document only, and not a part of the Education document.
 - When education documents include birth certificates or marriage certificates, they shall be indexed as separate documents.
- Perforated and carbon-copy documents that can be separated without any damage to the document(s) shall be separated and scanned separately. Exceptions to this rule are listed below.

- Electrocardiograms (EKG), Echocardiograms (ECG) or other lab tests with perforations shall not be separated. These documents shall be copied and imaged following the [rules for irregular sized documents](#).
 - If any question arises if a document can be separated, please contact the COR for further guidance.
- Multiple documents that are attached and can be separated without damaging the documents (i.e. stapled lab reports) are to be separated and scanned as individual images.
 - Documents that cannot be separated without damaging the documents should be photocopied and scanned as individual images. If documents cannot be scanned separately, contact the COR for further guidance.

4.3 Special Handling Requirements for STRs

- All documents shall be scanned and indexed as one document not to exceed 150 images. If the document exceeds 150 images, images shall be split into multiple documents.
- When a claim folder is received with original STRs and photocopies of STRs clearly marked, index the original STRs as “STRs” and copies as “STRs-Photocopies”.
- After imaging, STRs will be placed in their original order back into the STR jacket/folder.
- If the original STR jacket type is not in agreement with the table on page 2, Disposition of Documents that Require Retention, of FAS letter 11-024, the STR shall be placed into the correct jacket, per that table.
- STRs received in a white envelope indicated as National Guard records shall be indexed as “STR - Copies”.
- Marine Corps microfiche containing STRs shall be forwarded to the appropriate Regional Office upon completion of scanning.
- White Envelopes (VA Form 21-4582) that contain documents labeled “CAPRI DoD Tab” shall be indexed as “STRs - Medical”.
- White Envelopes containing documents with a specific label / writing on the front will be indexed according to the document description. If no index value exists, or there is no description, documents will be labeled either “STRs” or “Personnel Records” according to the documents located in the envelope. If documents are not identifiable, they will be labeled “Unknown”.

5 Misfiled documents

If a claims folder, loose mail packet, STR, OMPF or any other document package is received that appears to contain documents, or pages within a document, belonging to another Veteran or other party, contact the COR for additional direction.

6 General Rules for Receipt Date

For VA purposes, Date of Receipt or Receipt Date is defined as the earliest date the document was received by VA (e.g. by a VA Regional Office, VA Hospital or Medical Center, VA National Cemetery, VA Records Management Center, etc.).

6.1 Identifying Receipt Date

To identify Receipt Date for a document, use the following in order of priority. Please note that there are **exceptions** to this rule for specific document types that are listed in the following section.

- Date of earliest “VA Date Stamp” - VA date stamps can be located anywhere on the document, including the reverse side, and the format can vary from office to office. Examples are provided in Appendix E.
- For a group of documents received together for a single file number, the date of receipt shall carry for all documents in the group if all documents or pages do not contain a VA date stamp. Please note that it is common practice among ROs to either apply the date stamp to a single document within the group, or random pages of documents within the group.

Scenario: An operator receives a VA Form 21-686c that is stapled to three original birth certificates and a VA Form 21-4138. Two of the documents within the group have a VA date stamp, and the others do not. What will s/he do?

Answer: The operator will use the receipt date found in the group of documents and apply that date to all documents in the grouping.

- Date of claimant signature block on VA forms only (must have both signature and date).
- A typed or hand written date for any documents not identifiable by a VA Form number.
- If a document is indexed as “Unknown” use the VA date stamp as the date of receipt. If no date stamp exists, use the date stamp from its accompanying document(s). If there are no accompanying documents, the date of scan will be used as the date of receipt.
- Faxes received by a RO will have a date imprinted on the receiving documents and will act as the date of receipt.

- If a fax contains a cover sheet with a date that is not the same as the date imprinted from the receiving fax machine, the date of receipt shall be the imprinted date of the receiving fax machine.
- If a fax is received and the receiving document(s) have a VA date stamp, the date of receipt will be the date of the VA date stamp.
- If none of the above is available, the date of scan is to be used as the receipt date.

6.1.1 Official VA Date Stamps

There is no single, official VA date stamp shared commonly throughout VA, see Appendix E for examples. Generally, each Regional Office (RO) uses its own version of a date stamp that indicates the date and time of a document's receipt. The following are examples of official VARO dates stamps:

- All date stamps that include "VARO" or the three-digit RO Number (e.g. 304, 341, 376, etc.)
- All date stamps that include "VSC"
- Any date stamp that includes "VA (not Virginia) or *Veterans Administration*"
- Records Management Center (RMC) - VA facility
- Benefits for Delivery at Discharge (BDD) intake sites (e.g. Camp Lejeune / Fort Bragg / Bremerton / Fort Carson / BDD Mailroom Center)
- Dates imprinted from a fax machine which clearly indicate the fax was received at a VARO or other VA facility

6.1.2 Non-VA Date Stamps

In addition to official VA date stamps, other, non-official date stamps may be found affixed to documents. Non-official date stamps are not to be used for purposes of determining date of receipt for indexing. Some examples of non-VA date stamps include, but are not limited to:

- Veterans Service Organizations (VSO's)
 - State Department of Veterans Affairs/Services (e.g. Massachusetts Department of Veteran Services)
 - American Legion (AL)
 - Disabled American Veterans (DAV)
 - Paralyzed Veterans of America (PVA)
 - American Veterans (AMVETS)
 - Vietnam Veterans of America (VVA)
 - Veterans of Foreign Wars (VFW)
- County and town official document date stamps on documents such as birth certificates, marriage licenses, death certificates, and divorce decrees.

Any date stamp encountered which cannot be identified positively as a "valid" date stamp, based on the statements above, shall be considered invalid and the general rule for "Receipt Date" shall be used.

6.1.3 Handwritten Stamps

Handwritten stamps that are located in the upper right hand corner of the VA Form 21-526 will only be used if an official VA date stamp and Signature/date are missing.

