

Department of Veterans Affairs
Veterans Intake, Conversion, and Communications Services (VICCS)
File Conversion Services (FCS)



Training Manual/Electronic User's Manual
for Regional Office Users

Veterans Intake, Conversion, and Communications Services

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DOCUMENT CHANGE HISTORY

The following table summarizes the document change history for the *Training Manual/Electronic User's Manual for Regional Office Users*.

Version	Date	Description
1.0	February 5, 2021	Initial submission
2.0	August 31, 2021	Update for File Search and RMC Inclusion
3.0	April 9, 2026	Rescan request updates and 508 modifications

1. INTRODUCTION

The Training Manual/Electronic User's Manual documents the process by which a Department of Veterans Affairs (VA) user can use the Source Material Tracking System (SMTS) to track performance on the File Conversion Services (FCS) program – the software is called the FCS portal. This software functionality is part of a larger VA effort to accomplish the goal of creating an electronic end-to-end processing environment at the Veterans Benefits Administration (VBA). To achieve this vision, VBA must first scan and upload to VBMS non-electronic Veteran records.

The process includes the following steps:

1. The FCS team scans non-digital Veteran files.
2. At the scanning facility, files are prepped, scanned, indexed and uploaded to the Veterans Benefits Management System (VBMS) database.
3. Source materials are then de-prepped/disassembled and held for 60 days prior to transfer to long-term storage facility storage.
4. Source materials are shipped to long-term storage.

Regional Office (RO) users will access the FCS portal to mail material to the scanning vendor, handle exceptions, and create rescan requests. Options related to scanning and uploading materials do not apply to RO users.

This manual also includes information for RMC users. RMC users will search and/or request files and request RMC rescans.

NOTE: Screen captures may vary from what the user will see as the available menus and options depend upon the user's role and permissions.

2. FCS PORTAL SCREEN TRAINING

This section includes training on each of the software screens that VA users will require to request a file and to check on the status of a request. Each screen is shown visually on the page along with a description and/or instructions on how to access the desired functionality.

2.1 FCS PORTAL LOGIN SCREEN

Access the system.

The *VA FCS Portal Login* window (Figure 1) displays the FCS logo in the upper left and the logo of GDIT, the contracting company which designed the software, on the upper right.

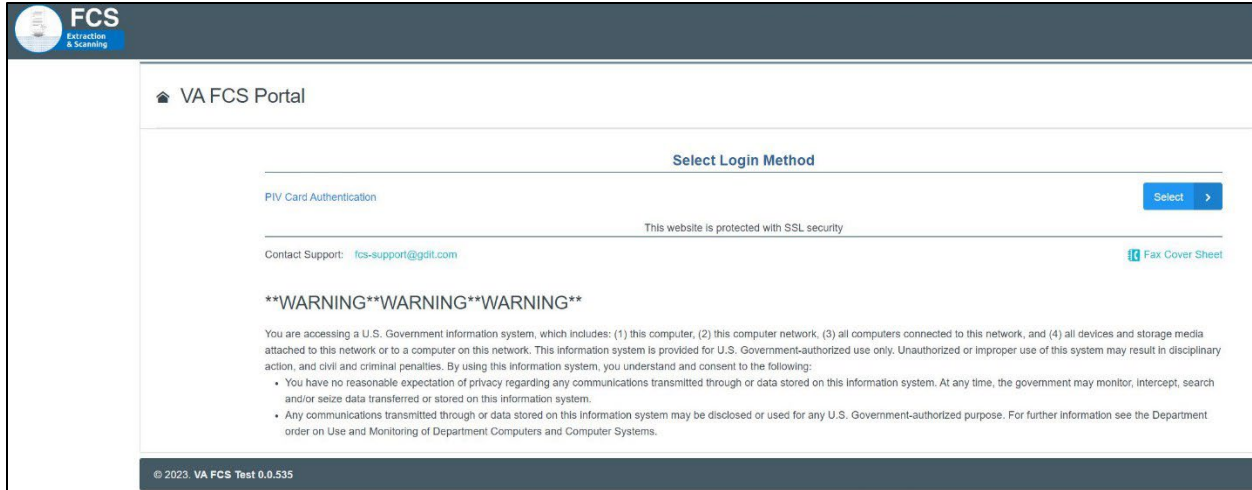


Figure 1: VA FCS Portal Login Screen

Below the *Login Method* section of the *VA FCS Portal Login* page is information to contact support and a warning about using the system only for authorized purposes.

3. FCS REQUESTS TAB

Once the login process is complete, the *VA File Conversion Services* home page appears (Figure 2). This page contains a navigation bar at the top which shows the name of the software at the left, followed by tabs accessing functions to the right. The tabs you see depend upon your user role. Your username appears at the far right of the bar following the words *Signed in as*.

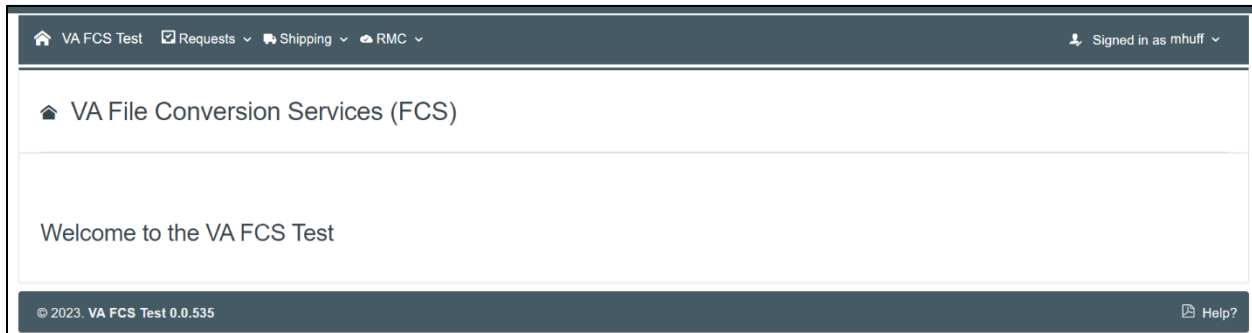


Figure 2: VA File Conversion Services Home Page

Selecting **Requests** displays a drop-down window (see Figure 3).

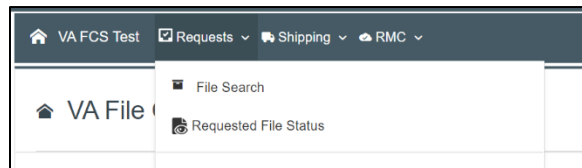


Figure 3: Requests Drop Down Menu

The two main functions are available from the **Requests** menu:

1. **File Search:** This allows the user to search to see where a file exists in the system.
2. **Requested File Status:** This allows the user to see details on the requested file's status.

