Tips for Using Centralized Printing Successfully

Black and White Documents Only
- Color documents cannot be processed through CBCM
- Use Adobe Acrobat Pro DC to change pages in color to black and white before submission
- If color is necessary, please print and mail your documents locally

Portrait Orientation Only
- Landscape format cannot be processed by CBCM
- Use Adobe Acrobat Pro DC to change pages from Landscape to Portrait orientation

Use Package Manager Standardized Forms - No Fillable PDF Forms
- Fillable PDF forms contain embedded fonts which make the forms too large for the print vendor to manage
- Do not include fillable PDF forms in correspondence packages

Use VBMS Package Manager - No Adobe PDF Portfolio
- Packets created with Adobe PDF Portfolio cannot be processed by CBCM

Print and mail certain documents locally
These include (but are not limited to):
- **Service Treatment Records (STRs)**: STR file sizes often exceed the 500MB size limit and are too large for the print vendor to manage
- **Freedom of Information Act (FOIA) requests**: FOIA requests cannot be processed by CBCM because they may include STRs

Reminders:
- Do not include Federal Tax Information (FTI) in CBCM packages
- For POAs not co-located at Regional Offices, add their addresses in Package Manager to ensure these POAs receive their copies of the letters
- Verify the recipients' addresses are correct
- Indicate if the recipient is an "Individual" or "Organization"
- All information indicated by asterisks (*) must be provided
- Save the package before finalizing and submitting for printing and mailing
- For further information,
  - See VBA Learning Catalog – Centralized Benefits Communications Management (CBCM) Phase One - Centralized Printing (4415957)
  - See M21-1.III.v.2.B.1.m. Steps to Follow After Preparing a Decision Notice

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