6.1.4 Special Receipt Date Instructions

The following document types are **exceptions** to the General Rules for Receipt Date and can be found in Appendix G:

- Documents that are separated from education documents
 - Example: When a marriage certificate is received within education documents, the group of education documents will have a date of receipt that corresponds with the earliest date stamped education application. When the marriage certificate is separated from these documents, the date of receipt will be the date stamp on the marriage certificate. If no date stamp is on the marriage certificate, then the earliest education application date stamp will be used as the date of receipt. If there are no date stamps on any of the education documents, the date of receipt is the date of scan.
- Emails and faxes
 - Use the date of the email or fax confirmation.
 - If no date of email or fax confirmation is present, follow the General Rules for Receipt Date.
 - For a email chain, use the latest email date (e.g. date of reply) for receipt date.
- VA Notification letters
 - For all outgoing VA letters, utilize the date of the letter found in the top left section of the page.
 - For all incoming VA letters returned by the claimant with / without additional evidence, use the VA date stamp (following the General Rules for Date of Receipt).
- Veterans Claims Assistance Act (VCAA) / Duty-to-Assist (DTA) Letters and MAPD Development Letters
 - For all outgoing VA letters, utilize the date of the letter, found in the top left section of the page.
 - For all incoming VA letters returned by the claimant, use the VA date stamp (following the General Rules for Receipt Date).
- Rating Decision Narrative
 - Use the date of the rating decision.

- Rating Decision Code Sheet
 - Use the date of the rating code sheet.
- VA Form 3101
 - Use the date of generation displayed.
 - If there is no date of generation on the VA Form 3101, use the VA date stamp, following the General Rules for Date of Receipt.
- VA Form 10-7131
 - Use the VA date stamp, following the General Rules for Date of Receipt.
 - If there is no date stamp on the VA Form 10-7131, use the signature date.
 - If no signature date exists, use the date of scan.
- VA and C&P examinations (includes Quality, Timeliness, Customer Service (QTC) examinations)
 - Use the date of examination. The date of examination is commonly displayed at the top left section of the document.
 - If there is no date of examination, follow the general rules for date of receipt.
- VA Form 21-8947 and VETSNET COMPENSATION AND PENSION AWARD
 - Use the handwritten date listed in the “Authorized By” section for date of receipt.
 - If there is no date in the “Authorized By” section, use the date in the “Generated By” section as the date of receipt.
- Envelopes (e.g., received from claimants, or returned due to incorrect address, forwarding expiration stickers, etc.) and its contents, the date of receipt will be a VA date stamp. If no stamp exists on the envelope or its contents, the date of receipt will be date of scan.
- Share Print Screens and Veterans Information Solution (VIS) screens
 - Use the date of generation of the print.
- Photographs – All photographs with the same receipt date will be grouped together following the [rules for grouping documents](#) and the date of receipt guidelines. If photos are received with a VA Form 21-4138, the date of receipt shall be the same as the date on the VA Form 21-4138.
 - Individual photographs not associated with any document should be indexed utilizing general date of receipt guidelines.
- VA Form 21-0820 and all other VA Form 21-0820s (a-f)

- Use the Date of Contact as shown in Section 4 for the VA Form 21-0820 as well as VA Form 21-0820 (a-f) as the date of receipt.
- If Section 4 is not completed and no other indication of date of contact can be found on the form, use the earliest VA date stamp or follow the General Rules for Date of Receipt.
- VA Form 21-2507a Request for Physical Examination
 - Use the “Requested On” date as the date of receipt.
 - If the “Requested On” date is not found, use the “Printed On” date located in the lower right footer.
- Service Treatment Records (STRs) – Medical and / or Dental
 - Use the official date stamp or hand written date on the envelope or jacket as the date of receipt.
 - If there is no date on the jacket, use the date stamp on the first page of the actual documents.
 - If there are multiple date stamps on the jacket and/or pages, always use the date of the earliest VA date stamp.
 - If multiple STR jackets arrive together (i.e. STR-Medical and STR-Dental), and one of the jackets contains a VA recognized date stamp while the other does not, utilize the date stamp for date of receipt for both folders.
- Education Records
 - Use the application date for date of receipt.
 - If no application date of receipt exists, use the earliest VA date stamp within those records.
- VA Memorandums
 - Use the date of the memorandum as the date of receipt.
- Veterans Online Application (VONAPP) Forms
 - Use the “date of submission” as the date of receipt. The date of submission is found at the bottom center of the document.
- CAPRI and VISTA documents
 - Use the date of print found at the bottom right of the document.
- DD Form 214
 - Use VA date stamp as date of receipt, if present.

- If no date stamp is present, utilize receipt date from STRs, OMPF, or Education documents from which the document was contained.
- If no receipt date is available using the above guidelines, use the date of scan as the receipt date.

7 Deletion of Blank Pages and Bleed-throughs

- Blank pages and bleed-throughs shall be deleted prior to image transmission. Pages in STRs with page numbering, date stamps, indication of treatment facility, or any other informational marking, are not considered blank pages and should not be deleted.
- Pages that are clearly blank with exception of dark “hole-punched” areas are considered blank pages and shall be deleted.

8 Irregularly Sized Documents

If a document is irregular in size, and if the scanning solution used does not automatically resize it to an 8.5” x 11”, resize by copying before scanning so long as doing so does not alter information contained in the document. If resizing results in altering the information contained within the document, take appropriate steps to ensure all information contained within the document is successfully captured.

9 Fragile Documents

Fragile documents are considered those on “onion-skin” paper, damaged by water or fire, torn, frayed, etc.

- If material is deemed “fragile”, and / or appears that it may tear when scanned, processes shall be developed to not damage or further damage fragile source material.

