

Job Aid

Sending Packages in VBMS-Awards

OVERVIEW

Phase One of CBCM will implement the Package Manager, allowing you to submit electronic communications for printing and mailing within Veterans Benefits Management System (VBMS). Package Manager retains the information regarding the correspondence communications being created and mailed, to include correspondence letters, attached forms, and mailing dates. Package Manager will allow you to add recipients. Recipient(s) are individuals or organizations (i.e. Veteran Service Organizations Representatives).

Once the package is submitted by VBA staff, it is transmitted to the CBCM vendor for final consolidation. The CBCM vendor will transmit the package to IT Operations and Services (ITOPS) for printing and mailing to recipients. Once the package is mailed, ITOPS will notify the CBCM vendor and the CBCM vendor will notify VBMS.

Impacts by Position

Veteran Service Representatives may now be required to accomplish the following tasks:

- [Send a Package From Award Letter Interview](#)
 - [Confirm Recipient and Enclosure Information](#)
- [Resend a Package from VBMS-A](#)
- [Confirm Receipt of Package in Package Manager](#)

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SEND A PACKAGE VIA AWARD LETTER INTERVIEW

After generating an award, navigate to the Award Letter Interview by selecting Gen Letter button. Under the 'Recipients' tab a drop-down arrow icon under 'Delivery Method' indicates multiple options:

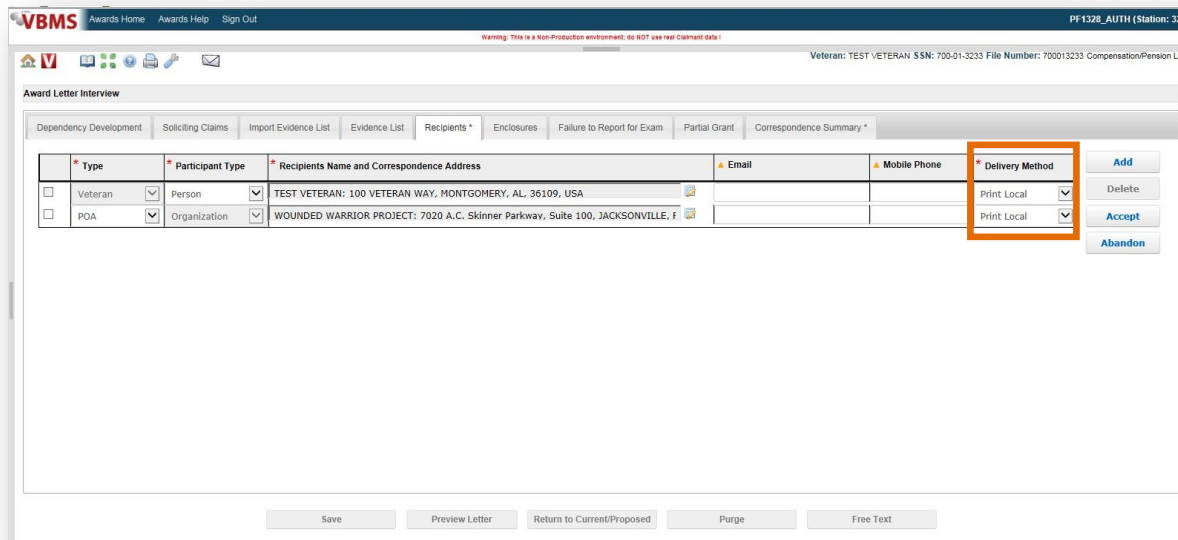


Figure 1 – Recipients tab of the Award Letter Interview Screen Highlighting the Delivery Method

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Click the drop-down to reveal a new 'Print Central' delivery option. Selecting this option will send the letter distribution for that recipient to the Package Manager upon finalization.

