

CENTRALIZED MAIL
Standard Operating Procedures (SOP)
June 2014

Table of Contents

REVISION HISTORY	2
PURPOSE.....	3
SCOPE.....	3
RESPONSIBILITIES	3
CENTRALIZED MAIL PROCESSES.....	5
United States Postal Service (USPS) Responsibilities	5
Conduct Sorting at Regional Office.....	7
Scanning Preparation and Shipping	7
Specialized CM Mailing Procedures	8
Perform Centralized Mail Processing at Contractor Site	10
Perform Intake Processing Center (IPC) Functions	10
DEFINITIONS	13
TRAINING MATERIALS.....	13
APPENDIX A – Mail Handling Job Aid for Centralized Mail Site	14
APPENDIX B - Private Medical Records (PMR) Claims Assistant Checklist.....	15
APPENDIX C – Special Instructions for VR&E Mail	16
APPENDIX D - Central Mail Preparation and Shipping Job Aid	18
APPENDIX E – Central Mail Job Aid.....	19

REVISION HISTORY

The revision history cycle begins once changes or enhancements are requested after the initial document is completed.

Date	Version	Description	Author
2/4/14	1.0	Initial version.	James Leiman
4/28/14	2.0	Revised due to the addition of St. Paul and Louisville	James Leiman
5/30/14	3.0	Added additional guidance for mail control and routing scenarios	Compensation Service (212A)
06/03/14	4.0	Added additional job aids, definition for date of receipt, training materials section, RO Director Certification; CM Box label; added step for submitted tracking numbers; removed physical and evidence shipping address; consolidated sorting instructions	Danielle Gervais April Pallanez
06/11/2014	5.0	Added VSO fax #, added instructions to staple envelope	

PURPOSE

This Standard Operating Procedures (SOP) document details the internal processes and procedures for Centralized Mail (CM) processing and establishes the responsibilities of all parties involved in the process.

Centralized Mail will transition VBA mail operations from the current decentralized mail processing to a centralized receipt and virtual analysis concept by using the United States Postal Service (USPS), contractor-operated scanning and automated work routing processes to add VA claimant correspondence received via mail directly to the Veterans Benefits Management System (VBMS) eFolder.

SCOPE

This document provides an overview of all CM activities taking place in the Regional Offices (ROs) and outlines all responsibilities of personnel as they conduct these activities.

ROs will process mail locally received within their jurisdiction that comes directly from Veterans, dependents, authorized third parties, fiduciary appointees or any individual with proper power of attorney providing documentation in the best interest of the Veteran. Once identification and association of the mail or source material is made, ROs should take steps to ensure it is packed to be shipped for scanning (at the scan vendor) and subsequently uploaded to the VBMS eFolder according to the information contained within the SOP.

RESPONSIBILITIES

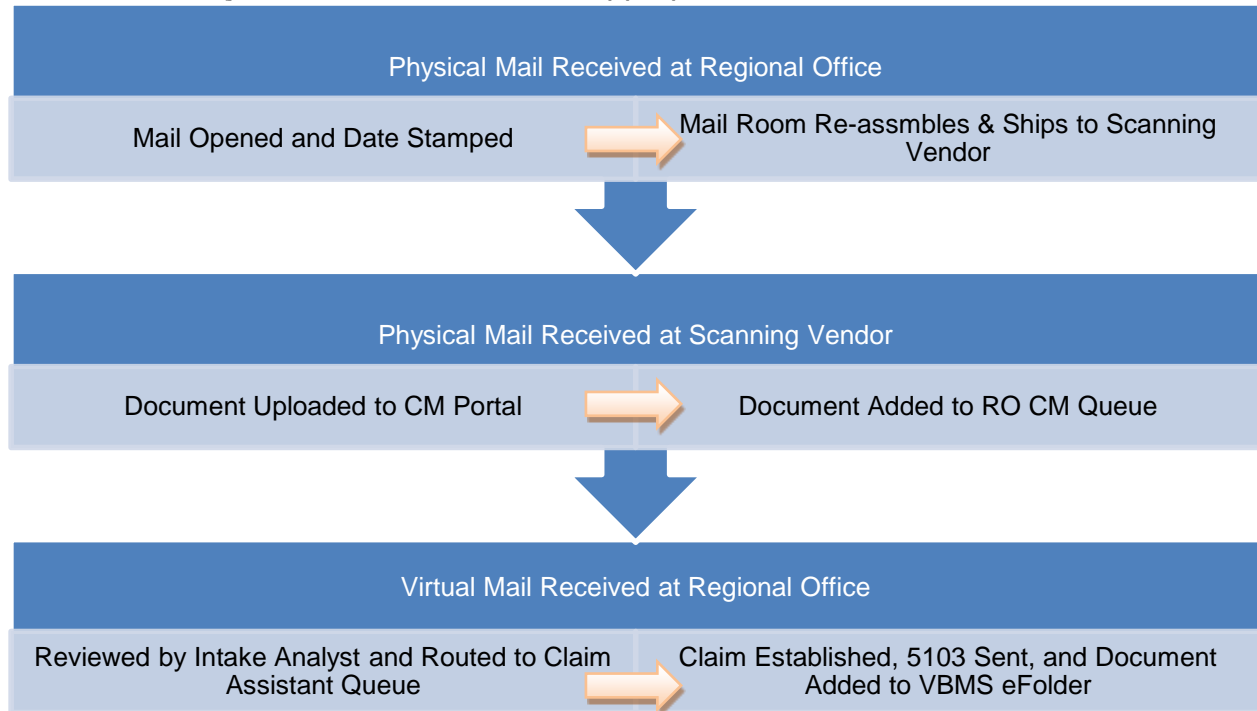
While CM implementation will reduce the amount of physical claims mail received at ROs, the functions of the IPC must acknowledge both electronic and physical mail control procedures. The following table is not all inclusive, but provides examples of responsibilities that will be affected by the CM process.

