

e-VA Microlearning: Package Manager for Decision Letters Version 2



U.S. Department
of Veterans Affairs

Introduction

In this Microlearning, we will review how to send a Decision Letter or Letter to the Package Manager from e-VA

Decision Letters

The following is a list of the Decision Letters identified as “**must be sent via U.S. Mail**” by the Policy Team. These are the only Letters that will be sent to the Package Manager for mailing. All other Letters can be sent via email.

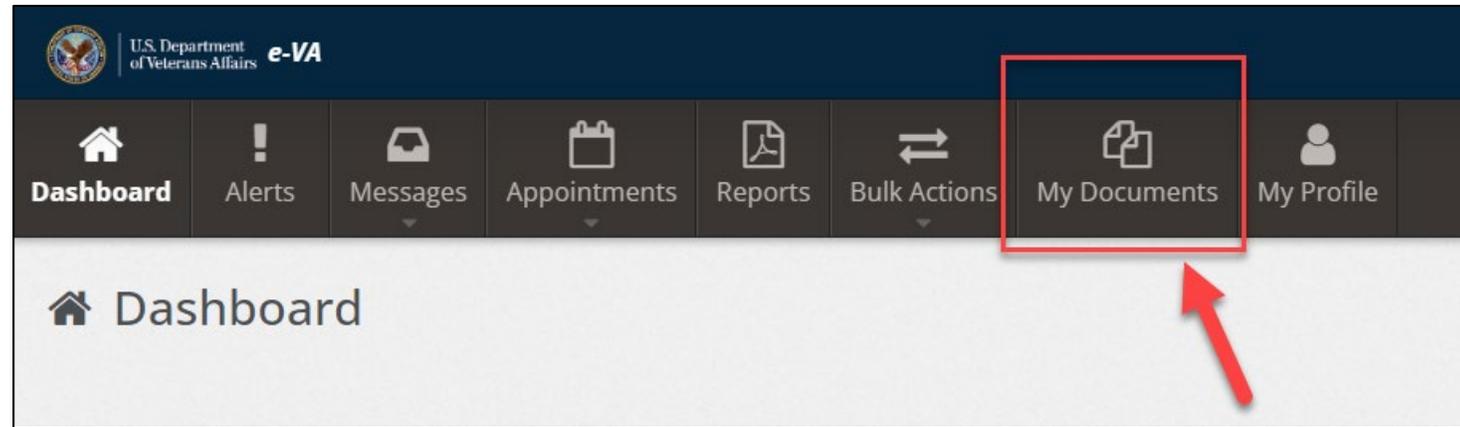
Note that this e-VA feature is for sending one Letter (file) per transaction only. Future e-VA development will include sending multiple files in a single transaction for mailing.

File Name of Letter	Description
VR-03 Package Manager.docx	Appointment – Ch 31 Orientation
VR-72 Package Manager.docx	Apportionment or Reinstatement Letter
VR-65 Package Manager.docx	Ch 18 and 35 Decision Letter
VR-58 Package Manager.docx	Ch 31 Adverse Decision Letter
VR-64 Package Manager.docx	Ch 31 Positive Decision Letter
VR-69 Package Manager.docx	Ch 36 – Decision Letter
VR-76 Package Manager.docx	Movement of Entitlement Notification
VR-67 Package Manager.docx	Positive Ch 31 Decision Letter – Plan Development
VR-73 Package Manager.docx	Reduction or withdrawal and Six-hour exclusion
VR-77 Package Manager.docx	Restoration of Entitlement