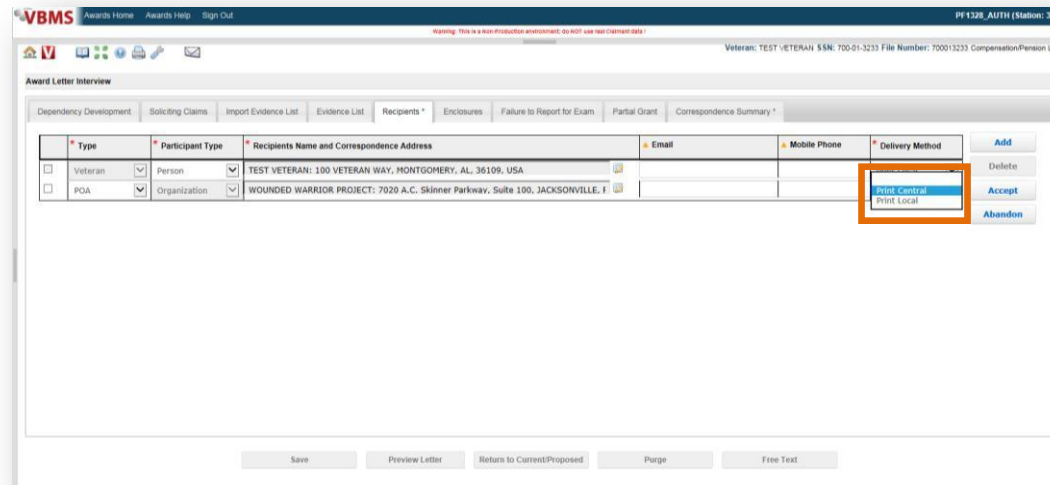


Figure 2 – Recipients tab of the Award Letter Interview Screen Highlighting Print Central

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Note that you will continue to have the ability to modify the address for each recipient as before:

Title	* First Name	Middle Name	* Last Name	Suffix
	TEST		VETERAN	

Enter Mailing Address

▲ Address Type	▲ Address Line1	Address Line2	Address Line3
Domestic <input checked="" type="checkbox"/>	100 VETERAN WAY		

▲ City	▲ State	▲ Zip Code	▲ Country
MONTGOMERY	AL <input type="checkbox"/>	36109	USA

Remarks

OK Cancel

Figure 3 – Edit Recipients Name and Correspondence Address screen

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Although the existing POA will auto-populate as a recipient you may if needed add a separate POA or a CC recipient by manually selecting the 'Add' radio button on the right hand side.