User	Responsibilities
IPC Supervisor	<ul style="list-style-type: none">Adapts Local Workload Management Plans & SOPs to Accommodate Both Centralized Mail and Physical Mail ProcessingAllocates IPC & Mailroom Staffing to Reflect New ProceduresEnsures Smooth CM Implementation
Super User-level Portal Access (Supervisory Functions)	<ul style="list-style-type: none">Assigns User Access Levels as CACI & SMS Portal "Core" UserMonitors Team Performance and Capitalizes on Process Improvement OpportunitiesUtilizes "Super User-level" access in the CACI & SMS CM portals to assign work to employees and review employee work
Super User-level Portal Access	<ul style="list-style-type: none">Reviews Incoming Physical Mail and Routes to Correct LocationReviews Incoming Virtual Mail and Routes to Correct Employee

(Intake Analyst Functions)	<ul style="list-style-type: none"> • Reviews mail exceptions yielded by centralized mail contractor • Routes Mail to Other Business Lines and Third Party Contractors • Reviews mail received for brokered work and special missions (i.e. pre-discharge, etc.) • Uploads VA Contract Examinations to VBMS • Processes Benefit Letter Requests & Returned Mail • Maintains Military, Temporary & Unidentifiable Mail File • Reconciles Unidentifiable Mail File Monthly • Utilizes “Super User-level” Access in the CACI & SMS CM Portals to Review Incoming Virtual Mail and route to Correct Employee for Processing • Reviews Compensation Dependency Claims as related to new process for handling dependency backlog ** • Performs daily checks of the secondary mail portal to ensure timely processing of mail routed from other stations
Basic User-level Portal Access (Claims Assistant & Mail Functions)	<ul style="list-style-type: none"> • Claims Establishment & Automated 5103 Notice Generation • Controls Incoming Notices of Disagreement or appeals related evidence • Controls Informal Claims in accordance with VBMS TIP Sheet procedures • Controls Evidence Mail • Controls and Updates Electronic Records (i.e. Changes of Address, VA Form 21-22 Updates, birth certificates, etc.) • Utilizes “ Basic User-level” Access in the CACI & SMS Portals to Complete Assigned Tasks • Obtains Remaining Physical Claims Files, Matches Claim, and Ships File to Scanning Vendor. • Opens and Date Stamps All Incoming Mail (including mail received on station from Veterans and Service Organizations) • Separates Service Center (Compensation-Related) Mail and Ships to Scanning Vendor • Routes Non-Service Center Mail (i.e. PMC, Education, LGY, etc.) to Appropriate Location
CM Scanning Contractor	<ul style="list-style-type: none"> • Intake Mail • Prepare mail for document conversion • Scanning of Mail • Oversee “Auto-CESTing” • Performs uploads to VBMS
United States Postal Service (USPS)	<ul style="list-style-type: none"> • Forward mail to the appropriate scanning vendor based on the identified P.O. Box • Continue to deliver mail, containing a physical address, to the Regional Office
Private Shipping Companies (UPS, FedEx, etc.)	<ul style="list-style-type: none"> • Continue to deliver physical mail to the Regional Office.

CENTRALIZED MAIL PROCESSES

The CM process flowchart shown below provides a high-level overview of how mail will move through the CM process. During each step, each party is responsible for ensuring mail is not delayed and is handled in the appropriate manner.



