



Veterans Benefits Administration

QuickSubmit

User Manual

Version 2.4

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Revision History

Date	Version	Change Description	Author
12/17/2021	1.0	Initial Draft	QS Team
1/14/2022	2.0	Administrative Function Updates	QS Team
1/18/2022	2.1	Update for Login Graphic, Confirmation message, and Admin Users tab.	QS Team
2/9/2022	2.2	Update for Admin Users to edit users' information and updated screen shots.	QS Team
3/4/2022	2.3	Update for Admin Users to deactivate users.	QS Team
3/11/2022	2.4	Update to add Supervisor Users	QS Team

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1 Introduction

The *QuickSubmit* application replaces Direct Upload to provide Veteran Business Partners, Veterans, Veteran Family Members, and VA Employee/Contractors, with the ability to upload Veteran evidence electronically, making it the fastest and most proficient way to submit Veteran evidence to the VBA Claims Intake Center. *QuickSubmit* provides an efficient alternative to faxing or mailing documents to the Claims Intake Center. *QuickSubmit* also provides an audit history of all material uploaded to Digitized Mail Handling Service (DMHS) improving both Veteran and employee experiences by enabling claim evidence materials to be electronically accessible for immediate processing.

The *QuickSubmit* application is a modernized, flexible platform. It uses the latest technologies and human centered design to improve the user experience, facilitate the submission of Veteran evidence, reduce upload errors, and improve processing time.

2 Accessing the *QuickSubmit*

From the *QuickSubmit* Login page, you may sign in using Single Sign On Internal (SSOi) or Single Sign On External (SSOe). The two most common methods are using the VA Personal Identification (PIV) card and Personal Identification Number (PIN) or using an ID.me account.

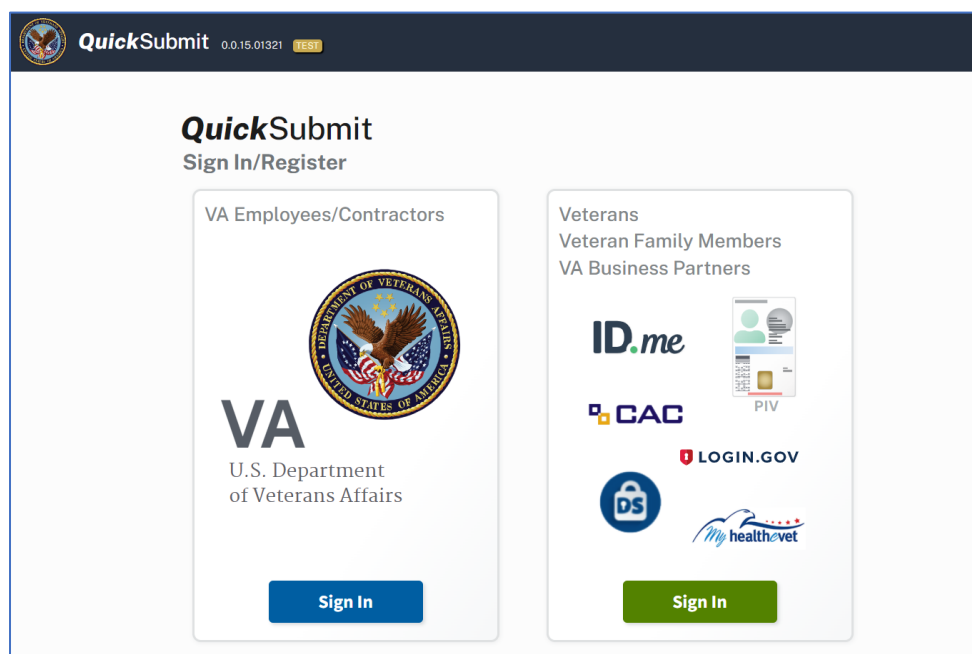


Figure 1: *QuickSubmit* Login Screen

2.1 Single Sign-On for Veteran, Veteran Family Member, VA Business Partner and VA Employee/Contractor Users

To login using a VA PIV card from within the VA network, select the VA graphic and select the credentials associated with your PIV.