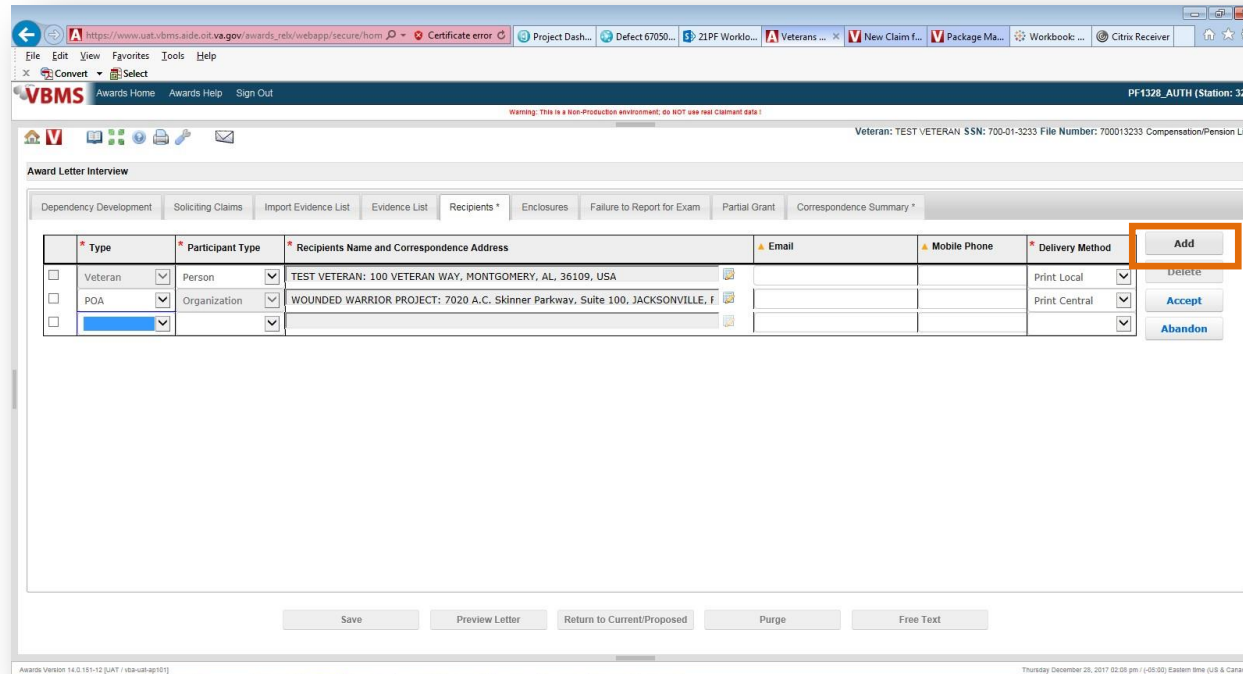


Figure 4 – Recipients tab of the Award Letter Interview Screen Highlighting the ability to Add a recipient

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Although the address fields will automatically populate for most POAs, certain VSOs do not have a predefined address.

In those situations, you must manually input all address fields in order to save that recipient.

*Note: the address input for a VSO should be the claimant SOJ address. Please see the “SOJ Address List for VSOs_CBCM” for more details.

Edit Recipients Name and Correspondence Address			
* Organization Name		POA Code	
DISABLED AMERICAN VETERANS		083	
Enter Mailing Address			
▲ Address Type	▲ Address Line1	Address Line2	Address Line3
Domestic			
▲ City	▲ State	▲ Zip Code	▲ Country
			USA
Remarks			
OK Cancel			

Figure 5 – Edit Recipients Name and Correspondence Address screen

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*NOTE: If you need to include an eFolder document to only certain recipients (such as the Rating Codesheet) you can do this in the 'Enclosures' tab by selecting 'N' under 'Part of Award Ltr' and then selecting the appropriate recipient(s) using the pencil scratchpad icon. You must enter a unique number into the 'Enclosure Order' when adding documents in this way.

