# Veterans Benefits Administration

# Digital Mail Handling Services

## Supervisor Manual

**Version 3.5**

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# Revision History

| Date | Version | Change Description | Author |
|---|---|---|---|
| 07/22/2015 | 0.1 | Initial document creation | Sandy Bennett |
| 07/30/2015 | 0.2 | Technical Review and Formatting | Tim Geffre |
| 07/30/2015 | 1.0 | Submitted to VA | Valerie Tischer |
| 08/31/2015 | 1.1 | Replace Complete button with Submit button. Add Page Count column to Doc Attach grid. Revise all screenshots that have changed since last update. | Sandy Bennett |
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| 11/12/2015 | 2.1 | Changed Production Link reference. Updated screenshots and applied changes referenced in Release Notes and additional changes requested. | Sandy Bennett |
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| 9/16/2016 | 2.9 | Added Direct Upload | Ryan Wright |
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| 8/18/2017 | 3.2 | Updated URL in Section 1.1, Updated screenshots and removed unnecessary information in Section 2; made general formatting changes | TeamSMS |

| Date | Version | Change Description | Author |
|---|---|---|---|
| 10/15/2017 | 3.3 | Updated figures to reflect wording changes to Veteran File # and Emergent Flashes | Team SMS |
| 11/26/2017 | 3.4 | No updates required for this release | Team SMS |
| 12/5/2017 | 3.5 | No updates required for this release | Team SMS |

## Table of Contents

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# 1 Environment & Technical Support

The following subsections provide information regarding the production environment and technical support available for Direct Upload.

## 1.1 Production Environment

The production environment can be accessed via the following URL:

https://cmp-prod.datadimensions.com/CMP/

## 1.2 Technical Support

Technical support is provided via office hours and help desk support:

**Office Hours of Operation**

7:30 a.m. – 4:30 p.m., Monday through Friday, excluding holidays.

**Help Desk Hours of Operation**

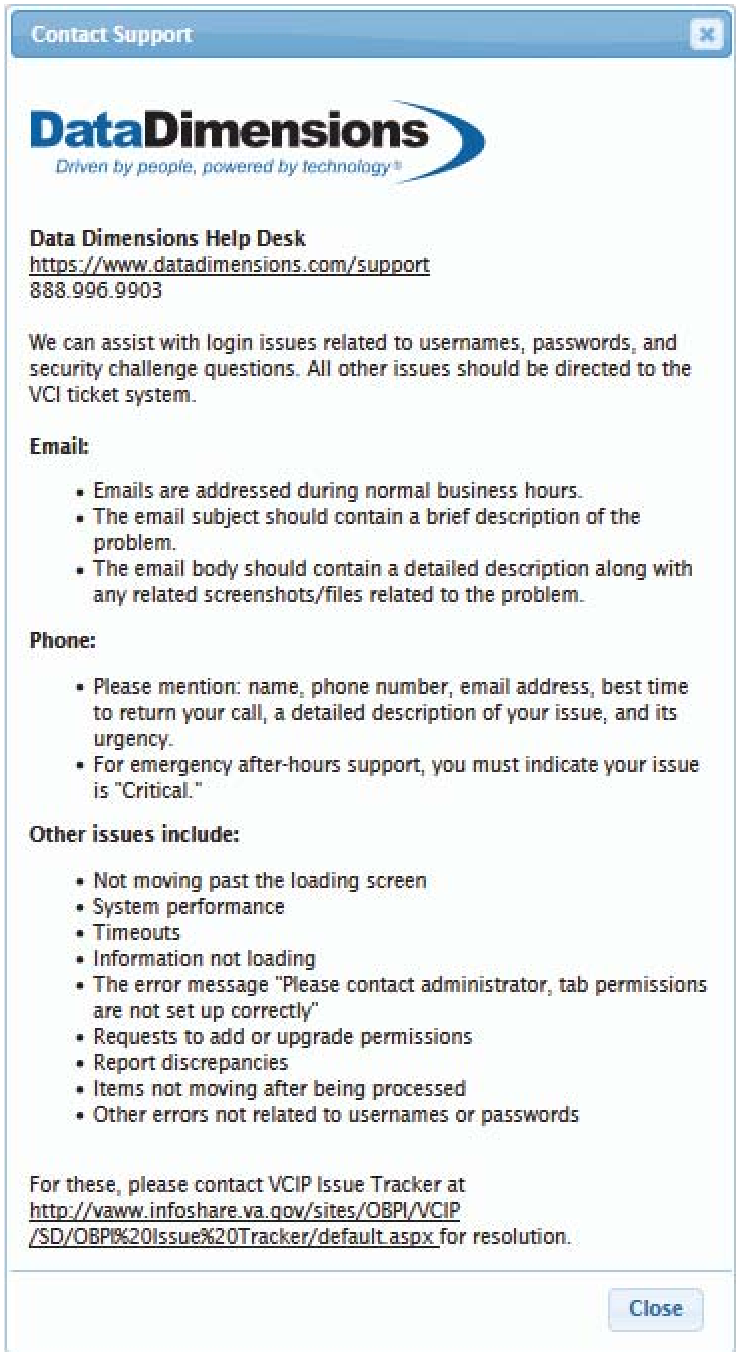
Monday – Friday: 24 hours per day, excluding holidays

Saturday: 8:00am – 2:00pm Central Standard Time (CST)

Sunday: Closed

Support contact information is shown in Figure 1.

**Figure 1: Support Contact Information**



# 2 Logging into Portal

From the home realm discovery page, Department of Veteran Affairs (VA) employees will *select* **VA Login** (Figure 2).

**Figure 2: Home Realm Discovery Screen**


Ensure you are connected using a VA Virtual Private Network (VPN) connection. Access is restricted by IP address. If you are outside the VA IP address range, you will be blocked from accessing the portal.

***NOTE***: *Users must use Internet Explorer (IE) 9 or higher versions. Chrome or Firefox may cause issues.*

*When using IE, make sure the browser is not in compatibility mode and the cache has been cleared by pressing CTRL+F5.*

There are two methods to log in:

- Using a Personal Identification Verification (PIV) card and Personal Identification Number (PIN).
- Using Windows Authentication.

Both methods are described in the following subsections.

## 2.1 Logging in using a PIV Card and PIN

After selecting VA Login (refer to Figure 2), the VA Single Sign-On window opens (Figure 3). Select **Sign In with a VA PIV Card**. Follow the instructions for logging in with the PIV card, including entering your PIN.

**Figure 3: VA Single Sign-On**


***NOTE****: The users PIV card must be inserted in the computer for PIV login to be successful.*

## 2.2 Logging in using Windows Authentication

To login using Windows Authentication perform the following steps:

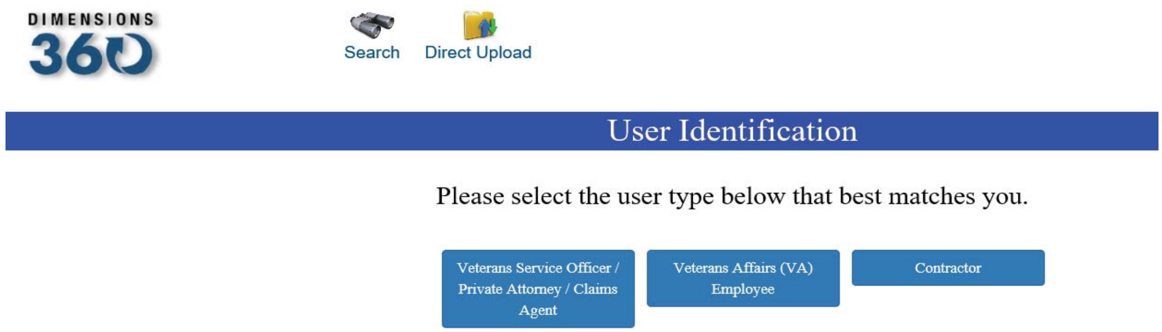
1. *Select* **View other Sign-In Options** from the VA Single Sign-On window (refer to Figure 2).
2. *Select* the **Sign In with Windows Authentication** (Figure 4). Follow the login instructions to open the D360 Portal window.

**Figure 4: Windows Authentication Login Screen**


## 2.3 User Identification Screen

See the display and instructions below to register.

### User Identification Splash Screen




***NOTE:*** *You must register the first time you log in. The system will retain your registration information for future logins.*

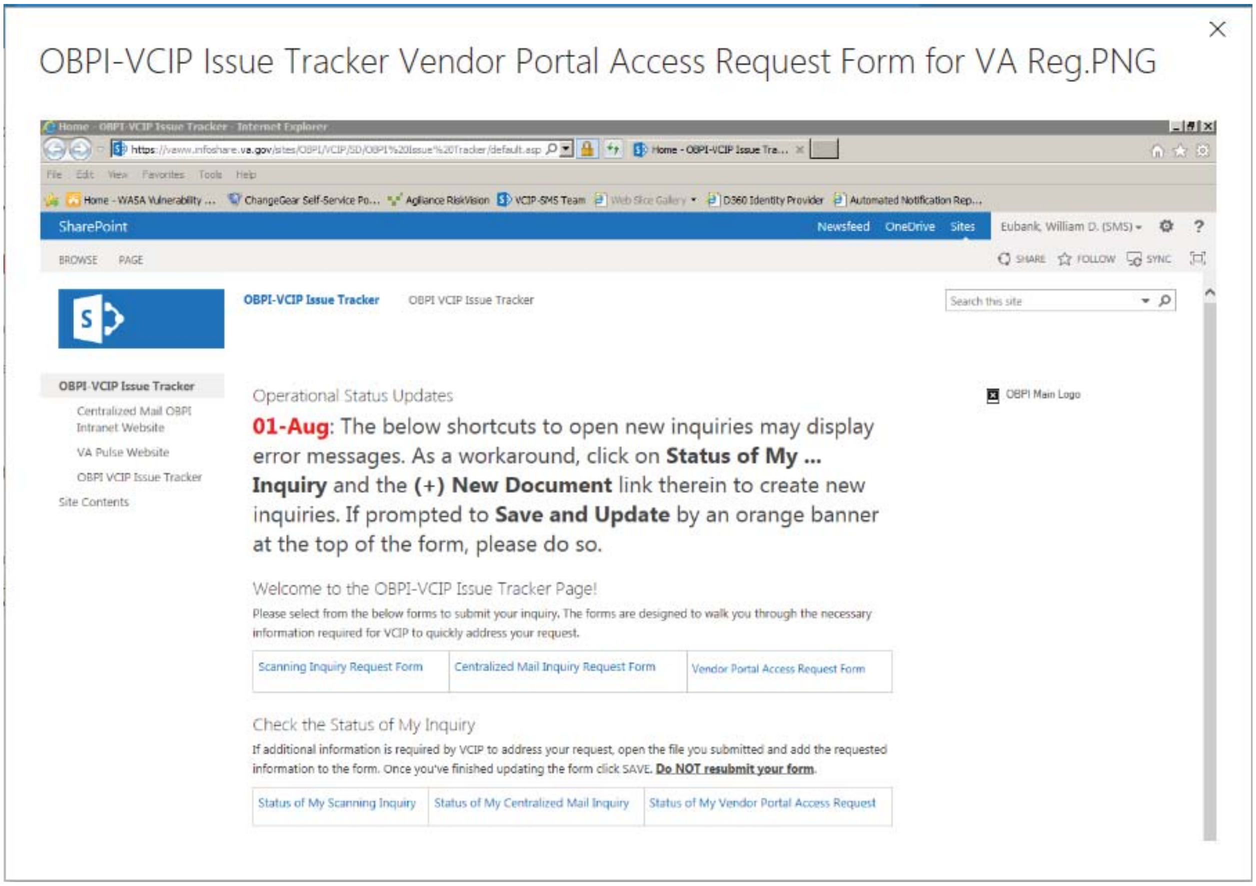
To register as a VA employee, perform the following steps:

1. *Click* the **Veterans Affairs (VA) Employee** button (see screen display above). The VA User Registration page is displayed below.