To login with external authentication, select the type of authentication applicable and follow the instructions.

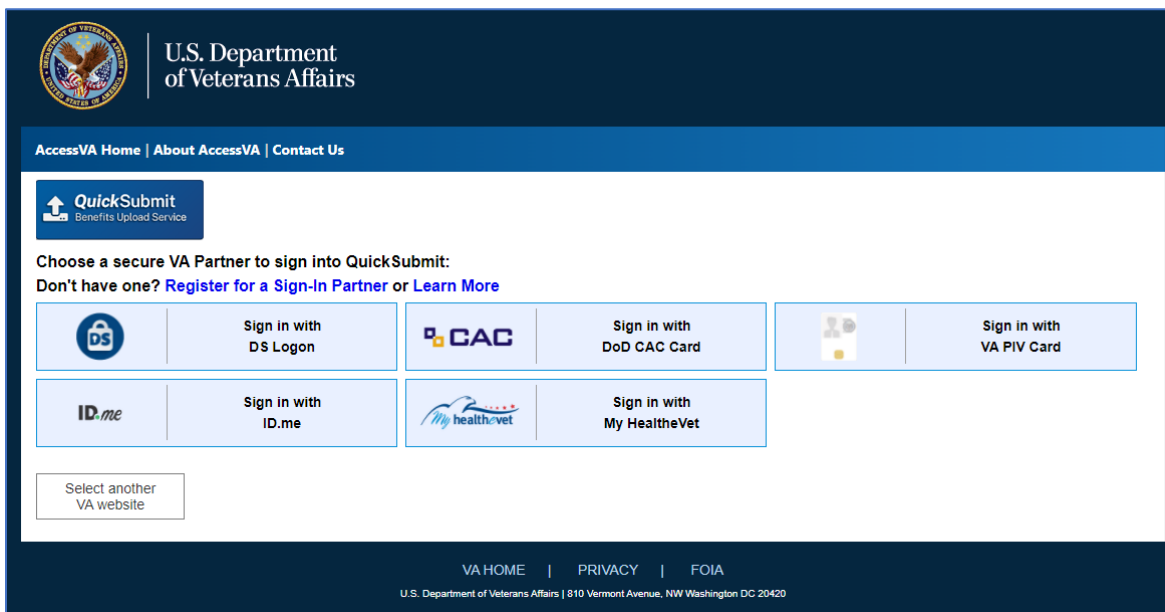
The screenshot shows the 'QuickSubmit' login interface. At the top is the U.S. Department of Veterans Affairs logo and name. Below this is a navigation bar with links: 'AccessVA Home', 'About AccessVA', and 'Contact Us'. The main content area features a 'QuickSubmit' header with an upload icon and the text 'Benefits Upload Service'. Below this, it prompts the user to 'Choose a secure VA Partner to sign into QuickSubmit:' and provides links for 'Register for a Sign-In Partner' or 'Learn More' if they don't have one. There are six sign-in options arranged in two rows of three. The first row includes 'DS Logon' (with a DS icon), 'Sign in with DoD CAC Card' (with a CAC icon), and 'Sign in with VA PIV Card' (with a PIV card icon). The second row includes 'Sign in with ID.me' (with an ID.me logo), 'Sign in with My HealtheVet' (with a My HealtheVet logo), and a 'Select another VA website' button. The footer contains links for 'VA HOME', 'PRIVACY', and 'FOIA', along with the address 'U.S. Department of Veterans Affairs | 810 Vermont Avenue, NW Washington DC 20420'.

Figure 2: Select Type of Authentication

If you select “Sign in with ID.me” and do not have an ID.me account, the system will guide you through the process to create one.

After the authentication process is complete, if you have an active *QuickSubmit* account, you are directed to the *QuickSubmit* landing page. Otherwise, you are directed to the User Registration page to select your user type and enter your registration information.