Additional functions may display based on your user role. These are addressed in other documentation.

3.1 FILE SEARCH

When you select *File Search* from the **Requests** menu, the *File Search* page appears (Figure 4). The page contains the *File Search* field which contains the instructive text *Enter File# or DCSID or Box# or RMN*. Below the field, the three sections indicate what system contains the file (if found).

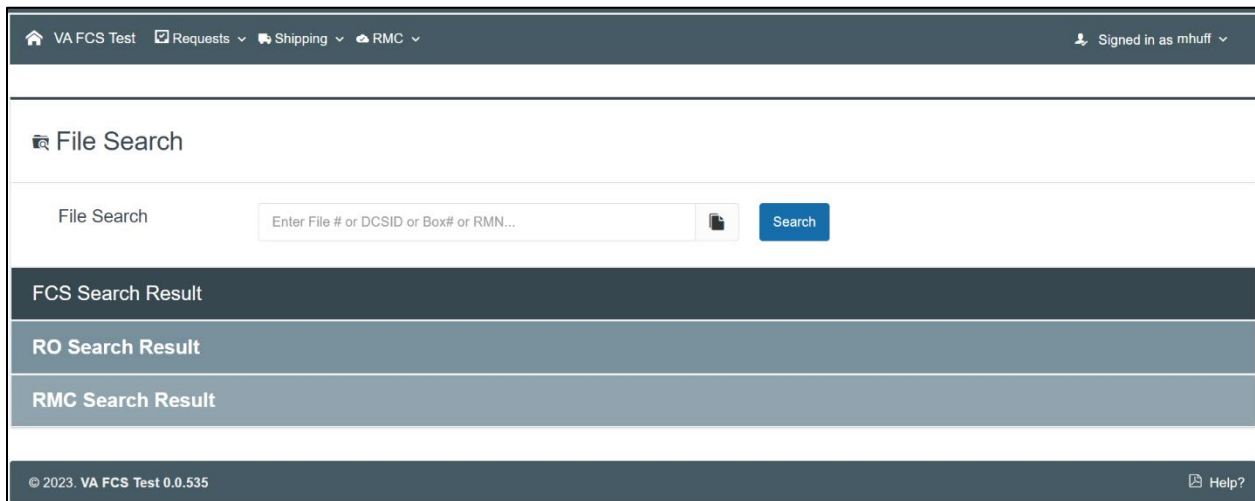


Figure 4: File Search Screen

In Figure 5, the user has entered the file # **789451234**. Once the user clicks the **Search** button, the system displays the current status below the *File Search* box on the same screen.



Figure 5: User has entered file number 789451234

Figure 6 shows the *Search Result* for file # **789451234**. In this case, the file has already been received at scanning as demonstrated by:

- a. In the **Search Result** section, a status bar with checkmarks show that the file has progressed to the *Shipped to Scanning* stage.
- b. The *Box Timeline Information* line shows a progression of shipping dates.
- c. The *TAT(s):(Days)* section shows statistics for the length of file processing.

d. The **File Status** at the bottom of the page reads **Received at Scanning**.

The screenshot displays the 'File Search' interface. At the top, there is a search bar with the file number '789451234' and a 'Search' button. Below this is the 'FCS Search Result' section. It contains a summary table with the following data:

1) Box # M0000001118 Summary :	
RMN #	370VB115201118D
Tracking Number	122345234287892390
Total # Of Files	1
Total # Of DCS IDs	1
Total # Of Uploaded DCS IDs	-
Total # Of Remaining DCS IDs	1
Scanning Location	Iron Mountain Boyers Pennsylvania
VA RO Location	VA National Personnel Records Center (NPRC)
Box Type	OMPF
Box Status	Received at Scanning
clSP Type	-
Return to NPRC Date	-

Below the summary is a 'Box Timeline Information' section with a horizontal timeline showing the following steps: Shipped to Warehouse, Processed, Shipped to Scanning, at Scanning, Uploaded to VEMS, and Returned to NPRC. Each step has a corresponding status icon: a checkmark for 'At FCS', 'Received', 'Checked In', 'Shipped to Scanning', and 'Received at Scanning'; a checkmark with a plus sign for 'Uploaded'; and a checkmark for 'Returned'.

Underneath the timeline, there is a 'Submit Scanning Request' button and a detailed file information section for file number 789451234:

File Type	OMPF
Box Number RMN	M0000001118 / 370VB115201118D
VEMS Veteran Name	Gregory H Peck
Name On File	
DCS ID	K2FM00C41414
Scanning Location	Iron Mountain Boyers Pennsylvania
Box Status	Received at Scanning
Source	fa
Progress Status	
Checkin Date	11/20/2020
Shipped To Scanning Date	12/02/2020
Scanning Received Date	04/13/2021
TAT(s)(Days)	
RMN Through Shipped To Scanning	9.9559
Packages Through Shipped To Scanning	0.0395

At the bottom of the search result, the 'File Status' is listed as 'Received at Scanning'.

Figure 6: Search Result Showing File has been received at Scanning Facility

Even though a file has been requested, it has not necessarily been processed for scanning. It may sit in storage at the scanning facility with a large batch of files awaiting final processing. If the file is urgently required, you can request it be expedited for immediate processing. Selecting the **Submit Scanning Request** button in the Search Result area opens the *File Request* function.

Note: If the file has already been uploaded, you will not be able to click the **Submit Scanning Request** button.

3.2 FILE REQUEST

If you search for a file and it is not found, you can click **Submit Scanning Request** and the *FCS File Request* page appears with the file number automatically populated (Figure 7). This function allows you to request a file that has not yet been uploaded to be expedited for scanning and upload. This essentially bumps the file up in the process by marking it as either a **Pending Claim** or **Urgent**.

The screenshot shows the 'FCS File Request' page. At the top, there is a navigation bar with 'VA FCS Test', 'Requests', 'Shipping', and 'RMC' menus, and a 'Signed in as mhuff' dropdown. The main content area has the heading 'FCS File Request' and a prompt: 'Please enter a valid VA File Number or Social Security Number and then select a valid reason why you are searching for the File/Record.' Below this, there is a 'File Number' input field containing '789451234' and a 'Request Type' dropdown menu. A 'Search' button is located at the bottom left of the form.