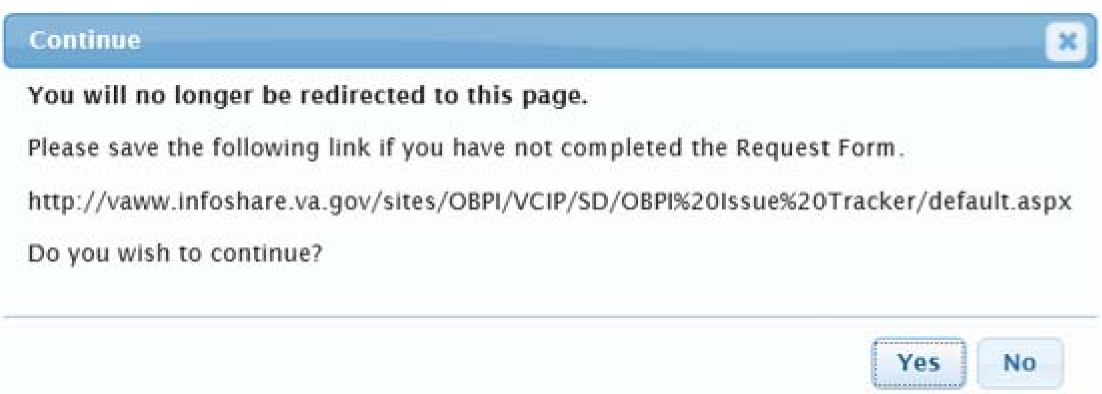
### VA User Registration


2. *Click* the **Vendor Portal Access Request Form**, and the VA Registration Message is displayed:

### VA Registration Message




If the VA employee *clicks* on the **Continue** button, the following pop-up message appears:

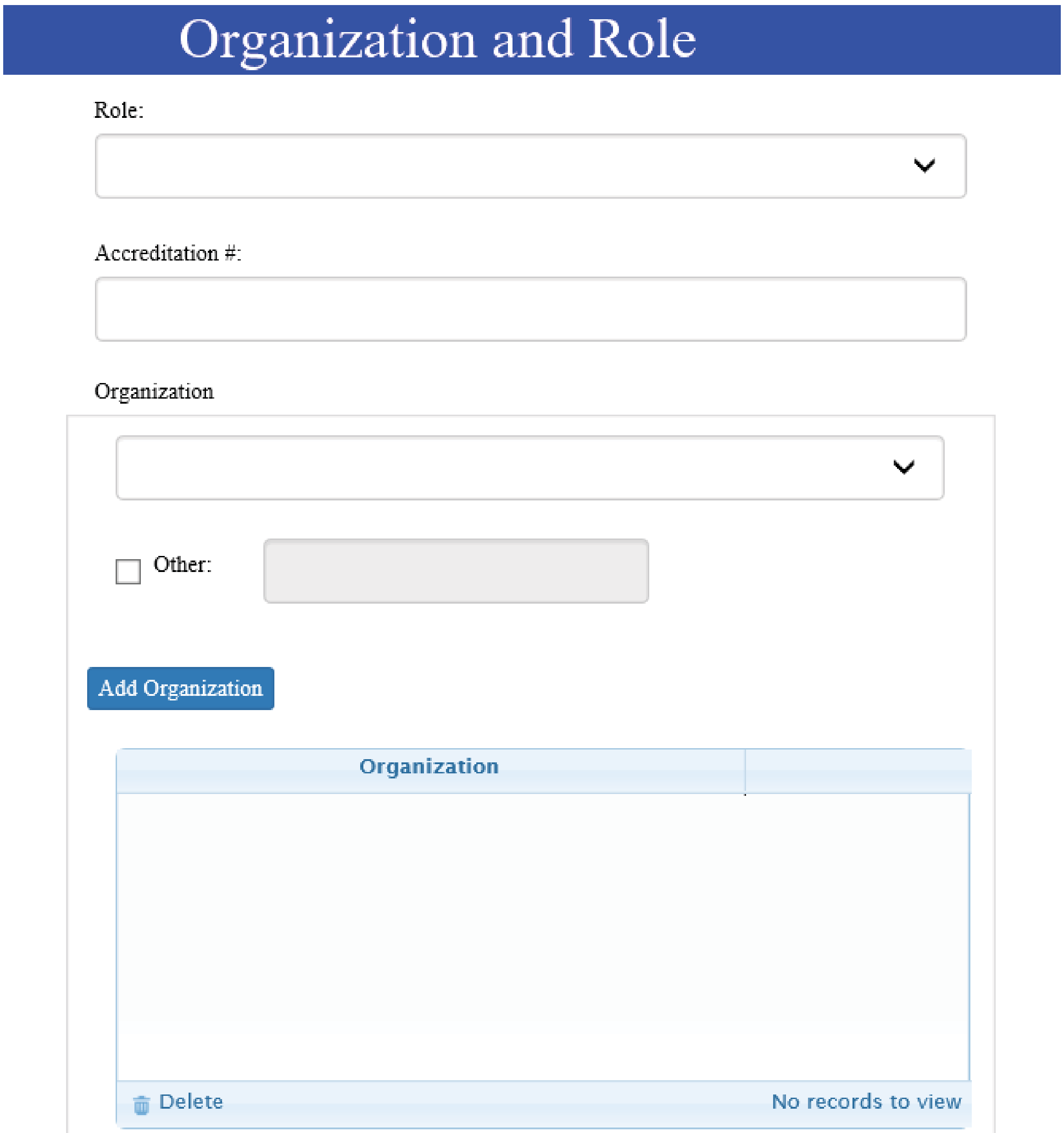



3. *Click* the **Yes** button to be redirected to the link on the message and complete the VA registration process.
4. *Click* the **No** button to return to the splash screen.

To register as a Veterans Service Officer/Private Attorney/Claims Agent, perform the following steps:

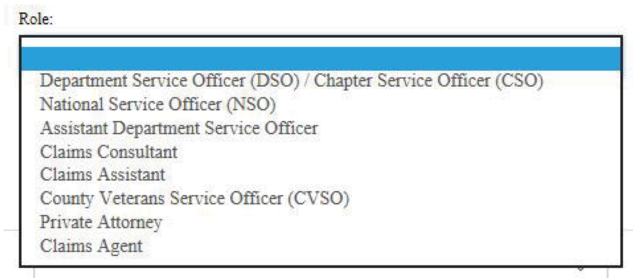
1. *Click* the **Veterans Service Officer/Private Attorney/Claims Agent** button (refer to in the above screen display). This will open the Organization and Role screen, as shown below:

**Select Organization and Role**




2. *Click* the **dropdown** arrow to select your role as shown below:

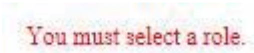
**Select Role**




***NOTE:*** *You may only select ONE role.*

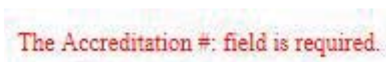
3. Role is a required field. If you do not select a role and *click* the **Next** button, you will receive the following error message:

**Role Error Message**




4. *Enter* your accreditation number. Accreditation numbers must be between four and six characters and consist of numbers only.
5. The Accreditation Number field is a required field. If you do not enter an accreditation number and click the Next button, you will receive the following error message:

**Accreditation Number Error Message**

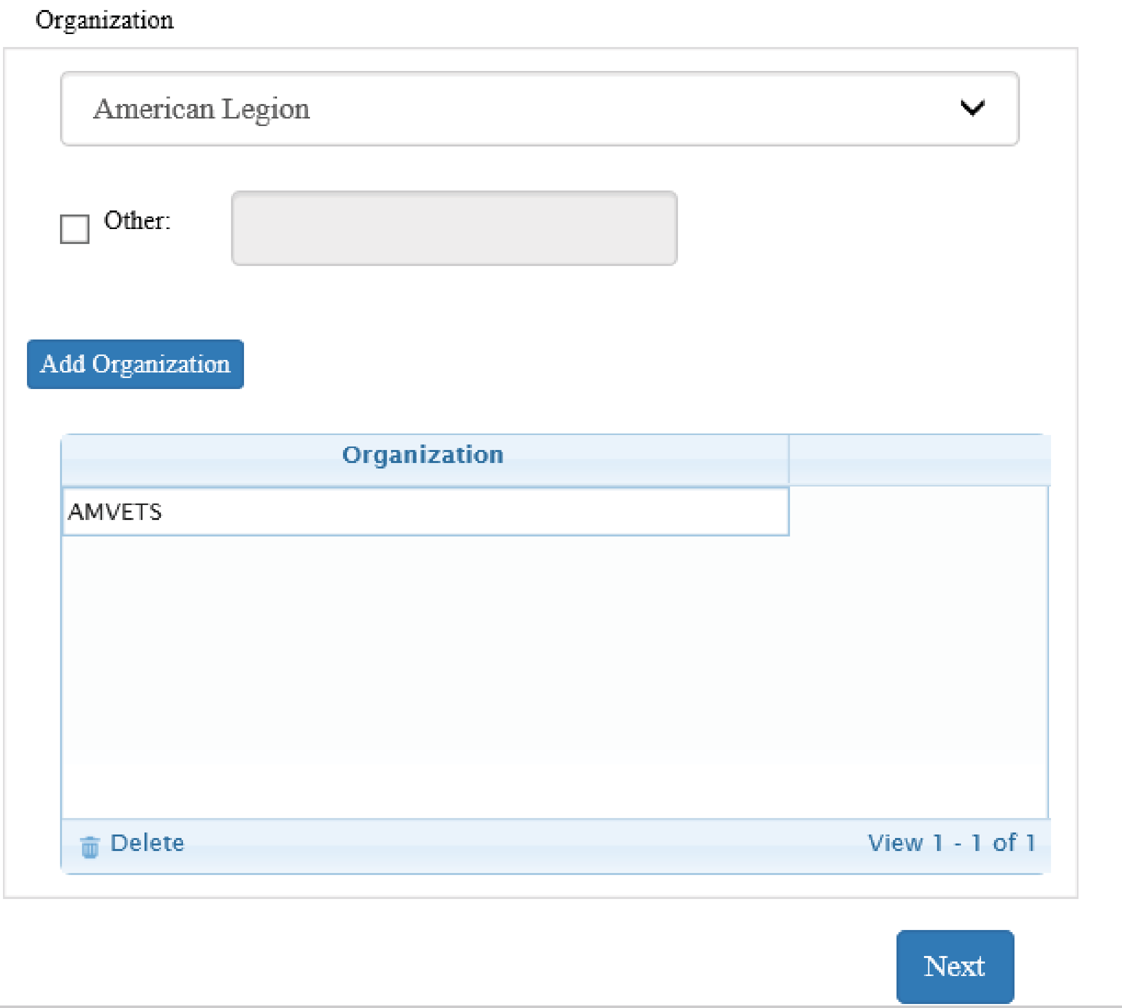



6. In addition, the Accreditation Number field has certain parameters. If you do not enter between 4 and 6 numeric characters and *click* the **Next** button, you will receive the following error message:

**Accreditation Number Parameter Error Message**


7. *Click* the **dropdown** arrow to select your organization.

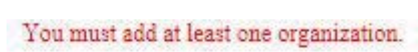
**Add Organization**




***NOTE:*** *You may add multiple organizations with which you are associated, but you may only select one organization at a time.*

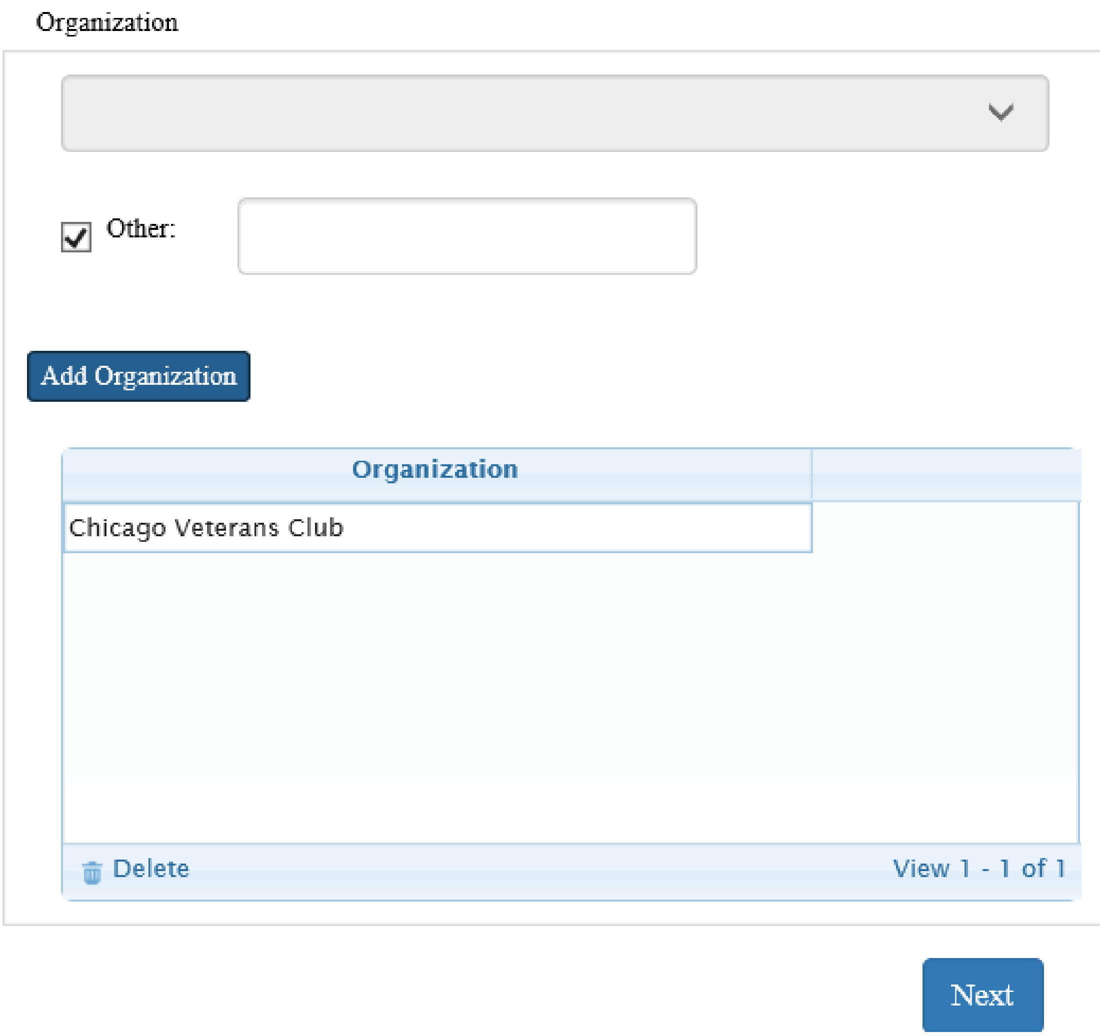
8. At least one organization is required. If you do not select or enter an organization and *click* the **Next** button, you will receive the following error message:

**Organization Error Message**



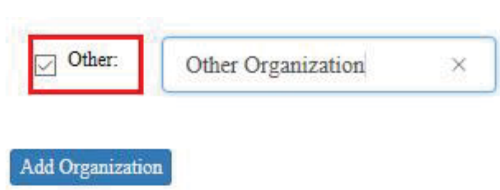

9. Your organization will be added to the Organization table shown below:

**Organization Table**




10. If your organization(s) is/are not listed in the drop down, *check* the **Other** checkbox and *type in* your organization's name in the text box. Your organization will be added to the Organization table as shown below:

**Add Other Organization**




11. To delete an organization, *highlight* the organization you wish to remove and *click* the **Delete** button in the Organization table. This will remove the organization from your list.