10 Fire-Related or Molded Documents

A section of STRs and other military documents were damaged in a fire at the National Personnel Records Center in 1973. Some records were salvaged and show evidence of fire and / or water damage to include mold. When requested, these records are copied by NPRC prior to shipment. Any records received that appear to meet the criteria for a fire-related or molded document shall be handled in accordance with the guidance provided above in the “Fragile Documents” section.

- If fire-related or molded documents are inadvertently sent to the Contractor from NPRC / NARA, Contractor should contact the COR for specific disposition instructions.

11 Damaged Documents

Documents damaged during scanning and any remnants of documents are to be placed in a VA envelope within the claims file. Report any incidents of document damage to a

supervisor and document the incident identifying the date, nature of document, and cause of damage. Provide the damaged document to the supervisor for further direction and assistance.

- Damaged documents contained within any OMPF arriving from a NARA facility that were damaged on their arrival, shall be returned to NARA as they arrived, without the addition of pages or envelopes.

12 Rules for use of “Best Copy” Stamp

Some records, by virtue of their original condition, will not scan clearly. If a document, or page(s) within a document, does not scan clearly or legibly, or is otherwise unclear, the resulting image will be labeled “best copy” using the best copy stamp, or other indicator.

The “Best Copy” stamp, or other indicator, will be applied at the document level.

Examples include:

- Paper documents are creased, and the resulting image reflects the crease line
- Edge of paper is badly frayed to the extent that data cannot be read on the resulting image
- Older documents showing deterioration with data lost on the resulting image
- Torn paper documents missing portions of the paper, with data clearly missing
- Photocopies that are clearly skewed with data cut off
- Badly faded paper or print, which is difficult to read
- Paper documents in which the data is made unclear by “bleed-through” from carbon overlays
- Paper documents with lines covering up data
- Photocopies of photos
- Any stains that cover data in the image
- Documents with multiple date stamps where the date stamps are not legible, or cover up information/data on the document

13 Metadata and Data Extraction

The Contractor is to use data extraction via Optical Character Recognition (OCR) as required to furnish the VA with specific metadata. If the VA form has been recognized as one for which metadata is required, the information shall be extracted and transmitted, given the fields have been completed.

The following list is not all-inclusive, but at a minimum, OCR should capture the required indexing values from VA Forms, and up to nine contentions listed on VA Form 21-526. The information will be transmitted to VA with its corresponding image:

For all images, the following index values are required. As scanning operations are expanded to support additional document types and business lines, additional index values for specific forms may be added.

- Last, Name, First Name, Middle Name or Initial
- Receipt Date
- Document Type
- File Number

For data extraction, up to nine contentions (disabilities/conditions the veteran lists as due to military service), exactly as handwritten or typed, on any version the following:

- VA Form 21-526 (2004, 2003, 2001 versions): Contentions listed in Part B, Section 1, Column 1
- VA Form 21-526 (2009 version): Contentions listed in Part 1, Section 11, Column A
- VA Form 21-526 (VONAPP version): Contentions as listed under 'Disability Name' in Part B

The metadata and data extracted shall also be validated and corrected as needed during quality review by viewing the image and comparing the content of the document to the data extracted.

14 Image Confirmation

For all documents that have been successfully scanned and indexed, a small 'x' will be placed in the margin of each page of the source document. This mark may be done manually or imprinted by the scanner. The 'x' will serve as confirmation that the document has been successfully imaged into the repository, so that it is not duplicated at a later date.

- If space is available, the "x" should be placed in the bottom right margin of the document.
- If space is not available, place the "x" in the available right margin space on the document
- If no space is available, place the "x" in available margin space on the left side of the document

15 General Quality Assurance (QA) Requirements

The following list of requirements will determine if scanning quality of 99% has been met:

- Correct indexing values have been applied (name, file number, document type, and date of receipt at a minimum)
- Image exists for each non-blank page of the paper record, microfiche, microfilm, CD, DVD, fax, eFax, or photograph (unless the item is included in the list of items that are not to be scanned)
- Image is properly oriented

- Image is not skewed
- Image is as good visibly as the paper document
- Images are correctly split with all associated pages
- Blank images are deleted
- Images clearly resulting from “bleed through” are deleted
- The use of “best copy” adheres to the rule set provided
- The application of an “x” to each page of the source document confirming imaging has been completed
- Accurate data extraction as described in the data field extraction list
- All separator pages inserted by the scanning vendor, with exception of the “best copy” and unscannable image(s) indicators, have been dropped prior to upload the images to the VBMS system
- No loss of data when image is compared to paper document

16 De-Prep

Following imaging and final VA quality review, if required, all documents shall be returned to claims folders, STR envelopes / jackets, OMPF jackets, etc. in the same manner in which they were received. Documents shall be placed in the same section of the claims folder as when the folder was received.

- All STRs and OMPFs arriving for imaging, which are filed in multiple jackets, shall be returned to their respective jackets at de-prep

17 Disposition

If the material came from the RMC or VALO, it will be returned to the RO of jurisdiction, unless the material is an OMPF, which shall be returned to NARA for retention. All other source material shall be returned to the location from which it was received.

18 Contact Information

For any questions regarding business scanning rules please contact the COR.

**ITEMS BEHIND THIS
SHEET HAVE NOT
BEEN SCANNED**

**END OF ITEMS NOT
SCANNED**

Insert this page when there is an item in the paper file that cannot be scanned. Annotate this sheet with the information requested below.

Name: _____


Last,	First	MI
-------	-------	----

<input type="checkbox"/>	STR X-Ray - Quantity _____	Date __/__/__
<input type="checkbox"/>	Bite Wing Card - Quantity _____	Date __/__/__
<input type="checkbox"/>	Microfiche - Quantity _____	Date __/__/__
<input type="checkbox"/>	CD	Quantity _____ Date __/__/__
<input type="checkbox"/>	Other (Describe – Quantity and Date) _____	
<input type="checkbox"/>	Other 2 (Describe – Quantity and Date) _____	

The electronic document identified on this form is not to be considered an official VBA copy of record, as its paper or microfiche hardcopy has be retained for clarity purposes (see VBA Records Control Schedule VB1-1, Section XIII, Subsection 052.100).