2.2 Initial User Registration and Identification

As a new user, you are required to register during your first sign-on attempt. Registration is a one-time event and future logins will automatically take you to the *QuickSubmit* landing page.

To register, select the appropriate User Type on the User Identification screen: Veteran, Veteran Family Member, VA Business Partner (e.g., officer, private attorney, or agent), or VA Employee/Contractor. The VA Employee/Contractor option is only available for a VA PIV sign in.

QuickSubmit v1.0.1

Home QuickSubmit

REDD, ARC
VSO Partner

QuickSubmit
Select User Type

- ☐ Veteran
- ☐ Veteran Family Member
- ☒ VA Business Partner
- ☐ VA Employee/Contractor

Cancel

Figure 3: Select User Type Screen

2.2.1 VA Business Partner

If your user type is VA Business Partner, you must select a Role and one or more Organizations. The system restricts the user from proceeding further if the required fields are not entered.

If applicable, enter an Accreditation Number. Accreditation Numbers are between 4–6 numerical characters.

QuickSubmit v1.0.1

Home QuickSubmit

REDD, ARC
VSO Partner

QuickSubmit
Register VSO/VA Business Partner

- ☐ Veteran
- ☐ Veteran Family Member
- ☒ VA Business Partner
- ☐ VA Employee/Contractor

User Name: ARC, REDD null

Email: [Redacted]

User Role: -- Select --

Accreditation Number: [Empty field]

Organizations

Enter organization name and click Add

Add

Name	Delete
No Organizations Added	

Cancel Register

Figure 4: VA Business Partner Registration screen

Select your organization from the drop down and select the Add button to create your list of organizations. If your organization is not in the drop-down options list, type the organization's name and click the Add button. The new Organization is added to the listing.

To remove an organization from your list, use the trash can icon next to the Organization name.

Once all information is entered, select the Register button to complete the registration process.

Select the Cancel button to stop the action and navigate back to the previous step.

2.2.2 Veteran or Veteran Family Member

If your user type is Veteran or Veteran family member, check that your prepopulated name is correct. Veterans also enter File Number and ZIP code. Select the Register button to complete the registration process.

QuickSubmit 0.0.13.3517 MARTIN, JOLIE

QuickSubmit
Register for QuickSubmit

☐ VA Business Partner

☒ **Veteran**

☐ Veteran Family Member

Veteran Name
MARTIN, JOLIE

Veteran Email
jean.powers@gcio.com

Veteran File Number/SSN required

Veteran ZIP Code required

☐ International Veteran

i You are registering for QuickSubmit with the Veteran name and File Number/SSN listed above.

Cancel **Register**

Figure 5: Veteran Registration Screen

Figure 6: Family Member Registration Screen

2.2.3 VA Employee/Contractor

VA Employee/Contractors must have PIV credentials and may only login and register for *QuickSubmit* using a VA PIV card from within the VA network. The username and email displays. Select the Contracting Officer's Representative (COR) Admin check box if you need Admin privileges. Once all information is entered, select the Register button to complete the registration process. You will have immediate access to the system as an Internal Employee.

If you have selected COR user, the request is sent into an approval queue. Once the request is reviewed by a COR user, you will receive an email informing you that you have been approved or denied. If approved, you will have COR access upon entering *QuickSubmit*. If denied, you will have Internal Employee level access.

Figure 7: VA Employee/Contractor Registration Screen

Once registered, VA Employee/Contractors may login using their PIV credentials through the VA network or through the external login and selecting Sign in with VA PIV Card.

3 QuickSubmit Landing Page

The *QuickSubmit* application allows you to securely transfer electronic claim documents and information directly into the CM Portal for immediate processing before final documentation is forwarded to the Veterans Benefits Management System (VBMS). *QuickSubmit* also allows you to view a list of files that you have submitted. The Landing page defaults to display the list of your uploads, but you may navigate to the upload page, view notifications, access help documents, or logout.