Step 1 – Locating the Decision Letter Template

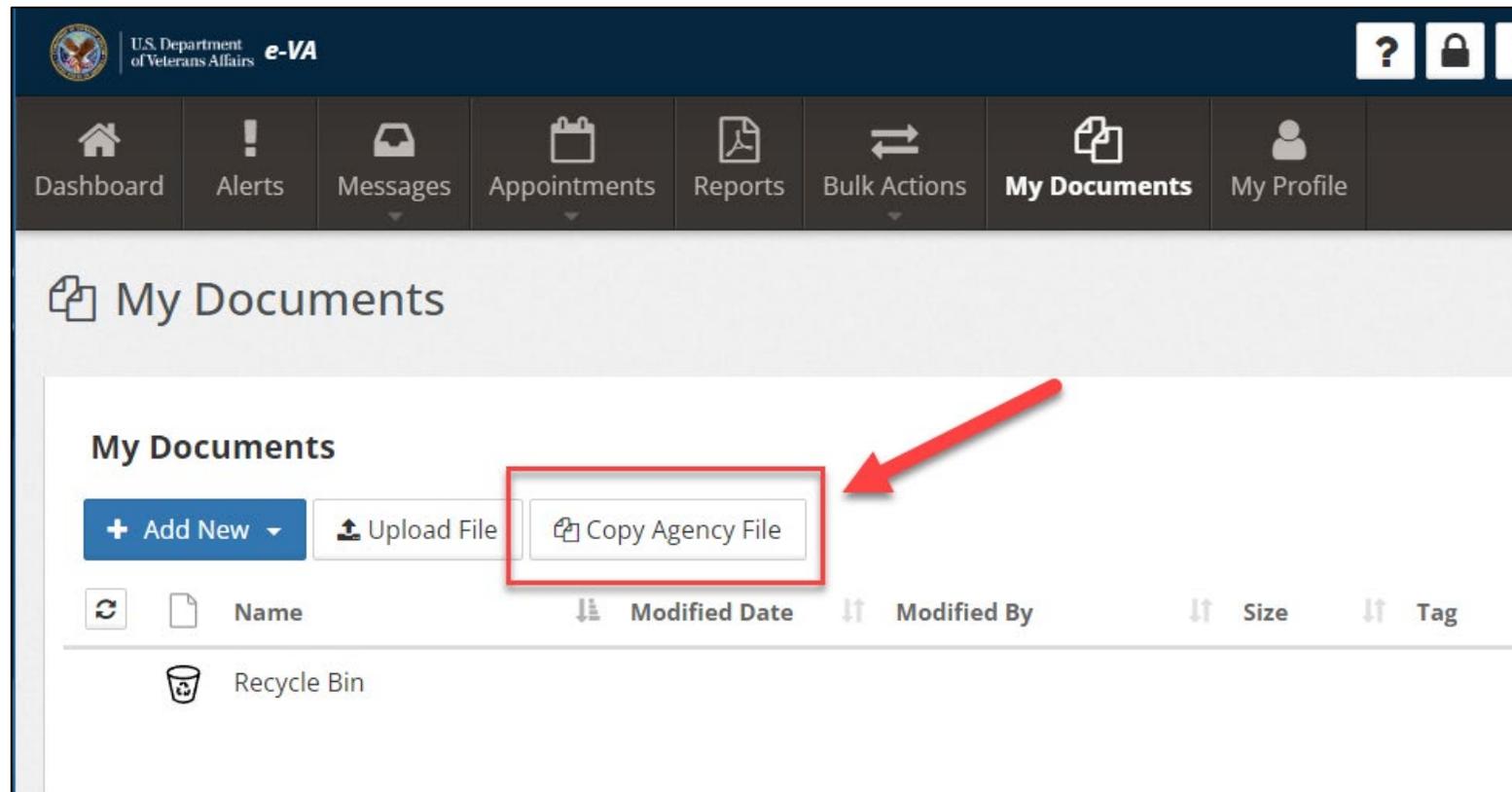
The Decision Letters reside in the e-VA Document Repository. To get to the e-VA Document Repository click on the [My Documents] icon in the Global Navigation bar.

Global Navigation Bar →



Step 1a – Open the e-VA Document Repository

Click on the [Copy Agency File] button to enter the e-VA Document Repository.



Step 1b – Search for and Select the Letter

Search for your Letter using the Search field.

Create a Copy of an Agency Document

Search Document Type: All Document Types

	Source	Document Name	Size	Type		
Select	Agency	10-0103-fill.pdf	857.02 KB	VA Form 10 0103 Veterans Application for Assistance in Acquiring Home Improvement and Structural Alterations - 1269	?	👁
Select	Agency	10-5345.docx	26.73 KB	VA Form 10 5345 Request For and Authorization to Release	?	👁
Select	Agency	21-0788.docx	69.33 KB			

Once you have found your letter click on the blue [Select] button.