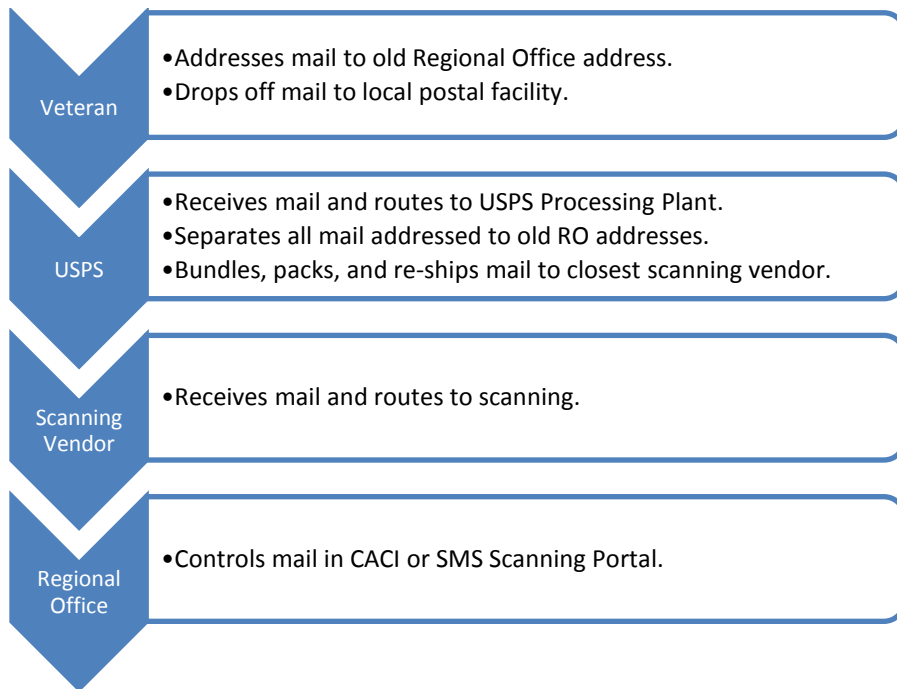
Note: All compensation mail received at the RO must be date stamped prior to shipping to the scanning vendor.

The date of receipt used by the scanning contractor and displayed in the portal generally reflects the VA date stamp. In the absence of a VA date stamp (mail received from the RO PO Box), the contractor will use the date of mail receipt at the scanning facility. Please note: if an earlier date of claim is discovered, this data can be edited in the VBMS portal. Specific exceptions exist and are available in the [VCIP Document Conversion Rules](#).

United States Postal Service (USPS) Responsibilities

The USPS will facilitate the transfer of mail by reviewing the address to determine whether mail should be forwarded to the CM contractor or should go to the RO. In order to make this determination, VBA provided the USPS with a list of all addresses subject to forwarding and mail sent to these addresses will be forwarded to the CM contractor. All other mail that does not appear on the forward list will be processed and sent to the RO.

The USPS mail forwarding process will work this way:



Note: USPS will utilize the most cost-effective packaging for bundles of mail rerouted from RO mailing addresses to the scanning facility. In most cases, mail is reshipped in 1 day and delivered in 2 days. The scanning vendor will have the mail within 3 days of the date on which the Veteran sent the mail and contractually must scan the mail within 5 days of receipt. If the RO is experiencing delays, they should report the issue to the OBPI-VCIP mailbox: VAVBAWAS/CO/VCIP

Should a situation arise prompting a change in address for the RO, i.e. office relocation, change of post office box, an official change in address due to postal regulations, etc., the Assistant Veteran Service Center Manager (AVSCM)/ Veteran Service Center Manager (VSCM) and/or the Support Services Division Chief in consultation with VCIP Centralized Mail Program Manager should contact the local post master servicing the station. If a resolution cannot be achieved with the local Post Master, then the RO should report to the OBPI-VCIP mailbox: VAVBAWAS/CO/VCIP

Physical mail received by the RO may come from various external sources; these sources include but are not limited to:

- USPS
- Federal Express (FedEx)
- United Parcel Service (UPS)
- Dalsey, Hillblom and Lynn (DHL)
- Third party private messenger service
- Walk-in via Public Contact
- Veteran Service Officer organizations (VSO)
- Mail from VA Satellite Offices and/or BDD/IDES Intake Centers

Any mail received from sources other than the U.S. Post Office **will not be** forwarded. Mail derived from courier services will be delivered to the physical address at the RO. It is the responsibility of the individual RO to process and package mail for scanning as set forth in this Standard Operating Procedure and VBMS/VCIP related Tip Sheets.

Conduct Sorting at Regional Office

Scanning Preparation and Shipping

When mail is received in the ROs, the mail needs to be processed before being shipped to the contractor for scanning. The mail clerk should follow the steps detailed below in the *Scanning Preparation and Shipping Process* (Refer to the [Mail Handling Job Aid for Centralized Mail Site](#) in Appendix A for more information about processing and shipping).

Scanning Preparation and Shipping Process	
Step	Action
1	Open the mail.
2	Date stamp the mail with the date, time of receipt, and station name
3	Determine if the mail is compensation-related. Mail that is not compensation-related – See “Mail for Other VBA Business Lines” for routing instructions.
4	Return mail to the original envelope or staple envelope to the front of mail
5	Securely bundle the mail prior to placing in box for shipping (do not utilize rubber bands)
6	Package all bundled mail in a standard approved box (per Veterans Claims Intake Program (VCIP) shipping SOP).