21 APPENDIX C: Samples of Documents not to be Scanned

Routing and Transmittal Slip

ROUTING AND TRANSMITTAL SLIP			Date
TO: (Name, office symbol, room number, building, Agency/ Post)		Initials	Date
1.			
2.			
3.			
4.			
5.			
Action	File	Note and Return	
Approval	For Clearance	Per Conversation	
As Requested	For Correction	Prepare Reply	
Circulate	For Your Information	See Me	
Comment	Investigate	Signature	
Coordination	Justify		
REMARKS			
DO NOT use this form as a RECORD of approvals, concurrences, disposals, clearances, and similar actions			
FROM: (Name, org. symbol, Agency/ Post)		Room No. — Bldg.	
		Phone No.	
NSN 7540-00-035-5562 5041-103		 OPTIONAL FORM 41 (Rev. 1-94) Prescribed by GSA UNCOR FPI - SST	

FILE NO.

Journal of Management Inquiry 26(5) 497-514 © The Author(s) 2017. Reprints and permissions: sagepub.com/journalsPermissions.nav

22 APPENDIX D: 100 VA Forms for Pilot 1 of VBMS

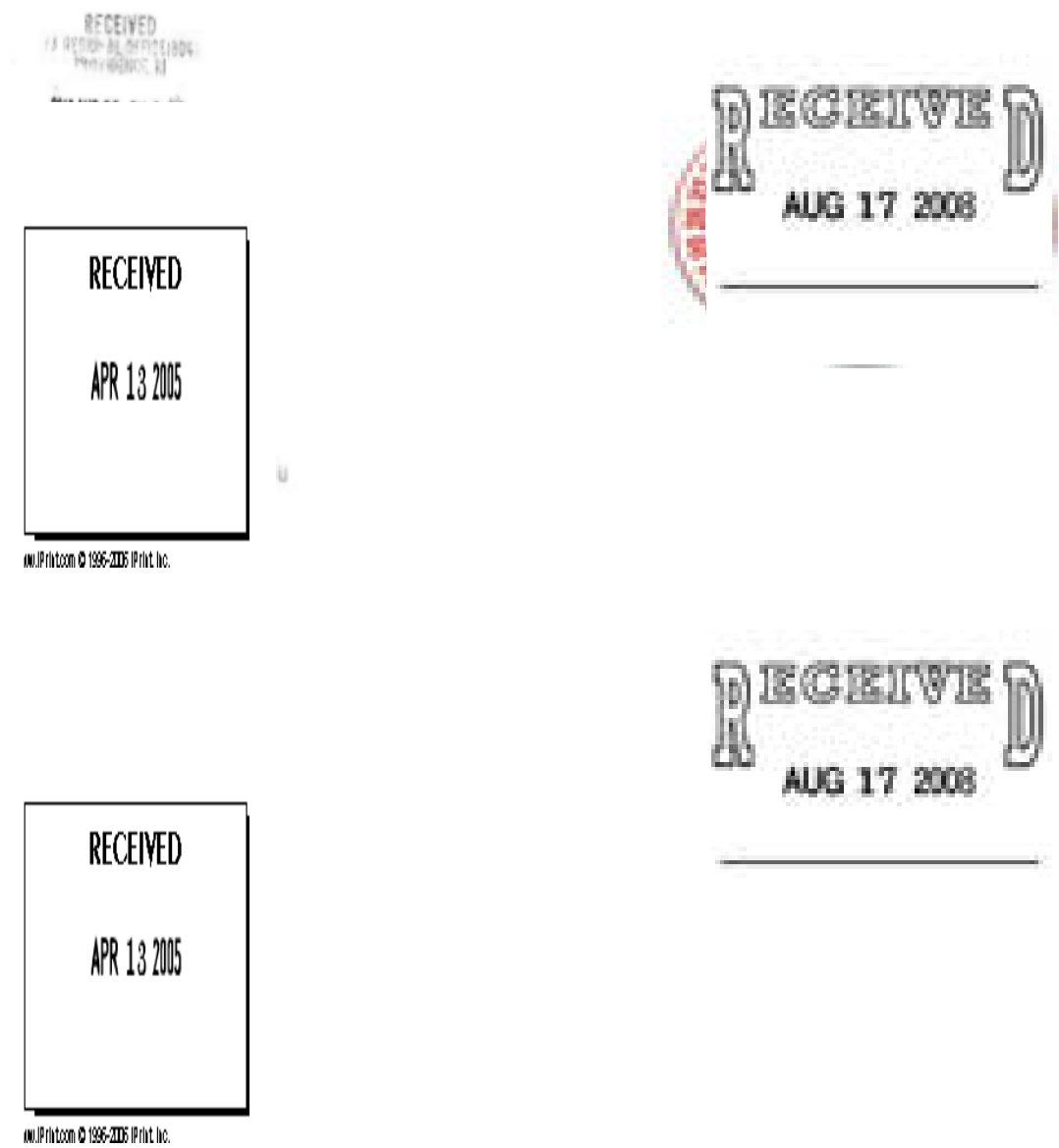
Full Doc Type Name
Rating Decision - Narrative
Rating Decision - Codesheet
VA 21-526 Veterans Application for Compensation or Pension
VA 21-526b, Veteran Supplemental Claim
VA 21-526c Pre-Discharge Compensation Claim
VA 21-526EZ, Fully Developed Claim (Compensation)
VA 21-4138 Statement In Support of Claim
VA 21-4142 Authorization for Release of Information
Correspondence
Returned Mail
Certificate of Release or Discharge From Active Duty (e.g. DD 214, NOAA 56-16, PHS 1867)
VA 21-22 Appointment of Veterans Serv. Org. as Claimant Rep
STR - Medical
STR - Medical - Photocopy
STR - Dental
STR - Dental - Photocopy
Military Personnel Record
Notification Letter (e.g. VA 20-8993, VA 21-0290, PCGL)
VCAA/DTA Letter
VA 21-0781, Statement in Support of Claim for PTSD
VA 21-3101 Request for Information
VA 21-0820 Report of General Information
VA 21-8947 Compensation and Pension Award
VA 21-674 Report of School Attendance
VA 21-686c Declaration of Status of Dependents
VA 21-8940 Veterans Application for Increased Compensation Based on Unemployability
Marriage Certificate / License
Divorce Decree
Birth Certificate
Medical Treatment Record - Non-Government Facility
Medical Treatment Record - Government Facility
CAPRI
VA Examination Letter
VA Examination
VCAA Notice Acknowledgement
MAPD Development Letters
DD 215 Corrected DD Form 214 Certificate of Release or Discharge From Active Duty
Deferred Rating (e.g. VA Form 21-6796)
Court Documents - General
VA 21-2507a Request for Physical Examination
IRIS Inquiry
DPRIS Response
UNKNOWN
Email Correspondence
Education - General