Once you have entered all of the information, *click* the **Next** button and you will be returned to the user identification splash screen.

The contractor will click on the Contractor button and then be sent to their DM360 home screen.

# 3 Workflow Basics

The following subsections provides information regarding the content toolbar, setting the time zone, aggregate and Regional Office (RO) queues, work group assignments, displaying work queue contents, results grid columns and features, paging grid results, record display, and workflow indicators.

## 3.1 Content Toolbar/Workflow Home

When you open the D360 Portal, the Content Toolbar/Workflow Home Screen is displayed (Figure 5).

**Figure 5: Content Toolbar**


Table 1 describes the Content toolbar options

**Table 1: Content Toolbar Options**

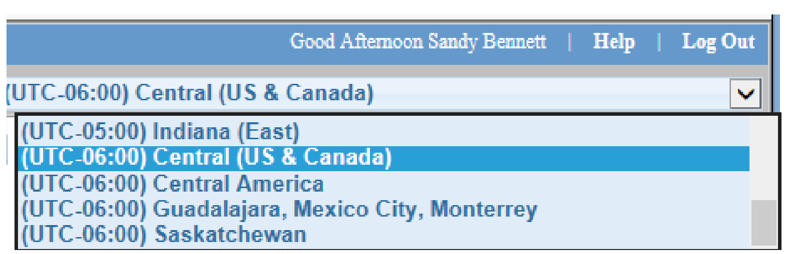
| Menu | Description |
|---|---|
| Search | Enables user to filter on document index value to retrieve document (if user has permissions). |
| Workflow | Enables user to view and work the packets within assigned queues. |
| Direct Upload | Enables user to upload new document directly into DMHS |

***NOTE:*** *Work queues available to the Supervisor User Group include Assignment, Authorization, Hold, Reassign, and Work.*

## 3.2 Setting the Time Zone

*Select* the local time from the **Time Zone** dropdown menu, located at the top right of the workflow screen, to confirm that the data displays in the correct time zone (Figure 6).

**Figure 6: Setting Time Zone**

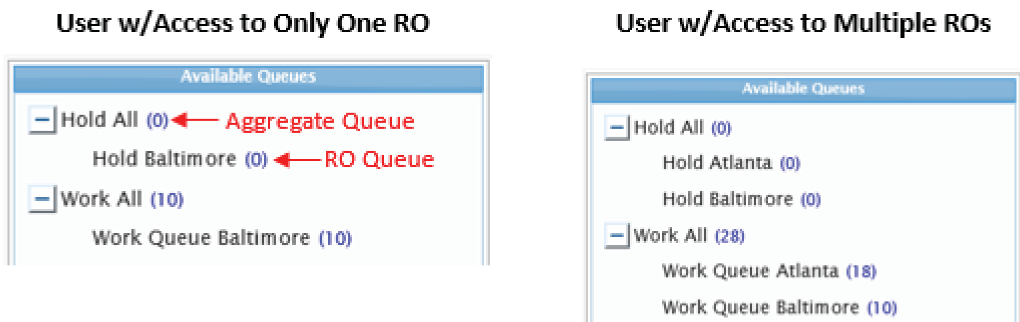


## 3.3 Aggregate vs. RO Queues

Figure 7 shows the Aggregate and RO queues available to Supervisory users.

Aggregate queues will enable you to work from a single queue to address all RO work that falls under that Aggregate category. Some users will only see one RO queue under each Aggregate queue, while others will have access to multiple ROs.

**Figure 7: Aggregate vs. RO Queues**




## 3.4 Work Group Assignments

Supervisors are assigned to specific work groups. Anyone holding Supervisory permissions will see the following work groups.

***NOTE**: Supervisors see all ROs, but can only open and work packets within their own RO.*

- **Assignment**: Contains new packets pending work assignment to a user.
- **Authorization**: Contains packets a user requested for ‘rescan’ or ‘split’ that require supervisor authorization for action.
- **Hold**: Contains packets the user placed on hold, such as documents that require additional information to be supplied to the VA to continue processing.
- **Reassign**: Contains packets that require re-routing to a different RO for processing, either marked by the Super User or the User.
- **Work**: Contains new packets pending processing assigned to each specific user by the Super User(s) within a given RO.

The total number of available packets in a work queue is indicated in blue (Figure 8).

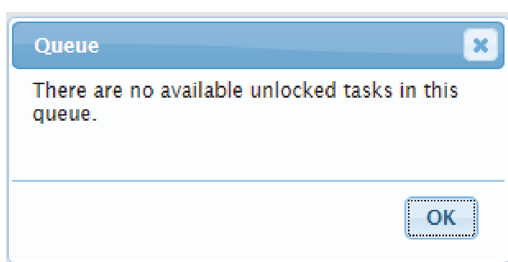
**Figure 8: Available Documents Indicator**


***NOTE**: <u>You may only open and work packets assigned to you</u>. Trying to open a packet assigned to someone else will result in the following error message (Figure 9).*

**Figure 9: Not in Workflow Message**


When there are no documents available in a given queue, the following error displays (Figure 10).

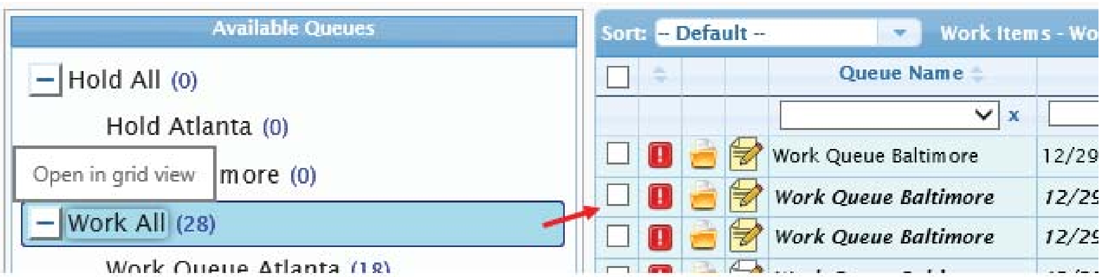
**Figure 10: Unlocked Tasks Error**




## 3.5 Displaying Work Queue Contents

*Single-click* the **box** to the left of the queue name to display the Work Queue content. All work packets are displayed in the Results Grid on the right (Figure 11).

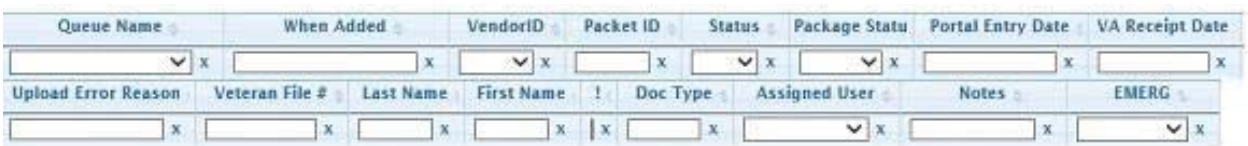
**Figure 11: Work Queue Contents**




## 3.6 Results Grid Columns

*Click* or *drag* the **Result Grid Columns** to a different location to rearrange them. To adjust column widths, place your mouse over the line to the right of the column, *left-click* your **mouse**, and *drag* the **line** to the desired width. These adjustments will be saved upon logging out and logging back in (Figure 12).

**Figure 12: Results Grid Columns**




## 3.7 Workflow Indicators

Workflow indicators for unopened packets are displayed in bold, italics, underlined and have background coloring, as shown in Figure 13.

**Figure 13: Workflow Indicators**

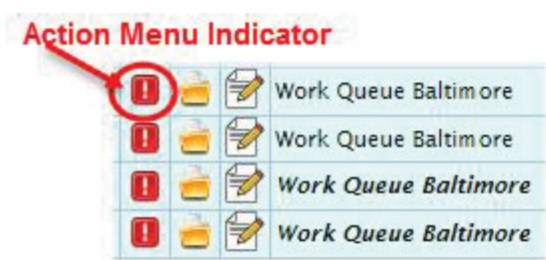



Table 2 provides a description of the Workflow indicators.

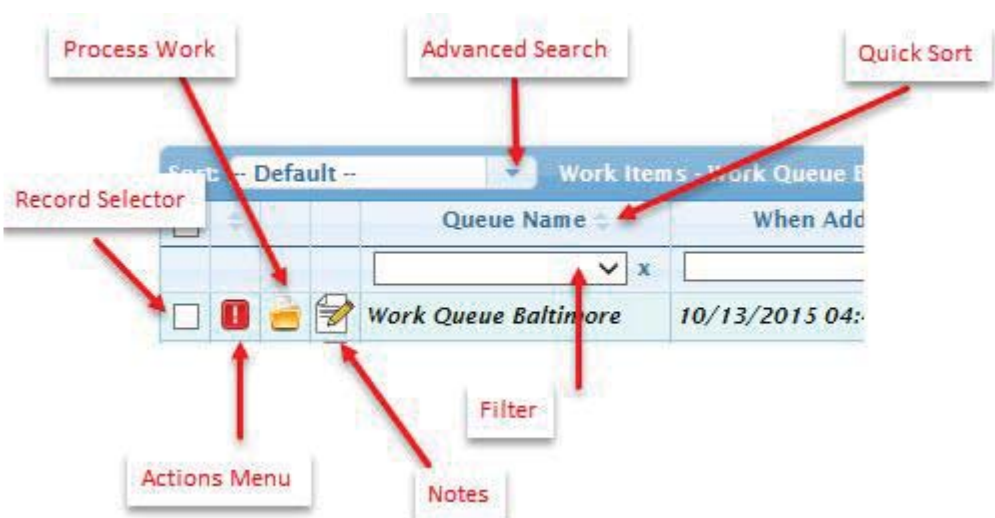
Table 2: Workflow Indicator Descriptions

| Indicator | Description |
|---|---|
| Bold and Italic | Packet is 'New'. Packet has not been opened. |
| Bold, Italic and Underlined | Packet is 'Unread'. Assigned user has not opened this packet. Another user may have opened the packet previously or another user currently has the packet opened. |
| Normal text | Packet is 'Read'. A user has previously opened this packet. |
| Light Blue background | Packet is 2+ business days old since it was uploaded into DMHS. |
| White background | Packet is less than 2+ business days old since it was uploaded into DMHS. |
| Red Action Menu indicator | Packet is 2+ business days old since uploaded into DMHS. |
| Non-Red Action Menu indicator | Packet is less than 2+ business days old. |

## 3.8 Results Grid Features

Figure 14 shows the Results Grid Features and their actions. The following subsections describe each feature.

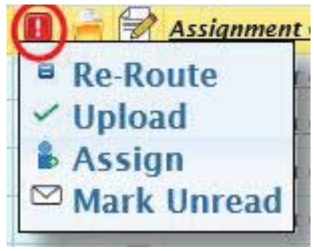
Figure 14: Results Grid Features



### 3.8.1 Actions Menu

Figure 15 displays one of the Actions Menu options for Supervisory users.

**Figure 15: Actions Menu**




Action menus are specific to the queue in which the packet resides. Table 3 lists Supervisor user available queues and the actions that can be performed in each queue.

**Table 3: Action Menu Options for Specific Queues**

| | Action | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| **Queue** | **Route** | **Re-Route** | **Return** | **Hold** | **Upload** | **Assign** | **Mark Unread** | **Approve** | **Deny** |
| Assignment | | x | | | x | x | x | | |
| Authorization | | | | | | | x | x | x |
| Hold | | x | x | | x | x | x | | |
| Reassign | x | | | | | | x | | |
| Um Final Authorization | | | | | | | x | x | x |
| UM First Authorization | | | | | | | x | x | x |
| Work | | x | | x | x | x | x | | |

Table 4 lists the Actions Menu options and their descriptions.

**Table 4: Actions Menu Options**

| Menu Option | Description |
|---|---|
| Route | Routes a packet into a user's work queue. |
| Re-Route | Moves the packet to the Re-Route Queue where a COR user authorizes and re-assigns to the appropriate RO. |
| Return | Returns the packet to the appropriate RO. |
| Hold | Moves the packet to a temporary holding queue while waiting for additional documentation or training on how to properly work the packet. |
| Upload | Initiates the upload of documents within a packet to VBMS. |
| Assign | Assigns the current packet to another RO or User. |
| Mark Unread | Marks the packet as 'Unread'.  Packet has not been viewed. |
| Approve | Approves the requested action and routes the packet to the queue where the action is performed. |
| Deny | Denies the requested action and routes the packet to its previous queue. |

### 3.8.2 Record Selector

The Record Selector box enables users to select one or more work packets prior to an action being taken. *Shft+Click* to *select* **contiguous rows** and *Ctrl+Click* to select **non-contiguous rows**. To select a single row, *click* the **row** to select it (refer to Figure 14).

