**Reponses to questions asked during Mandatory SAFE Training:**

**Will SAFE affect an FDC? Since we are now requesting these from a SPOE federal source, will we still exclude the claim?**

There will be no change in what is eligible in the Fully Developed Claim process.

**Will we use the SAFE/SPOE for STR requests to the US Disciplinary Barracks (prison).**

An answer will be provided.

**Will VBMS be updated to include all the information needed in the SAFE requests?**

SAFE is a temporary tool. If SAFE becomes a permanent tool and process, then VBMS will be updated.

**Is this a development letter or an e-mail?**

Create a development letter via VBMS. Do **not** use e-mail as the information needed for each request includes PII.

**What is the appropriate suspense date for development through SAFE?**

The suspense dates remain the same as development for other Federal records.

**Who may e-mail the PIES Help desk when in reference to lock outs or requests needing to be resent to SAFE?**

For now, all VSRs are allowed to e-mail the PIES Help Desk. Note: VSRs should thoroughly review the e-folder before contacting PIES Help Desk.

**Will we be able to enter an alternate email address so that the SAFE response is not delivered to only one person?**

Yes. Your office may have the responses returned to a corporate mailbox, for example the MRS mailbox. However, the e-mail address to be used must be spelled out in the request.

For example, instead of **VAVBAWAS/CO/PIES**, you should use [**PIES.VBACO@va.gov**](mailto:PIES.VBACO@va.gov)**.**

**What if the VSR requested the records is no longer at the RO when the request comes back?**

Since only the VSR who submitted the request can see the response (unless a corporate mailbox is used), someone will have to follow-up for these medical records.

**Is it okay if we put 2 email addresses on the request such as the VSR and their supervisor?**

No. Only one password is issued per request. When the password is entered into SAFE, the password expires. A password cannot be used more than once to access a record.

**LODs are important with NG/Reserve records - would the STRs include this information or is a separate request needed?**

Since Line of duty is a part of the personnel (not medical) records a separate request is required.

**For the Homeless veterans there is a specific process to request the records. Will this process stay the same?**

In your development letter, state that the response should be expedited as the Veteran is currently homeless.

**If the VSR submits multiple requests at one time, will the requests be returned at the same time or over various days and with various notification emails?**

Ideally, the requests will be returned at one time. However, a separate document will need to be downloaded for each Veteran.

**When we develop the letters in VBMS, what address should we place on the letters?**

*Note: Army and Air Force have the same address.*

Army:

AMEDD Record Processing Center

3370 Nacogdoches Road, Suite 116

San Antonio, TX 78217

Air Force:

Air Force Record Processing Center

3370 Nacogdoches Road, Suite 116

San Antonio, TX 78217

Navy/Marine Corps:

Bureau of Medicine and Surgery

7700 Arlington Blvd Ste 5126

Falls Church, VA 22042-5126

However, the letters should **not** be placed in the mail! The requests must be submitted through SAFE.

**The NG sent us an Excel spreadsheet to complete and submit weekly to them for all our requests. Does this mean that one person will have to continue consolidating all the requests?**

No. This process is no longer required.

**If we complete the 30 day letter and the 15 day letter and receive no response, may we send the final notice to the Veteran?**

No. At that point, please notify the PIES Help Desk, explain the steps you have taken, and update your suspense for two weeks. Be sure that you check VBMS before sending an email to the PIES Help Desk, just in case the records were scanned.

**We cannot edit VBMS letters for requesting STR's from Reserve and National Guard, is there an approved template for requesting these records with the required additional information?**

True. You cannot edit VBMS letter, but you can use free text to **add** text to the VBMS letters.

**As far as DPRIS follow-ups for ARMY, we cannot send encrypted emails to them and they are unable to reference the Veteran by the DPRIS ID. How do we send the ARMY follow-ups for Personnel Records?**

Send a follow-up email to the Army with the Veteran’s full name, Veteran’s rank at time of discharge, and the phone number of the person making the request. Do not use the 1-800-number.

**How should we handle request for records with service in multiple branches of service?**

In your development letter, include all branches of services and units.

In safe, you can upload the letter (once) and simultaneously address it to two locations.