**(VSR VIP Post-D) Introduction to Personal Computer Generated Letter (PCGL) List of Changes**

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| **Change** | Pages/PPT # affected | | | | **Date of Change** |
| LP | HO | AK | PPT |
| Changed the date of update to reflect June 2015 | X | X |  | X | 6/19/2015 |
| Deleted the following slides: Types of Letters Used by VBA, Rating Decision – Attached, Rating Decision – Not Attached, Additional Benefits and Entitlements, Special Notification Requirements, and PC Generated Letters. |  |  |  | X | 6/19/2015 |
| Created the following slides: Visually Impaired Veteran, Notification of Rating Decision (2), and Notification of Administrative Decision. |  |  |  | X | 6/19/2015 |
| Changed Objectives and References | X | X |  |  | 6/19/2015 |
| Deleted all references to any letter besides PCGL. | X | X |  |  | 6/19/2015 |
| Deleted references to FPOW and A&A denial letters. | X | X |  |  | 6/19/2015 |
| Deleted the following old sections: Topic 2: PC Generated Letters (PCGLs), Attachment A: Topic 1 Exercise, Attachment B: Topic 3, Exercise, and Practical Exercise. | X | X |  |  | 6/19/2015 |
| Modified Topic 3: Reader-Focused Writing (RFW) | X | X |  |  | 6/19/2015 |
| Changed the following slides: Lesson Objectives, References, Requirements of Notification Letters, and Reader Focused Writing (RFW). |  |  |  | X | 6/29/2015 |
| Created and added additional material to the following new sections: Topic 1: Overview, and Topic 2, Notification of Rating Decision. | X | X |  |  | 6/29/2015 |
| Updated dates on all materials. | X | X | X | X | 12/14/2015 |
| Modified outdated reference citations and modernized sample PCGL letter in the Job Aid document. |  | X |  |  | 12/14/2015 |

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| LP | HO | AK | PPT |
| Updated appeal paragraph on page 8 (and on page 7 of Practical Exercise document). |  | X |  |  | 12/14/2015 |
| Changed M21-1 III.v.2.B to M21-1, Part III, Subpart v, Chapter 2, Section B, Decision Notices | X | X |  | X | 12/29/2015 |
| Changed 38 CFR 3.103 to 38 CFR 1.103, Procedural due process and appellate rights | X | X |  | X | 12/29/2015 |
| Changed “students” to trainees (page 9) | X |  |  |  | 12/29/2015 |
| Added Hyperlinks to references | X | X |  | X | 4/27/2016 |
| Added Tags | X | X |  | X | 4/27/2016 |
| Changed, per M21-1 III.v.2.B, for authorization decision, a summary of evidence must be included in all notification letters | X | X |  | X | 4/27/2016 |
| Changed date to July 2016 | X | X |  | X | 7/15/2016 |
| Changed objective from “identify where in the Manual (M21-1) to find information about notification letter requirements” to “utilize the Live Manual to identify letter notification requirements” | X | X |  | X | 7/15/2016 |
| Hyperlinked Reader Focus Writer to Manual section | X | X |  | X | 7/15/2016 |
| Updated “Requirement for Notification Letters” to reflect the Live Manual | X | X |  | X | 7/15/2016 |
| Added slide to PPT to “Requirement for Notification Letters” to reflect the Live Manual. |  |  |  | X | 7/15/2016 |
| Updated section on Visually Impaired Veterans to reflect the Live manual | X |  |  | X | 7/15/2016 |
| Added Slide “Additional Attachment to PCGL letter” and information to LP and HO | X | X |  | X | 7/15/2016 |
| Deleted page 5 as it is in the PCGL Job Aid |  | X |  |  | 7/15/2016 |
| Removed Topic 1 Exercise from HO |  | X | X |  | 7/15/2016 |
| Removed Part II Exercise from HO |  | X | X |  | 7/15/2016 |
| Removed Topic 2 Exercise from HO |  | X | X |  | 7/15/2016 |
| Removed Practical Exercise from HO |  | X | X |  | 7/15/2016 |
| **Change** | Pages/PPT # affected | | | | **Date of Change** |
| LP | HO | AK | PPT |
| Added PCGL Master letter to HO |  | X |  |  | 7/15/2016 |
| Updated Practical Exercise Questions to HO and Corrected AK |  | X | X |  | 7/15/2016 |
| Updated References in Personal Computer Generated Letters (PCGL) Job Aid |  |  |  |  | 7/15/2016 |
| Updated date on Updated References in Personal Computer Generated Letters (PCGL) Job Aid |  |  |  |  | 7/15/2016 |
| Updated letter in Personal Computer Generated Letters (PCGL) Job Aid |  |  |  |  | 7/15/2016 |
| Added Automated Decision Letter (ADL) cannot be used. Added to LP and HO | X | X |  |  | 7/15/2016 |
| Updated LP, PP slide. Throughout document | X |  |  |  | 7/15/2016 |
| Amended PPT slide 7 |  |  |  | X | 7/15/2016 |
| Added to LP (pg7) We do not need to notify Veterans of additional benefits if we only make Denial or Confirmed and Continued (C&C) decisions. | X |  |  |  | 7/15/2016 |
| Changed font in HO to be in compliance with SOP |  | X |  |  | 7/15/2016 |
| Amended LP, added refer to the PCGL user guide for additional instructions | X |  |  |  | 7/15/2016 |
| Updated the centralized mail attachment |  | X |  |  | 7/15/2016 |
| Added National Work Queue (NWQ) Phase I & 2 Playbook to reference list | X | X |  | X | 4/2018 |
| Added “the reason(s) for the decision” to the list of what must be included in award and denial letters per M21-1 Part III, Subpart v, 2.B | X | X |  | X | 4/2018 |
| Added verbiage telling trainees to ensure the appropriate appeal rights paragraph is provided, and identified sections of the PCGL letter that must be edited at all times | X | X |  | X | 4/2018 |