### 3.8.3 Process Work

*Click* the **folder** icon to open the associated work packet in the work processing window (refer to Figure 14).

### 3.8.4 Notes

*Click* the **Notes** icon to enter packet level notes (refer to Figure 14).

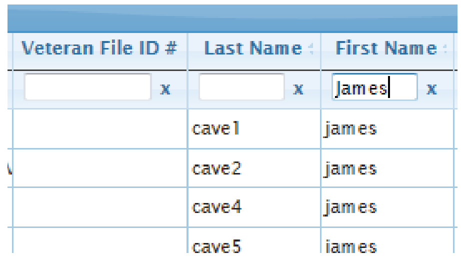
### 3.8.5 Filter

All configurable result fields include filtering capabilities. The filter option may be used to further narrow the returned results. The type of data present in the results field determines the type of data that must be entered into the window. *Press* **Enter** to apply the filter and "**x**" to remove the filter (Figure 16).

**Figure 16: Filter Field**

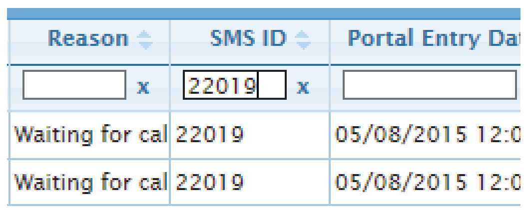

When filtering on text fields, results returned match the text entered in the filter window, as shown in Figure 17.

**Figure 17: Text Fields**



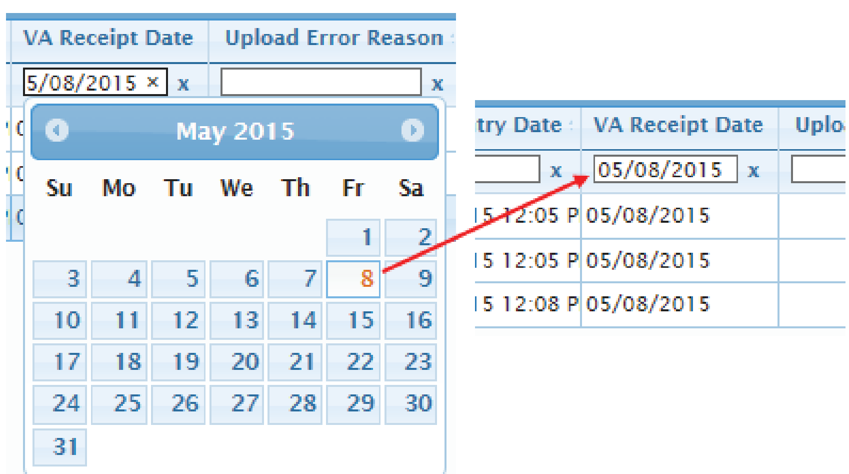

When filtering on numerical fields, results returned match the numbers entered in the filter window, as shown in Figure 18.

**Figure 18: Numerical Fields**



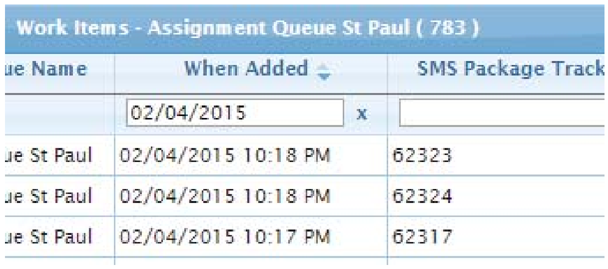

To filter a date, *click* in the **Date Filter** window; a calendar opens. *Select* a **date**. You also may *manually enter* a **date** and *press* **Enter** (Figure 19).

**Figure 19: Date Field**



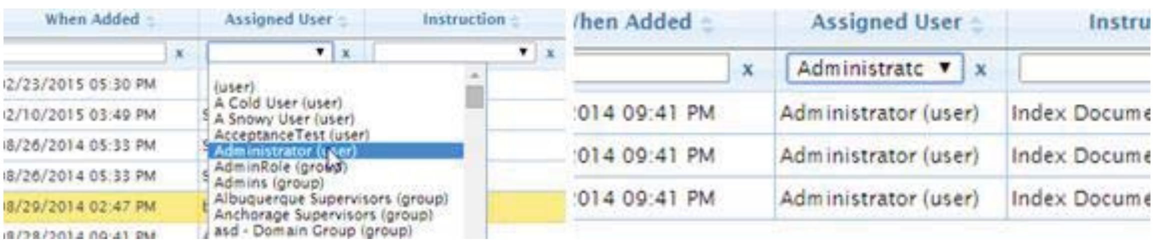

To filter on a date/time field (When Added field), follow the instructions above for entering data in the Date Field. Time zones are automatically applied (Figure 20).

**Figure 20: Date/Time Field**




To filter on a user or user group based on their System Identification (SID), *select* the user from the **Assigned User** dropdown list. The results will match what was selected. (Figure 21).

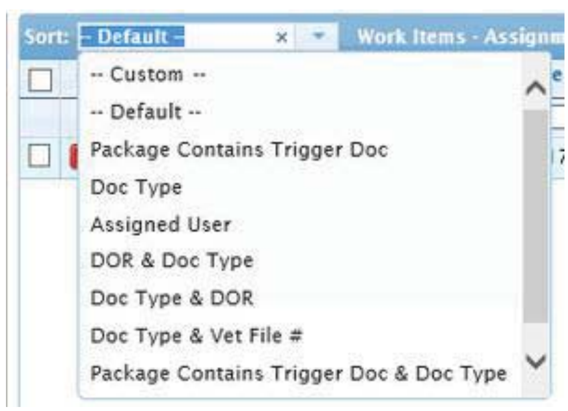
**Figure 21: Assigned User Field**




## 3.8.6 Advanced Sort

*Click* the **Advanced Sort** dropdown arrow to display a list of pre-defined sort options (Figure 22).

**Figure 22: Sort Dropdown Menu**




The description and explanation of each sort type is displayed in Table 5.

**Table 5: Sort Descriptions**

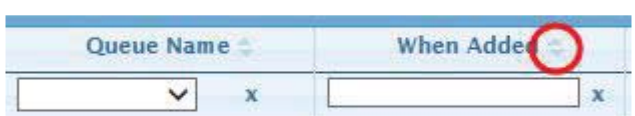
| Sort Type | Sort Order |
|---|---|
| Custom | Re-arrange fields and have custom order automatically saved after logging out and back in. |
| Default | Default grid view of fields. |
| Packet Contains Trigger Doc | All with Trigger Document First In First Out [FIFO] order), then all else FIFO order. |
| Doc Type | Descending order by document type. |
| Assigned User | Ascending order (name is stored as a single field and sorts are based on First Name). |
| DOR & Doc Type | Date of Receipt (DOR) (ascending) then by document type (descending). |
| Doc Type & DOR | Document type (descending) then by DOR (ascending). |
| Doc Type & Vet File # | First: Document type (descending) with Veteran File Identification Number. |
| | Second: Document type (descending) with no Veteran File Identification Number. |
| | Third: No document type with Veteran File Identification Number (ascending). |
| | Fourth: No document type, no Veteran File Identification Number (FIFO order). |
| Packet contains Trigger Doc & Doc Type | Trigger documents listed (FIFO order). |
| Packet contains Trigger Doc & DOR | Trigger documents: Each received date (group) will be sorted in FIFO order, then remaining in FIFO order. |

To Remove the filter, *click* **Default**, which is located at the top of the list.

## 3.8.7 Quick Sort

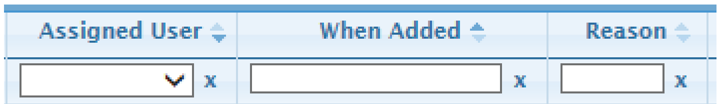
*Click* the **double arrow** (Figure 23) in the column header to sort results in ascending order. *Click* the **double arrow** in the column header a second time to sort in descending order. *Click* the **double arrow** in the column header a third time to have no sort order.

**Figure 23: Quick Sort Button**




Multiple columns may be sorted simultaneously, with precedence taking place from left to right. Move the ‘Assigned User’ column to the left, and the customized sort order is retained (Figure 24).

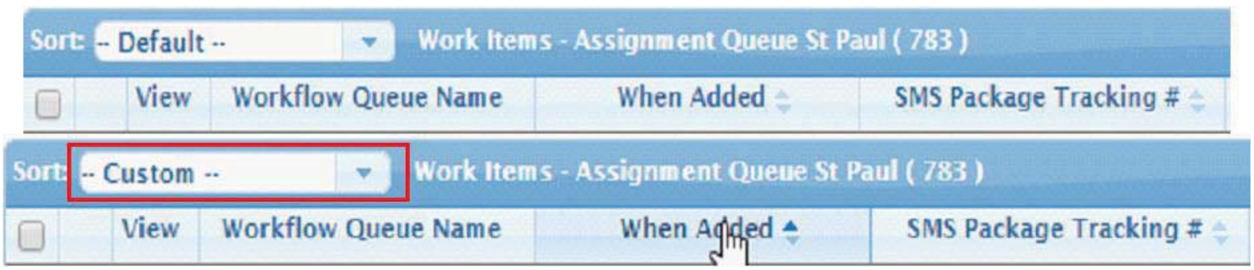
Figure 24: Moving Sorted Columns




### 3.8.8 Custom Sort

Any time a user creates a custom sort or reorders columns, the Sort dropdown menu label changes to '--Custom--' (Figure 25). A custom sort is saved according to what is shown by the sort icons and will not inherit any of the sorts defined by the administrator.

Figure 25: Custom Sort Example




*Select* "-- **Default** --" from the sort dropdown (Figure 26) to restore the default setting. *Select* "-- **Custom** --" to switch back to the last custom setting. The last custom setting will be chosen by default.  All other predefined sorts behave as they did in earlier versions of Portal.

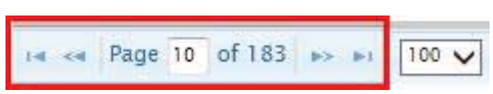
Figure 26: Restore Default Setting


***NOTE**:  Contact your Administrator if you would like your custom sort removed.*

## 3.9 Paging Options

Paging options are located at the bottom-middle of the Grid View screen and provide several options to maneuver through multiple pages of results (Figure 27).

Figure 27: Paging Option




Paging options include:

- *Click* the **forward/backward double arrows** to scroll one page at a time.

- *Click* the **arrow with a line** to go to the first or last page of work packets.
- *Enter* a **page number** in the 2-digit numeric field and *press* **Enter** to move to that page.
- *Click* the **dropdown arrow** to change the number of rows displayed (default is 20).

## 3.10 Record Display Default

The Results Grid will display, by default, the first 20 records returned within a queue. To change the number of records displayed, *select* the **dropdown arrow** and the desired number of records (Figure 28). You may choose to review 20, 50, 100, 200, or 500 records. We suggest you keep the default at 20 to optimize system performance. The new default will remain selected until changed again.

**Figure 28: Record Display Dropdown**

# 4 Packet Level Processing

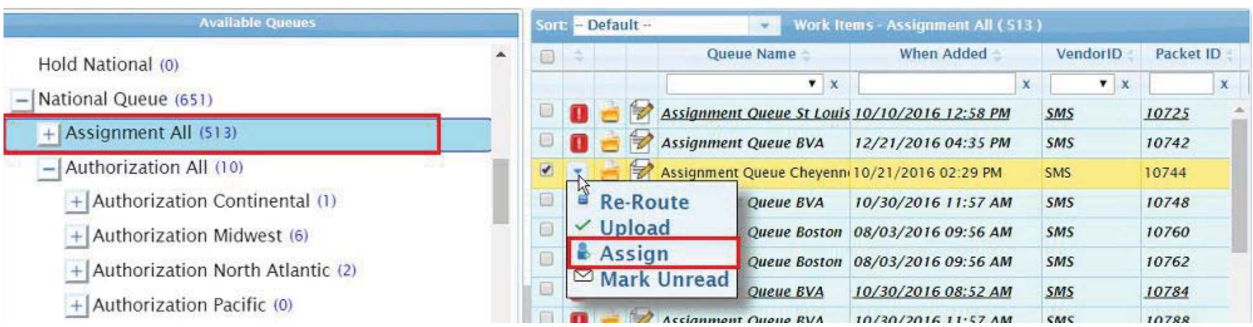
Supervisory users have the ability to perform multiple actions using the Action Menu based on the queue that the Supervisory user selects. Action menu options are discussed in Section 3.8.1. The following subsections describe the most common packet-level processing actions for a COR user.

## 4.1 Assign Packets to a Work Queue

Supervisory users may assign work to users via the work queues by performing the following steps:

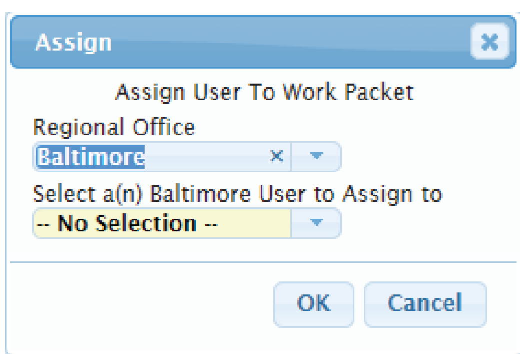
1. *Click* the **Assignment Queue** for the specific RO to display all packets available to the Supervisor (Figure 29). This provides a list of packets available for action.