	<ul style="list-style-type: none"> • Ship the mail to the following addresses: <p>Eastern and Southern Areas - CACI</p> <p>Department Of Veterans Affairs Claims Intake Center PO BOX 5235 Newnan, GA 30271-0020</p> <p>Central and Western Areas - SMS</p> <p>Department Of Veterans Affairs Claims Intake Center PO BOX 5235 Janesville, WI 53547-5235</p> <p>Note 2: <i>Sorting of compensation and non-compensation related mail can be done by mail room personnel or by IPC staff. Adequate training must be provided and documented for mail room personnel. The process should be specified in the local workload management plan and be clear as to who will assume responsibility for sorting.</i></p>
6	Label top of box as “CM”
7	Utilize USPS for shipping and pay for tracking. Tracking number will be sent to VCIP daily via the OBPI-VCIP mailbox: VAVBAWAS/CO/VCIP
8	When mail is cleared from the RO, the IPC team will report the status to the RO Director. The RO Director will notify VACO via the OBPI-VCIP mailbox certifying all mail has been cleared and that no incoming mail is being worked in paper.

Steps for preparation, packaging, and shipping are further defined in the [Mail Handling Job Aid for Centralized Mail Site](#) in Appendix A.

NOTE: A Document Control Sheet (DCS) is not required for mail sent under the Centralized Mail Program. However, claims files sent to a scanning site continue to require a DCS. Based upon this, end users are responsible for preparation and shipping in accordance with the guidelines outlined in the [VCIP Shipping SOP](#). Refer to the [VCIP Shipping SOP v12.2](#) for more information.

Specialized CM Mailing Procedures

Veterans Health Administration Mail

This document will be updated upon receipt of mail processing guidance from VHA.

Manila Regional Office Mail

Manila is not within an area served by the United States Postal Service, therefore automatic forwarding is not available. All mail received at the Manila Regional Office must be bundled and shipped to the assigned scanning vendor location

Non-Compensation Mail

In the event non-compensation mail is scanned into the CM Portal, perform applicable download functions within the portal and send an e-mail (with the mail as an attachment) to the appropriate business line:

Business Line	Document E-Mail Address
Education	<ul style="list-style-type: none"> Atlanta Regional Processing Office VAVBAATL/RO/EDU Buffalo Regional Processing Office VAVBABUF/RO/EDU Muskogee Regional Processing Office VAVBAMUS/RO/EDU St. Louis Regional Processing Office VAVBASTL/RO/EDU
Insurance	IPCMAIL.VBAINS@va.gov
Loan Guaranty	LGADMINCORR.VBACO@va.gov
Pension Management Center	<ul style="list-style-type: none"> Philadelphia: TRIAGEA.VBAPHI@va.gov Milwaukee: PMCPCTC.VBAMIW@va.gov St. Paul: PENSION.VBASPL@va.gov
Vocational Rehabilitation & Education	Special Instructions Contained in the VR&E E-Mail Appendix C

*Note: all documents must be sent using **encrypted** e-mail. Failure to use PKI encryption may constitute a privacy violation.*

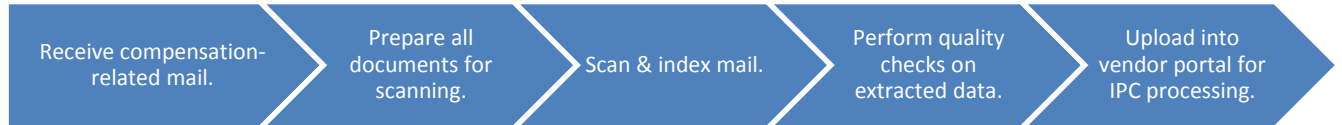
Electronic Documents and Contracted Dependency Claims

Procedures for identifying and classifying the category of dependency claims are found in the [Dependency Contract TIP Sheet](#). The categories and tracking requirements established by the TIP Sheet apply to this procedure. Using the appropriate function in the CM portals, route claims as follows:

Category A Claims	Download documents and e-mail as an attachment to VAVBAWAS/CO/DEPENDENCYCONTRACT2
Category B Claims	Download documents and e-mail as an attachment to VAVBAWAS/CO/DEPENDENCYCONTRACT

Perform Centralized Mail Processing at Contractor Site

The contractor will receive and process the mail forwarded to them by the USPS. The contractor will:

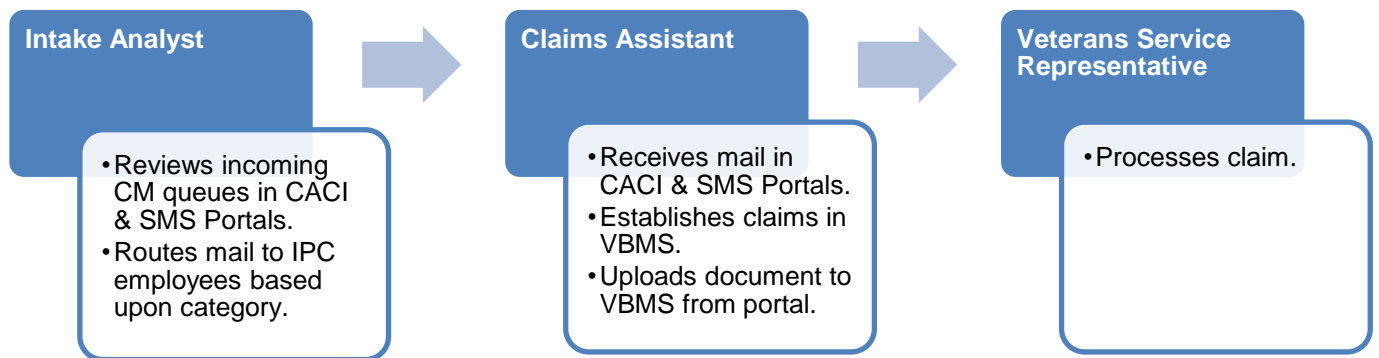


- Receive compensation-related mail.
- Prepare all documents for scanning.
- Scan and index all mail.
- Perform quality checks on extracted data.
- Upload into vendor portal for IPC processing

Source material that cannot be scanned by the contractor will be shipped back to the Regional Office of Jurisdiction e.g. a book of matches from Saigon. Please refer to VCIP Document Conversion rules for additional clarity.

Perform Intake Processing Center (IPC) Functions

Core business processes of each IPC will remain unchanged. However, CM implementation affects the logistics of the way in which IPC receives, reviews, and controls incoming mail.



IPC Procedures	
Step	Action
1	<p>Prior to complete implementation, current jurisdictional procedures apply.</p> <p>Portal Super Users (Intake and Sorting Function) must review mail to determine correct business line (i.e. PMC, insurance, loan guaranty, etc.) and/or Regional Office jurisdiction and route mail appropriately.</p> <ul style="list-style-type: none"> • Correct jurisdiction

	<ul style="list-style-type: none"> ○ Sort the mail and route it to the appropriate work queues within the CACI & SMS portals. ○ CACI Portal: CACI Portal Link ○ SMS Portal: SMS Portal Link <ul style="list-style-type: none"> ● Incorrect jurisdiction <ul style="list-style-type: none"> ○ Route the mail to the appropriate station for further processing.
2	IA routes the work contained in the work queues to staff within the IPC.
3	<p>The Basic User (Mail Processing Function) will review the documents to identify the missing information that caused the scanning exclusion and determine whether a VBMS eFolder exists for the Veteran or claimant.</p> <ul style="list-style-type: none"> ● If there is an eFolder <ul style="list-style-type: none"> ○ Establish claim, enter contentions, and routes to segmented lane (if appropriate). ○ If a claim is currently pending, update Claim Level Suspense to indicate new evidence was received. ○ Update the document metadata based on additional information obtained. ○ Upload the document from the CACI or SMS portal to VBMS. ● If there is no eFolder, but there is enough information to establish the claim <ul style="list-style-type: none"> ○ Establish the claim within VBMS (For additional guidance, refer to VBMS Claims Establishment), create a new eFolder, and upload images and date to the specified eFolder. ○ Route the established claim following existing VBMS procedures. ○ If a paper claims file exists, obtain file and ship to scanning vendor using guidelines outlined in the VCIP Shipping SOP. Refer to the VCIP Shipping SOP v12.2 for more information. ○ Determine if the received documents contain either a 4142 form or some other type of Medical Release form. Participating PMR locations should complete the appropriate PMR review process for mail that contains a Medical Release form (For additional guidance refer to PMR Claims Assistant (CA) Checklist). ○ Update the document metadata based on additional information obtained. ○ Upload the document from the CACI or SMS portal to VBMS. ● If there is no eFolder and not enough information to establish the claim <ul style="list-style-type: none"> ○ Review the received document images to determine what required Veteran-related information is missing. ○ Determine if the information can be obtained from other internal VA sources

	<ul style="list-style-type: none">▪ If the missing information can be obtained from VA sources<ul style="list-style-type: none">• Locate and pull the information from internal data sources (such as advanced Corporate searches and CAPRI searches) and update the metadata associated with the documents so that processing can continue.• Should enough information be obtained, establish the claim within VBMS (For additional guidance, refer to VBMS Claims Establishment) and create an eFolder.• Route the established claim for claims development.• Determine if the received documents contain either a 4142 form or some other type of Medical Release form. Participating PMR locations should complete the appropriate PMR review process for mail that contains a Medical Release form (For additional guidance refer to PMR Claims Assistant (CA) Checklist).• Update the document metadata based on additional information obtained.• Upload the document from the CACI or SMS portal to VBMS. ▪ If the missing information cannot be obtained from VA sources<ul style="list-style-type: none">• Contact the Veteran or designated representative to request additional information.• Utilize available non-VA resources (i.e. CLEAR, RCPS, SSA, etc.) to search for additional information.• If the above options are unavailable, follow established temporary file procedures. For military mail coming in through the portal, print a hardcopy using the “Download” functionality and follow established military mail procedures from the M21-1MR - Adjudication Procedures Manual (For additional guidance, see M21-1MR III.ii.4.H.25 and M21-1MR III.ii.4.H.26).
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DEFINITIONS

