

# Office of Administrative Review

## Novel Coronavirus (COVID-19) Date of Receipt Procedures



### Purpose

This Tip Sheet provides examples of the proper dates of receipt for claims affected by mail disruption during the COVID-19 pandemic.



### Audience

All claims processors.

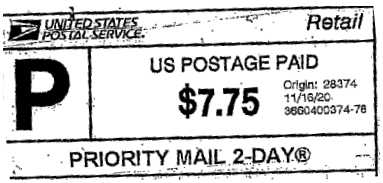



### References

- Policy Letter 20-02: *Novel Coronavirus (COVID-19) Claims and Appeals Processing Guidance*
- Training – VA 4557749, *Novel Coronavirus (COVID-19) Date of Receipt Procedures*

### Tips

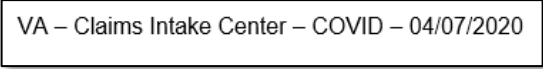
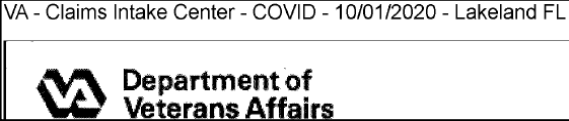

Use the following table to determine date of receipt for affected claims.

If . . .	Then . . .
<p>the correspondence was submitted by mail and has a postmark from a mail distribution service such as the United States Postal Service or FedEx</p> <p><b>Example:</b></p>  <p><b>Note:</b> The scanning vendor's receipt date for <b>paper mail</b> will appear in a separate bar across the top of the document in VBMS.</p> <p><b>Example:</b></p> 	<p>the date of receipt is the date of the postmark.</p>




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If . . .	Then . . .
<p>the correspondence was submitted by mail and <b>does not</b> have a postmark and bears a VA date stamp, Claims Intake Center watermark or COVID-19 watermark dated on or after March 1, 2020, but on or before August 26, 2020</p> <p><b>Examples:</b></p> <p><b>04302020 - VA Evidence Intake Center, Janesville WI</b></p> 	<p>the date of receipt is February 29, 2020, unless that date is clearly erroneous.</p> <p>In cases where the application of a February 29, 2020, date of receipt would be clearly false, claims processors should apply the procedural guidance <a href="#">in M21-1, Part III, Subpart ii, 1.C.1.b</a>, to make a best estimate for the date of document receipt.</p>
<p>the correspondence was submitted by mail and <b>does not</b> have a postmark and bears a VA date stamp, Claims Intake Center watermark or COVID-19 watermark dated on or after August 27, 2020</p> <p><b>Examples:</b></p> <p><b>11182020 - VA Evidence Intake Center, Janesville WI</b></p> 	<p>consider it to have been received 10 calendar days prior to the date stamp or watermark - unless doing so results in a clearly erroneous date of receipt.</p>
<p>the correspondence was submitted by mail and the postmark is illegible</p> <p><b>Example:</b></p> 	<p>treat the correspondence as received without a postmark.</p> <p><b>Note:</b> Apply procedures in <a href="#">M21-1 Part III, Subpart ii, 1.C.1.b</a> for cases in which the postmark is partially legible.</p>

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If . . .	Then . . .
<p>the correspondence was received via facsimile</p> <p><b>Examples:</b></p> <div data-bbox="349 472 950 567"> <p>VA Claims Intake Center – 10302020 10/30/2020 20:04 770 [REDACTED]</p> </div> <div data-bbox="349 588 950 682"> <p>VA Decision Review Operations Center Intake Center - 12/16/2020 BEST COPY Source: EMMS 12/16/2020 14:12 770 [REDACTED]</p> </div> <p><b>Notes:</b> Faxed documents</p> <ul style="list-style-type: none"> <li>• will include a fax transmission header beneath the watermark indicating confirmation of fax date and time, and</li> <li>• may contain another date stamp header stating, “BEST COPY Source: EMMS.” See <a href="#">Important Reminders</a> for more information on EMMS.</li> </ul>	<p>the date of receipt is the VA Claims Intake Center date stamp on the top of the document.</p> <p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>• COVID-19 date of receipt procedures do not apply, and</li> <li>• ensure that the document does not also include an earlier receipt date stamp from a regional office or other authorized VA entity.</li> </ul>
<p>the correspondence was submitted electronically and has an electronic date stamp</p> <p><b>Examples:</b> Claims/documents can be submitted electronically by either the claimant, VSO or National Call Center (NCC). Electronically submitted mail will have an electronic date stamp that appears as part of the document at the top left.</p> <div data-bbox="365 1365 933 1491"> <p>VA Claims Intake Center – 10142020</p>  </div> <div data-bbox="357 1512 941 1585"> <p>VA Pension Claims Intake Center - 04/28/2021 BEST COPY Source: Direct Upload</p> </div> <div data-bbox="316 1606 990 1680"> <p>09/24/2014 – VA Evidence Intake Center, Janesville WI ScanDate: 09/25/2014 BEST COPY – PMR PROGRAM REFERRED</p> </div> <p><b>Notes:</b> Electronically submitted documents will often contain another date stamp header stating,</p> <ul style="list-style-type: none"> <li>• “BEST COPY Source: EMMS”</li> <li>• “BEST COPY Source: Direct Upload”</li> </ul>	<p>the date of receipt is the date of the electronic date stamp.</p> <p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>• COVID-19 date of receipt procedures do not apply, and</li> <li>• ensure the system reflects the electronic date stamp and not the document scan date.</li> </ul>

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- Documents submitted through VA.gov will have a submission number and the text “submitted electronically” across the top left of each page ([M21-1 Part III, Subpart ii, 2. B.2.c](#)) as follows:

# [REDACTED] Submitted Electronically through VA.GOV

- Some electronically submitted documents will contain the “Application Submitted” date stamp as follows:

VA DATE STAMP  
(DO NOT WRITE IN THIS SPACE)  
Application Submitted:  
09/25/2020 02:16 AM CT



### Important Reminders

- Electronic Mail Management System (EMMS) is a VA contract as of December 14, 2020, that uses the Application Programming Interface (API) as a digital pathway to upload documents into the Centralized Mail Portal (CMP). This ‘EMMS’ designation **always** indicates a faxed or electronically submitted document.
- Prior to the EMMS contract on December 14, 2020, electronically submitted documents may indicate the Computer Systems Research and Applications (CSRA) Corporation contract.
- If questions arise as to the source or submission of a document, users may view the vendor and source of a document in the Results Grid of the CMP. For example, electronic submissions will often indicate “API” or “DirUpload” as intake types. Furthermore, users that find critical information in CMP that is **not available** in VBMS, must place a note in VBMS describing such information and its applicability to determining date of receipt.



### Other Resources

- [Centralized Mail Portal](#)
- [Office of Business Integration \(OBI\) Centralized Mail Intranet](#)
- Training - VA 4558348, *Overview of the Centralized Mail Portal*