**Appeals Modernization Mail Routing – VSC Job Aid**

**The Decision Review Operations Center (DROC) is responsible for processing all appeals-related mail.**

**Using the Centralized Mail (CM) portal, transfer the mail packet to either of the following DROC queues – there is no geographical jurisdiction or preference:**

* **SeaTac**
* **St. Petersburg**

**Allegations of a Clear and Unmistakable Error (CUE) will continue to be processed by the Veteran’s Service Center (VSC) under current procedures.**