VA 21-4140 Employment Questionnaire
Adoption Decree
VAMC Other Output / Reports
VAMC Report of Hospitalization
VA Exam Worksheet
Buddy / Lay Statement
BVA Decision
CAVC Decision
Discharge / Retirement or ETS
Medical Evaluation Board Proceedings
Notice of Disagreement
Personnel Record
Photographs
Physical Evaluation Board Proceedings
Service Record (SR)
Statement of Case (SOC)
Supplemental Statement of Case (SSOC)
VA 21-2008 Application for United States Flag for Burial Purposes
VA 21-530 Application for Burial Benefits
VA 21-674b School Attendance Report
VA 21-674c Request for Approval of School Attendance
VA 24-0296 Direct Deposit Enrollment
VA 28-1900 Disabled Veterans Application for Vocational Rehabilitation
VA 572 Request for Change of Address / Cancellation of Direct Deposit
VA 70-3288 Request for and Consent to Release of Information from Claimants Records
VA 8 Certification of Appeal
VA 9 Appeal to Board of Appeals
SHARE Print Screens
BDN/VETSNET Capture
VA 21-8960 Certification of School Attendance or Termination
Congressionals
VA Memo
VA 21-0781a, Statement in Support of Claim for PTSD Secondary to Sexual Assault
VA 21-8951-2 Notice of Waiver of VA Comp or Pension to Receive Military Pay and Allowances
CRSC Letter
Rating - Under Review (VSO, Second Signature)
Identification Materials
Appeal Process Request Letter
Appeals Election Letter
DRO Process Explanation Letter
Financial Actions (waiver, requests, check replacement requests, check reissued, finance letters)
Medical Treatment Records - Furnished by SSA
Election DRO Process
Election Traditional Process
FOIA/Privacy Act Request
DPRIS - DD 215 Corrected DD 214 Certificate of Release or Discharge From Active Duty
DPRIS - DD 214 Certified Original - Certificate of Release or Discharge From Active Duty
Proposed Rating - Codesheet
Proposed Rating - Narrative

Business Scanning Rules

VA 21-0845 Authorization to Disclose Personal Information to a Third Party
VA 21-0820a Report of First Notice of Death
VA 21-0820d Report of Non-Receipt of Payment
Hearing Request
VA 10-10 Forms (10-10EZ, 10-10SH, Etc.)

23 APPENDIX E: Examples of VA Date Stamps



RECEIVED-MAIL ROOM

2010 DEC 14 P 12:09

VA RMC 376 ST. LOUIS, MO

RMC ST. LOUIS

DEC 15 2010

MAIL ANALYZER #15

RMC ST. LOUIS

DEC 14 2010

MAIL ANALYZER #7

24 APPENDIX F: Document Cover Sheet



Department of Veterans Affairs
Veterans Benefits Management System

Please Return To:

380 Westminster Street
Providence RI US 02903

VA - 304 Box #	1234	
----------------	------	---

Document Control Sheet

Last Name : Pepper

First Name : Bob

Middle Initial : _____

File Number : 275721311

RMN : 304VB1012111234A

DCS ID : GTOFI0HW6DBZ4M

Participant ID : _____



NOTICE!!!

1. Access to these records is limited to: AUTHORIZED PERSONS ONLY.
2. Information may not be disclosed from this file unless permitted by all applicable legal authorities, which may include the Privacy Act; 38 U.S.C. §§ 5701, 5705, 7332; the Health Insurance Portability and Accountability Act; and regulations implementing those provisions, at 38 C.F.R. §§ 1.460 – 1.599 and 45 C.F.R. Parts 160 and 164.
3. Anyone who discloses information in violation of the above provisions may be subject to civil and criminal penalties.
(This notice should cover any exposed text inside of the envelope or package.)

25 APPENDIX G: Document Type Date of Receipt Examples

Rating Decision-Narrative



DEPARTMENT OF VETERANS AFFAIRS
WINSTON-SALEM (318)
251 NORTH MAIN STREET
WINSTON-SALEM, NC 27155

VA File Number

Represented by:
VETERANS OF FOREIGN WARS OF THE US

Rating Decision
September 22, 2010

Utilize date of rating
decision as date of
receipt.

INTRODUCTION

The records reflect that you are a veteran of the Peacetime and Gulf War Era. You served in the Army from November 15, 1984 to January 31, 2008. We received a request to reopen a previous claim on December 18, 2009. We grant service connection for a disease or disability that began in service or was caused by some event or experience in service. Based on a review of the evidence listed below, we have made the following decision(s) on your claim.

DECISION

The previous denial of service connection for recurring sinusitis is confirmed and continued.