Figure 7: FCS File Request Page

On this page, you can select the reason for the request from the *Request Type* drop down. You can select one of two types of request:

- **Pending Claim:** This type of request will be processed in 48 hours
- **Urgent:** This type of request will be processed in 24 hours.

In Figure 8, the user has selected **Pending Claim** from the *Request Type* drop down menu. When you are ready to submit, click the **Search** button.

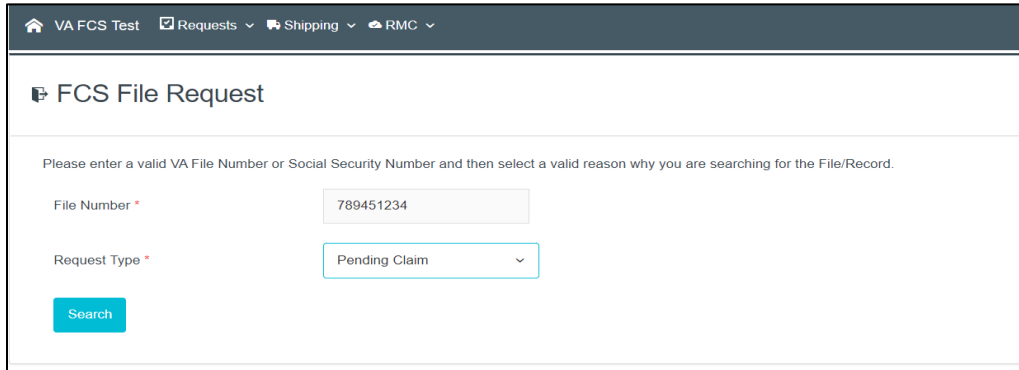
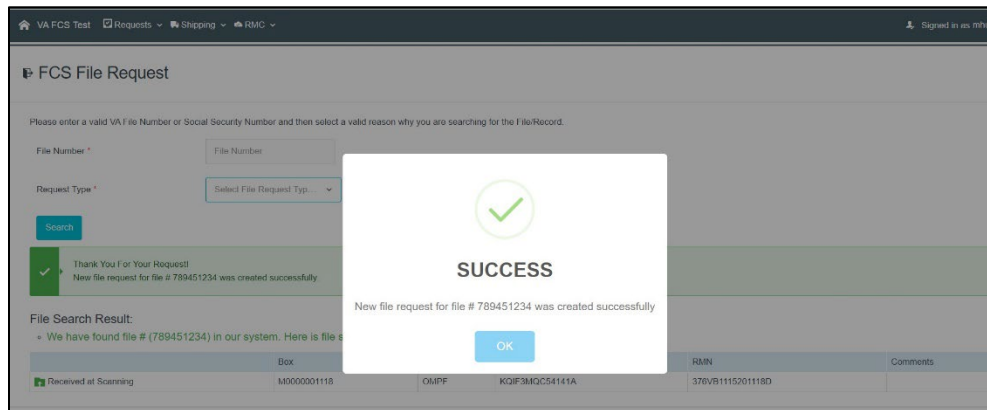


Figure 8: FCS File Request Page

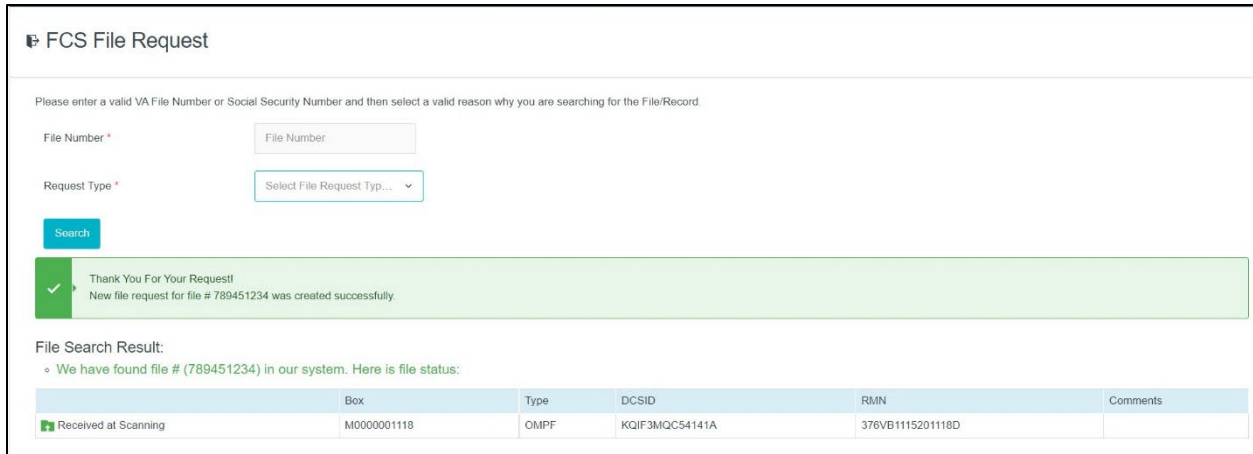
Once you click **Search**, the system processes and displays a page showing the file requested overlaid by a *Success* message (see Figure 9).



Box	RMIN	Comments
Received at Scanning	M0000001118	OMP
		KQIF3MQC54141A
		376VR1115001118D

Figure 9: FCS File Request with Success Message

Select the **OK** button. The *File Request* screen appears with the status (Figure 10).



FCS File Request

Please enter a valid VA File Number or Social Security Number and then select a valid reason why you are searching for the File/Record.

File Number *

Request Type *

Thank You For Your Request!
New file request for file # 789451234 was created successfully.

File Search Result:
We have found file # (789451234) in our system. Here is file status:

	Box	Type	DCSID	RMN	Comments
Received at Scanning	M0000001118	OMPF	KQIF3MQC54141A	376VB1115201118D	

Figure 10: New File Request Created

In this example, the box beneath the **Search** button contains a message indicating that the file request has been created for the specified file number. Beneath this message, the **File Search Result** area displays further information regarding the file number.

If the file has been previously requested, the system displays a warning message indicating the request already exists in the system (Figure 11).