Create a Copy of an Agency Document

Search Document Type: All Document Types

	Source	Document Name	Size	Type		
Select	Agency	VR-03 Package Manager.docx	446.14 KB	VR 03 Appointment Letter Initial Evaluation with VRC - 889		👁

Cancel

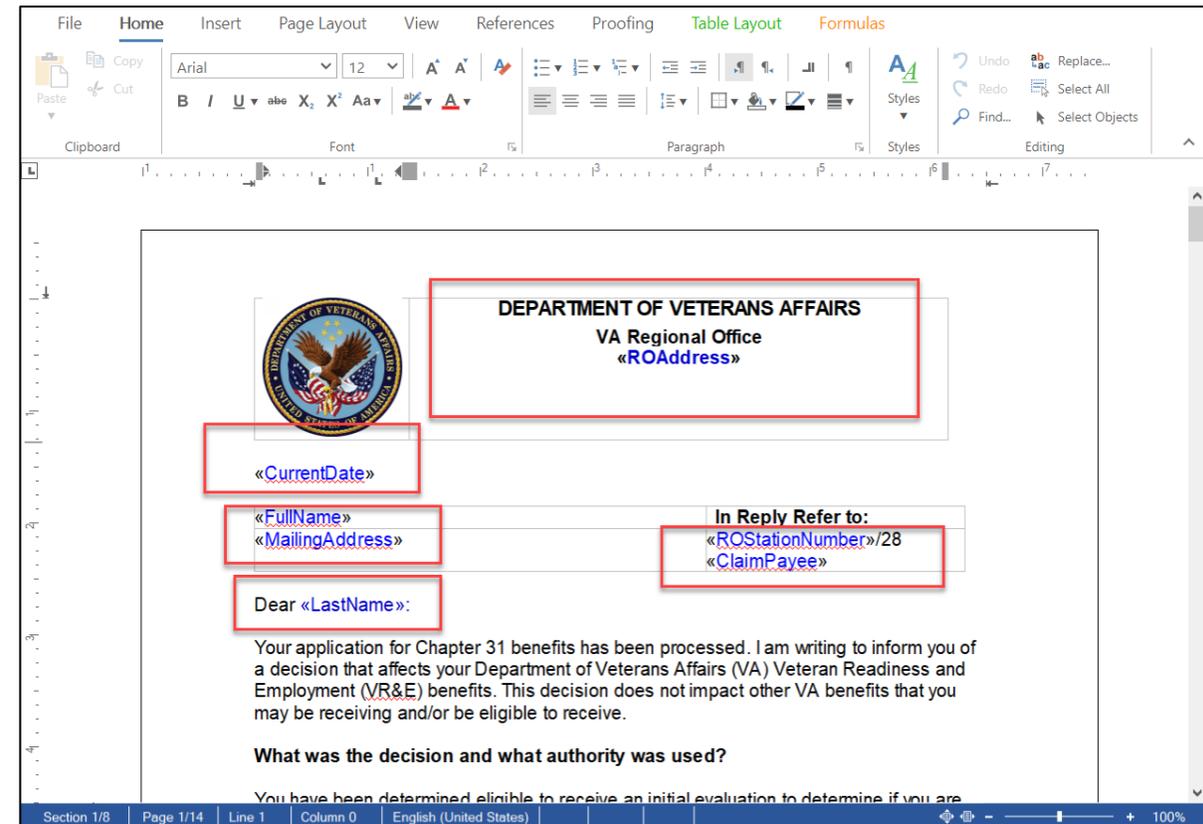
Step 1c – Customize Your Letter

Your Letter Template opens in a new Tab.

Begin customizing your letter by adding information as applicable to the letter.

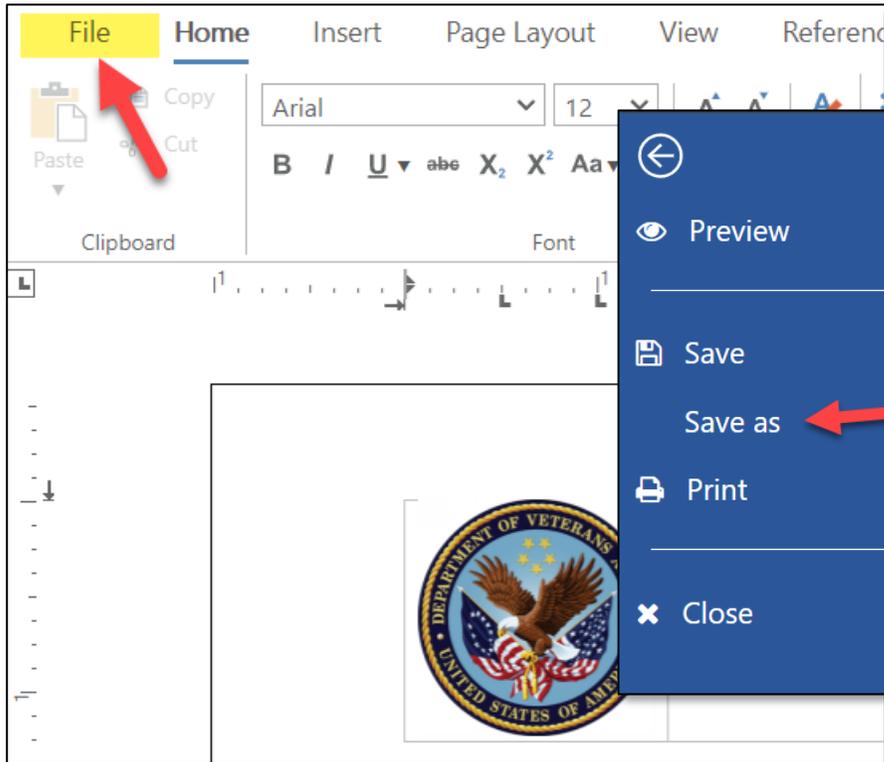
In e-VA, and this example, you will need to fill in:

- the address of your Regional Office RO,
- the Current Date,
- the Full Name and Mailing Address of your Veteran or POA as you dictate
- the salutation,
- your RO number,
- the Claim/Payee number
- and any other info as applicable to the letter



Step 1d – Save your Customized Letter

1. Click on File.

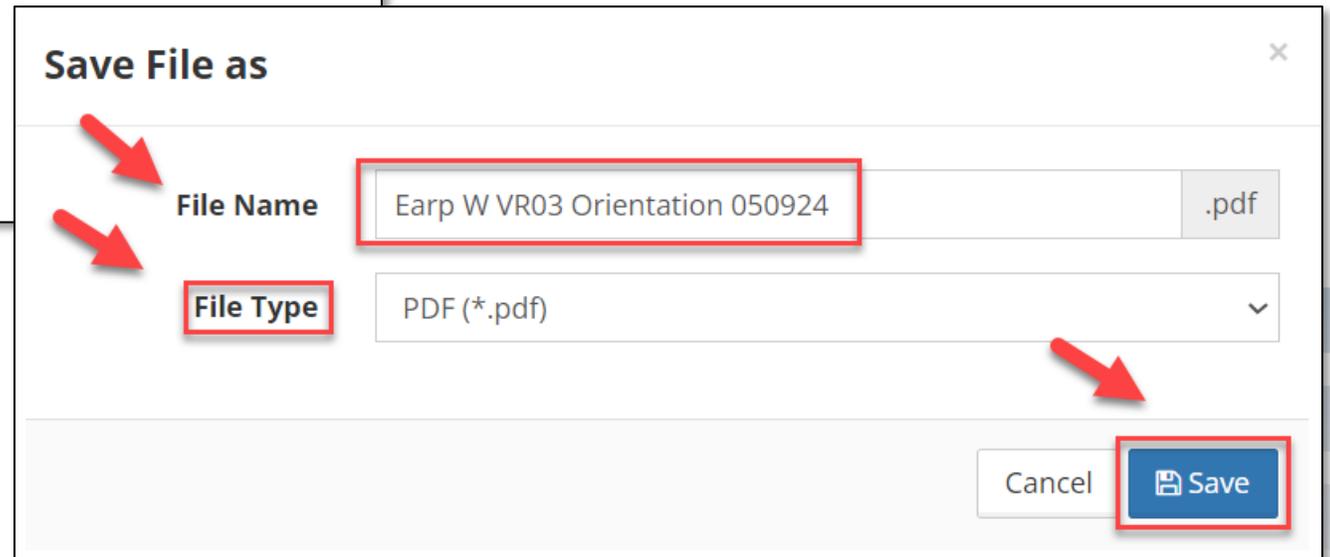


2. Click on Save As.

Avoid the use of any of the following characters when naming your files:

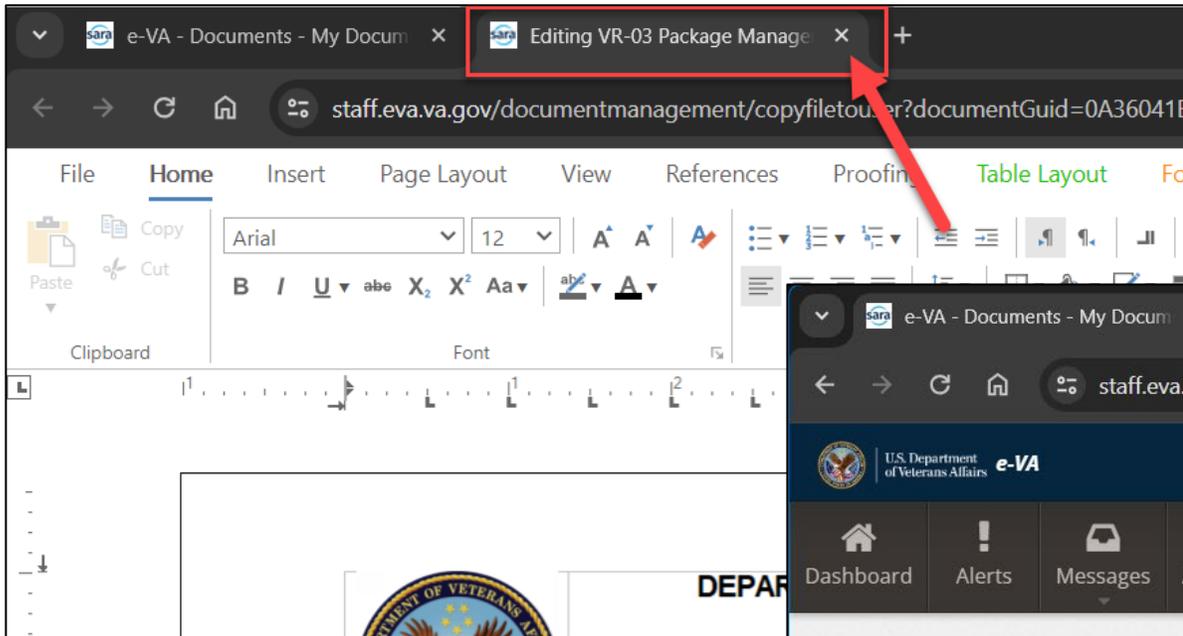
\$ @ # [({ | ? ^ % ~ “ ! * + , > : ? &

3. Create a unique file name, select File Type as PDF and click the blue Save button.

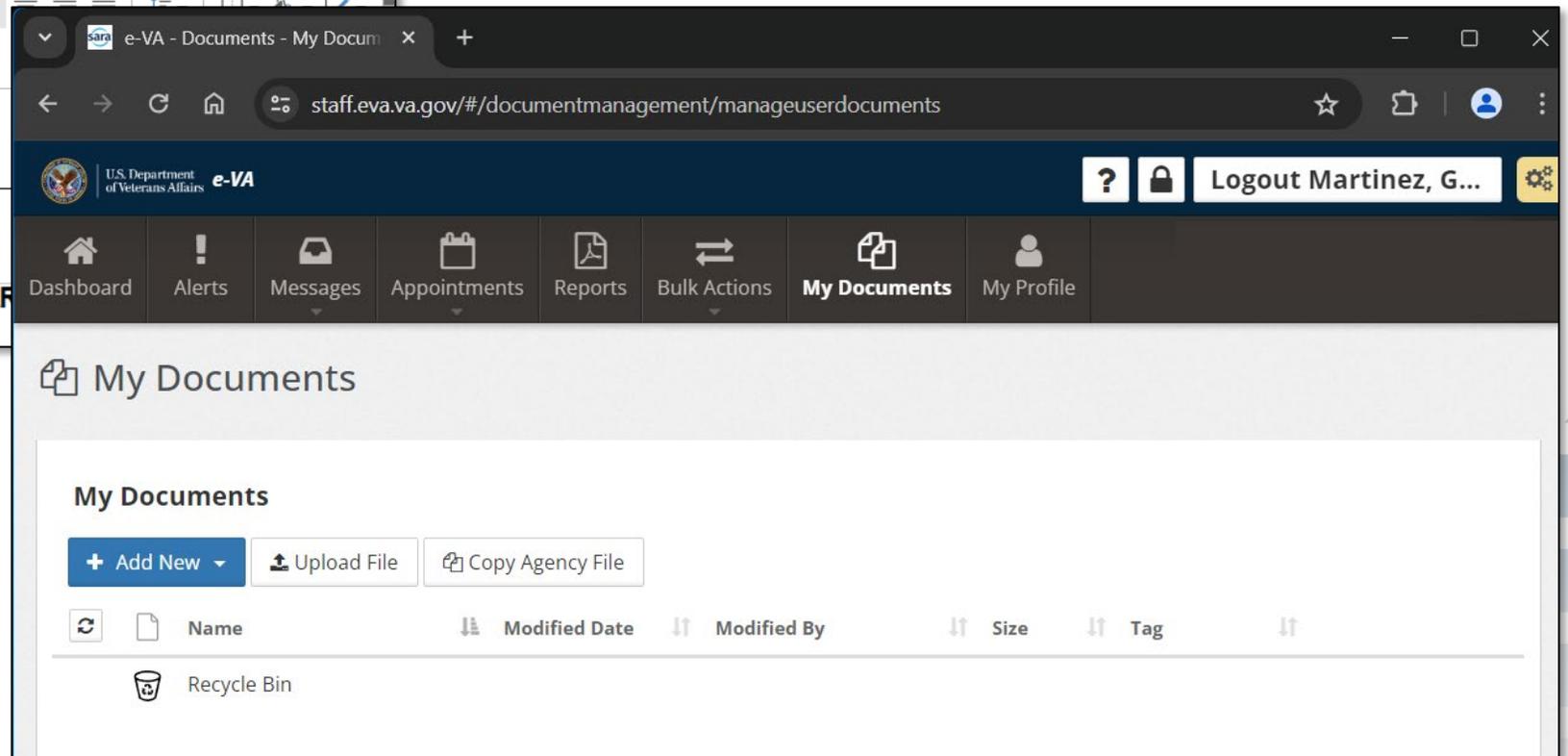


Step 1e – Close Document Tab and Return to e-VA