Receipt Date (CACI) Received Date (SMS)	<p>The receipt and received dates displayed in the CM portals are defined as one of the following:</p> <ul style="list-style-type: none">• If mail is received by the RO and sent to the vendor, then the receipt and received date is the date stamped by the RO• If mail is received directly at the vendor, then the receipt and received date is the date stamped by the vendor when received at the scanning site <p>Please note: if an earlier date of claim is discovered, VBMS allows the user to edit this data field</p>
Mail	Veteran-related compensation mail that is not a VBMS exclusion
VBMS (Veterans Benefits Management System)	Web-based application designed to support end-to-end claims processing through a consolidated portal. End-to-end claims processing provides functionality required for the following claim functions: establishment, development, rating, award, and appeal. VBMS is designed to help users find information faster and manage their workload more efficiently, as well as providing users with the tools needed to consistently deliver a superior claims experience to our Veterans.

TRAINING MATERIALS

Training materials can be found via the VBA Learning Catalog: <http://hvnc.gdit.com/lc>

The TMS IDs are:

SMS – 3877666
CACI – 3878420

REFERENCES:

Fast Letters
Job Aids
VBMS User Guide
VA Policy Manual M21-1MR
VCIP Standard Operating Procedure

APPENDIX A – Mail Handling Job Aid for Centralized Mail Site

This job aid provides an interim process for mail handling at centralized mail sites.

1. Scanning Preparation and VCIP Shipment

Once mail is processed it should be subsequently prepared, packaged, and shipped for scanning and uploaded into VBMS. This process is limited to:

- opening the mail
- date stamping the material
- returning mail to the original envelope sent in or staple envelope to the front of the mail package
- packaging all envelopes within an approved standard box (per VCIP shipping SOP) and label as CM
- mailing the box to the appropriate scan vendor

Mail Intake and Processing		
	Step	Description
Step 1	Daily Shipping	1.1 All mail should be sent to the vendor site on a daily basis.
Step 2	Mail Received	2.1 Mail should be date stamped. 2.2 When mail is date stamped, it should be verified as compensation mail.
Step 3	Prep to ship	3.1 Mail for each claimant should be bundled in original envelope or packaging using clips, tape or staples to secure content (no rubber-bands) 3.2 All claimant mail (especially loose and flowing mail) is to be bundled individually to avoid comingling of mail documents which may cause scanning issues.
Step 4	Shipping	4.1 All envelopes and bundled mail will be packaged in approved standard box(es) and labeled as “CM” 4.2 Boxes that are not completely full should be adequately packed with packing materials. 4.3 Additional guidance for VCIP shipping guidelines can be accessed by clicking the following link: VCIP Shipping SOP v12.2 . **NOTE: Any c-files sent for scanning must follow current VCIP procedures and are not to be sent through the centralized mail process outlined above. The stations current scanning vendor will be used.

APPENDIX B - Private Medical Records (PMR) Claims Assistant Checklist



PMR Process Checklist

PMR PROCESS CA CHECKLIST

The items below list the activities that are required to be completed during the PMR Process by designated VA personnel.

Identify & Review Documents

- Perform steps to control mail.
- Review VA Form 21-4142 or other medical release form for signature and signature date.
- Review the VA Form 21-4142 or other medical release form to determine if it is for a private health care provider located in the United States. Do not fax any medical release forms for a VA medical facility, military hospital, another federal agency (i.e. Social Security Administration), or private health care provider outside the United States. If the VA Form 21-4142 is not signed and dated, or if the form is not for a private health care provider or hospital then the form will not be faxed to DOMA and will be routed to appropriate team as needed.
- Update Share BIRLS Inquiry with date of birth, SSN, and other identifying information.
- Review 21-4142 to ensure that a VA Date of Receipt date stamp is displayed. When the date stamp cannot be discerned, write the correct VA date of receipt as: "MM/DD/YY VA DOR" with your initials in the Comments field. (Ex. 10/23/12 VA DOR KW)
- Ensure that all applicable fields of 21-4142 are accurately identified. (Mandatory fields are required by DOMA)

Mandatory Fields	Optional Fields
<ul style="list-style-type: none"> • Signature • Signature Date • Veteran's Name • VA Claim Number OR Veteran's SSN • Name & Address of Source (at least City & State) 	<ul style="list-style-type: none"> • Comments • Authorization Check Box • Date of Birth • Relationship to Claimant • Mailing Address • Telephone Number • Signature of Witness (if applicable) • Date (if applicable) • Mailing Address of Witness (if applicable) • Claimant's Name (if applicable) • Relationship of Claimant to Veteran (if applicable) • Claimant's Social Security Number (if applicable) • Dates of Treatment • Conditions

- Update MAP-D Development Notes (Note Type=Development). Enter: "21-4142 Rec'd from [Doctor's Name/Medical Facility] on DDMMYY. Faxed to DOMA." Enter one note per 21-4142, if there are multiple providers on one 21-4142, enter them in one note.