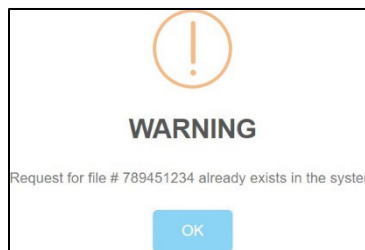
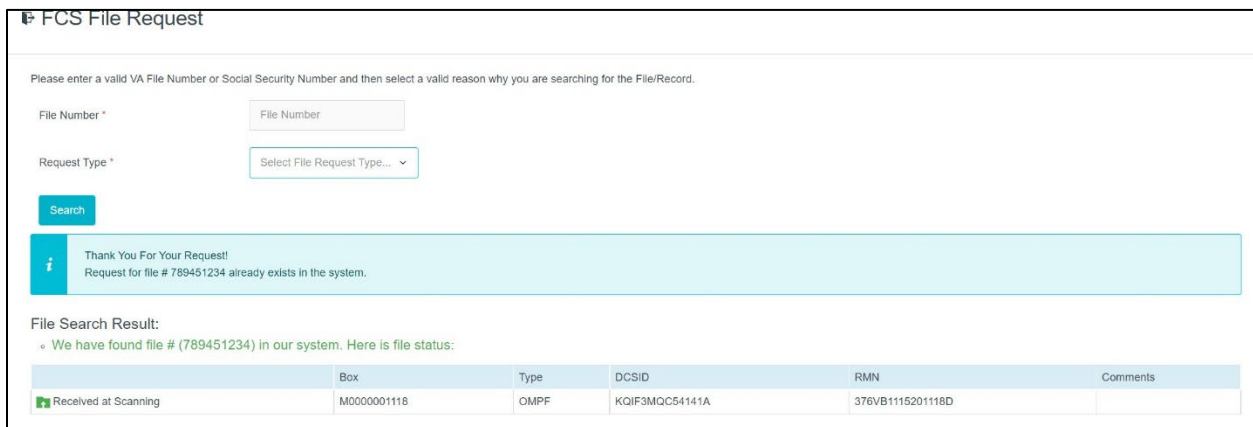


Figure 11: File Already Requested Warning Message

Close the *Warning Message* by clicking the **OK** button. The *FCS File Request* page displays the status of the requested file (Figure 12).



FCS File Request

Please enter a valid VA File Number or Social Security Number and then select a valid reason why you are searching for the File/Record.

File Number *

Request Type *

Thank You For Your Request!
Request for file # 789451234 already exists in the system.

File Search Result:
We have found file # (789451234) in our system. Here is file status:

	Box	Type	DCSID	RMN	Comments
Received at Scanning	M0000001118	OMPF	KQIF3MQC54141A	376VB1115201118D	

Figure 12: FCS File Request Page showing Status of already-requested file

The page displays information indicating that this file request already exists in the system and is somewhere in the scanning process. The *File Search Result* section displays a message that the file has been found in the system and provides the status in a table with the following columns:

- **Status:** in this instance, the file has been **Received at Scanning**.
- **Box #:** lists the box containing the file.
- **Type:** identifies the file type; here **OMPF**.
- **DCSID #:** if populated, indicates that the file has been processed in the VA COVERS/VBMS system.
- **RMN #:** if populated, indicates that the box containing the file has been processed in the VA COVERS/VBMS system.
- **Comments:** Provides additional information on the file.

If you need to change the already requested file from Pending to Urgent, then you need to repeat the search from the beginning. Once you click **Submit Scanning Request**, select **Urgent** from the *Request Type* field. The *Urgent Reason* drop-down field appears (Figure 13).

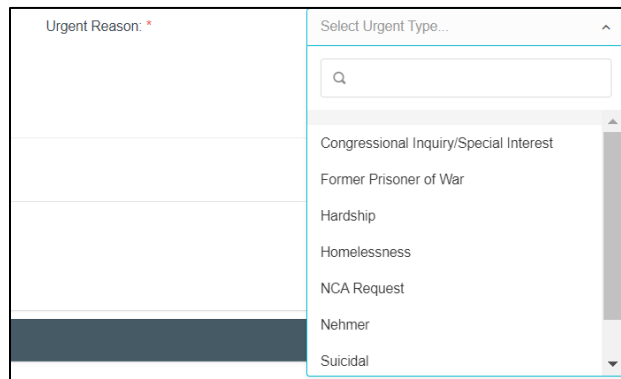


Figure 13: Urgent Reason Request Field

The available options to justify the urgency of the request include the following:

- Congressional Inquiry/Special Interest
- Former Prisoner of War
- Hardship
- Homelessness
- NCA Request
- Nehmer
- Suicidal
- Terminal Illness
- Level 9

Once you have entered the *Urgent Reason*, click the **Search** button. A *Warning* message appears indicating that file number request already exists (Figure 14). It also indicates that the request has been changed from **Pending Claim** to **Urgent**. The **Urgent** claim overrides the **Pending Claim** status, and the file request will be expedited to be available within 24 hours rather than 48 hours. Any user that has requested this file can track the file status through SMTS.

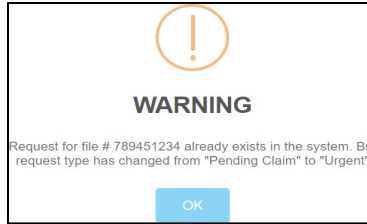


Figure 14: Warning Message

Click the **OK** button. The *FCS File Request* page displays the file status (Figure 15).

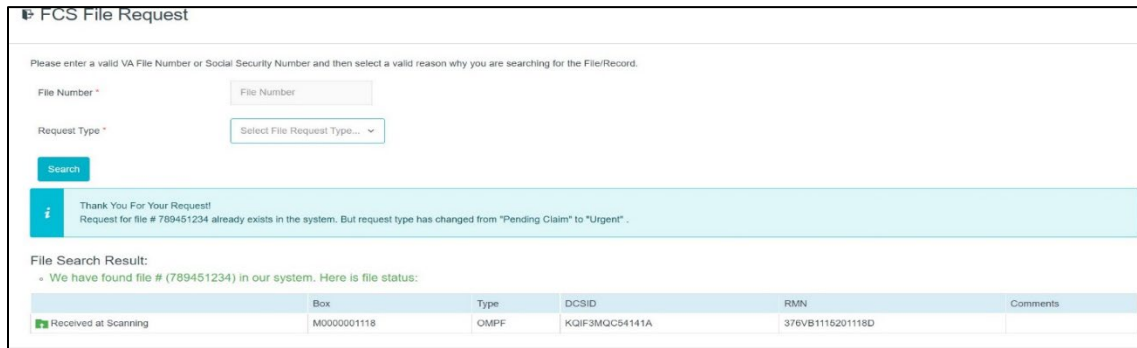


Figure 15: FCS File Request Page with File Status

3.3 REQUESTED FILE STATUS

This *Requested File Status* function allows you to check the status of files you have for which you have requested expedited processing. To access this function, select *Requested File Status* from the **Requests** menu. The *FCS Requested File Status* page appears (Figure 16). This page offers multiple methods to search the status of previously requested files.