EVIDENCE

- Duty to Assist Letter dated February 24, 2010
- Service treatment records from November 15, 1984 through January 31, 2008
- VA examination dated June 30, 2010
- Treatment reports, Carolina Imaging, dated April 28, 2008

Rating Decision-Code Sheet

Rating Decision		Department of Veterans Affairs WINSTON-SALEM (318)		Page 1 09/22/2010
NAME OF VETERAN	VA FILE NUMBER	SOCIAL SECURITY NR	PDA VETERANS OF FOREIGN WARS OF THE US	Copy to

ACTIVE DUTY			
EOD	RAD	BRANCH	CHARACTER OF DISCHARGE
11/15/1984	01/31/2008	Army	Honorable

LEGACY CODES			
ADD'L SVC CODE	COMBAT CODE	SPECIAL PROV CODE	FUTURE EXAM DATE
	1		None

Utilize for date of receipt.

JURISDICTION: Reopened Claim Received 12/18/2009

ASSOCIATED CLAIM(s): 020; New/Reopen; 12/18/09

SUBJECT TO COMPENSATION (L SC)

9999-9905 TEMPOROMANDIBULAR JOINT DISORDER [PredischARGE Exam]
Service Connected, Peacetime, Incurred
20% from 02/01/2008

5237 RIGHT SACROILIAC JOINT INSTABILITY [PredischARGE Exam]
Service Connected, Gulf War, Incurred
Static Disability
10% from 02/01/2008

5299-5260 RIGHT KNEE CHONDROMALACIA [PredischARGE Exam]
Service Connected, Gulf War, Incurred
Static Disability
10% from 02/01/2008

6260 TINNITUS [PredischARGE Exam]
Service Connected, Peacetime, Incurred
10% from 02/01/2008

5299-5230 FRACTURE OF DISTAL PHALANX, RIGHT RING FINGER [PredischARGE Exam]
Service Connected, Peacetime, Incurred
0% from 02/01/2008

5276 PES PLANUS, BILATERAL [PredischARGE Exam]
Service Connected, Peacetime, Aggravated
0% from 02/01/2008

Notification Letter (e.g. VA 20-8993, VA 21-0290, PCGL)



DEPARTMENT OF VETERANS AFFAIRS
Winston-Salem Regional Office
100 North Main Street
Suite 1700
Winston-Salem NC 27101

September 24, 2010

Date of letter will generally be stamped in this area. Utilize date stamp as date of receipt.

Date stamp can also be located in this area.

In Reply Refer To: 318/AUTH/THG
CSS

Dear Mr. Lawson:

We made a decision on your claim for service connected compensation received on December 18, 2009.

Your claim was processed by the Winston-Salem Regional Office, North Carolina. Our office will maintain permanent jurisdiction of your electronic claims folder for administrative purposes. Please forward all claims and correspondence to the address below:

Department of Veterans Affairs
100 NORTH MAIN STREET
SUITE 1700
Winston-Salem NC 27101

This letter tells you what we decided. It includes a copy of our rating decision that gives the evidence used and reasons for our decision. We have also included information about what to do if you disagree with our decision, and who to contact if you have questions or need assistance.

What We Decided

- The previous denial of service connection for recurring sinusitis is confirmed and continued.

Your VA Compensation payment in the amount of \$644.00 will continue unchanged.

We have enclosed a copy of your Rating Decision for your review. It provides a detailed explanation of our decision, the evidence considered, and the reasons for our decision. Your Rating Decision and this letter constitute our decision based on your claim received on December 18, 2009. It represents all claims we understood to be specifically made, implied, or inferred in that claim.



VA 21-0820 Report of General Information

OMB Control No. 2900-0734
Response Burden: 5 minutes

Department of Veterans Affairs		REPORT OF GENERAL INFORMATION	
NOTE - This form must be filled out in ink or on a typewriter or computer, as it becomes a permanent record in the veteran's folder.		1. VA OFFICE 341/SLC	2. IDENTIFICATION NUMBERS (C, XC, SS, XSS, V, R, etc.)
3. LAST NAME - FIRST NAME - MIDDLE NAME OF VETERAN (Type or print)		4. DATE OF CONTACT (Month, day, year) 2/10/2009 A	
5. ADDRESS OF VETERAN (Include number and street or rural route, city or P.O., State and ZIP Code)		6A. TELEPHONE NUMBER OF VETERAN (Include Area Code) DAY (254) 493-4962 EVENING (254) 742-2654 6B. E-MAIL ADDRESS (If applicable)	
7. NAME OF PERSON CONTACTED Tonya with - Temple VAMC Comp and Pen division		8. TYPE OF CONTACT <input type="checkbox"/> PERSONAL <input checked="" type="checkbox"/> TELEPHONE	
9. ADDRESS OF PERSON CONTACTED 1901 Veterans Memorial Drive Temple, TX 76504-7451		10. TELEPHONE NUMBER OF PERSON CONTACTED (Include Area Code) 254-779-4811 Ext. 41495	
<input checked="" type="checkbox"/> I certify that I properly identified my caller using the ID Protocol.			
11. BRIEF STATEMENT OF INFORMATION REQUESTED AND GIVEN: Tonya transferred me to Liz the Supervisor who canceled the exam 254-743-1806. Liz stated that information from the veterans wife and documentation in the veterans medical file show that he looks to be out of the country for the military and unable to attend his exams. When the comp and pen called to schedule the veteran for his exam the veterans wife asked that they not be scheduled at this time.			
RSK/225 Appeals VSA			
<div style="border: 1px solid black; padding: 5px; margin: 10px auto; width: 80%;"> Date of contact is located in box 4. If this box is complete, utilize for date of receipt. If box 4 is not complete, utilize date of signature for date of receipt. </div> <div style="border: 1px solid black; padding: 5px; margin: 10px auto; width: 80%;"> This box serves as the secondary date of contact if box A is not complete. If box A is incomplete, utilize the date in this box as the date of receipt. </div>			
Notification of Action <input checked="" type="checkbox"/> I read the following statement to the caller: "I am a VA employee who is authorized to receive or request evidentiary information or statements that may result in a change in your VA benefits. The primary purpose for gathering this information or statement is to make an eligibility determination. It is subject to verification through computer matching programs with other agencies."			
cc: POA (If applicable):			
DIVISION OR SECTION		EXECUTED BY (Signature and title) B	
PRIVACY ACT NOTICE: The VA will not disclose information collected on this form to any source other than what has been authorized under the Privacy Act of 1974 or Title 5, Code of Federal Regulations 1.576 for routine use (i.e., civil or criminal law enforcement, congressional communications, epidemiological or research studies, the collection of money owed to the United States, litigation in which the United States is a party or has an interest, the administration of VA programs and delivery of VA benefits, verification of identity and status, and personnel administration) as identified in the VA system of records, 58VA21/2228 Compensation, Pension, Education and Vocational Rehabilitation and Employment Records - VA, published in the Federal Register. Your obligation to respond is required to obtain or retain benefits. The responses you submit are considered confidential (38 U.S.C. 576). Information submitted is subject to verification through computer matching programs with other agencies.			
RESPONDENT BURDEN: We need this information to obtain evidence in support of your claim for benefits (38 U.S.C. 501(a) and (b)). Title 38, United States Code, allows us to ask for this information. We estimate that you will need an average of 5 minutes to respond to the questions on this form. VA cannot conduct or sponsor a collection of information unless a valid OMB control number is displayed. Valid OMB control numbers can be located on the OMB Internet Page at www.ombhouse.gov/omb/kenney/OMBNSV.VA.ERA.html . If desired, you can call 1-800-827-1666 to get information on where to send comments or suggestions about this form.			