Transmit Documents

- Prepare any completed 21-4142 as a single sided document if a double-sided fax is not available.
- Fax it to DOMA at 1-877-779-0592. Be sure to send a front and back page for each 21-4142, consecutively (The front of the 4142 should be immediately followed by the back)
- After confirming successful fax sent, annotate the side of the 21-4142 that the form was faxed to DOMA, as "Faxed to DOMA MMDDYY" with the date and your initials. (Ex. Faxed to DOMA 102312 KW). Check the number of pages on the fax confirmation to ensure all pages were sent.
- Keep all faxed VA Form 21-4142 forms in the provided envelope for the PMR Primary or Secondary POC to pick up and review.

APPENDIX C – Special Instructions for VR&E Mail

Mail related to VR&E benefits should follow the below control process:

The IPC must email the data-stamped documents with the envelope to the attached corporate mailbox email address.

The document e-mail will use the following standardized subject line:

- Subject Line: VR&E Misdirected Mail - RO #

This is to let the RO know that the email is intended for the VR&E division of the RO.

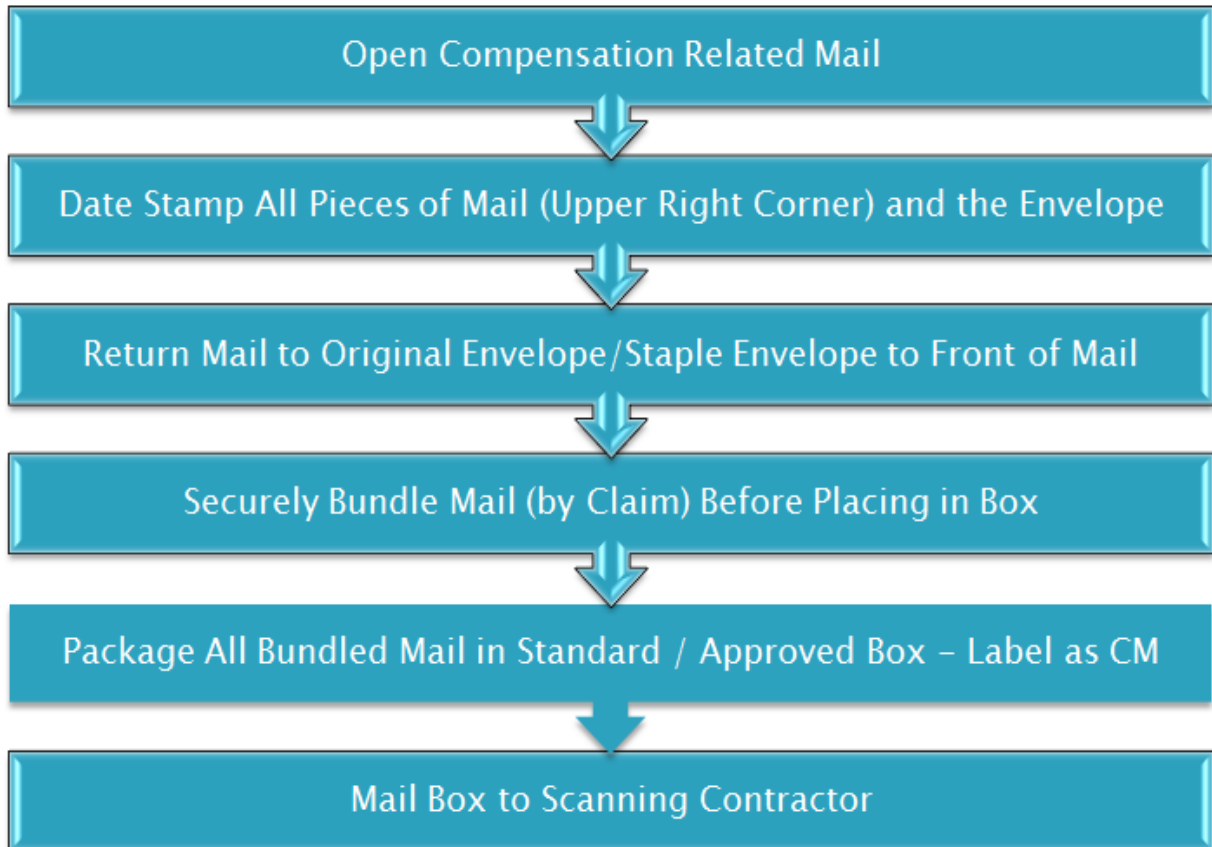
Note: VR&E mail must be routed to the correct VR&E office. Addresses for each jurisdiction are listed below and are also available online at <http://vbaw.vba/va/gov/bl/28/VREOfficerDirectory.htm>.

