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## Sending Packages in VBMS-Awards

### OVERVIEW

Phase One of CBCM will implement the Package Manager, allowing you to submit electronic communications for printing and mailing within Veterans Benefits Management System (VBMS). Package Manager retains the information regarding the correspondence communications being created and mailed, to include correspondence letters, attached forms, and mailing dates. Package Manager will allow you to add recipients. Recipient(s) are individuals or organizations (i.e. Veteran Service Organizations Representatives).

Once the package is submitted by VBA staff, it is transmitted to the CBCM vendor for final consolidation. The CBCM vendor will transmit the package to IT Operations and Services (ITOPS) for printing and mailing to recipients. Once the package is mailed, ITOPS will notify the CBCM vendor and the CBCM vendor will notify VBMS.

### Impacts by Position

Veteran Service Representatives may now be required to accomplish the following tasks:

- Send a Package From Award Letter Interview
  - Confirm Recipient and Enclosure Information
- Resend a Package from VBMS-A
- Confirm Receipt of Package in Package Manager

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## SEND A PACKAGE VIA AWARD LETTER INTERVIEW

After generating an award, navigate to the Award Letter Interview by selecting Gen Letter button. Under the 'Recipients' tab a drop-down arrow icon under 'Delivery Method' indicates multiple options:
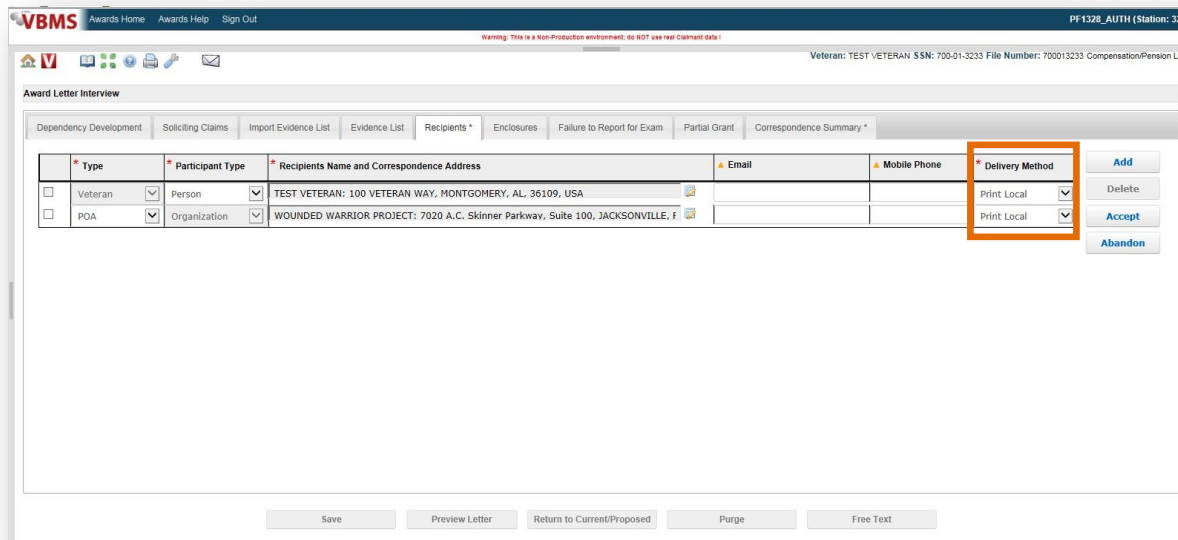


*Figure 1 – Recipients tab of the Award Letter Interview Screen Highlighting the Delivery Method*

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Click the drop-down to reveal a new 'Print Central' delivery option. Selecting this option will send the letter distribution for that recipient to the Package Manager upon finalization.
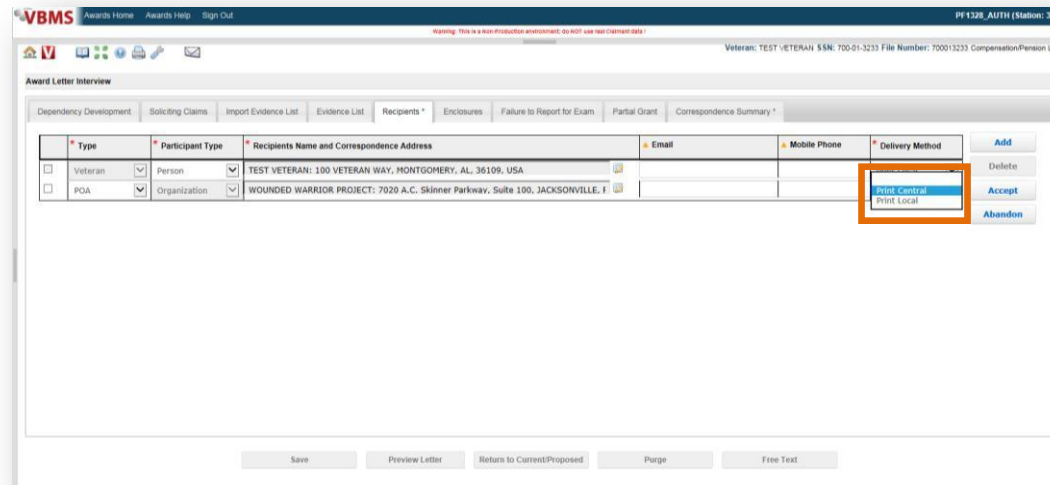