VA FORM 21-0820
JUL 2009

Email Correspondence

From: Blackburn, Caryn, VBAJDC1
Sent: Friday, August 06, 2010 1:30 PM
To: VVAJDC1@VBAJDC1
Subject: 646

For email correspondence,
utilize the date sent for date of
receipt.

A 646 is needed for

Please complete a 646 and insert into virtual by August 23, 2010. If a 646 is not received the appeal will be forwarded to the BVA without 646.

The issues on appeal are

1. Evaluation in excess of 50 percent for bilateral hearing loss.
2. Evaluation in excess of 20 percent for arthritis, lumbar spine.
3. Evaluation in excess of 20 percent for degenerative joint disease and tendonitis, right shoulder.
4. Evaluation in excess of 10 percent for arthritis, right knee.
5. Evaluation in excess of 10 percent for arthritis, left knee.

While a 646 was requested previously computer access problems were specified. Virtual now shows that a new 21-22 has been received on June 30, 2010 which should preclude any computer access difficulty.

Thanks, Caryn Blackburn DRO

VA 21-8947 Compensation and Pension Award

STATION OF JURISDICTION: WINSTON-SALEM (318)

FILE NUMBER:

Claim Information

Date of Claim	Type of Claim	End Product	POA	Claimant	Claim Jurisdiction
09/24/2008	DRO Decision	174	TEXAS VETERANS COMMISSION		Winston-Salem (318)

Miscellaneous Data

Net Effect of Award as of Generation	Cross Reference	Employable	Competent Status	Fiduciary Status	PGF Loc
\$3,308.00		Y	Competent	Pay Direct	

Verified Service

Name	Branch	Duty	EOD	RAD	Char Disch
	Army	Active Duty	11/12/1987	01/31/2008	Honorable

Gross Retired Pay

Date	Amount
02/01/2008	\$1,775.00

Separation Pay

Amount

Disability Severance Pay

Before Tax	After Tax

Primary Beneficiary Information

Mailing Address	Payment Address	Date of Birth;
	USAA FEDERAL SAVINGS BANK	Gender;
	Routing:	SSN:
	Checking:	

Compensation Award

Eff Date	Reason	Gross	IVAP	MAPR	Total W/H	Allot W/H	Net	Dis Lvl	S	M	H	S	P
03/01/2008	Original Award	\$728.00			\$190.00		\$538.00	050					
05/01/2008	Retired Pay Adjustment	\$728.00					\$728.00	050					

Remarks

Rating dated 10/17/08. CRDP award, 1st time at 50% or more.

Generated By 4789945

CATHY HUNT

3502354

B

Authorized By

Date

11/5/08 A

VETSNET COMPENSATION AND PENSION AWARD

1 of 1

The date corresponding with the "Authorized By" section should be used as the date of receipt.

If this date is not present, utilize the date corresponding with the "Generated By" Section as the date of receipt.

VCAA/DTA & MAPD Development Letters

DEPARTMENT OF VETERANS AFFAIRS
 VA Regional Office
 Paperless Delivery of Veterans Benefits
 Po Box 58067
 550 Foothill Drive
 Salt Lake City, UT 84158-8067
 170(p) upd susp 45d VAE Temple
 MJ 184 04/01/10

For outbound VA correspondence,
 utilize the date listed at the top left as
 the date of receipt.

April 1, 2010

Note: If a date stamp is present, the
 date stamp should be utilized as the
 date of receipt.

In reply, refer to:
 341/2121/MJ/184
 File Number:

Dear Mr. :

Important Information

We asked the VA medical facility nearest you to schedule you for an examination in connection with your claim. They will notify you of the date, time, and place of the examination. If you can't keep the appointment or want to be re-scheduled, contact the medical facility on the appointment notice as soon as possible.

When a claimant, without good cause, fails to report for an examination or reexamination, the claim shall be rated based on the evidence of record, or even denied. Examples of good cause include, but are not limited to, illness or hospitalization, death of a family member, etc.

How Can You Contact Us?