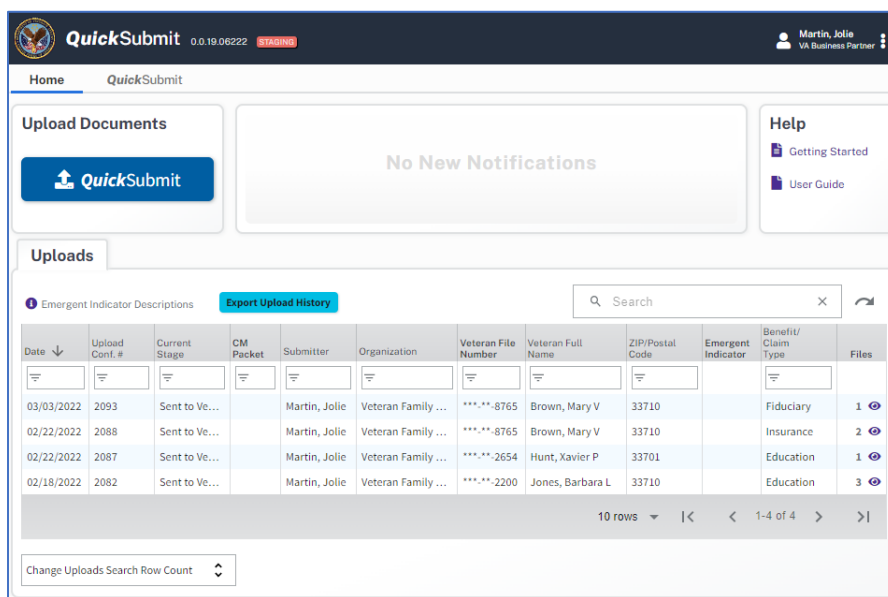


Figure 8: *QuickSubmit* Main Page

3.1 Help

Two help links are provided. The Getting Started and the User Guide links.

1. The Getting Started link opens a window with quick reference instructions for a new user to help with basic navigation and screen functions.
2. The User Guide link opens a detailed document describing the *QuickSubmit* functionality.

3.2 User Profile

Select the ellipses next the username and choose User Profile to view current profile information.

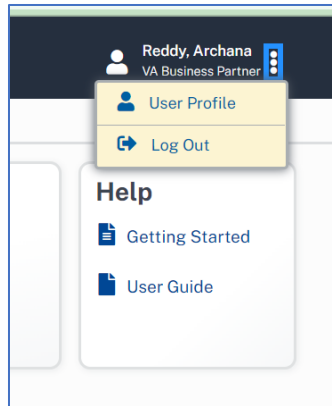


Figure 9: Select User Profile

Select the Edit Profile option to edit your profile information. All user types can edit their profile except a Veteran Family Member.

- A family member contains name and email. Edits are not allowed.
- Veterans can edit their ZIP Code.
- VA Business Partners can edit the Business Partner Type and Organizations and request to add or remove Supervisor access.
- Employee Contractors can update their organization and request or remove COR access.

User Profile

✕

User Name

Martin, Jolie

Email

jean.powers@gcio.com

User Type

VA Business Partner

Business Partner Type

State Veterans Service Officer (SVSO)