EASTERN AREA vavbaphi/earea			SOUTHERN AREA vavbanas/sarea		
313	Baltimore	VAVBABAL/RO/VRE	316	Atlanta	VAVBAATL/RO/VRC
301	Boston	VAVBABOS/RO/VRC	319	Columbia	VAVBACMS/RO/VRC
307	Buffalo	VAVBABUF/RO/VRC	315	Huntington	VAVBAHUN/RO/VRE
325	Cleveland	VAVBACLE/RO/VRE	323	Jackson	VAVBAJAC/VRE
329	Detroit	VAVBADET/RO/VRE	327	Louisville	VAVBALOU/RO/VRE
308	Hartford	VAVBAHAR/RO/VRE	322	Montgomery	VAVBAMGY/RO/VRE
326	Indianapolis	VAVBAIND/RO/VRE	320	Nashville	VAVBANAS/RO/VRE
373	Manchester	VAVBAMAN/RO/VRE	314	Roanoke	VAVBAROA/RO/VRE
306	New York	VAVBANYN/RO/DIR	355	San Juan	VAVBASAJ/RO/VR&E
309	Newark	VAVBANEW/RO/VRE	317	St. Petersburg	VAVBASPT/RO/VRC
310	Philadelphia	VAVBAPHI/RO/VRC	372	Washington	VAVBAWAS/RO/VRE
311	Pittsburgh	VAVBAPIT/RO/VRE	318	Winston-Salem	VAVBAWIN/RO/VRC
304	Providence	VAVBAPRO/RO/VR&E			
402	Togus	VAVBATOG/RO/VRE			
405	White River	VAVBAWRJ/RO/DIR			
460	Wilmington	VAVBAWIM/RO/DIR			
CENTRAL AREA vavbastl/area			WESTERN AREA vavbapho/warea		
328	Chicago	VAVBACHI/RO/VRE	340	Albuquerque	VAVBAALB/RO/VRC
333	Des Moines	VAVBADES/RO/VRE	463	Anchorage	VAVBAANC/RO/VRE
437	Fargo	VAVBAFAR/RO/VRC	347	Boise	VAVBABOI/RO/DIR
362	Houston	VAVBAHOU/RO/VRE	339	Denver	VAVBADEN/RO/VRE

334	Lincoln	VAVBALIN/RO/VRE	436	Ft. Harrison	VAVBAFHM/RO/VRC
350	Little Rock	VAVBALIT/RO/VRE	459	Honolulu	VAVBAHON/RO/VRC
330	Milwaukee	VAVBAMIW/RO/VRC	344	Los Angeles	VAVBALAN/RO/VRC
351	Muskogee	VAVBAMUS/RO/VRE	358	Manila	VAVBAMPI/RO/VRE
321	New Orleans	VAVBANOL/RO/VRC	343	Oakland	VAVBAOAK/RO/VRC
438	Sioux Falls	VAVBASUX/RO/DIR	345	Phoenix	VAVBAPHO/RO/VRE
331	St. Louis	VAVBASTL/RO/VR&E	348	Portland	VAVBAPOR/RO/VR&E
335	St. Paul	VAVBASPL/RO/VRC	354	Reno	VAVBAREN/RO/VR&E
349	Waco	VAVBAWAC/RO/VRC	341	Salt Lake	VAVBASLC/RO/VRE
452	Wichita	VAVBAWIC/RO/VRE	377	San Diego	VAVBASDC/RO/VRE
			346	Seattle	VAVBASEA/RO/VRE

APPENDIX D - Central Mail Preparation and Shipping Job Aid

CM – RO Preparation and Shipping Process for Compensation Mail



Mailing Addresses:

CACI: Department of Veterans Affairs, Claims Intake Center, PO Box 5235, Newnan, GA 30271-0020

SMS: Department of Veterans Affairs, Claims Intake Center, PO Box 5235, Janesville, WI 53547-5235

APPENDIX E – Central Mail Job Aid

When mail arrives at the RO, the CA should follow the steps detailed below in the Regional Office Sorting Process table.

Resource	Information
Process for Shipping Compensation-Related Mail to Scanning Vendor	<ul style="list-style-type: none"> • Date stamp all incoming mail • Separate compensation-related mail • Return compensation mail to original envelope (can staple envelope to front) • Box all compensation mail in approved box/ package • Label box “CM” • Capture and log USPS tracking number. Submit tracking number daily • Mail to designated scanning contractor
CACI Mailing Address & Portal Eastern and Southern Areas	Department Of Veterans Affairs Claims Intake Center PO BOX 5235 Newnan, GA 30271-0020 <ul style="list-style-type: none"> • CACI Portal: CACI Portal Link
SMS Mailing Address & Portal Central and Western Areas	Department Of Veterans Affairs Claims Intake Center PO BOX 5235 Janesville, WI 53547-5235 <ul style="list-style-type: none"> • SMS Portal: SMS Portal Link
Vendor FAX #s	<p>The fax numbers for both CACI and SMS should be utilized by VSOs, VHA, Veterans and can be distributed via the public contact team.</p> <p>CACI: Eastern and Southern Areas</p> <ul style="list-style-type: none"> • Toll Free – 844-531-7818 • DID – 248-524-4260 (Utilized for foreign claimants) <p>SMS: Central and Western Areas</p> <p>Toll Free – 844-822-5246 (844VACLAIM)</p> <p>DID – 608-373-6690 (Utilized for foreign claimants)</p>
Questions & Reporting Issues	Send to OBPI- VCIP Mailbox: VAVBAWAS/CO/VCIP