1. Close the tab in your browser with the document.

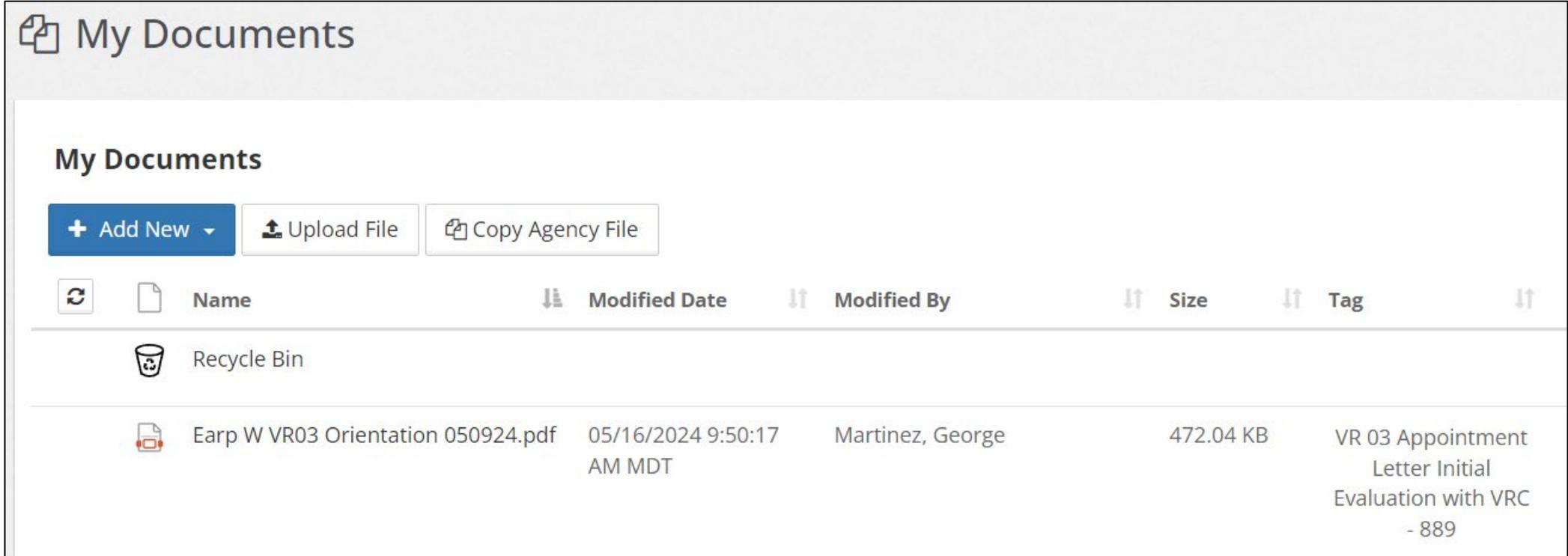


2. Return to e-VA



Step 1f – The document is now in your e-VA [My Documents] Library Ready for Use

The screenshot below is of your [My Documents] Library showing the letter just created.