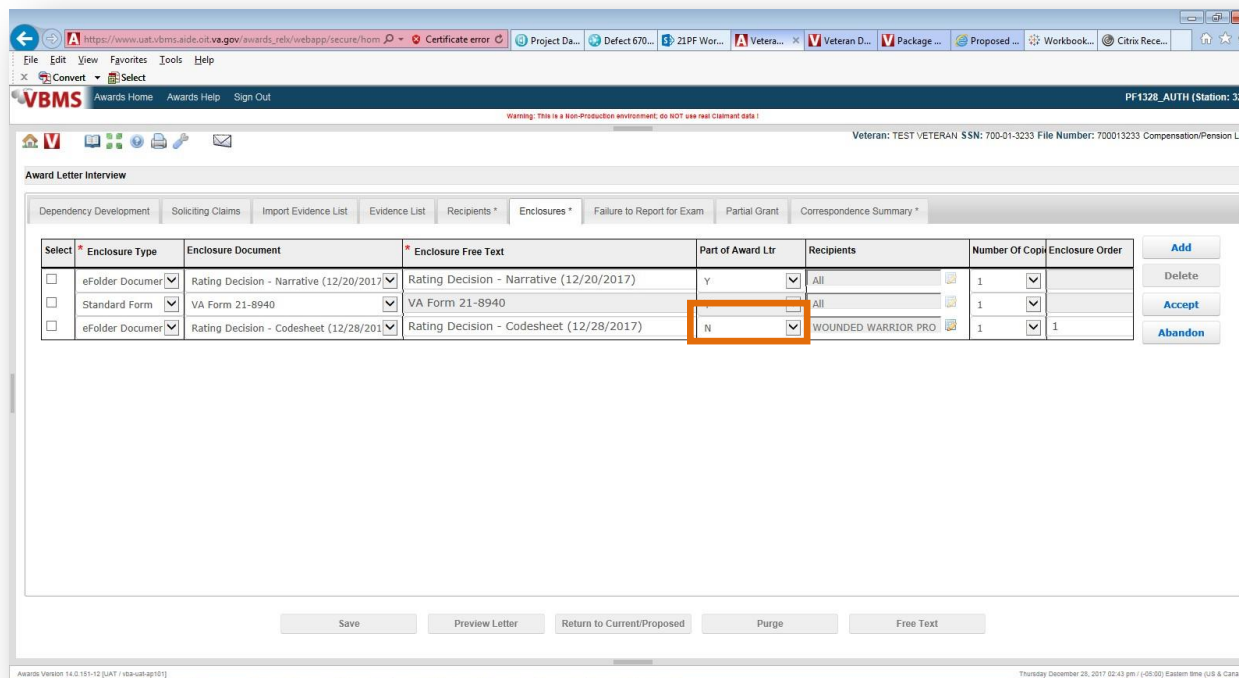


Figure 6 – Recipients tab of the Award Letter Interview Screen Highlighting the ability to select N under Part of Award Ltr

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CONFIRM RECIPIENT AND ENCLOSURE INFORMATION

There is a new tab available in the Award Letter Interview. This provides a snapshot of information provided separate on the 'Recipients' and 'Enclosures' tabs:

The screenshot shows the VBMS Award Letter Interview interface. At the top, there are navigation links for 'Awards Home', 'Awards Help', and 'Sign Out'. A warning message states: 'Warning: This is a non-Production environment; do NOT use real claimant data!'. The user is logged in as 'PF1328_AUTH (Station: 328)'. The current user is identified as 'Veteran: TEST VETERAN SSN: 700-01-3233 File Number: 700013233 Compensation/Pension Live'.

The main area is titled 'Award Letter Interview' and contains several tabs: 'Dependency Development', 'Soliciting Claims', 'Import Evidence List', 'Evidence List', 'Recipients *', 'Enclosures *', 'Failure to Report for Exam', 'Partial Grant', and 'Correspondence Summary *'. The 'Recipients *' tab is active.

Under the 'Recipients' section, there is a table with columns: 'Select', 'Type', 'Delivery Method', 'Recipient', 'Address', 'Email', and 'Mobile Phone'. Two rows are visible:

Select	Type	Delivery Method	Recipient	Address	Email	Mobile Phone
<input type="checkbox"/>	Veteran	Print Central	TEST VETERAN	100 VETERAN WAY, MONTGOMERY, AL 36109, USA		
<input type="checkbox"/>	POA	Print Central	WOUNDED WARRIOR PROJECT	7020 A.C. Skinner Parkway, Suite 100, JACKSONVILLE, FL 32256, USA		

Below the recipients table is the 'Enclosures' section with a table with columns: 'Enclosure Type', 'Enclosure Document', 'Enclosure Free Text', 'Part of Award Ltr', 'Recipients', 'Number Of Copies', and 'Document Order'. Three rows are visible:

Enclosure Type	Enclosure Document	Enclosure Free Text	Part of Award Ltr	Recipients	Number Of Copies	Document Order
eFolder Document	Rating Decision - Narrative (12/20/2017)	Rating Decision - Narrative (12/20/2017)	Y	ALL	1	
Standard Form	VA Form 21-8940	VA Form 21-8940	Y	ALL	1	
eFolder Document	Rating Decision - Codesheet (12/28/2017)	Rating Decision - Codesheet (12/28/2017)	N	WOUNDED WARRIOR PROJECT	1	1

At the bottom of the screen, there are buttons for 'Save', 'Preview Letter', 'Return to Current/Proposed', 'Purge', and 'Free Text'.

Figure 7 – Award Letter Interview screen

You will receive the following message when a 'Print Central' letter is authorized and successfully sent to Package Manager:

The screenshot shows an 'Alert' message box with a close button (X) in the top right corner. The text inside the alert reads:

This Award has been finalized. The final documents for the Award Letter and the Datasheet have been processed. Please navigate to your Userhome screen in VBMS-Awards and review your Alerts/Messages. If necessary, you can retrieve the final documents from the VBMS eFolder for printing using the link in the Alert message. Success: The Correspondence Documents have been submitted to the Package Manager for distribution.