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| **Change** | Pages/PPT # affected | | | | **Date of Change** |
| LP | HO | AK | PPT |
| Updated notification requirements for visually impaired Veterans to indicate decision notices must be prepared using an 18-point font, and the VSR or authorizer responsible for disposing of the associated EP should attempt to telephone contact at the time the decision notice is issued | X | X | X | X | 4/2018 |
| Added slide (12) and text with guidance for maintaining jurisdiction of claims associated with a PCGL decision notice per instructions under the National Work Queue Phase I & 2 Playbook heading titled Non-ADL Letters | X | X |  | X | 4/2018 |
| Added Topic 4: Accessing, Configuring and Generating Letters using PCGL; added instructions on ways to access PCGL and instructing trainee to see the PCGL Job Aid for instructions on configuring PCGL defaults, and PCGL | X | X |  | X | 4/2018 |
| Replaced screen shots, in Getting Started Section of PCGL Job Aid to show current PCGL Toolbar under Word Add-Ins and screenshots showing appropriate defaults for compensation |  |  |  |  | 4/2018 |
| Added Non-Rating Decision Letter example |  |  | X |  | 4/2018 |
| Changed date of update from April 2018 to October 2018 | X | X | X | X | 10/2018 |
| Added references for Recoupment of Separation Benefits, and Elections/Waivers, Preparing/Adjusting Awards in Military Retired Pay Cases | X |  | X | X | 10/2018 |
| Added information regarding notification requirements for MRP and separation benefits | X |  | X | X | 10/2018 |
| Added reference and requirement for notification of right to a waiver of overpayment and/or a repayment plan. | X |  | X | X | 10/2018 |

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| LP | HO | AK | PPT |
| Updated Appendix C in Handout with revised Tax Exemption Eligibility Paragraph, per revision to M21-1.III.v.5.B.1, dated May 21, 2018 |  |  | X |  | 10/2018 |
| Removed 2nd reference below question #3 on AK as it is incorrect |  | X |  |  | 10/2018 |
| Added reference and requirement to provide notification of possible entitlement to CRSC for AO-related disability when service connection is granted for AO-related disability and Veteran is in receipt of military retired pay. | X | X | X |  | 10/2018 |
| Corrected form number, below #4 on AK, to indicate 686c. |  | X |  |  | 10/2018 |
| Amended visual impairment paragraph to indicate request for accommodation due to visual impairment | X | X | X | X | 10/2018 |
| Deleted information regarding VBA/PCGL letter types from pages 4 & 5 of Job Aid as the information is no longer relevant. |  |  |  |  | 10/2018 |
| Updated decision notice requirements | X | X |  | X | 4/2019 |
| Added individual links to all references per the SOP | X | X |  |  | 4/2019 |
| Deleted all references to Reader Focused Writing (RFW) | X | X |  | X | 4/2019 |
| Removed references to Map-D | X | X |  | X | 4/2019 |
| Added additional language for AMA to the PCGL Master Letter |  |  |  |  | 4/2019 |
| Incorporated several items from the prior job aid into the trainee handout and renamed the job aid, Writing for VA. |  | X |  |  | 4/2019 |
| Removed duplicative information from the job aid, that was already included in the trainee handout |  | X |  |  | 4/2019 |
| Updated date, Hyperlinked references, updated references, minor updates to HO regarding DEA/22-73-3 no need to attach. Updated wording slide 9, & associated pages to LP and HO small updates to Job aids | X | X | X | X | 5/06/2020 |
| **Change** | Pages/PPT # affected | | | | **Date of Change** |
| LP | HO | AK | PPT |
| Spell checked all documents, re-numbered PPT, added title slides and Intro/motivation slide. Added knowledge checks to LP. Updated date of lesson to June 2020 | X |  | X | X | 6/24/2020 |
| Updated date of lesson to October 2020 | X | X | X | X | 10/20/2020 |
| Added knowledge check slides and revised questions to polls. | 10, 13, 15 |  |  | 14, 19, 25 | 10/20/2020 |
| Removed AMA language attachment, since M21-1 and RADL contain updated language. |  | 27 |  |  | 10/20/2020 |
| Improved LP content to match slides and HO. | X |  |  |  | 10/20/2020 |
| Updated decision review rights and centralized mail attachment in HO and PCGL Master Letter (Job Aid 2). |  | 6, 7, 20, 21, 25, 26 | 1 |  | 10/20/2020 |
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