Organizations

Catholic War Veterans of the USA
Florida Department of Veterans Affairs

Profile Modified

03/11/2022

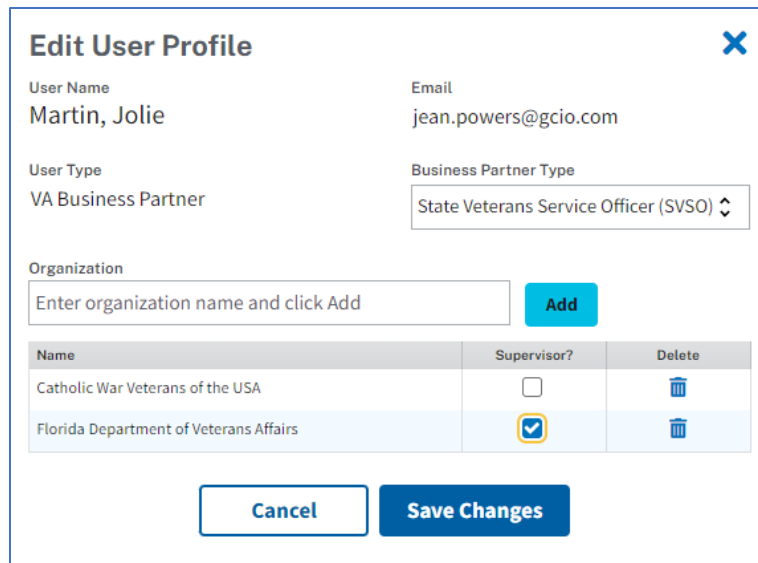
Profile Created

12/22/2021

Cancel

Edit Profile

Figure 10: User Profile Screen for a VA Business Partner



Edit User Profile ✕

User Name: Martin, Jolie Email: jean.powers@gcio.com

User Type: VA Business Partner Business Partner Type: State Veterans Service Officer (SVSO) ▾

Organization: Add

Name	Supervisor?	Delete
Catholic War Veterans of the USA	<input type="checkbox"/>	
Florida Department of Veterans Affairs	<input checked="" type="checkbox"/>	

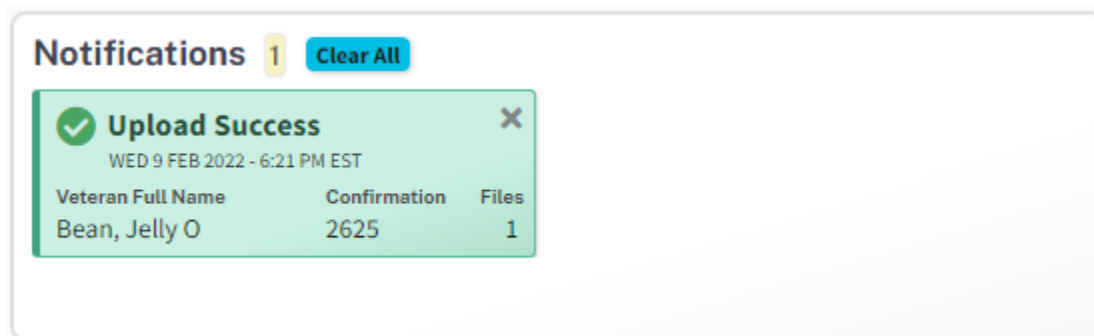
Cancel Save Changes

Figure 11: Edit User Profile Screen for a VA Business Partner

If a VA Business Partner requests Supervisor Access their request enters a queue for approval by an Admin User. If approved, the user will be granted Supervisor privileges and able to view all uploads for their organization.

3.3 Notification Section

The Notifications Section displays the status of the most recent uploads.



Notifications 1 Clear All

✓ **Upload Success** ✕
 WED 9 FEB 2022 - 6:21 PM EST

Veteran Full Name	Confirmation	Files
Bean, Jelly O	2625	1

Figure 12: Notifications Panel

3.4 Logout

Select the ellipses next the username and choose “Logout” to disconnect. The system automatically ends the session after **30** minutes of inactivity.

4 Upload Documents

The *QuickSubmit* application transfers claim documents and information directly into the Central Mail Portal (CM Portal) for preliminary processing.

Documents should be submitted for one (1) Veteran (Veteran File Number entered) per Upload. To ensure a successful submission, remove password protection (if applicable) so documents are accessible. Also, do not submit documents with multi-layered properties, regardless of type (Microsoft Word, PDF, or image) as the document will be rejected.

4.1 The Upload Screen

The Upload Screen includes three sections:

1. Veteran Information
2. Submission Information
3. Attach Files

Click the Submit button after entering all required information. Required fields are marked 'required' for easy identification.

All attached document files must conform to the following criteria:

1. A maximum of 30 files can be uploaded
2. Allowed file types: PDF, DOC/DOCX, JPG/JPEG, TIF/TIFF, PNG
3. Recommended resolution is 300dpi
4. Maximum allowed file size is 200mb

Failure to follow these instructions may result in a Submission Rejection Notification after the Automated Submission Review.

