



Letter Creator Retirement and the VBMS Letters UI

Job Aide

Revision History

Date	Version	Description	Author
07/08/2022	1.0	<ul style="list-style-type: none">Initial version of this document	Mike Palmer

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Introduction

In response to the sunset of Internet Explorer (IE) browser, all relevant Letter Creator (LC) letter functionality is being rebuilt into VBMS. The migration of these letters will occur in a phased approach over several months.¹ Most of the LC letters will be built into a new component of VBMS known as the Letters UI. This job aide will provide directions on how to access and use the Letters UI to generate letters that were traditionally available using Letter Creator.

Using Letter Creator in Edge or Chrome

As IE is phased out, Letter Creator (LC) will still be available to users through the Edge or Chrome browsers, but some of the current LC functionality will no longer be operational. This includes the LC's ability auto-populate Veteran information (name, address) onto the letter template, and the auto-establishment of a package in Package Manager. Consequently, users who continue to generate letters out of the LC application using Edge or Chrome will need to manually perform those actions. Otherwise, all the substantive letter content functionality will still be available, and there are currently no plans to decommission Letter Creator.

Letters UI: Similarities and Differences with VBMS-Core

Generating a letter in the Letters UI is generally similar to the letter functionality in VBMS-Core, but there are some differences. One key difference is when a letter is finalized in the Letters UI, a package is not automatically created in Package Manager. *It should be stressed that, for all letters finalized out of the Letters UI, users will be required to manually create a package out of the eFolder, otherwise the letter will not be mailed to the recipient.* Additional differences between VBMS-Core and the Letters UI are:

Restrictions on Claims Contentions – VBMS-Core letters are very particular to the contentions. If the contentions are not correct, certain letters are not available to users (they are grayed out). The Letters UI letters are all available no matter the contentions or lack of contentions on an EP.

No development actions – letters in the Letters UI are truly “standalone” and do not require the input of any development actions.

Not visible in the VBMS-Core Letters Chevron – Completed letters in the new Letters UI will not be visible in the Letters chevron under the claim. Users must open the Letters UI to see any pending/completed letters. Letters will be available in the Veteran's eFolder.

Work in Progress

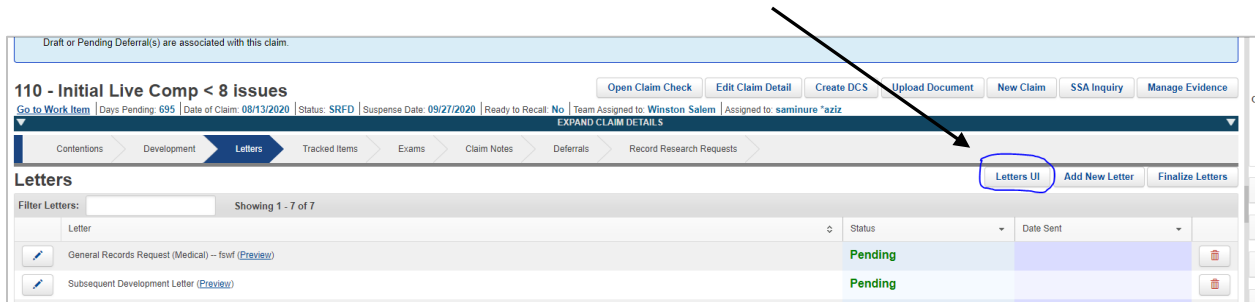
As noted, the migration of Letter Creator letters into the VBMS Letters UI will be performed in a phased approach over several months. As such, the Letters UI will remain a work in progress as new letter functionality is added over time. This Job Aide will be updated as needed to reflect changes to the application and as additional technical capabilities are made available to users.

¹ Please see Appendix A of this Job Aide of a list of letters and their anticipated date of deployment into the Letters UI.