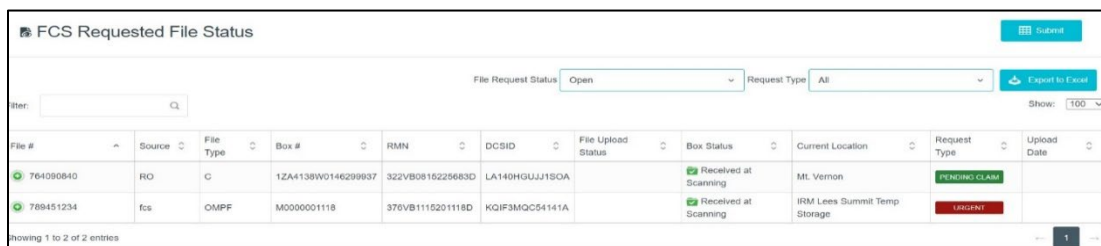


Figure 16: FCS Requested File Status Page

This page allows you to select **Open** or **Complete** for the *File Request Status*. **Open** is selected by default. You can also select the following in the *Request Type* field:

- Pending Claim
- Urgent
- NPRC Urgent
- NPRC CtoP
- NPRC Priority
- All

The default selection is **Urgent**.

If you change the *File Request Status* to **Complete**, the *From* and *To* fields appear in the upper right side of the page. You can specify a date range and a **Submit** button. The system displays the page with a default date range, but you can narrow (or widen) the search by changing the dates and clicking **Submit**.

Filter: Once you have results based on the date range and the request type, you can further narrow search results using the *Filter* box above the search results. The system will sort the files beneath according to the first two characters you type.

The search results appear beneath the *Filter* box. You will see all files and records you have requested that meet the search criteria. Each requested item contains data for the following columns:

- *File #:* the file number
- *Box #:* the number of the box containing the file
- *Request Type:* indicates whether the file is **Pending Claim** or **Urgent**.
- *File Type:* indicates the type of file (such as OMPF)
- *DCSID:* the VBMS DCSID file record #
- *RMN:* the VBMS box Record Management Number
- *File Upload Status:* indicates whether the file has been uploaded
- *Upload Date:* provides the date of upload if the file has been uploaded
- *Box Status:* indicates where the file is in the process (such as Processed in VBMS)

If you want to view the details on a specific request, click the **plus** button (*solid circle with plus sign*) next to the request. The system expands to show details (see Figure 17). Note that the **plus** button (*solid circle with plus sign*) changes to a **minus** button (*solid circle with minus sign*). Clicking this will collapse the expanded view.

The screenshot shows the 'FCS Requested File Status' interface. At the top, there are filters for 'File Request Status' (set to 'Open') and 'Request Type' (set to 'All'). A 'Submit' button is in the top right. Below the filters is a table with columns: File #, Source, File Type, Box #, RMN, DCSID, File Upload Status, Box Status, Current Location, Request Type, and Upload Date. Two rows are visible: one for file # 764090840 (status: Received at Scanning, location: Mt. Vernon, request type: PENDING CLAIM) and one for file # 789451234 (status: Received at Scanning, location: IRM Lees Summit Temp Storage, request type: URGENT). Below the table, the details for file # 789451234 are expanded, showing fields like Urgent Reason (Homelessness), Creation Date (01/11/2023), Requester (mary.huff@gdft.com), and Scanning Vendor (Iron Mountain Boyers Pennsylvania).

File #	Source	File Type	Box #	RMN	DCSID	File Upload Status	Box Status	Current Location	Request Type	Upload Date
764090840	RO	C	1ZA4138W0146298937	322VB0815225683D	LA140HGJJ1SOA		Received at Scanning	Mt. Vernon	PENDING CLAIM	
789451234	fcs	OMPF	M0000001118	376VB1115201118D	KQIF3MQC54141A		Received at Scanning	IRM Lees Summit Temp Storage	URGENT	

Urgent Reason	Homelessness
Creation Date	01/11/2023
Last Updated	01/11/2023
Requester	mary.huff@gdft.com
VBMS Processing Date	11/20/2020
Ship to Processing Date	12/08/2020
Received Processing Date	04/13/2021
Scanning Vendor	Iron Mountain Boyers Pennsylvania
Urgent Request Date	01/11/2023
Virtual RMN	

Figure 17: FCS Requested File Status Page with Expanded Details

Note: If two or more people request the same file, each will be able to see the status of their request.

4. SHIPPING

4.1 MANIFEST CHECK IN

You can use this functionality to add shipping manifests to the FCS portal for boxes being sent to the scanning vendor. You will need both a tracking number and one or more RMNs. Even after a tracking number is in the system, you can check in additional RMNs to the same tracking number if necessary.

Take the following steps to process the shipping manifest:

1. Select *Manifest Check In* from the **Shipping** menu (see Figure 18). The *Shipping Manifest Check In* page appears (Figure 19).

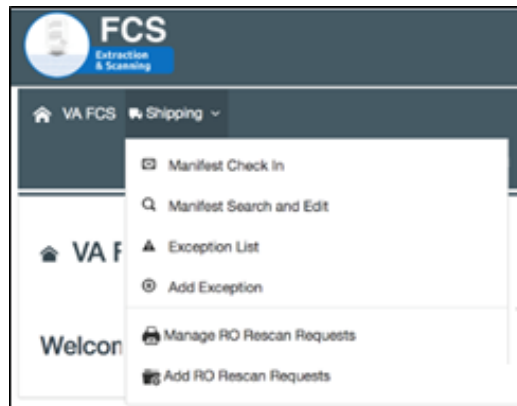


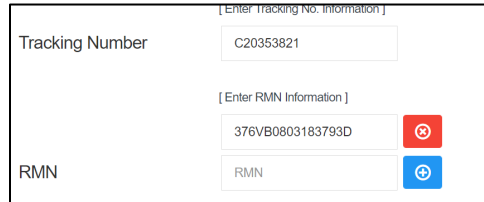
Figure 18: Shipping Menu

A screenshot of the 'Shipping Manifest Check In' page. The page title is 'Shipping Manifest Check In'. Below the title, there are four input fields: 'Destination Location' with a dropdown menu showing 'KY (618 Progress Drive - Mt. Vernon, KY - 40456)', 'Claim Type' with a dropdown menu, 'Tracking Number' with a text input field containing 'Tracking Number', and 'RMN' with a text input field containing 'RMN' and a blue plus icon button. At the bottom, there are three buttons: 'Submit', 'Clear (Last) RMN Entry', and 'Clear All'.