The screenshot shows the QuickSubmit application interface. At the top, there is a header with the QuickSubmit logo, version 0.0.13.3555, and a user profile for MARTIN, JOLIE, VA Business Partner. Below the header, the interface is divided into three main sections, each numbered with a black circle:

- 1 Veteran Information:** This section contains several input fields, all marked as 'required' in red. These include First Name, MI, Last Name, Veteran File Number/SSN, and Veteran ZIP Code. There is also a checkbox for 'International Veteran' and a dropdown menu for 'Emergent Indicator'.
- 2 Submission Information:** This section contains two dropdown menus, both marked as 'required' in red. These are for 'Organization' and 'Benefit Claim Type'.
- 3 Attach Files:** This section features a dashed green box with the text 'Choose Files to Upload or Drop Files Here'. Below this, there is a table with columns for 'Filename', 'Status', 'Filesize', and 'Delete'. The table is currently empty, and the text 'No Attached Files' is displayed in the center.

At the bottom of the form, there are two buttons: 'Cancel' and 'Submit'.

Figure 13: Upload Screen for a VA Business Partner with No Files Uploaded

4.1.1 Veteran Information

The Veteran Information section is displayed on the left side of the screen. This section includes Name, File Number, Zip Code. Enter the required information.

For a Veteran this section is prepopulated and not editable.

For a VA Business Partner and Employee, the Emergent Indicator field is available for selection to ensure that documents are processed in the priority order.

The screenshot shows a form titled "Veteran Information". It contains the following fields: "First Name" (required), "MI", "Last Name" (required), "Veteran File Number/SSN" (required), "Veteran ZIP Code" (required), and "Emergent Indicator" (a dropdown menu with "Select..." and a downward arrow). There is also an unchecked checkbox labeled "International Veteran".

Figure 14: Veteran Information for VA Business Partner or VA Employee/Contractor

The screenshot shows a form titled "Veteran Information" with prepopulated data. The fields are: "First Name" (JOLIE), "MI" (empty), "Last Name" (MARTIN), "Veteran File Number/SSN" (***-**-5477), "Veteran ZIP Code" (33703), and "Emergent Indicator" (a dropdown menu with "Select..." and a downward arrow). There is also an unchecked checkbox labeled "International Veteran".

Figure 15: Veteran Information for a Veteran or Veteran Family Member

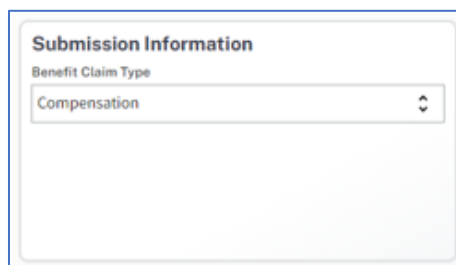
4.1.2 Submission Information

The Submission Information section is displayed on the right side of the upload screen. For the VA Business Partner or VA Employee/Contractor, this section includes the Organization and Benefit Claim Type. Select the organization represented. Select the appropriate Benefit Claim Type to ensure accurate routing of the documents submitted.

The screenshot shows a form titled "Submission Information". It contains two dropdown menus: "Organization" (required) and "Benefit Claim Type" (required). Both dropdown menus show "-- Select --" and a downward arrow. There is also an unchecked checkbox labeled "International Veteran".

Figure 16: Submission Information for a VA Business Partner or VA Employee/Contractor

For the Veteran or Veteran Family Member, the Submission Information section only has the Benefit Claim Type. Select the appropriate Benefit Claim Type to ensure accurate routing of the documents submitted.