If you are looking for general information about benefits and eligibility, you should visit our web site at <http://www.va.gov>. Otherwise, you can contact us in several ways. Please give us your VA file number, **465 31 5527**, when you do contact us.

- Call us at 1-800-827-1000. If you use a Telecommunications Device for the Deaf (TDD), the number is 1-800-829-4833.
- Send us an inquiry using the Internet at <https://iris.va.gov>.
- Write to us at the address at the top of this letter.

We look forward to resolving your claim in a fair and timely manner.

Please Note: Our office will maintain permanent jurisdiction of your claim folder for administrative purposes. Please forward all claims and correspondence to the address at the top of this letter.

VA 21-3101 Request for Information

Department of Veterans Affairs
Request for Information

General Information

Address Code 13	File No	Insurance No
VA Requesting Office		Requester ID VSCDWARD304
PROVIDENCE RO		Submit Date 04/09/2010
380 WESTMINSTER MALL		PIES ID 3626458
PROVIDENCE, RI 02903		-304
Veteran Name	SSN	Date of Birth 03/27/1935
Place of Birth		Date of Death
Claim Date 03/02/2010		Receipt Date
Branch Completion Date		Branch Completed By
Overall Status SU		Overall Completion Date

Period of Service Data for Branch: ARMY

Name	SN	BOD	RAD	COD	Duty Status	RT Date	Retired Status	Pay Grade
		04/07/1957	10/06/1957	HON	DCH			

Request/Response Information

REQUEST: M01
MEDICAL/DENTAL, FURNISH COMPLETE MEDICAL/DENTAL RECORD (STRS)

RESPONSE:

REQUEST: O21
SEPARATION DOCUMENTS, FURNISH COPIES OF ANY SEPARATION DOCUMENTS (DD 214 OR EQUIVALENT)

RESPONSE:

REQUEST: S01
SERVICE, VERIFY ONLY THE UNVERIFIED PERIODS OF SERVICE SHOWN AND NAME, SSN, SN, AS APPLICABLE

Utilize the date of generation, listed in the bottom right corner, as the date of receipt.

Note: If a date stamp is present, utilize the date stamp as the date of receipt.

RESPONSE:

3101 Print

Page 1 of 1

04/09/2010

VA 21-2507a Request for Physical Examination

COMPENSATION AND PENSION EXAM INQUIRY

Name
SSN:
C-Number:
DOB:
Address:
City,State,Zip+4: CUMBERLAND, RHODE ISLAND No Zip
Res Phone: 401-333-0816
Bus Phone:

Entered active service APR 7,1957
Released active service OCT 6,1957

**Utilize the date of
request as the date of
receipt.**

>>> Future C&P Appointments <<<

No future C & P appointments found.

Requested exams currently on file:

AUDIO

Requested on JUL 29,2010@08.13:27 by PROVIDENCE-RO - Open

This request was initiated on JUL 29,2010 at 08:13:27

Requester WARD,DEREK C

Requesting Regional Office PROVIDENCE-RO

VHA Division Processing Request: PROVIDENCE VAMC

Exams on this request.

AUDIO

** Status of request.

New

No rated disabilities on file

Other Disabilities:

General Remarks:

This case has been worked in the paperless environment at the VA Regional Office, and is available for review in Virtual VA. A review of the paper claims folder may be done with approval of VHA and VBA leadership.

Veteran is claiming Service Connection for:

- Hearing Loss
- Tinnitus

Veteran served in the Army from 4/7/1957 to 10/6/1957 His MOS in service was an Anti Aircraft Crewman.

Issue: Service connection for hearing loss and or tinnitus

Contention: Veteran states that due to military noise exposure, he has developed hearing loss and or tinnitus.

REPORT C&P Exam Detail

Page 1

Printed on Jul 29, 2010 8 13 32 am

System VISTA PROVIDENCE MED VA GOV

Division 304

Veterans Information Solution (VIS)

Veterans Information Solution

VETERAN/SERVICE MEMBER PROFILE:

Name: SSN: DOB:
 Military Status: SEPARATED File No: DOD: -
 Veteran POA: American Legion OEF/OIF: -

MILITARY HISTORY:

Alert: No military service dates or nothing acceptable for VA use has been provided by VADIR.

SERVICE PERIODS:

ACTIVE DUTY SERVICE PERIODS

A completed period of such service qualifies a person for eligibility consideration for any VA benefit, subject to the application of all other applicable VA rules or regulations. (38 USC 1012)

Service	Component	EOD	RAD	Rank	Char SRV	Ret Type	Ret Date
Air Force	Active duty	05/26/2009	04/02/2010	A1C	Honorable	-	-

NATIONAL GUARD & RESERVE ACTIVATION PERIODS

A completed period of such service qualifies a person for eligibility consideration for any VA benefit, subject to the application of all other applicable VA rules or regulations. (38 USC 1012)

Service	Component	Begin Date	End Date	Term RSN	Spcl OPS	Contingency	Statute	Char SRV
---------	-----------	------------	----------	----------	----------	-------------	---------	----------

NATIONAL GUARD & RESERVE SERVICE PERIODS

The definition of veteran under 38 USC 1012 is not met by completion of any period of such service.

Service	Component	RCC	EOD	RAD	Rank	Char SRV	Ret Type	Ret Date
---------	-----------	-----	-----	-----	------	----------	----------	----------

DEPLOYMENT PERIODS:

Service	Component	Begin Date	End Date	Term RSN	Location	Spcl OPS	In-Thr IND
---------	-----------	------------	----------	----------	----------	----------	------------

SPECIAL PAY PERIODS:

COMBAT PAY & COMBAT TAX EXCLUSION:

HAZARDOUS DUTY PAY:

METADATA:

- Current veteran profile view from VADSR source.
- Additional veteran profile view available from BIRLS

Utilize date of print
for date of receipt

05/14/2010

https://vaww.visprod.aac.va.gov/vis/vet_mil2.asp