*Figure 2 – Recipients tab of the Award Letter Interview Screen Highlighting Print Central*

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Note that you will continue to have the ability to modify the address for each recipient as before:



*Figure 3 – Edit Recipients Name and Correspondence Address screen*

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Although the existing POA will auto-populate as a recipient you may if needed add a separate POA or a CC recipient by manually selecting the 'Add' radio button on the right hand side.
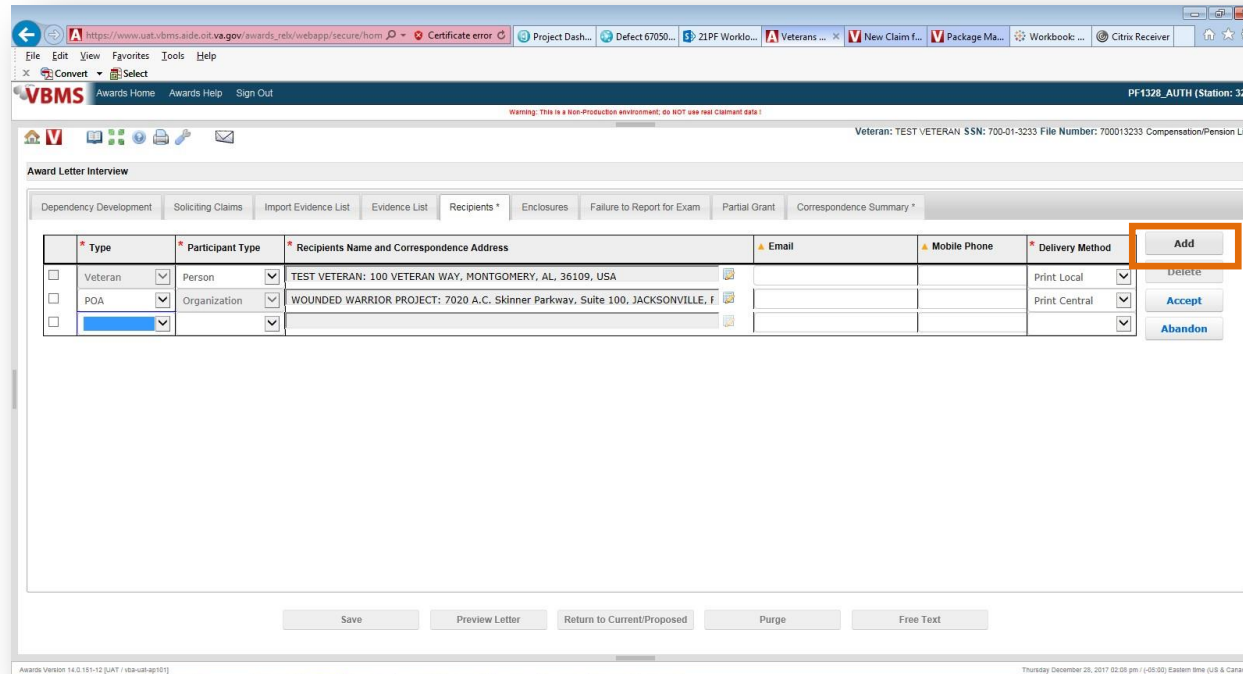


*Figure 4 – Recipients tab of the Award Letter Interview Screen Highlighting the ability to Add a recipient*

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Although the address fields will automatically populate for most POAs, certain VSOs do not have a predefine address.

In those situations, you must manually input all address fields in order to save that recipient.
*Note: the address input for a VSO should be the claimant SOJ address. Please see the "SOJ Address List for VSOs_CBCM" for more details.