The screenshot displays the 'My Documents' library interface. At the top, there is a header 'My Documents' with a folder icon. Below the header, there are three buttons: '+ Add New', 'Upload File', and 'Copy Agency File'. A table lists the documents in the library. The table has columns for Name, Modified Date, Modified By, Size, and Tag. The first row is 'Recycle Bin'. The second row is 'Earp W VR03 Orientation 050924.pdf' with a modified date of '05/16/2024 9:50:17 AM MDT', modified by 'Martinez, George', size of '472.04 KB', and tag 'VR 03 Appointment Letter Initial Evaluation with VRC - 889'.

Name	Modified Date	Modified By	Size	Tag
Recycle Bin				
Earp W VR03 Orientation 050924.pdf	05/16/2024 9:50:17 AM MDT	Martinez, George	472.04 KB	VR 03 Appointment Letter Initial Evaluation with VRC - 889

During the next steps, we will demonstrate how to access this letter from your library.

Step 2 – Sending the Letter to VBMS Package Manager

The Letter will be sent to VBMS Package Manager when:

- You attach it to an outbound e-VA email
- You attach it to an outbound e-VA appointment, or
- You add the letter to the Veteran's e-VA Document Folder

In this Micorlearning we will review how to add the Letter to the Veteran's e-VA Document Folder which will trigger the sending of the letter to VBMS Package Manager for mailing via U.S. Mail.

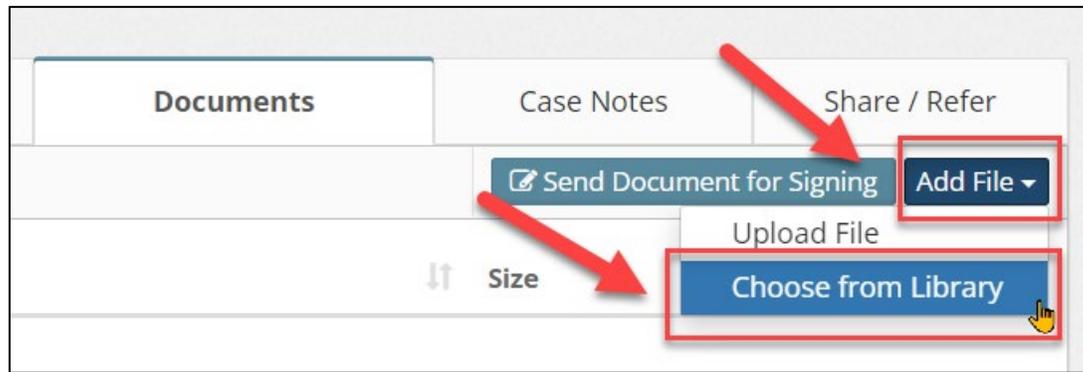
Step 2 – Adding the Letter to the Veteran’s Document Folder

Begin by going to the Veteran’s Client Overview Page and selecting the [Documents] Tab