**Figure 29: Work Queues**




2. *Click* the **checkbox** to the left of all work packets you want to assign.
3. *Click* the **Actions menu** and *select* **Assign** (refer to Figure 29). The 'Assign User to Work Packet' window appears (Figure 30).

**Figure 30: Assign User to Work Packet**




4. *Select* an **RO** and a **User** from the dropdown lists.
5. *Click* **OK**. This will route the mail packet to the assigned user for processing.

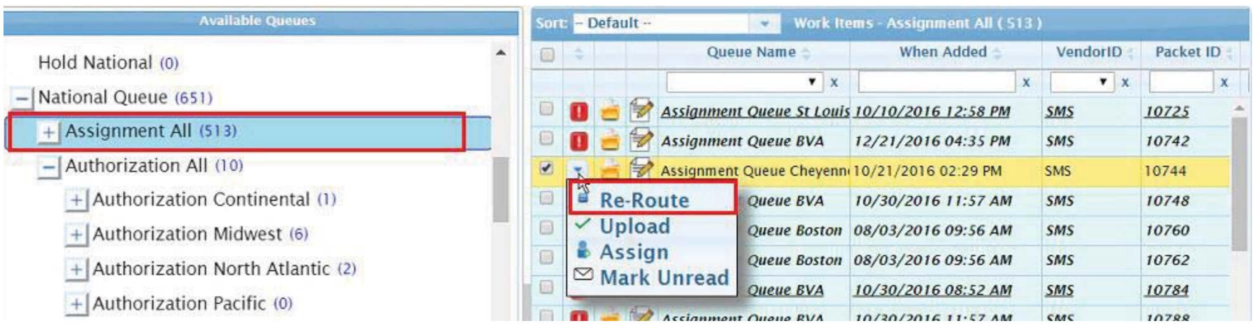
*NOTE: The number in parentheses is the number of packets the user currently has assigned to him/her.*

## 4.2 Re-Route Packets to the Reassign Queue

Supervisory users can send packets to the Reassign queue for processing by performing the following steps:

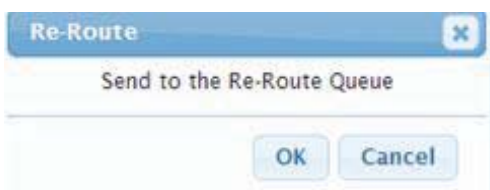
1. *Click* the **Assignment Queue** to display all packets available to the Supervisory user (Figure 31). This provides a list of work items available for action.

**Figure 31: Re-Route Packets to the Reassign Queue**




2. *Select* **one or more packets** and *click* the **Actions** menu button.
3. *Select* **Re-Route** from the **Actions menu** (refer to Figure 31). The Re-Route pop-up window appears (Figure 32).

**Figure 32: Send to the Re-Route (Reassign) Queue**



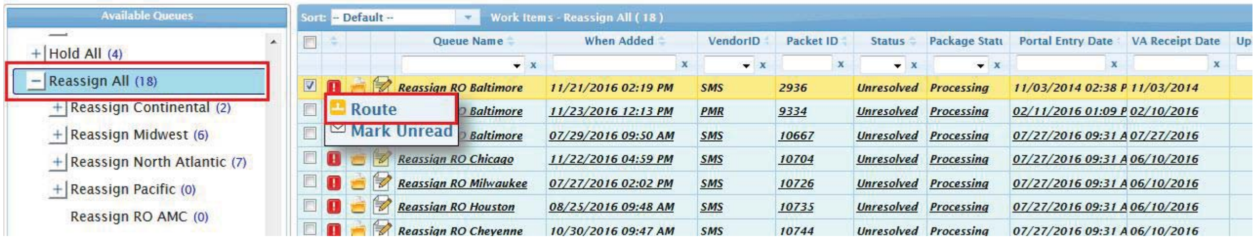

4. *Click* **OK**. Marked work packets are now sent to the Reassign queue.

## 4.3 Route Packet to an RO

Supervisory users can route packets from the Reassign All queue to other ROs by performing the following steps:

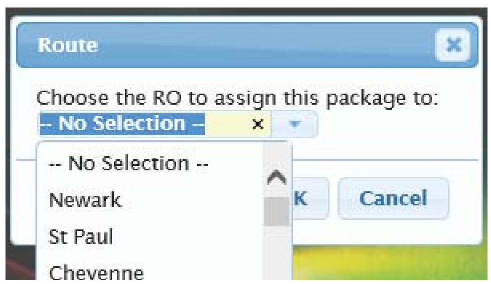
1. *Click* the **Reassign** work queue for the RO from which you are reassigning the packet. Packets display on the right (Figure 33).

Figure 33: Reassign RO Action Menu




2. *Click* the **Actions button** next to desired packet and *select* **Route** from the dropdown (refer to Figure 32).
3. *Choose* an **RO** from the dropdown to assign it to and *click* **OK** (Figure 34).

Figure 34: Route Dropdown



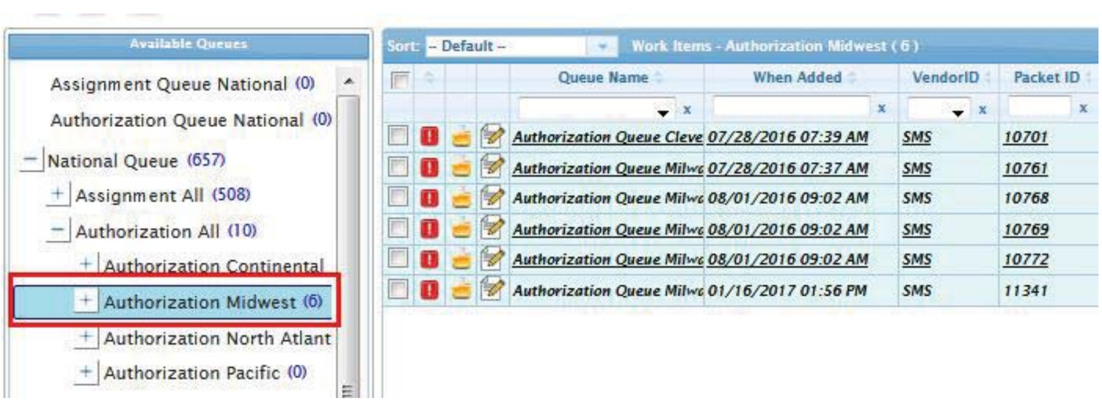

4. *Click* **OK** again. The packet has been routed to desired RO.

## 4.4 Approve/Deny a Packet via the Authorization Queue

Supervisory users have the ability to approve or deny work packets in the Authorization queue by performing the following steps:

1. *Select* the **Authorization** queue for the RO that contains the packet to be approved or denied (Figure 35).

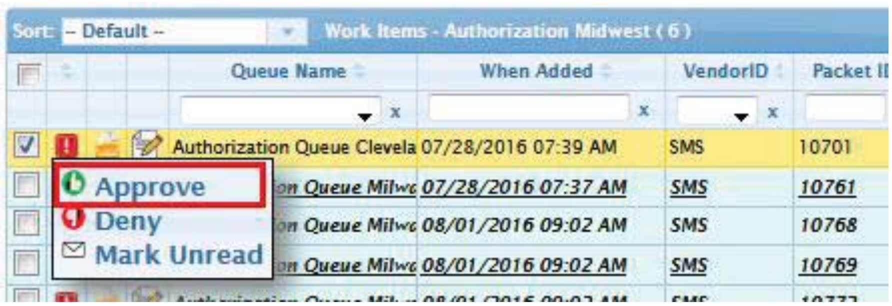
Figure 35: Select Authorization Queue



To approve a work packet:

1. *Select* the **checkbox** to the left of the desired work packet. *Click* the **Actions Menu** icon and select **Approve** (Figure 36).

**Figure 36: Approve Work Packet**




2. The Approve Action pop-up message opens (Figure 37).

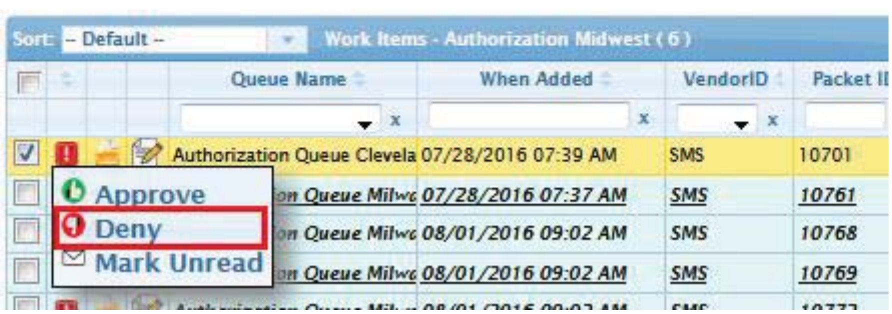
**Figure 37: Approve Action Message**


3. *Click* **OK** to approve the packet. *Click* **Cancel** to cancel the action and return to the Results Grid (refer to Figure 37).

To deny a work packet:

1. *Select* the **checkbox** to the left of the desired work packet. *Click* the **Actions Menu** icon and select **Deny** (Figure 38).

**Figure 38: Deny Work Packet**




2. The Deny Action pop-up message opens (Figure 39).

**Figure 39: Deny Action Message**


3. *Click* **OK** to approve the packet. *Click* **Cancel** to cancel the action and return to the Results Grid (refer to Figure 38).

***NOTES:***

- *Approved Rescan requests will be routed to scanning vendor for corrective action on mail packets.*
- *Denied Rescan requests will route to the RO Work Assignment queue with a denial error for processing by VA personnel.*

# 5 Document Level Processing

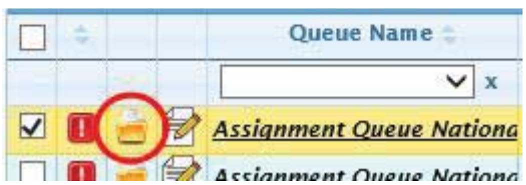
Document level processing is described in the following subsections.

## 5.1 Opening a Work Packet

To open a work packet perform the following steps:

1. *Select* the queue for the packet you wish to open (refer to Section 3.4).
2. *Select* the **checkbox** to the left of desired work packet. C*lick* the **Folder** icon (Figure 40).

**Figure 40: Work Queue Folder**



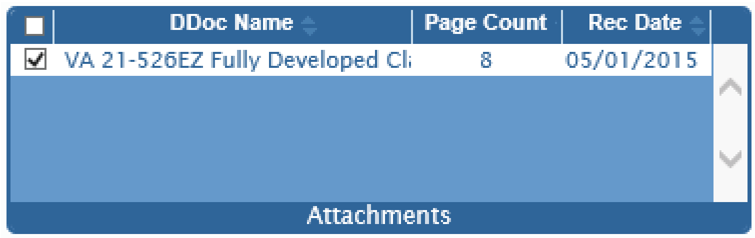

3. The Document Processing window opens, as shown in Figure 41.

**Figure 41: Document Processing Window**


***NOTE:*** *Depending upon the queue selected, the Document Processing Window may have different icons. Specifically, if you open a packet from the Work queue, the Document Processing window will include the Hold icon. If you open a packet from the Assignment, Hold queues, the Document Processing window will exclude the Hold icon. If you open a packet from an Authorization queue, you will see the toolbar in Figure 49. If you select a packet from a Reassign Queue, your toolbar will include a Route icon.*

The Attachments Grid is displayed in the upper left-hand corner of the screen, as shown in Figure 42.

Figure 42: Attachments Grid




### 5.1.1 Attachments Grid

The Attachments Grid provides a view at the document level. Columns include:

- DDoc Name: Shortened version of document name.
- Page Count: Number of pages in packet.
- Rec Date: Document received date.

***NOTE**: More than one work document can be opened at once by using shift-click.*

***NOTE**: You can view multiple documents within a work packet but can only perform an action on <u>one document</u> at a time.*

To sort documents in ascending/descending order, *click* the **arrows** that appear to the right of a column heading in the Attachments Grid (Figure 43).

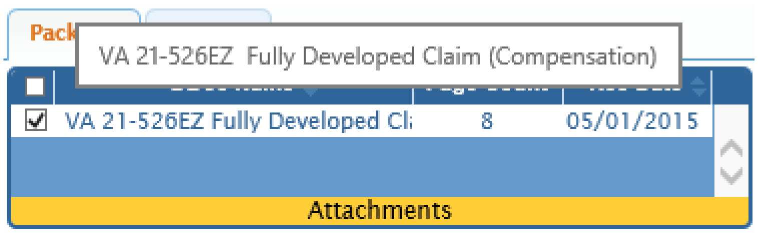
Figure 43: Attachment Grid Sorting


To resize column widths, *hover* the cursor over the **right line** of a column heading until a double-arrow appears. Drag to the right to make wider or to the left to make narrower.

### 5.1.2 Viewing Full Doc Name

The DDoc Name field is often too narrow to accommodate the full document name. To display the full document name, *hover* the **cursor** over the value in the DDoc Name column. The full name displays as shown in Figure 44.

Figure 44: Display Full Document Name




## 5.2 Show/Hide Thumbnails

To show/hide thumbnails, *click* the **gray shaded** panel bar. *Click* again to reverse the action. (Figure 45).

