Centralized Benefit Communications Management (CBCM) August Update

This job aid provides an overview of a new addition made to the Veterans Benefits Management System (VBMS). VBMS is the primary connection to Centralized Benefit Communication Manager (CBCM), and the CBCM Project Team is continually working to enhance the process for Regional Office staff. The recently installed update provides the VBMS-Awards interface the ability that mirrors the VBMS-Core Package Manager interface for Veteran Service Officers at collocated Regional Offices.

The functionality will only affect users of VBMS-Awards.

1   VSO Collocation Functionality: VBMS Awards – Already Associated

Prior to the VBMS updates, users were required to enter an address for National/State/Local VSOs in VBMS-Awards for Automated Decision Letters. CBCM implemented functionality that no longer requires entering the address of the collocated VSOs.
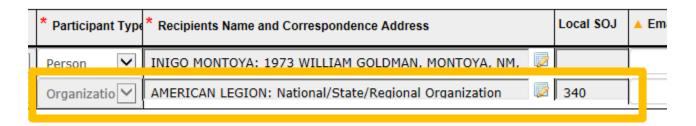

Image 1: Updated 'Recipients' tab in Automated Decision Letter interview

If the claimant has a Veteran Service Organization already associated, then their information will populate, and the "Local SOJ" will populate with the Veteran's Station of Jurisdiction. Users are no longer required to enter an address for National, State or Local organizations as the letter will be bundled with the other letters for the Veteran's Station of Jurisdiction.

Important: If the "Local SOJ" is not populated, or the claimant has a private attorney, an address will still be required to be entered.

The "Station of Jurisdiction" is the closest regional office based on the Veteran's zip code. This is automatically selected and is not editable.

2 VSO Collocation Functionality: VBMS Awards – Adding an Organization as a Recipient (Collocated)

When adding a Veteran Service Organization, the name of the organization needs to be selected from the list.
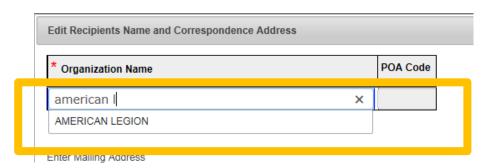

Image 2: Edit Recipients Name and Correspondence Address Screen

When selected, the POA name and code will populate, however the address will not populate. This is intended for the National, State or Local organizations. All other organizations and private attorneys will require an address to be entered.
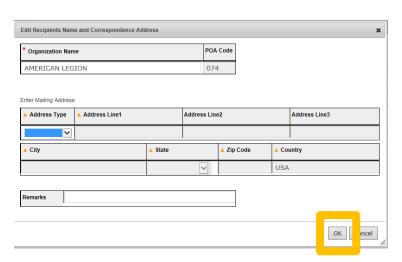

Image 3: Edit Recipients Name and Correspondence Address Screen with a National VSO selected

Select 'Accept' on the 'Recipients' tab, and the "Local SOJ" will populate with the Veteran's Station of Jurisdiction.

3 VSO Collocation Functionality: VBMS Awards – Adding an Organization as a Recipient (Not Collocated)

Adding a Veteran Service Organization that is a National/State/Regional organization requires an additional action to ensure the address is saved, when an address needs to be entered. Begin entering the name of the organization, but **_do not select_** the populated name. The name needs to be entered in its entirety and users should click somewhere else in the window other than the populated name. The POA code field will remain blank. If the POA code is populated, cancel out of the window, and re-enter the name.
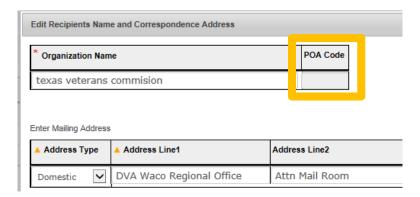

Image 4: Edit Recipients Name and Correspondence Address Screen with a VSO entered

Enter the mailing address as indicated on the 'VSO Addresses' attached with this job aid. Select 'OK' to return to the recipient's tab.

Image 5: Recipient's tab with a VSO address added

The address will populate next to the organization's name. Select 'Accept' on the 'Recipients' tab, and the "Local SOJ" will not populate with the Veteran's Station of Jurisdiction.