*Figure 5 – Edit Recipients Name and Correspondence Address screen*

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*NOTE: If you need to include an eFolder document to only certain recipients (such as the Rating Codesheet) you can do this in the 'Enclosures' tab by selecting 'N' under 'Part of Award Ltr' and then selecting the appropriate recipient(s) using the pencil scratchpad icon. You must enter a unique number into the 'Enclosure Order' when adding documents in this way.
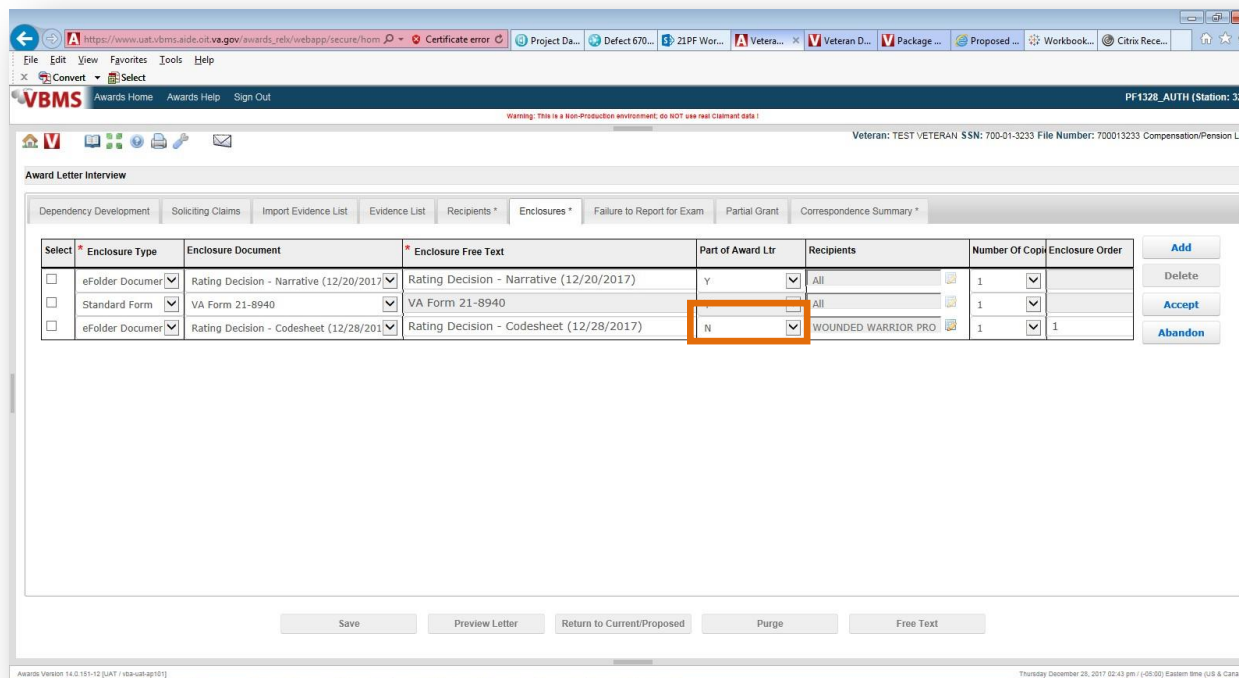


*Figure 6 – Recipients tab of the Award Letter Interview Screen Highlighting the ability to select N under Part of Award Ltr*

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*CONFIRM RECIPIENT AND ENCLOSURE INFORMATION*

There is a new tab available in the Award Letter Interview. This provides a snapshot of information provided separate on the 'Recipients' and 'Enclosures tabs:



*Figure 7 – Award Letter Interview screen*



*Figure 8 – Print Central letter alert*

You will receive the following message when a 'Print Central' letter is authorized and successfully sent to Package Manager:

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## RESENDING A PACKAGE FROM VBMS-A