Figure 19: Shipping Manifest Check In Page

2. Enter data in the following fields:
 - *Destination Location*
 - *Tracking Number*
 - *RMN*

3. If desired, select a *Claim Type* from the drop-down list. This field is optional.
4. Click the **Plus Sign** (*solid square containing circle with plus sign*) next to the *RMN* field. The entered *RMN* is added to the system (with a **Delete** button (*solid square containing circle with X*)), and a new *RMN* field becomes available for the next *RMN* (Figure 20).



The screenshot shows a form with the following fields and controls:

- Tracking Number:** A text input field containing "C20353821". Above it is a placeholder "[Enter Tracking No. Information]".
- RMN:** A section containing a text input field with "376VB0803183793D" and a red "Delete" button (circle with X) to its right.
- Below the first RMN field is another text input field labeled "RMN" and a blue "Add" button (circle with plus sign) to its right.

Figure 20: New RMN Field Added

5. Enter another *RMN* and click the **Plus Sign** (*solid square containing circle with plus sign*).

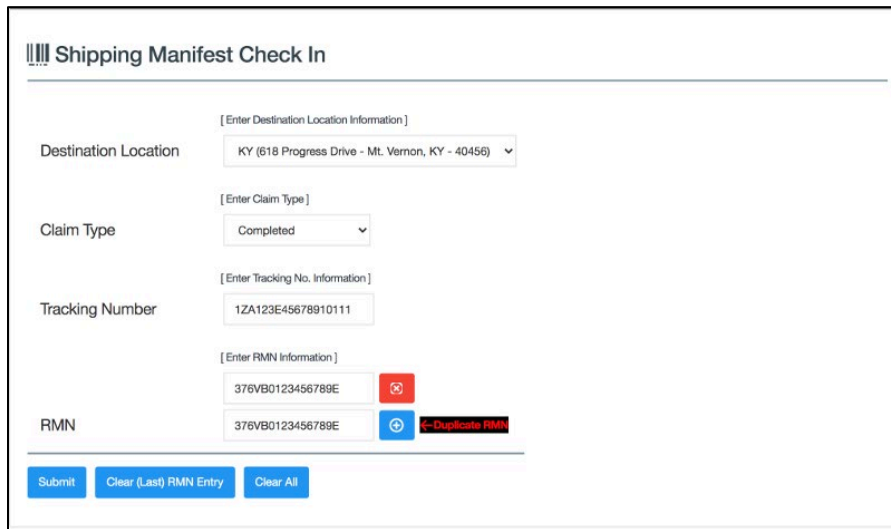
Note: You can add up to 50 *RMNs* at a time for a *Tracking Number* before you click **Submit**.

6. When you have entered all *RMNs*, click **Submit**. A message indicating success appears under the page title.

NOTES:

If you need to add more than 50 *RMNs* for a *tracking number*, complete the initial 50 *RMNs*, click **Submit**, then repeat Steps 1 through 6 until you have recorded all *RMNs*.

If you add an *RMN* that already exists for a *tracking number*, the *Duplicate RMN* error appears (see Figure 21). In that case, highlight the duplicate *RMN* and click delete.



The screenshot shows the "Shipping Manifest Check In" form with the following fields and controls:

- Destination Location:** A dropdown menu showing "KY (618 Progress Drive - Mt. Vernon, KY - 40456)". Above it is a placeholder "[Enter Destination Location Information]".
- Claim Type:** A dropdown menu showing "Completed". Above it is a placeholder "[Enter Claim Type]".
- Tracking Number:** A text input field containing "1ZA123E45678910111". Above it is a placeholder "[Enter Tracking No. Information]".
- RMN:** A section containing two text input fields, both containing "376VB0123456789E". The first field has a red "Delete" button (circle with X) to its right. The second field has a blue "Add" button (circle with plus sign) to its right, and a red error message "Duplicate RMN" is displayed to the right of the button.

At the bottom of the form are three buttons: "Submit", "Clear (Last) RMN Entry", and "Clear All".

Figure 21: Duplicate RMN Error

If you have added an *RMN* that is invalid/incorrect, you can remove it by clicking **Clear (Last) RMN Entry**. This only works for the last *RMN* entered.

You can also delete an invalid/incorrect *RMN* by clicking the **Delete** button (*solid square containing circle with X*). This method will allow you to remove any of the *RMNs* entered.

If you click **Clear All**, that deletes all the data on the page.

4.2 SEARCH

You can use the search function to edit tracking numbers or RMNs. You can also delete a tracking number/RMN combination from the system.

Take the following steps to search for a particular manifest:

1. Select *Manifest Search and Edit* from the **Shipping** menu. The *Search and Edit Shipping Records* page appears (Figure 22).

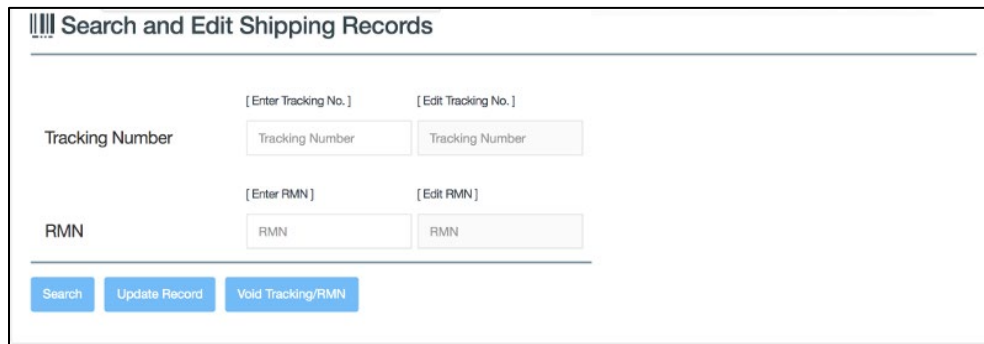
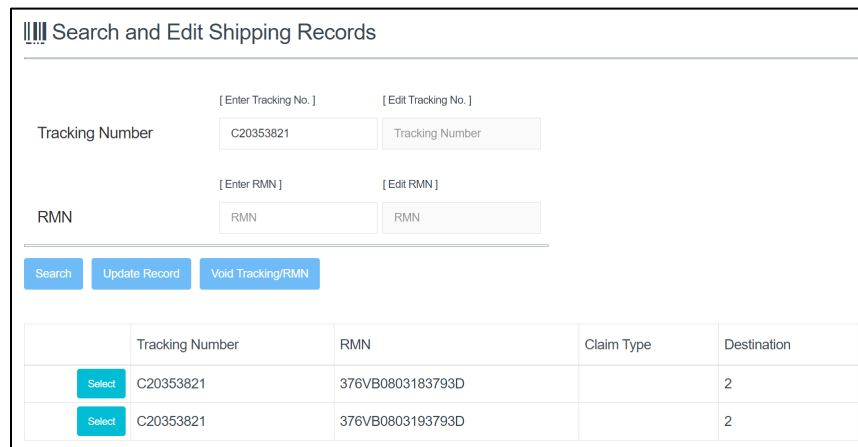


Figure 22: Search and Edit Shipping Records Page

2. Enter a tracking number or RMN into the appropriate field, then click **Search**. The results, if any, appear below the buttons (Figure 23). If there are no results the table will indicate that no results have been found.