Submission Information

Benefit Claim Type

Compensation

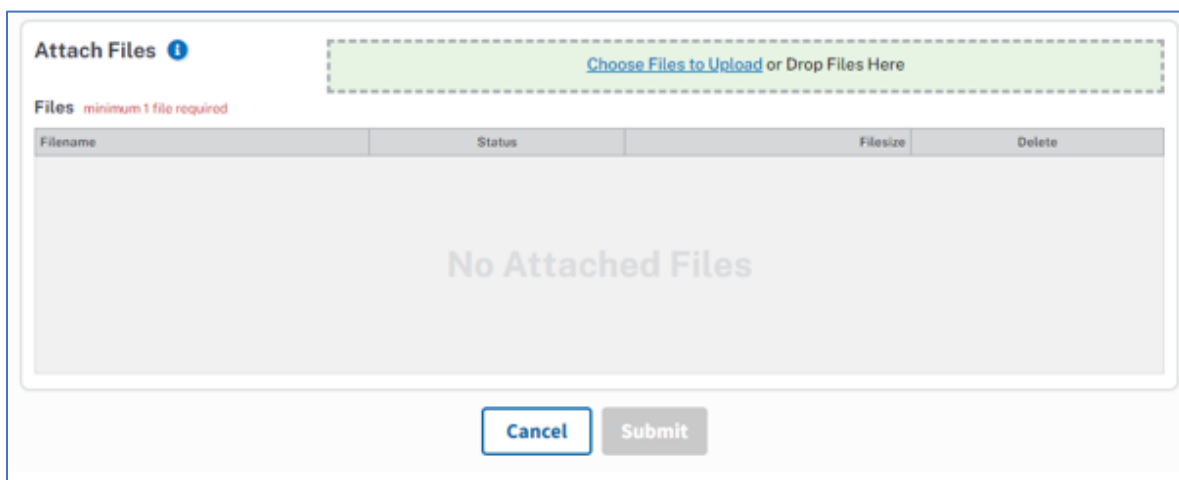
Figure 17: Submission Information for a Veteran or Veteran Family Member

4.1.3 Attach Files

The Attach files section is at the bottom of the screen. One (1) or more documents must be attached to submit the Upload. There are two (2) methods to Attach Files:

1. Click the 'Choose Files to Upload' and select the appropriate documents.
2. Click the Open button to initiate file transfer or the Cancel button to exit the window.
3. Drag one (1) file or multiple files from the computer or designated folder in File Explorer and release in the Drop Files Here box.

All attached files appear in the File Name listing. Confirm there are no missing documents. Eliminate unwanted files by clicking on the trash can icon.



Attach Files ⓘ

Choose Files to Upload or Drop Files Here

Files minimum 1 file required

Filename	Status	Filesize	Delete
No Attached Files			

Cancel Submit

Figure 18: Attach Files for VA Business Partner or VA Employee/Contractor

The Veteran or Veteran Family Member have an informational message that encourages them to contact a Veteran Service Organization for help in preparing their documents.

Attach Files ⓘ

Choose Files to Upload or Drop Files Here

Files minimum 1 file required

Filename	Status	Filesize	Delete
No Attached Files			

[Cancel](#) [Submit](#)

If you need help preparing documents for a submission, please consult an accredited [Veteran Service Organization \(VSO\)](#) prior to submission. A VSO can ensure that all necessary documentation is accurately submitted.

Figure 19: Attach Files for Veteran or Veteran Family Member

The Submit button is disabled until the required criteria has been entered and at least one file has been attached. Clicking on the submit button completes the upload. The Cancel button removes the contents in all criteria fields.

A confirmation message appears upon successful submission to display the key submission information in the landing page Notifications panel.

QuickSubmit 0.0.17.04017 TEST MARTIN, JOLIE
VA Business Partner

[Home](#) [QuickSubmit](#)

Upload Documents

[QuickSubmit](#)

Notifications 1 [Clear All](#)

✓ **Upload Success** ✕

WED 9 FEB 2022 - 6:21 PM EST

Veteran Full Name	Confirmation	Files
Bean, Jelly O	2625	1

Help

[Getting Started](#)

[User Guide](#)

Uploads

Figure 20: Upload Files Confirmation Message

5 Upload History

The Upload history is available on the Landing Page. All the previous uploads made by the user are visible in table view. The uploads can be filtered and sorted as desired by the user.