At the bottom right of the alert box is an 'OK' button.

Figure 8 – Print Central letter alert

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RESENDING A PACKAGE FROM VBMS-A

After at least one successful submission of a package from VBMS-A, you will be able to resend any centrally printed letters by accessing the 'Award History' screen. From the 'Award History' a new radio button will display entitled 'View Correspondence':

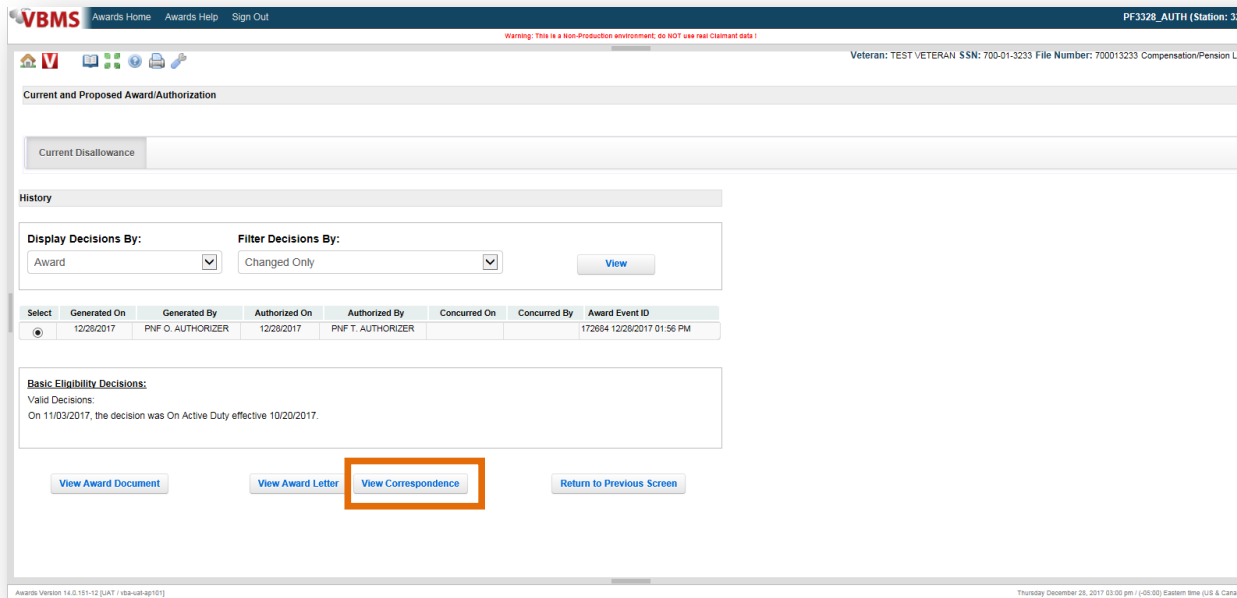


Figure 9 – Award History Screen highlighting View Correspondence

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Upon clicking 'Correspondence' (1) you can review previously submitted distributions. To resend one or more of these distributions, check the box by the appropriate recipient(s) (2) and then click 'Resend' (3).

The screenshot shows the VBMS web application interface. The 'Record Decisions' section is active, with the 'Correspondence' tab selected. The 'Recipients' table is displayed, showing two recipients: a Veteran and a POA. The 'Resend' button is highlighted with a blue circle and the number 3.

Type	Participant Type	Recipients Name	Correspondence Address	E-Mail	Mobile Phone	Delivery Method	Distribution Date	Distribution Status
Veteran	Person	TEST VETERAN	100 VETERAN WAY, MONTGOMERY, AL 36109, USA			Print Central	12/28/2017 02:56 PM	Submitted
POA	Organization	WOUNDED WARRIOR PROJECT	7020 A.C. Skinner Parkway, Suite 100, JACKSONVILLE, FL 32256, USA			Print Central	12/28/2017 02:56 PM	Submitted