Letters UI

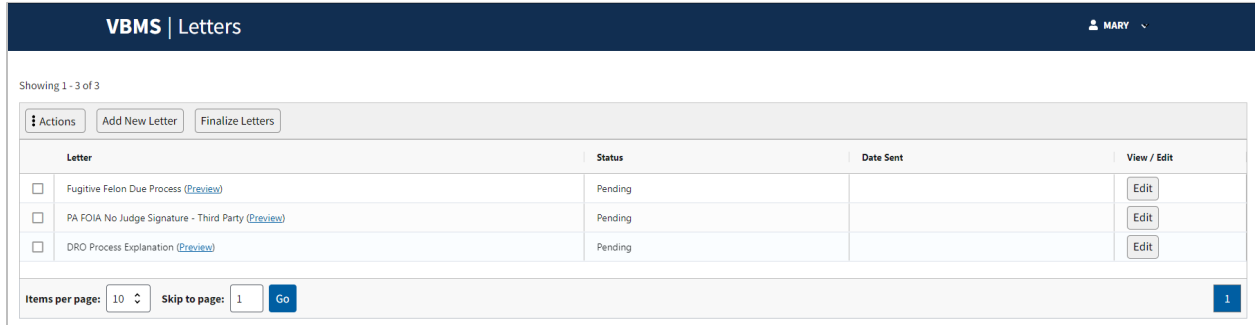
Logging in to the Letters UI

The Letters UI is available in VBMS-Core under the Letters Chevron. To access the Letters UI, users should go to the Letters Chevron and select the “Letters UI” button.



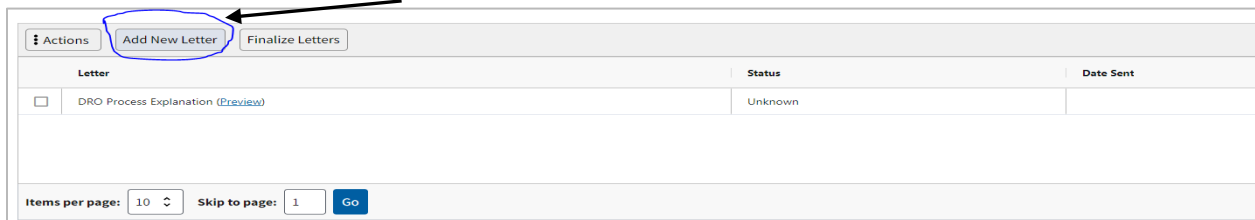
Using the Letters UI

The Letters UI is based generally on how letters work in VBMS-Core. When users first log into the Letters UI, they will see the Home Screen. The Home Screen will contain any partially generated/pending letters and any recently finalized letters.



Creating a New Letter

To create a new letter, select “Add New Letter” from the home screen:



This will take you to the Add New Letter screen, where users will be able to select from a list of letters to create. Users will select from the list of available letters, add them to the Selected Letters column, and hit Confirm.

Editing a Letter

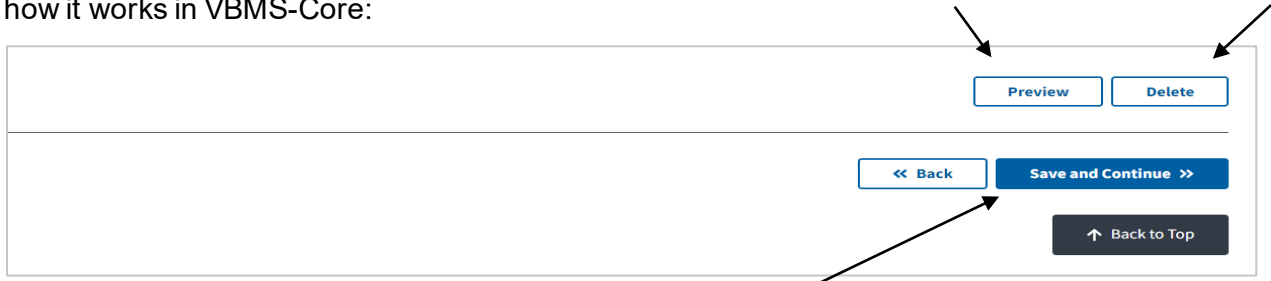
Once letter(s) have been selected and confirmed, users are taken to the Edit Letter screen. Users will be given the opportunity to edit the letters using functionality similar to VBMS-Core letters. Users will be required to enter in the same required fields and various optional fields, as well as adding attachments, etc., depending on the letter. One new feature is the Screen Navigational Links on the left side of the screen that provide the ability to navigate to the different sections of the letter with a single click.