After at least one successful submission of a package from VBMS-A, you will be able to resend any centrally printed letters by accessing the 'Award History' screen. From the 'Award History' a new radio button will display entitled 'View Correspondence':
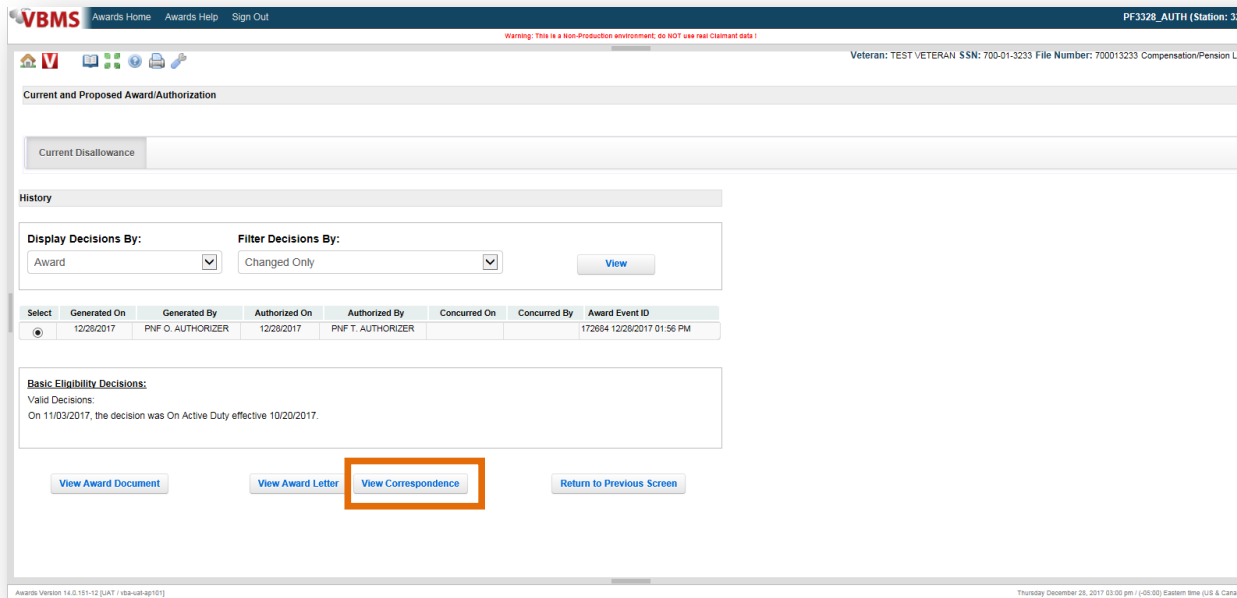


*Figure 9 – Award History Screen highlighting View Correspondence*

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Upon clicking 'Correspondence' (1) you can review previously submitted distributions. To resend one or more of these distributions, check the box by the appropriate recipient(s) (2) and then click 'Resend' (3).



*Figure 10 – Resending Distributions*

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After clicking 'Resend' the new distributions will now display:



*Figure 11 – Resending Distribution Confirmation*
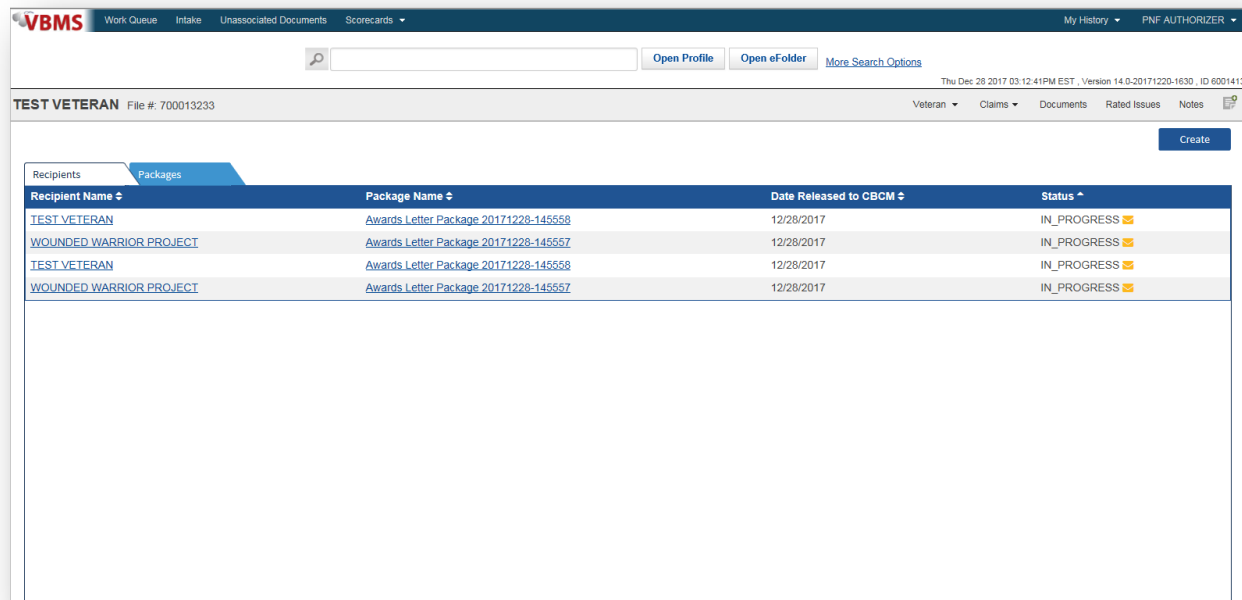
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## CONFIRMING RECEIPT OF PACKAGE IN PACKAGE MANAGER

You can verify that packages sent from VBMS-A were received by Package Manager and sent to the Print Vendor by navigating to the Package Manager for that Veteran in VBMS-Core:



*Figure 12 – Verify Sent Packages*

💡 NOTE: You are able to access the Package Manager from the Veteran drop down menu in VBMS Core. For additional information Package Manager Functionality in VBMS Core, access with CBCM Core Job Aid.

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