	Tracking Number	RMN	Claim Type	Destination
Select	C20353821	376VB0803183793D		2
Select	C20353821	376VB0803193793D		2

Figure 23: Search and Edit Shipping Records Page with Search Results

Note: This does not accept wild cards or partial text. You must enter the entire tracking number or RMN to get search results.

3. Click **Select** next to the tracking number/RMN you want to edit. The selected line's data appears in the *Edit* fields above the buttons.
4. Change the tracking number and/or RMN as desired, then click **Update Record**. A success message appears below the page title.

Note: If you want to remove a tracking number/RMN combination from the system entirely, then after you click **Select**, click **Void Tracking/RMN**. A confirmation message will appear – enter an explanation in the field and click **OK**. A success message will appear below the page title.

4.3 EXCEPTIONS

You can use the FCS portal to manage exceptions that arise from the FCS process. The FCS portal allows you to view a list of exceptions, edit exceptions, or add exceptions.

4.3.1 Exception List

To view the list of exceptions, select *Exception List* from the **Shipping** menu. The *Exception List* page appears (Figure 24). By default, the system lists all non-resolved exceptions.

Ex. #	Date Created	UPS Tracking #	RMN	Exception Claim Type	Shipping Manifest Claim Type	Status	
213334	07/09/2020	1ZA407E80356797698	376VB0706200058A		P	CREATED	Edit Delete
213341	07/13/2020	1ZA407E80355359832	376VB0707200035A		P	CREATED	Edit Delete
213394	07/28/2020	1ZA407E80357419255	376VB0716200114A	P	P	CREATED	Edit Delete
213400	07/30/2020	1ZA407E80357101114	376VB0724200150A	P	P	CREATED	Edit Delete
213420	08/04/2020	1ZA407E80355169412	376VB0727200160A	P	P	CREATED	Edit Delete
213461	08/19/2020	1ZA396Y00371329595	376VB0807207001E	OMPF	OMPF	ADDITIONAL INFORMATION REQUESTED	Edit Delete

Figure 24: Exception List Page

At the top right of the page, there are *From* and *To* dates where you can change the dates covering the exceptions you want to view. Once you change the date, click **Show Table** to display the new list. You can also filter the list by *Tracking No.* and/or *RMN* by typing characters in those fields and clicking **Search**. If you click **Clear Result** the system redisplay the list without the filter.

You can also choose to display exceptions by Status using the drop-down list next to the **Export** button. Statuses include: **All**, **Pending**, **Resolved**, **Created**, **Information Provided**, and **Additional Information Requested**. If you want to export the list of exceptions to an Excel spreadsheet, click **Export**.

The table listing the exceptions contains the following columns: *Ex. #*, *Date Created*, *UPS Tracking #*, *RMN*, *Exception Claim Type*, *Status*, an attachment column (labeled with a paper clip), and a column with **Edit** and **Delete** buttons.

You can sort the list by any of the columns by clicking on the double-arrow at the top of the column. In addition, the **plus** button (*solid circle with plus sign*) in the *Ex. #* column will display additional information on that exception when clicked.

4.3.2 Edit Exceptions

At times, you may need to edit the information in a particular exception. This could include adding information to as requested for exceptions that have the status **Additional Information Requested**. That status indicates that the exception cannot be resolved without providing more information. You will only be providing information as requested – you will not be able to approve or deny an exception.

To add information to an exception:

1. From the *Exception List* page, select the **Edit** button in the row of the exception you want to edit. The *Shipping Exception* page appears for editing the selected exception (Figure 25).

The screenshot displays the 'Shipping Exception' page for editing. At the top, there is a progress bar with four steps: 'Exception data' (completed), 'WA RO: Provide Information' (current step), 'Team SPA: Additional Information Provided' (completed), and 'Resolved' (pending). Below the progress bar, the form is organized into several sections:

- Basic Information:** Create Date (06-29-2020), Exception No. (213773), Site (MI Vernon).
- Tracking and Identification:** UPS Tracking # (1ZA39EB80341513792), RMN (306VB0911263792C), DCS ID (DCS id), File Number (XX-XXXX-XXXX).
- Regional and Exception Details:** Regional Office (New York), Exception Type (Type 3: Missing DCS).
- Claim Information:** Claim Type From Shipping Manifest (VRE P), Exception Claim Type (VRE P).
- Additional Fields:** New UPS Tracking # (new Tracking no.), New RMN (New RMN), New DCS ID # (new DCS ID #).
- Status and Resolution:** Status (Additional Information Requested), Resolution Date (12-22-2020).
- Comments and Attachments:** A large text area for comments with the placeholder 'Enter your comments here...'. Below it is an 'ATTACHMENT LIST' section with a file upload area labeled 'Drop files here to upload'.

At the bottom right, there are three buttons: 'Back to Exceptions', 'Update', and 'Information Provided'.

Figure 25: Shipping Exception Page – for Editing

2. Review the comments (if any) to determine what information needs to be added or updated.

3. You can add your own comments to the *Comments* field to address the comments. You can also upload additional data by dragging and dropping documents to the upload area at the bottom left.
4. Once you have completed your actions, click **Update**.

4.3.3 Adding an Exception

If you need to add an exception, take the following steps:

1. Select *Add Exceptions* from the **Shipping** menu. The *Shipping Exception* page appears with blank fields (Figure 26).