Select	Type	Delivery Method	Recipient	Address	E-Mail	Mobile Phone
<input type="checkbox"/>	Veteran	Print Central	TEST VETERAN	100 VETERAN WAY, MONTGOMERY, AL 36109, USA		
<input type="checkbox"/>	POA	Print Central	WOUNDED WARRIOR PROJECT	7020 A.C. Skinner Parkway, Suite 100, JACKSONVILLE, FL 32256, USA		

Enclosure Type	Enclosure Document	Enclosure Free Text	Part of Award Ltr	Recipients	Number Of Copies	Document Order
eFolder Document	Rating Decision - Narrative (12/20/2017)	Rating Decision - Narrative (12/20/2017)	Y	ALL	1	
Standard Form	VA Form 21-8940	VA Form 21-8940	Y	ALL	1	
eFolder Document	Rating Decision - Codesheet (12/28/2017)	Rating Decision - Codesheet (12/28/2017)	N	WOUNDED WARRIOR PROJECT	1	1

Figure 10 – Resending Distributions

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After clicking 'Resend' the new distributions will now display:

The screenshot shows the VBMS Awards Home interface. The top navigation bar includes 'Awards Home', 'Awards Help', and 'Sign Out'. A warning message states: 'Warning: This is a Non-Production environment. Do NOT use real Claimant data!'. The user is logged in as 'PF3328_AUTH (Station: 328)'. The left sidebar contains a navigation menu with items like 'Main', 'Allotments', 'Award Adjustments', 'Basic Eligibility', 'Dependency', 'Elections', 'Financial', 'Institutionalizations', 'Military Eligibility', 'Military Payment Info', 'Rating', and 'Fraud'. The main content area is divided into three sections: 'Correspondence', 'Recipients', and 'Enclosures'. The 'Correspondence' section displays a table with columns: Type, Participant Type, Recipients Name, Correspondence Address, Email, Mobile Phone, Delivery Method, Distribution Date, and Distribution Status. The 'Recipients' section displays a table with columns: Select, Type, Delivery Method, Recipient, Address, Email, and Mobile Phone. The 'Enclosures' section displays a table with columns: Enclosure Type, Enclosure Document, Enclosure Free Text, Part of Award Ltr, Recipients, Number Of Copies, and Document Order.

Type	Participant Type	Recipients Name	Correspondence Address	Email	Mobile Phone	Delivery Method	Distribution Date	Distribution Status
Veteran	Person	TEST VETERAN	100 VETERAN WAY, MONTGOMERY, AL 36109, USA			Print Central	12/28/2017 03:08 PM	Submitted
POA	Organization	WOUNDED WARRIOR PROJECT	7020 A.C. Skinner Parkway, Suite 100, JACKSONVILLE, FL 32256, USA			Print Central	12/28/2017 03:08 PM	Submitted
Veteran	Person	TEST VETERAN	100 VETERAN WAY, MONTGOMERY, AL 36109, USA			Print Central	12/28/2017 02:56 PM	Submitted
POA	Organization	WOUNDED WARRIOR PROJECT	7020 A.C. Skinner Parkway, Suite 100, JACKSONVILLE, FL 32256, USA			Print Central	12/28/2017 02:56 PM	Submitted

Select	Type	Delivery Method	Recipient	Address	Email	Mobile Phone
<input checked="" type="checkbox"/>	Veteran	Print Central	TEST VETERAN	100 VETERAN WAY, MONTGOMERY, AL 36109, USA		
<input checked="" type="checkbox"/>	POA	Print Central	WOUNDED WARRIOR PROJECT	7020 A.C. Skinner Parkway, Suite 100, JACKSONVILLE, FL 32256, USA		

Enclosure Type	Enclosure Document	Enclosure Free Text	Part of Award Ltr	Recipients	Number Of Copies	Document Order
eFolder Document	Rating Decision - Narrative (12/20/2017)	Rating Decision - Narrative (12/20/2017)	Y	ALL	1	
Standard Form	VA Form 21-8940	VA Form 21-8940	Y	ALL	1	
eFolder Document	Rating Decision - Codesheet (12/28/2017)	Rating Decision - Codesheet (12/28/2017)	N	WOUNDED WARRIOR PROJECT	1	1