Figure 45: Hide Thumbnail View

## 5.3 Work Processing Toolbar

The Work Processing Toolbar displays the type of packet processing that can be performed (Figure 46).

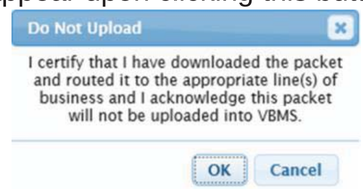
Figure 46: Work Processing Tollbar


***NOTE****:* *All of the options available in the Work Processing toolbar perform functions at the* ***packet level, not document level****.*

Table 6 describes the toolbar work processing buttons.

Table 6: Work Processing Buttons

| Button | Description |
|---|---|
| Upload | Initiates the upload of documents within a packet to VBMS. |
| Re-Route | Moves the packet to the Re-Route/Reassign Queue where a Super User authorizes and re-assigns to the appropriate RO. |

| Button | Description |
|---|---|
| Hold | Moves the packet to a temporary holding queue. |
| Assign | Assigns the work packet to another user within the same RO. |
| Split | Used when there are multiple Veterans co-mingled within a single packet. This will route the packet to the scan vendor to separate out the Veterans into multiple packets. |
| Rescan | Sends the document to the authorization queue for supervisor action. |
| Do Not Upload | Marks the packet as complete and does not upload into VBMS. The following message will appear upon clicking this button:   |
| Unidentifiable | Marks the packet as Unidentifiable Mail and routes it to the next line of approval by a Supervisor. |
| Notes | Enables the user to enter ‘packet’ level comments that apply to all associated packets. Turns yellow if notes have been added. |
| Download | Creates a Zip file on the user’s computer of a PDF of all individual documents for current packet. |
| Close | Closes the packet and returns the user to the Results Grid. |

## 5.4 Unidentified Mail First Authorization Queue: Approve/Deny

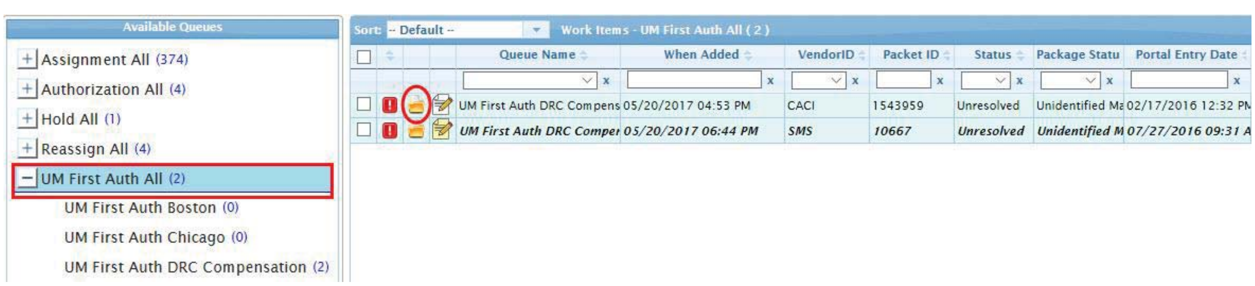
Supervisors have the ability to approve or deny unidentifiable mail (UM) packets as described in the following subsections.

### 5.4.1 Open a Work Packet for Approval/Denial

Perform the following steps to open a work packet for approval/denial:

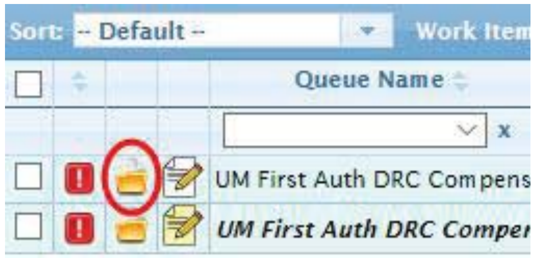
1. *Click* the **UM First Auth All** queue to display all packets available to the Supervisor (Figure 47). This provides a list of work items available for action.

**Figure 47: UM First Authorization Queue**



2. *Select* the **checkbox** to the left of the desired work packet. *Click* the **Folder** icon to open the document (Figure 48).

**Figure 48: Open the Work Packet**



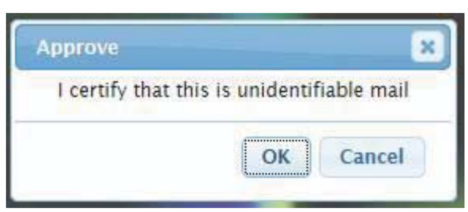

3. The Document Processing window opens, as shown in Figure 49.

**Figure 49: Document Processing Window**


To approve a work packet:

1. *Click* the **Approve** button (refer to Figure 49).
2. A confirmation message appears (Figure 50).

**Figure 50: Approval Confirmation Message**

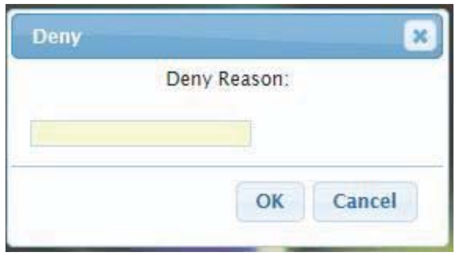



3. *Click* **OK** to approve the packet and route it to the next stage within the workflow.
4. *Click* **Cancel** to remain in the current image to be worked accordingly.

To deny a work packet:

1. *Open* a work packet, as described in Section 5.4.1.
2. *Click* the **Deny** button (refer to Figure 49).
3. A confirmation message appears (Figure 51).

**Figure 51: Deny Message**




4. *Enter* a reason for the rejection in the text box.
5. *Click* **OK** to complete the Deny action. You will be returned to the last known user queue based on business logic.
6. *Click* **Cancel** to remain in the current image to be worked accordingly.

### 5.4.2 Notes

Document level notes may be added and viewed by those having permissions. *Click* the **Notes** button to access the notes functionality (Figure 52).

**Figure 52: Document Level Notes**


To add new notes, *click* the "**+**" button. The Notes icon will turn yellow after adding new notes. To view the notes, *click* the **Notes** Icon.

### 5.4.3 Download

*Click* the **Download** icon and follow the on screen instructions to download a zipped PDF version of the current document (refer to Figure 49).

## 5.4.4 Close

*Click* the **Close** icon to close the work packet and return to the work screen without performing any action on packet (refer to Figure 49).

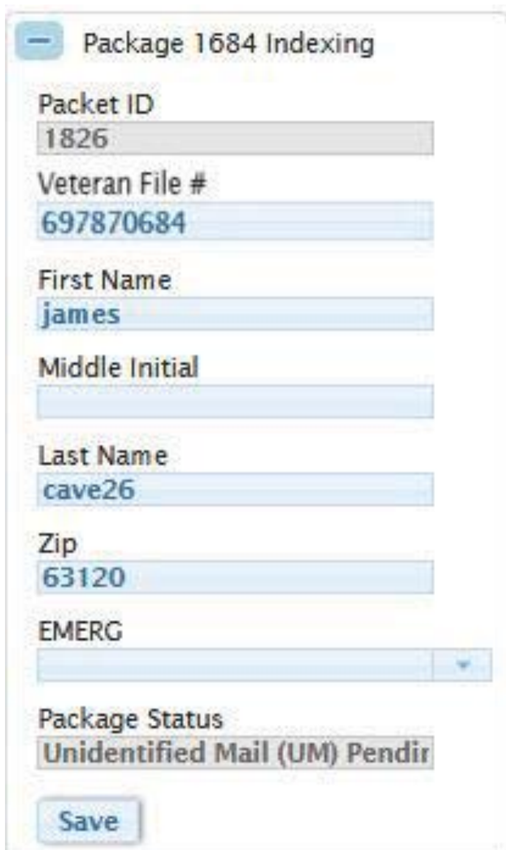
# 5.5 Indexing

The following subsections describe the process of packet and document level indexing.

## 5.5.1 Packet Indexing

Packet indexing appears with Document Indexing on the right side of the Work Processing window (Figure 53).

**Figure 53: Packet Indexing Fields**




## 5.5.2 Emergent Claim Indicator (EMERG)

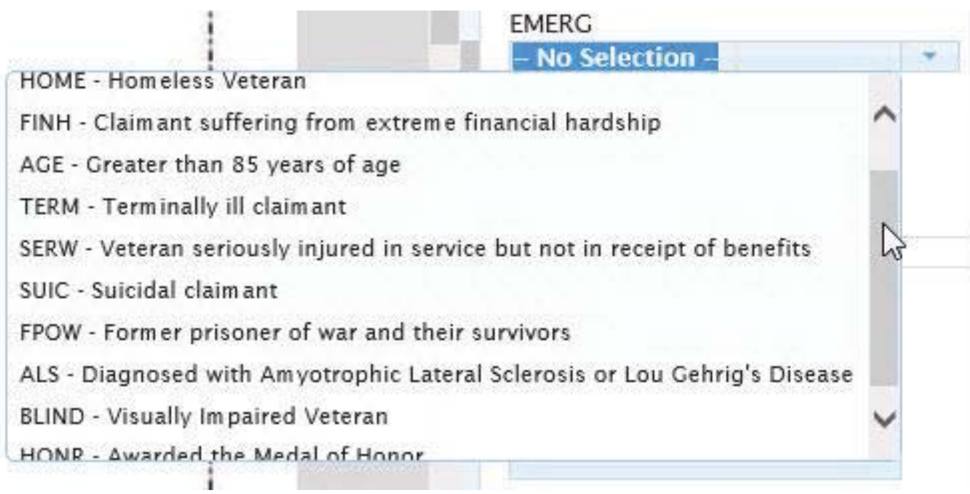
To tag a packet using the 'Emergent Claim Indicator (EMERG)' as an 'Emergent' claim, *assign* a code to the packet via the **EMERG** dropdown menu (Figure 54).

**Figure 54: Emergent Field Dropdown**


Perform the following steps to assign an Emergent Code:

1. *Click* the **EMERG** dropdown arrow and *select* a **code** from the list. Once selected, the code will display in the EMERG field. (Figure 55).

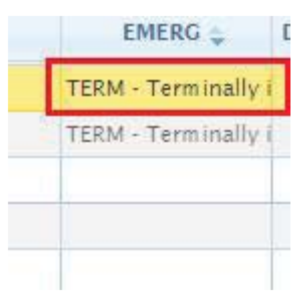
**Figure 55: Emergent Claim Designation**




2. *Click* **Save.**
3. *Click* **Close** to return to the Packet Level Indexing.

The Emergent code is displayed in the EMERG column in the Packet Level Indexing, as shown in Figure 56.

**Figure 56: EMERG Code Displayed**




## 5.5.3 Document Indexing

Figure 57 displays the Document Indexing fields.

**Figure 57: Document Indexing Fields**


## 5.6 History Tab

The History tab provides a historical record of the path the packet has taken when it was initially assigned to completion and active in the system (Figure 58)

**Figure 58: History Tab**

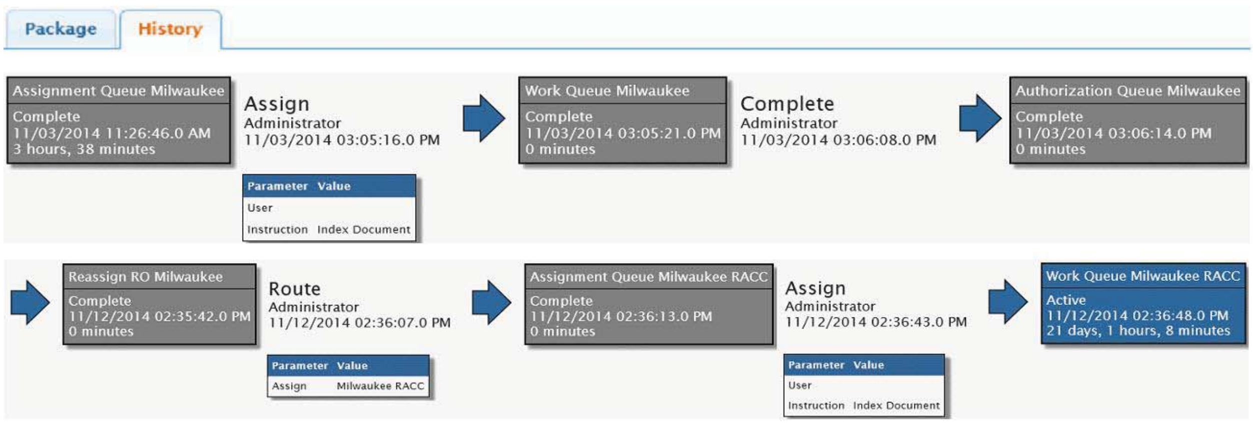



Table 7, Workflow History, describes each process.

**Table 7: History Workflow**

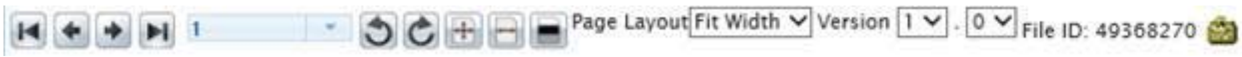
| Box | Description |
|---|---|
| Gray Boxes | Details where the work packet has been, including date and time of completion and how long it took. |
| Black Text | Displays the action taken from the prior queue, including who took action, date and time. |
| Blue/White Boxes | Details who the work packet was sent to and what changes were made. |
| Blue Boxes | Details where the work packet is at current date and time. |

***NOTE:*** *You may view a packet's history even if completed and/or uploaded.*

# 6 Doc Viewer Toolbar & Hot Keys

The document toolbar and hot keys are shown in Figure 59.

