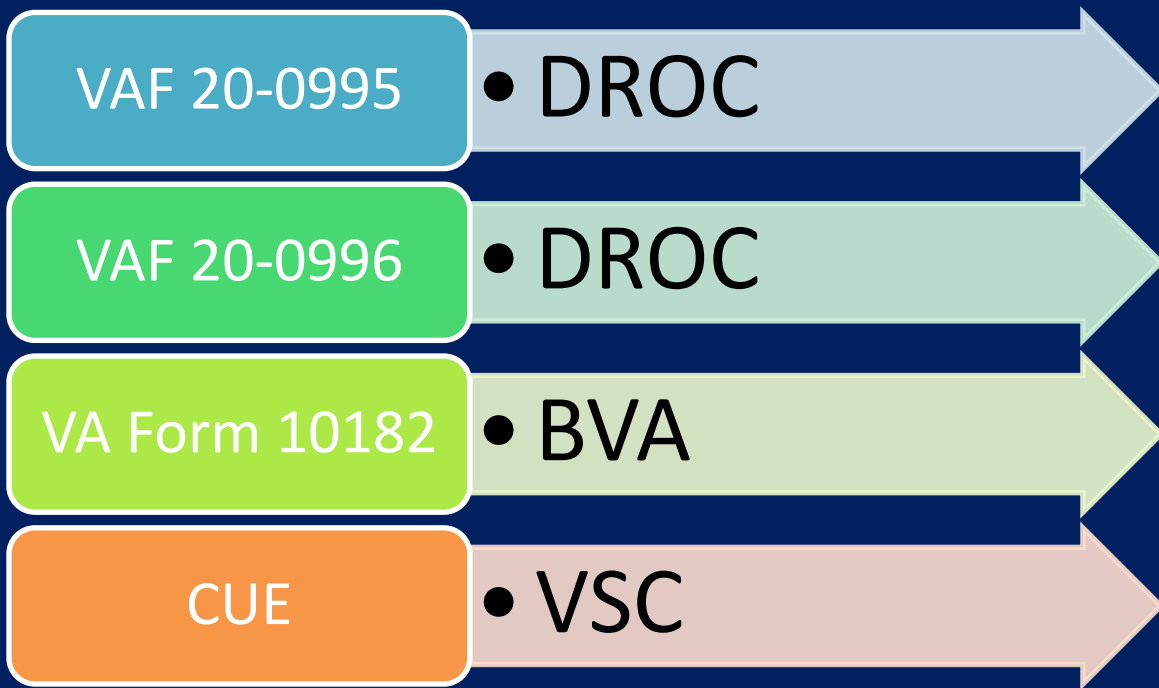


Appeals Modernization Mail Routing – VSC Job Aid



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.