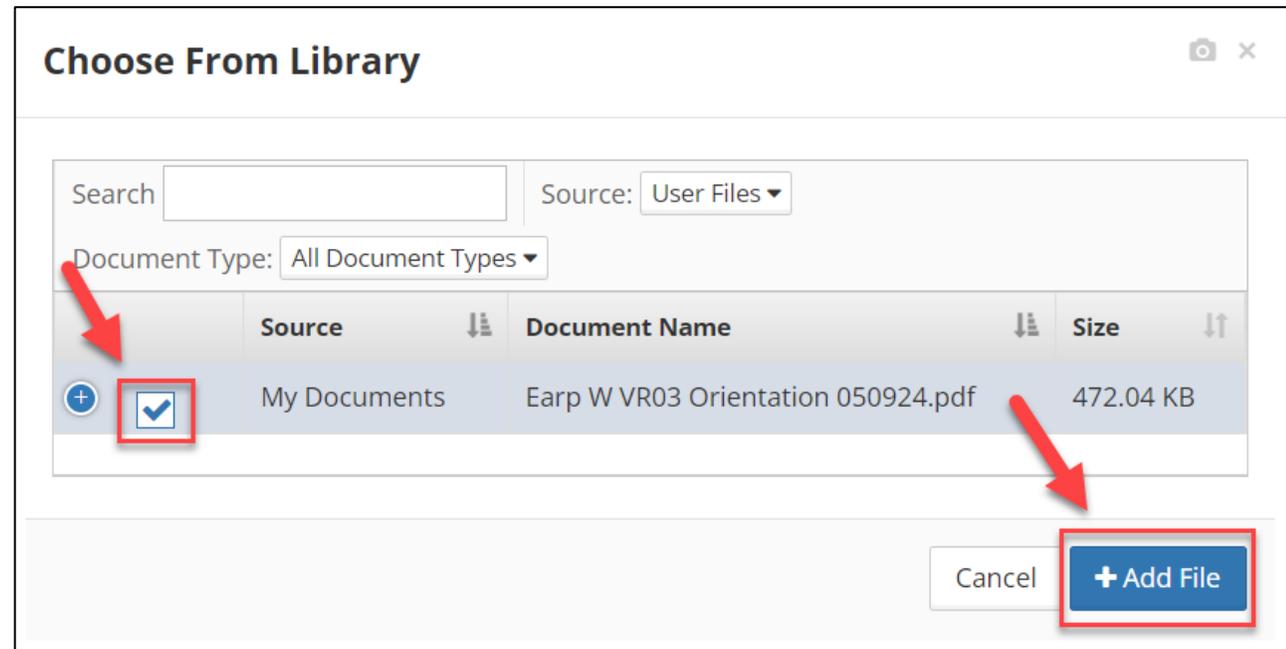
The screenshot displays the 'Client Overview - Wyatt Earp' page. The breadcrumb navigation 'Client Overview - Wyatt Earp' is highlighted with a red box and a red arrow pointing left. The 'Documents' tab in the navigation bar is also highlighted with a red box and a red arrow pointing right. The page includes a profile section for Wyatt Earp with contact information and a 'Change Track' button. Below the navigation bar, there are buttons for 'Send Document for Signing' and 'Add File'. The 'Client Documents' section shows a table with columns for Name, Added Date, Added By, and Size, containing folders for 'All Client Documents', 'eSignature Documents', and 'Other Documents'.

Step 2 – Adding the Letter to the Veteran’s Document Folder, *continued*

Click [Add File] and select [Choose from library].



Then place a checkmark by your file and click on the blue [+Add File] button. This will complete the event of adding the letter to your Veteran’s Document folder in e-VA

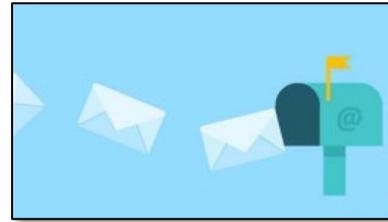


Step 3 – This Action will prompt e-VA to Create a Case Note of the Event

The event of adding the Letter to the Veteran's Document folder has triggered e-VA to send the letter to VBMS Package Manager for mailing. The screenshot below is of the case note that e-VA creates documenting the event. Note that the case note contains the file.

05/16/2024 10:41:53 AM MDT - Category: e-VA Miscellaneous - **Document Added**
Document [Earp W VR03 Orientation 050924.pdf] added to client Document Library (Other Documents\VR 03 Appointment Letter Initial Evaluation with VRC - 889) by George Martinez
Attachment(s):
Earp W VR03 Orientation 050924.pdf 472.04 KB

Step 4 – VBMS sends the Letter to the Package Manager for the mailing of the document via U.S. Mail



If the VBMS Package Manager fails to upload the file, e-VA will generate a Red Alert prompting action by the Counselor.

 11/28/2023 6:59:59 PM EST - e-VA Note

Due to an internal error in the VBMS Package Manager file upload process, the file (Decision Letter VR77 Wyatt Earp.pdf) sent to VBMS Package Manager was not uploaded. Please take the following action:

1. Download the file to your local device.
2. Upload the file to VBMS Package Manager directly.

Attachment(s):

Earp W VR03 Orientation 050924.pdf

Best Practices

- ✓ When preparing your Letter, the best practice is to include all the required and applicable information, and then review it before saving and sending.
- ✓ Use a file name that includes the name or initial of the Veteran, letter or form name, and date for example:

Smith JD 28-1905 092518.pdf

- ✓ Avoid the use of any of the following characters when naming your files: \$ @ # [({ | ? ^ % ~ “ ! * + , > : ? &
- ✓ Final note, if you perform the e-VA PacMan process twice, it will mail the letter to your Veteran twice

Conclusion

During this e-VA microlearning, we reviewed how to send a Decision Letter or Letter to the Package Manager from e-VA

If you have any questions regarding e-VA, please submit a tech support ticket through e-VA for assistance and you may also send an email directly to our e-VA mailbox at VRE_EVA.VBACO@va.gov