

# Centralized Printing Glossary Quick Reference

The Veterans Benefits Management System (VBMS) application supports the Veteran Benefits Administration initiative of Centralized Benefits Communications Management (CBCM). The goal of CBCM is to establish electronically centralizing printing and mailing of outbound communications, to include correspondence letters, generated by VBA staff processing disability compensation and pension claims. This quick reference provides a glossary of terminology used in the CBCM processes.

## 1 CBCM Terminology – Overall Project

**Table 1: Terminology used for the CBCM initiative as a whole**

Term	Definition
Centralized Benefits Communication Management (CBCM)	<p>CBCM is a business initiative that aims to centralized delivery of outbound communications across all business lines in VBA.</p> <ul style="list-style-type: none"> <li>CBCM’s goals are to provide greater choice for claimants and representatives in how they receive correspondence from VA (either through electronic means or by paper copies.)</li> <li>CBCM is broken down into 2 phases:                             <ul style="list-style-type: none"> <li>Phase One – Centralized Printing</li> <li>Phase Two – Electronic Correspondence</li> </ul> </li> </ul>
CBCM Vendor, sometime referred to as, CBCM	<p>The Office of Business Process Integration’s vendor is currently CSRA. Their current functions include:</p> <ul style="list-style-type: none"> <li>Serving as the intermediary between VBMS and print vendor by receiving and transmitting the correspondence job</li> <li>Aggregating the documents indicated for printing</li> <li>Creating coversheets and format PDFs for printing and mailing</li> </ul>
Centralized Printing	<p>Describes the functionality implemented with phase 1 of CBCM.</p> <p>The term also may refer to VBA’s print vendor whom completes the printing and mailing of the documents. (<i>i.e. “We sent that letter to centralized printing.”</i>)</p>
Electronic Correspondence	<p>Describes the functionality implemented with phase 2 of CBCM.</p>
ITOPs	<p>OBPI print vendor</p>

## 2 CBCM Terminology – VBMS and Package Manager

**Table 2: Terminology used for the CBCM initiative in relation with VBMS and Package Manager**

Term	Definition
Package Manger	A newly created interface in the VBMS Core application that provides the functionality to create a package, add documents, and indicates the recipient(s) of the documents. The interface is integrated with the VBMS Awards application, so packages created in the Letter Interview functionality are provided to the CBCM Vendor.
Package Name	The automated or manually created name of the combination of documents.
Created Date	The initial date that a package was created, and is seen as being in a “draft” status.
Recipient	Person or organization to whom correspondence is addressed (i.e. Veteran, POA, Doctor’s office)
Correspondence	A written communication to a Recipient that is mailed in a single envelope
Distribution	Electronic information for a package that identifies recipients and mailing location
Package	A group of documents, indicated in a particular order (i.e. – 5103 Letter, VA Form 21-4142 and incomplete form).
Document	A single VBMS eFolder document