Figure 11 – Resending Distribution Confirmation

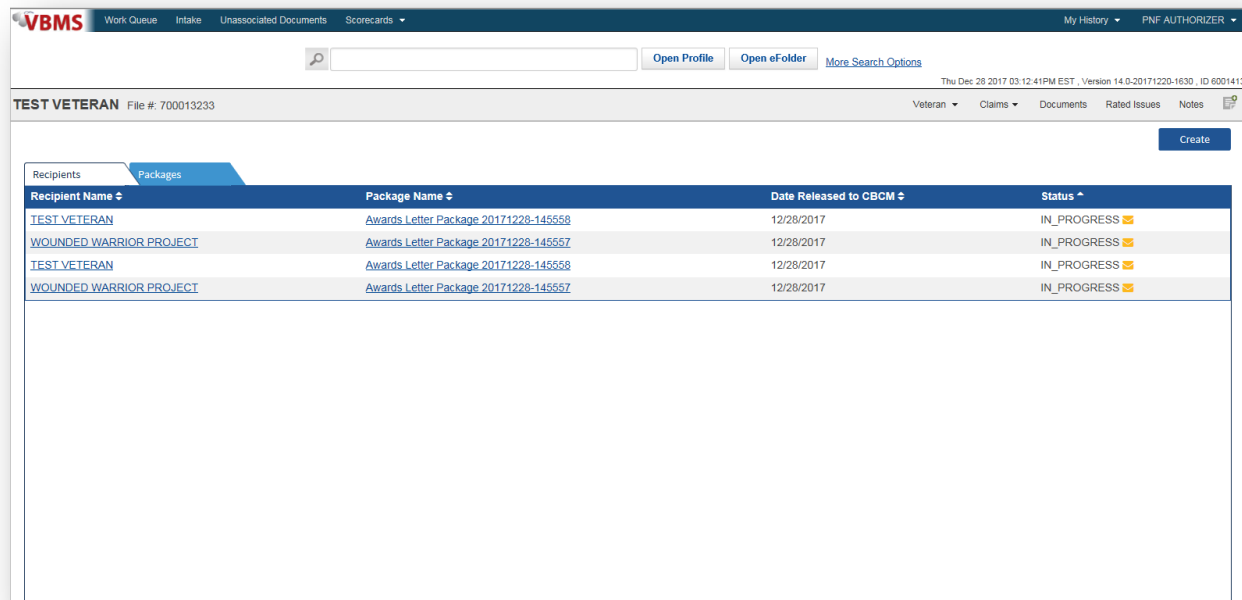
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CONFIRMING RECEIPT OF PACKAGE IN PACKAGE MANAGER

You can verify that packages sent from VBMS-A were received by Package Manager and sent to the Print Vendor by navigating to the Package Manager for that Veteran in VBMS-Core:



The screenshot shows the VBMS Package Manager interface. At the top, there is a navigation bar with 'VBMS' logo and menu items: 'Work Queue', 'Intake', 'Unassociated Documents', 'Scorecards', 'My History', and 'PNF AUTHORIZER'. Below this is a search bar and buttons for 'Open Profile', 'Open eFolder', and 'More Search Options'. The main header displays 'TEST VETERAN' with file number '700013233' and a 'Create' button. The interface is divided into 'Recipients' and 'Packages' tabs. The 'Packages' tab is active, showing a table with the following data:

Recipient Name	Package Name	Date Released to CBCM	Status
TEST VETERAN	Awards Letter Package 20171228-145558	12/28/2017	IN_PROGRESS
WOUNDED WARRIOR PROJECT	Awards Letter Package 20171228-145557	12/28/2017	IN_PROGRESS
TEST VETERAN	Awards Letter Package 20171228-145558	12/28/2017	IN_PROGRESS
WOUNDED WARRIOR PROJECT	Awards Letter Package 20171228-145557	12/28/2017	IN_PROGRESS

Figure 12 – Verify Sent Packages



NOTE: You are able to access the Package Manager from the Veteran drop down menu in VBMS Core. For additional information Package Manager Functionality in VBMS Core, access with CBCM Core Job Aid.