Screen Navigational Links

Letter Preview, Save, Delete Options

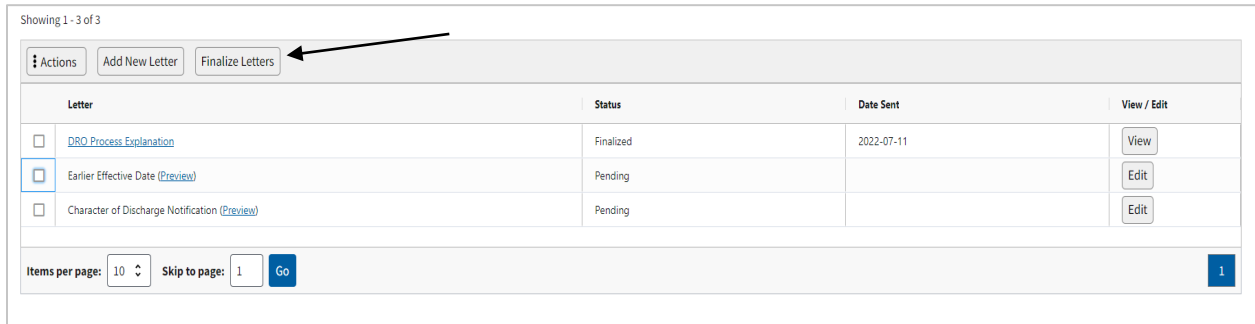
The preview, delete, and save options are located at the bottom of the Edit Letter screen.

Once all the necessary inputs have been made, users can select “Preview” to preview the letter. Upon selecting “Preview” in the Edit Letter screen, the letter will pop up in a different tab, like how it works in VBMS-Core:

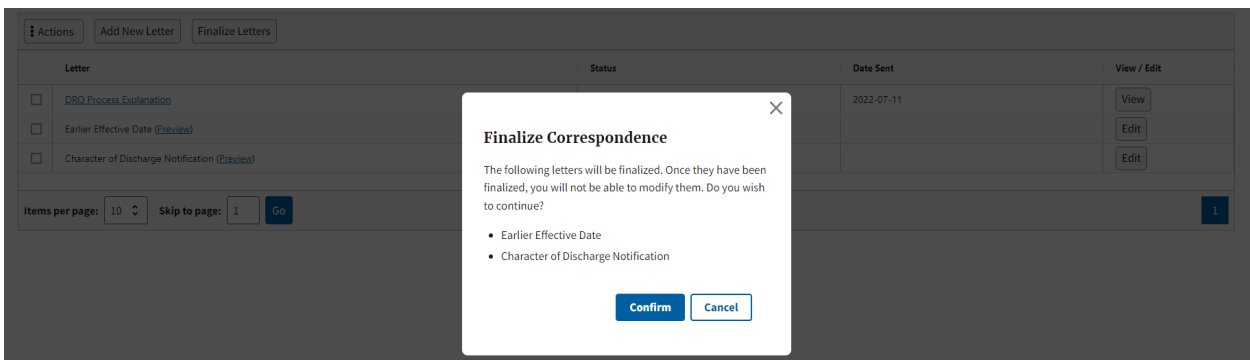


Once a letter has been previewed, users can complete further edits to the letter, select “Save and Continue” to return to the home screen, or delete the letter.

Selecting “Save and Continue” will take you back to the next letter if you have selected multiple letters or to the Home Screen where users can select to Finalize the letter.



Similar to functionality in VBMS-Core, all pending letters must be finalized at the same time.



Once the Letters are finalized, they will appear in the eFolder.