**Figure 59: Document Viewer Toolbar**




The following subsections describe the image navigation, rotate image, zoon, brightness and contrast, page layout/fit width, version number, and document history functionality available in the document viewer.

## 6.1 Image Navigation

To use image navigation, *click* the **arrow** buttons to navigate between documents (Figure 60). Use the page number selector to jump to a specific page.

**Figure 60: Image Navigation**

## 6.2 Rotate Image

To rotate the image, *click* the rotate buttons to turn the pages within the document (Figure 61). Rotating an image only affects the view of the document as displayed to the current user and does not change the underlying file.

**Figure 61: Rotate Image**

## 6.3 Zoom

Perform the following steps to perform zoom functions:

1. *Click* the “**Fit All**” button to see entire document (Figure 62).

**Figure 62: Zoom - Fit All Button**

2. *Click* the “**Fit Width**” button to expand width to entire width of view (Figure 63).

**Figure 63: Zoom - Fit Width**

3. Use the page layout drop down menu to choose view percentage (Figure 64).

Figure 64: Zoom - Page Layout - Fit Width


## 6.4 Brightness and Contrast

To adjust the brightness and contrast, *click* the **Adjust Brightness and Contrast** (Figure 65).

Figure 65: Brightness and Contrast

## 6.5 Version Number

*Click* the **Version** dropdown menu to select a previous version of the document (Figure 66). This applies when the original image file is modified.

Figure 66: Version Number


## 6.6 Document History

To display all activity that has occurred regarding the document, *click* the **Document History** icon (Figure 67). This action also has the option to convert to a .csv format for further customization.

Figure 67: Document History

## 6.7 Hot Keys

Use the hot keys listed in Table 8 to navigate through the various images within a document.

Table 8: Hot Key Descriptions

| Hot Key | Action |
|---|---|
| Ctrl + 1 | Zoom to 10% |
| Ctrl + 2 | Zoom to 30% |
| Ctrl + 3 | Zoom to 50% |
| Ctrl + 4 | Zoom to 70% |
| Ctrl + 5 | Zoom to 100% |
| Ctrl + 6 | Zoom to 120% |
| Ctrl + 7 | Zoom to 140% |

| Hot Key | Action |
|---|---|
| Ctrl + 8 | Zoom to 160% |
| Ctrl + 9 | Zoom to 180% |
| Ctrl + Pg Up | Previous Page |
| Ctrl + Pg Dn | Next Page |
| Ctrl + Home | First Page |
| Ctrl + End | Last Page |

# 7 Search Function

The Search function is used to search for a *specific work packet* and <u>is not</u> intended as the primary method for opening and modifying work packets (Figure 68).

**Figure 68: Search Function**


## 7.1 Search Results

Perform the following steps to conduct a search and return results:

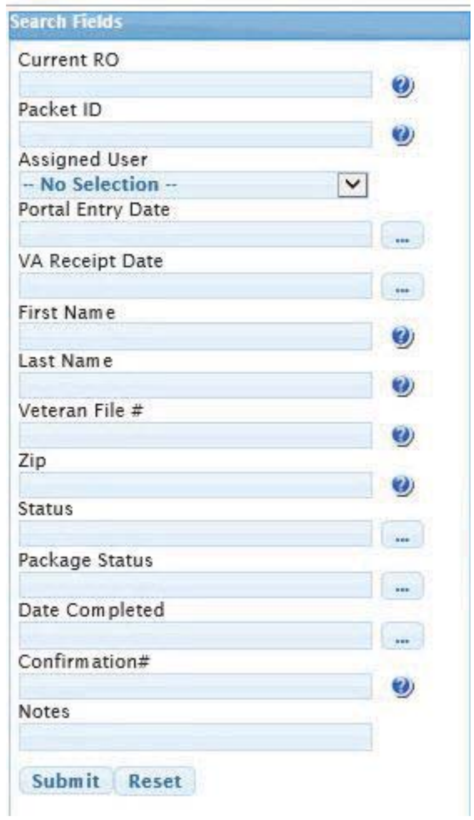
1. *Select* **Search** to display the Select Search window (Figure 69).

**Figure 69: Select Search Window**


***NOTE**: To set Workflow as the default, click the '**Set Default**' button.*

2. S*elect* **Workflow** from the dropdown to display a list of search fields.
3. Enter the search parameters in the Search Fields (Figure 70).

**Figure 70: Search Fields**




***NOTE**: Selecting My Uploads will show a modified set of search fields.*

4. *Click* **Submit** to perform the search and return results.

Table 9 provides a description of the Search Fields.

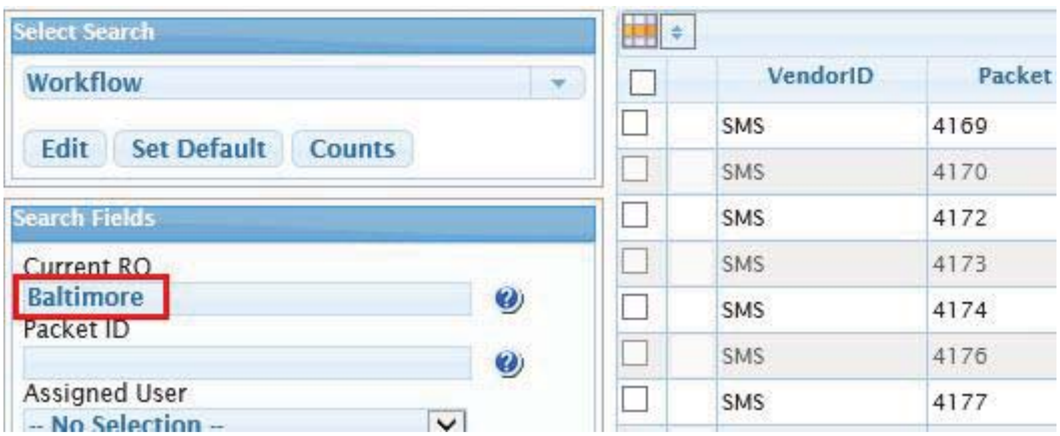
**Table 9: Search Field Definitions**

| Search Field | Definition |
|---|---|
| Current RO | Only packets for User's RO will display. |
| Packet ID | The packet's ID number. |
| Assigned User | If using Assignment or Authorization queue, can search on group. If specific person, will list what's assigned to them. |
| Portal Entry Date | Date the packet was uploaded to the portal. |
| VA Receipt Date | Date the VA received document in packet. |
| First/Last Name | Veteran's First and Last Names |
| Veteran File # | Veteran's File Identification Number |
| Zip | Veteran's Zip Code |
| Status | Used to search for packets that are resolved/unresolved. |
| Packet Status | Current status of the Veteran's packet. |
| Date Completed | Date the packet was completed. |

| Search Field | Definition |
|---|---|
| Confirmation # | Confirmation number assigned to direct uploaded packets. |
| Notes | Any notes pertaining to the packet. |

5. Search Results are returned (Figure 71).

**Figure 71: Search Results**




***NOTE**: Search results may open in a new window and require "enable Pop-ups" for the second window to execute.*

## 7.1.1 Packet Status

To select the packet status, *click* the **button** and select one or more statuses from the list (Figure 72).

**Figure 72: Packet Status**

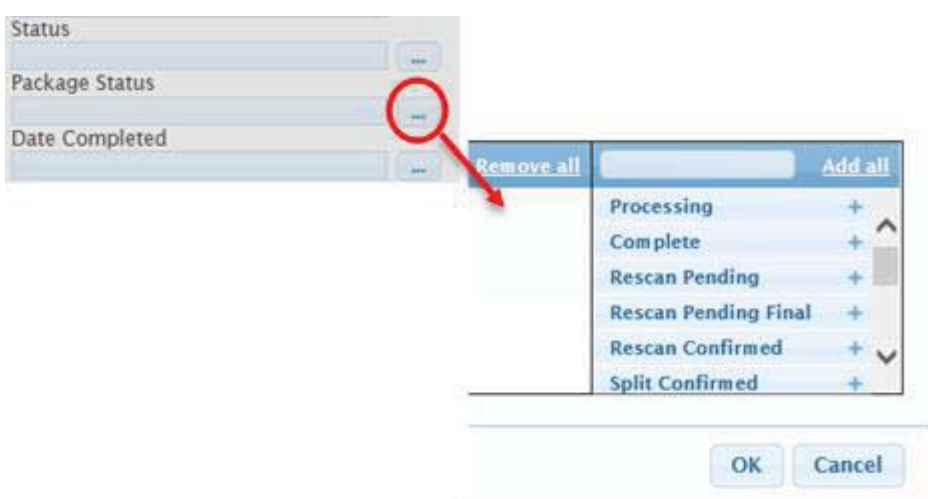


Table 10 provides a description of the packet status.

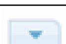
**Table 10 : Packet Status Descriptions**

| Status | Description |
|---|---|
| Processing | A packet has been assigned to a user and it's currently in process. |
| Complete | A packet has been processed and uploaded to VBMS. |
| Upload Failed | The packet has failed to upload to VBMS. |
| Rescan Pending | A user has requested packet to be rescanned and the packet is currently pending on Super User's decision. |
| Rescan Pending Final | A Super User has approved a user's request for rescan and packet is pending COR's authorization. |
| Rescan Confirmed | A COR has approved the rescan request. |
| Split confirmed | A packet has been split. |
| Failed to Upload | Disabled |
| Unidentified Mail (UM) Pending | A user has approved the packet as unidentifiable and the packet is currently pending supervisor's decision. |
| Unidentified Mail (UM) Confirmed | Supervisor has approved the packet as unidentifiable and packet is pending RMO authorization. |
| Unidentified Mail (UM) Final | RMO has approved the packet as unidentifiable. |
| Pending Upload | A packet is pending to be uploaded. |

## 7.2 Search Field Buttons

The button to the left of each field provides input tips or pre-determined values to assist in entering the correct data for that field. Table 11 lists each button and its associated description.

**Table 11: Search Field Button Descriptions**

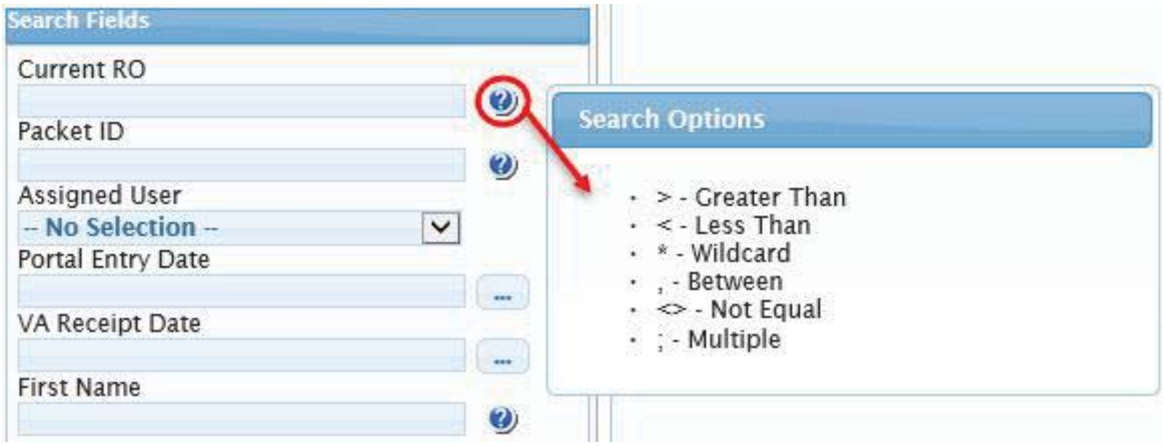
| Button | Description |
|---|---|
|  | When clicked, displays a list of wild card characters and operators that can be used with values entered into the search fields. |
|  | When clicked, enables the user to select a single text value from a dropdown list. |
|  | When clicked, enables the user to select a value from a pop-up window. |

## 7.3 Wild Card Characters & Operators

The question mark search field button provides wild card character and operator suggestions to help narrow the search (Figure 73).

***NOTE**: Most wild cards and operators should be placed before the value.*

Figure 73: Wild Cards & Operators




## 7.4 Date Selector Pop Up

*Click* the ... **button** next to a date field to display a pop-up window to select a pre-defined date or *enter* a **date range** to apply to their search (Figure 74).

Figure 74: Date Selector Pop-Up


## 7.5 Search Tips

Use the following tips when performing a search:

- Wildcards (*) only apply to strings. No results are returned for date, time, and integers.

- Entering just a value into a field will only search for that exact value.
- Entering in an expression that starts with an operator (<, >, <>) will trigger interpretation of the value as a ‘search expression’.