Figure 26: Shipping Exception Page – for Adding

2. Enter the data in the fields. All fields marked with a red asterisk are required.
3. In the *Site* field, select **Mt. Vernon** from the dropdown list.
4. For the *Exception Claim Type*, select one of the following:
 - A - Active
 - C – completed. The claim has already been completed.
 - P – pending. The claim is still pending.
 - Pre – Predischarge
 - VRE P – the VRE claim is still pending.
 - FID C – the fiduciary claim is completed.
 - FID P – the fiduciary claim is still pending
 - OMPF – Official Military Personnel File

5. For the *Exception Type*, select one of the following:
 - Type 1: Missing Folder – there is a folder listed on the manifest that is not in the box.
 - Type 2: Missing Shipping Information – a box was received where the shipment was not entered into the **Manifest Check In** page before it was shipped.
 - Type 3: Missing DCS – There is a DCS on the manifest that is not in the box.
 - Type 4: Unscannable Media – media was received that the warehouse cannot process.
 - Type 5: Missing Manifest – a box was received without a manifest sheet.
 - Type 6: Missing Manifest and DCS – both the Manifest and DCS is missing.
 - Type 7: Miscellaneous Exception – an exception that does not fit in the other categories.
 - Type 11: OMPF has not DCS/RMN – an OMPF is receive for which a DCS/RMN has not been created.
6. When you have finished adding data, click **Create**. The system creates the exception.

4.4 RESCANS

4.4.1 Manage Rescan Requests

To manage rescan requests, take the following steps:

1. Select *Manage Rescan Requests* from the **Shipping** menu. The *Manage Rescan Requests* page appears (Figure 27).

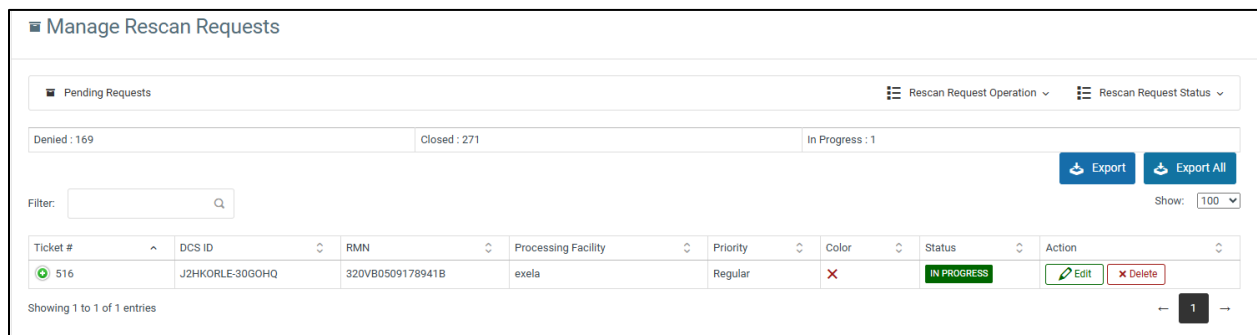


Figure 27: Manage Rescan Requests Page

2. If you want to display only rescan requests with a particular status, you can click **Rescan Request Status** dropdown button and select one of the following:
 - Pending – the rescan request is ready to be worked
 - Created – a new rescan request was created
 - Closed – the rescan request is complete
 - Approved – the rescan request was approved
 - In Progress - the rescan request is in progress
 - Denied – the rescan request was denied

- Request Clarification – clarification is required to complete the request
 - Clarification Completed – clarification was provided
 - Request Information – more information is required to complete the request
 - Request Information Completed – information was provided
 - All – list all rescan requests
3. If you want to delete a request, click **Delete** in the row you want to delete. The selected request is deleted.
 4. If you want to edit a request, click **Edit** in the row for that request and follow the instructions in Section 5.2.

4.4.2 Edit Rescan Request

You can edit a rescan request to clarify or add information or to approve or deny the request (if you have the appropriate role). To edit a request:

1. From the *Manage Rescan Requests* page, click **Edit** on the row of the request you want to edit. The *Edit Rescan Request* page appears (Figure 28).

Multiple rescan requests with the same DCS ID already exist.

DCS ID* J2HKORLE-30G0HQ Ticket Number 516

RMN 320VB0509178941B Scanning Issue* Missing Document... x

First Name MICHAEL Field Informed

Last Name HOPKINS Request Completed

File Number Priority* High Regular

Processing Facility Exela Kentucky Yes No

Date Reported: 08/27/2025 Date Sent to vendor

Coach Name

Status: In Progress Status Changed Date 08/27/2025

Submitter Name: Submitter Email

Additional Information

Enter text here...

Please provide any additional information that will assist in locating the missing documents, such as the date of receipt or approximate date range...

Results

VOP and Vendor responses. Please check back for updates to this section.

Figure 28: Edit Rescan Request Page

2. If you are an approver select **Approve** or **Deny**. Approved requests will be forwarded to the scanner to rescan the image/file. Denied requests will be returned to the requester with an explanation for the denial.
3. If you are a field user, enter information in the *Additional Information* field, then click **Clarification Completed**.

4.4.3 Add Rescan Request

If you need to request a rescan of a file/image, you can add a request by taking the following steps:

1. Select *Add Rescan Requests* from the **Shipping** menu. Alternatively, if you are on the *Manage Rescan Requests* page, you can select *Add New Rescan Request* from the **Rescan Request Operation** dropdown menu. The *Add Rescan Request* page appears (Figure 29).

Figure 29: Add Rescan Request Page

2. Enter the DCSID for the item you want to request a rescan for in the *DCS ID* field.
3. Click **Search**. The system automatically populates the following fields:
 - *RMN*
 - *First Name*
 - *Last Name*
 - *File Number*
 - *Processing Facility*
4. Select a reason for the rescan from the *Scanning Issue* dropdown list. Options are as follows:
 - Alt Media not Scanned – alternative media provided with the documents was not scanned.
 - CD not Scanned – CD provided with the documents was not scanned.
 - Missing Claims Files – claim files provided with the documents were not scanned.
 - Missing DCS – a DCS provided with the documents were not scanned.
 - Missing Document(s) – document(s) provided with the documents were not scanned.
 - Missing File(s) – file(s) provided with the documents were not scanned.
 - Missing Page(s) – page(s) provided with the documents were not scanned.
 - Missing STR – STR provided with the documents were not scanned.
 - Poor Quality – documents scanned are of poor quality.
 - VBMS Error – there is an error in VBMS for these documents.

5. By default, the *Priority* is **Regular**. Click the **High** option to change the priority.
6. If the scan is to be in color, change the *Color* field from **No** (the default) to **Yes**.
7. If desired, add information to the *Coach Name* and *Additional Information* fields.
8. Click **Add**. The system adds the request.

If you don't wish to add, click **Back** to return to the previous page or **Reset** to remain on the add page but clear all fields.