IRAMY STELE File #: 762056110

WARNING: Document sets are pending scanning. [List Items] [Scanning Status] [Manage Evidence] X

Collapse Banners - Showing 1-6 of 6 documents [Last Opened] [Show/Hide Columns] [Save Preferences]

	Receipt Date	Document Type	Subject	System Source	Source Comment	Uploading User Role	POA Organization	Originator First Name
<input type="checkbox"/>	07/13/2022	Earlier Effective Date Letter	Earlier Effective Date	DocGen		DocGen		
<input type="checkbox"/>	07/13/2022	Character of Discharge Notification Letter	Character of Discharge Notification	DocGen		DocGen		
<input type="checkbox"/>	07/08/2022	DRO Process Explanation Letter	DRO Process Explanation	DocGen		DocGen		

Veteran Summary: SSN: 76; File #: 76; EDIPI: L; Gender: M; Birth Date: 1; Death Date: -; General POA: -; eFolder Access: -; Chg of Addr Auth: -; SC: -

Important: unlike VBMS-Core, the Letters UI will not create a package when a user finalizes a letter. Users will need to manually create the package out of the eFolder.

Appendix A: Schedule of LC Letters Being Built into Letters UI²

Letter	Release Date	Letter	Release Date
Character of Discharge Notification Letter	July 24th, 2022	POA Not of Record	August 7th, 2022
Earlier Effective Date Letter	July 24th, 2022	HLR Not Timely	August 7th, 2022
Pre-Determination Hearing Letter	July 24th, 2022	Decision Review Against Pending Claim	August 7th, 2022
Returned Mail Letter	July 24th, 2022	Decision Review Against Proposal	August 7th, 2022
Request for Application AMA Review	July 24th, 2022	Clarification of Decision Review Request	August 7th, 2022
Fugitive Felon Due Process Letter	July 24th, 2022	SOC Opt-In Notification	August 7th, 2022
Request for Application Compensation Pension or DIC	July 24th, 2022	Third Party Authorization Incorrect	August 7th, 2022
Fugitive Felon Final Notification Letter	July 24th, 2022	Local Appeal Hearing Letter	August 7th, 2022
General Records Request (Non-Medical)	July 24th, 2022	NOD Not Timely	August 7th, 2022
PA/FOIA Final Response	July 24th, 2022	Form 9 Not Timely	August 7th, 2022
PA/FOIA Acknowledgment Letter	July 24th, 2022	Receipt of Unsolicited Evidence	August 7th, 2022
FOIA Rejection Privacy Act Acknowledgment Attorney	July 24th, 2022	Invalid Direct Deposit Update	August 7th, 2022
PA/FOIA No Folder Established	July 24th, 2022	NOD Against Proposal	August 7th, 2022
PA/FOIA No Record	July 24th, 2022	Active ITF Notification	August 21st, 2022
PA/FOIA VA Exam	July 24th, 2022	IDES Return to Active Service	August 21st, 2022
PA/FOIA No Judge Signature	July 24th, 2022	Incorrectly Established Claim	August 21st, 2022
PA/FOIA No Signature	July 24th, 2022	Exam Appointment	August 21st, 2022
No Exclusive Contact to Veteran	July 24th, 2022	Withdrawal of Claim (Comp/Pension)	August 21st, 2022
Travel Board Video Conference	July 24th, 2022	Suspension of Claim Due to Return to Active Duty	August 21st, 2022
DRO Process Explanation	July 24th, 2022	IDES Benefits Estimate	August 21st, 2022

² This schedule is subject to change depending on testing and other factors.

Request For Application - Dependency	July 24th, 2022	Debt to Veteran for Failure to Withhold Attorney Fees	September 4th, 2022
Annual Clothing Allowance Letter	July 24th, 2022	Fee Recoupment Procedures-Final Notice	September 4th, 2022
Request for Application - Helpless Child	July 24th, 2022	Dependency Claim Missing Information	October 16th, 2022
Application or Form - Incomplete, Unclear, or Outdated	August 7th, 2022	Attorney Revocation Letter to Veteran	October 16th, 2022
Withdrawal of AMA Claim	August 7th, 2022	Invalid Fee Agreement	October 16th, 2022
Non-BDD Claim-Request Resubmission	August 7th, 2022	Attorney Revocation Letter to Attorney	October 16th, 2022