  ***NOTE****: When using expressions, the results will take longer to return than if using exact value filters.*

- Less than (<) and greater than (>) only apply to date, time and integers. Equal/not-equal applies to all values.
- A string search does not require “_”, except when it may contain control characters. Example: “Hello, my name is”. The comma after Hello is a control character.
- Strings can contain a wildcard character to do a partial match, i.e. *Hello*.
- Dates should be entered as Month/Day/Year or Month-Day-Year. Either ‘/’ or ‘**-**‘ can be used as a separator (it does not have to be consistent). A date is considered a time range for the entire day.
- Time should be entered as Month/Day/Year Hour:Minute:Second.Millisecond (am or pm). Either ‘/’ or ‘**-**‘ can be used as a separator (it does not have to be consistent). Minute, second, millisecond and am/pm are all optional. If omitted, defaults to 0 and am. Times must be an exact match. If a range is desired, use a comma or enter a date.
- A range of values uses a comma separator, i.e. 1,5 or 1/1/2012,5/1/2012
- A list of possible values use a semi-colon separator, i.e. 1;2;3;4;5 or 1/1/2012;1/15/2012;1/20/2012

## 7.6 Select Search Buttons

Upon selecting the search criteria, three additional options are available (Figure 75) to save/edit the search.

**Figure 75: Select Search Buttons**


Table 12 describes the search option features.

Table 12: Search Options

| Button | Description |
|---|---|
| Edit | Displays the Edit User Searches window and enables you to save a customized user search (more information is in the next section). |
| Set Default | Set the current customized search as the default search to display upon log in. Once a default has been set, *click* the **button** again to clear it as desired. |
| Counts | Displays the Search Result Counts window. Shows the quantity of documents available according to document type. |

## 7.7 Saving a Custom Search

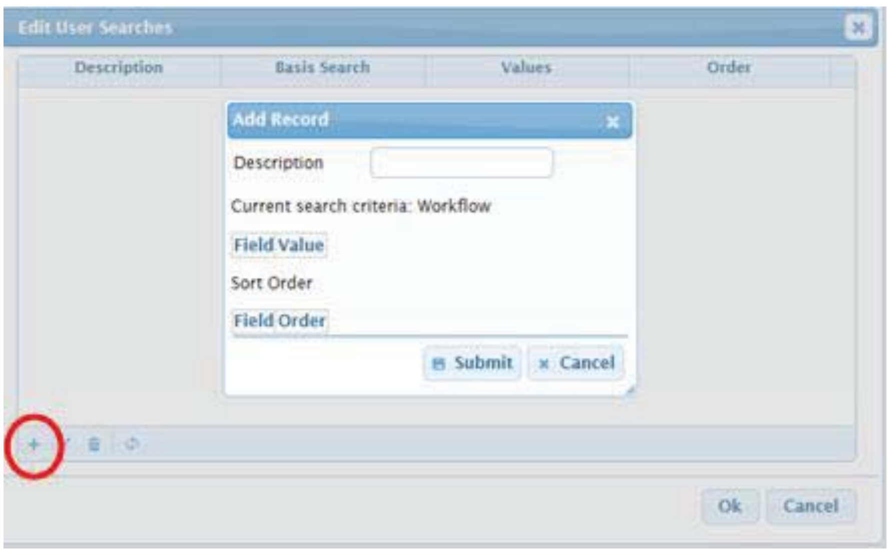
At times, it may be beneficial to save a search you have customized to be used later. User searches can be saved and are automatically added to the Select Search dropdown list.

***NOTE**: User searches are labeled with a '(user)' suffix.*

Perform the following steps to save a search:

1. *Click* the **Edit button** (refer to Figure 75). The Edit User Searches window appears.
2. *Click* the **"+"** sign. The Add Record window appears (Figure 76).

Figure 76: Add Record




3. *Type* a **Description** for the search.
4. *Click* the **Submit button**. The search is now added to the User Searches window.
5. *Click* **Ok**. The search displays at the bottom of the dropdown list.

# 7.8 Results Grid Features

The search field results from the Search Field window will be displayed in the Results Grid. Using the Results Grid features, the search results may be sorted, the actions menu may be selected, and the results may be exported to .csv format (Figure 77).

**Figure 77: Results Grid Features**


Table 13 describes the results grid features.

**Table 13: Results Grid Descriptions**

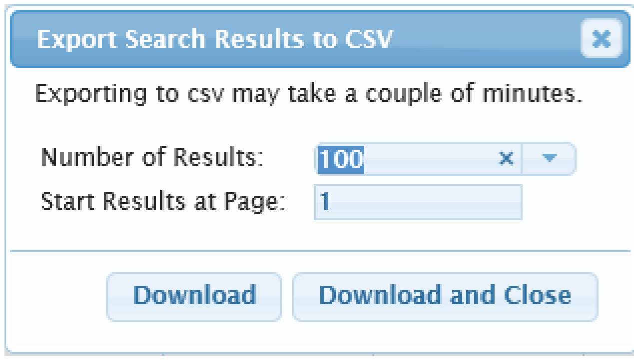
| Feature | Description |
|---|---|
| Export to csv | Exports results into .csv format. |
| Select Sort Order | Add/remove specific sort criteria within the Results Grid. |
| Actions Menu | Enables the user to perform specific actions on the item selected. |

# 7.9 Export to CSV

To define the number of results returned and the results start page prior to export using the Export to CSV feature, perform the following steps:

1. *Click* the **Export to csv** button. The Export window appears (Figure 78).

Figure 78: Export to CSV




2. *Select* the **number of results** you want returned and the start page for the results**.**
3. *Click* **Download** for multiple pages or **Download and Close** if the first download returns enough results.

***NOTE****: The higher the number of results, the longer it will take for results to be returned.*

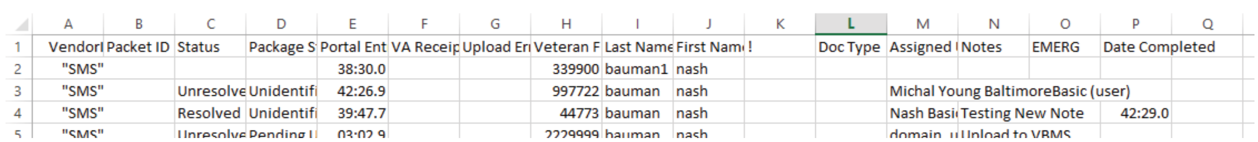
4. After a few seconds, a bar will display asking to open or save the csv report. *Click* **Open** to display the report in **Excel** or *click* **Save** to save it to a **file drive** (Figure 79).

Figure 79: Open or Save CSV Report


***NOTE****: The '**Start Results at Page**:' field will automatically advance a page after results are returned. <u>Do not click the **Download button** again until you have opened or saved the current download results</u>.*

5. Search results display in .csv format, as shown in Figure 80.

Figure 80: Sample CSV Report Results



| | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 | VendorI | Packet ID | Status | Package S | Portal Ent | VA Receip | Upload Er | Veteran F | Last Name | First Nam | ! | Doc Type | Assigned | Notes | EMERG | Date Completed | |
| 2 | "SMS" | | | | 38:30.0 | | | 339900 | bauman1 | nash | | | | | | | |
| 3 | "SMS" | | Unresolve | Unidentifi | 42:26.9 | | | 997722 | bauman | nash | | | Michal Young BaltimoreBasic (user) | | | | |
| 4 | "SMS" | | Resolved | Unidentifi | 39:47.7 | | | 44773 | bauman | nash | | | Nash Basi | Testing New Note | | 42:29.0 | |
| 5 | "SMS" | | Unresolve | Pending U | 03:02.9 | | | 2229999 | bauman | nash | | | domain_u | Upload to VBMS | | | |

6. C*lick* the **'X'** in the upper right-hand corner of the Export window to close the feature.

## 7.9.1 Search Actions Menu

*Click* the **Actions Menu** button to display the Search Actions Menu (Figure 81).

**Figure 81: Search Actions Menu**


Table 14 lists the menu options and their descriptions.

**Table 14: Search Actions Menu**

| Menu Option | Description |
| --- | --- |
| History | Shows history of document. |
| Notes | Create a note that includes user ID and date. *This note will stay with the packet; however, only the last packet note added will be displayed and be visible in Search Grid View or Workflow Grid View results.* |
| Perform Work | Click here to have the system navigate to the mail packet in the current Workflow queue for processing. Displays document in full screen mode and opens Image Viewer from the Workflow Queue location. |

# 8 Direct Upload Function

The following subsections provide instructions on how to perform a Direct Upload.

## 8.1 Prior to Beginning …

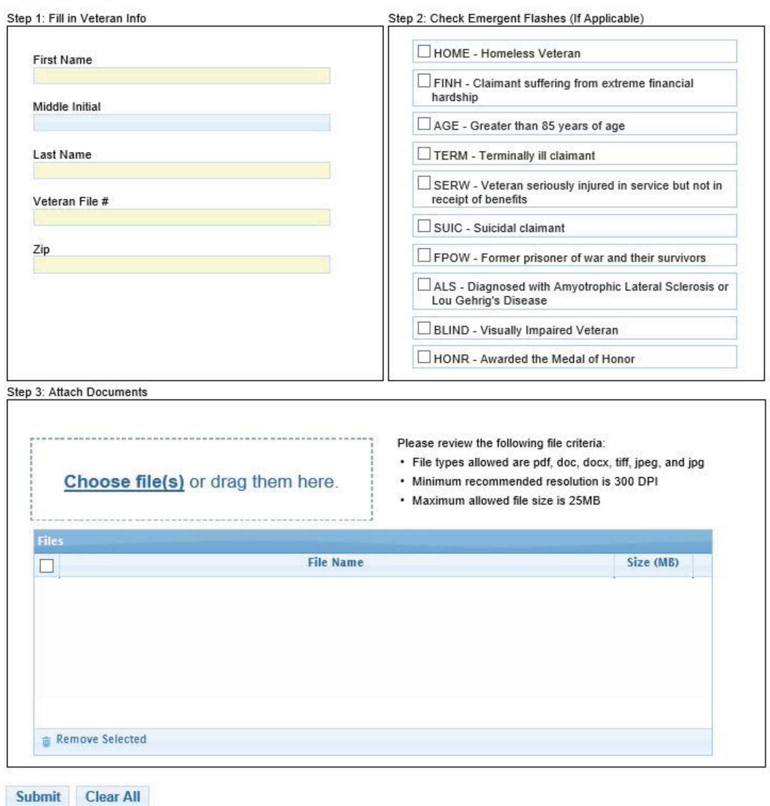
- ✓ Make sure you have confirmed the location of your document to be uploaded on your PC. You will need access to this location later in the process.
- ✓ Your document **MUST** be in **PDF, JPEG, TIFF** or **DOC/DOCX** format to upload.
- ✓ File uploads cannot exceed **10** files, each with a **25MB** file size limit.

## 8.2 Upload Instructions

Use the following steps to perform a Direct Upload.

1. *Click* the **Direct Upload** icon (refer to Figure 5). The Packet Upload Form opens (Figure 82).

**Figure 82: Packet Upload Form**




2. *Enter* **First Name, Last Name**, **Middle Initial** (if applicable), **Veteran File #,** and **Zip** (all fields in yellow are <u>required</u> before submitting request).

3. *Select* applicable **Emergent Flashes**.
4. *Click* the **Choose Files or Drag Them Here** button, which opens a Windows Explorer dialog box. *Navigate* to the location of the files to be uploaded, highlight the file, and *click* **Open**.
5. *Click* the **Submit** button to upload files. When the **Packet Upload Success** message appears, *click* **OK** (Figure 83).

**Figure 83: Packet Success Pop-Up**


Table 15 describes the stages of the submitted packet.

**Table 15: Current Stages**

| Current Stage | Definition |
|---|---|
| Evidence Received | Stage packet is in before it enters the Claim Intake Center processes. |
| Quarantine | Stage packet is in if a file within the Direct Upload failed security scan. (Files in Quarantine will never leave) |
| Vendor Processing | Stage packet is in once it enters the Claim Intake Center process and until it is uploaded to DMHS. |
| Available in Mail Portal | Stage packet is in after it has been uploaded to DMHS. |
| Complete | Stage packet is in once marked completed in DMHS. |

# 9 Watermarks

The standard watermark included in all images is displayed in Figure 84. This includes the DOR at the Scan Site and Location.

**Figure 84: Standard Watermark**

09/24/2014 – VA Evidence Intake Center, Janesville WI

The 'Best Copy' annotation (Figure 85) also will be applied when applicable, such as when the image cannot be enhanced further for legibility or if the original source contains any loss of data.

**Figure 85: Best Copy Watermark**

BEST COPY

Additional watermarks for the PMR process include the Scan Date, which may or may not be the same as the DOR at the scan site, and a PMR Program Referred designation (Figure 86).

**Figure 86: Scan Date Watermark**

ScanDate: 09/25/2014 – PMR PROGRAM REFERRED

Every PMR document that is marked 'best copy' based on business rules will have the full watermark, as shown in Figure 87.

**Figure 87: Full Watermark**

09/24/2014 – VA Evidence Intake Center, Janesville WI ScanDate: 09/25/2014
BEST COPY – PMR PROGRAM REFERRED

Any non-PMR document will have the following watermark ('best copy' added when driven by business rules), as shown in Figure 88.

**Figure 88: Non-PMR Document Watermark**

09/24/2014 – VA Evidence Intake Center, Janesville WI
BEST COPY

# 10 Acronyms

The following lists the acronyms and their descriptions.

| Acronym | Definition |
|---|---|
| DMHS | Digitized Mail Handling Services |
| DNP | Do Not Process |
| DOR | Date of Record |
| EMERG | Emergent |
| FIFO | First In First Out |
| LTS | Long-Term Storage |
| PIN | Personal Identification Number |
| PIV | Personal Identification Verification |
| RO | Regional Office |
| SID | System Identification |
| VA | Department of Veteran Affairs |
| VBMS | Veterans Benefits Management System |