5.1 Upload History Table

The table displays summary information for packets for the past year. If the result set is greater than 10,000 the results grid will have advanced search fields to filter the results.

The screenshot shows the QuickSubmit application interface. At the top, there's a header with the QuickSubmit logo, version 0.0.19.06222, and a STAGING status. The user is logged in as Powers, Jean, a VA Employee/Contractor. The main content area has a 'Home' tab and a 'QuickSubmit' section with an 'Upload Documents' button. A 'No New Notifications' message is displayed. To the right, there's a 'Help' section with links to 'Getting Started' and 'User Guide'. Below this, there are tabs for 'Uploads' and 'Users'. The 'Uploads' tab is active, showing a table with columns: Date, Upload Conf. #, Current Stage, CM Packet, Submitter, Organization, Veteran File Number, Veteran Full Name, ZIP/Postal Code, Emergent Indicator, Benefit/Claim Type, and Files. The table contains 70 rows of data, with the first 10 rows visible. The bottom of the table shows pagination: 'rows 10', '1-10 of 70', and '1 of 7'.

Date	Upload Conf. #	Current Stage	CM Packet	Submitter	Organization	Veteran File Number	Veteran Full Name	ZIP/Postal Code	Emergent Indicator	Benefit/Claim Type	Files
03/03/2022	2095	Sent to Ve...		SMITH, TE...	Veteran	***.3247	SMITH, TE...	64568		Fiduciary	1
03/03/2022	2094	Sent to Ve...		SMITH, TE...	Veteran	***.3247	SMITH, TE...	64568		Compensa...	4
03/03/2022	2093	Sent to Ve...		Martin, Jolie	Veteran Family ...	***.8765	Brown, Ma...	33710		Fiduciary	1
03/03/2022	2092	Sent to Ve...		WILLIAMS, ...	Texas Veterans C...	***.7007	okok, okok K	00700		Board of V...	1
03/03/2022	2091	Sent to Ve...		Powers, Jean	Fiduciary	***.8633	Wright, Blair	33705		Fiduciary	2
02/25/2022	2090	Sent to Ve...		Martin, Jolie	Florida Departm...	***.8978	Browne, M...	33710	AGE: M...	Compensa...	2
02/25/2022	2089	Sent to Ve...		Martin, Jolie	Florida Departm...	***.8876	Barnes, Bai...	33710	BLIND: ...	Insurance	3
02/22/2022	2088	Sent to Ve...		Martin, Jolie	Veteran Family ...	***.8765	Brown, Ma...	33710		Insurance	2
02/22/2022	2087	Sent to Ve...		Martin, Jolie	Veteran Family ...	***.2654	Hunt, Xavi...	33701		Education	1
02/18/2022	2086	Sent to Ve...		DEF, ABC	Kansas Commis...	***.6985	Testlast N...	45623	ALS: Di...	Education	2

Figure 21: Uploads Grid with > 10,000 results

Enter any or all the following fields and select the Search button to filter the results grid: Date Range, Confirmation Number, File Number, Last Name, and Current Stage. Select the Reset button to clear any search criteria.

If the resulting grid has fewer than 10,000 rows, you may filter using the Search field or using the filter fields at the top of the grid columns.

QuickSubmit
0.0.17.04017
TEST

MARTIN, JOLIE
VA Business Partner

[Home](#)
[QuickSubmit](#)

Upload Documents

QuickSubmit

Notifications
1
Clear All

Upload Success
X

WED 9 FEB 2022 - 6:21 PM EST

Veteran Full Name

Confirmation

Files

Bean, Jelly O

2625

1

Help

Getting Started

User Guide

Uploads

Emergent Indicator Descriptions
Export Upload History

Search

Date ↓	Upload Conf. #	Current Stage	CM Packet	Submitter	Organization	Veteran File Number	Veteran Full Name	ZIP/Postal Code	Emergent Indicator	Benefit/Claim Type	Files
12/21/2021	1163	Vendor Pro...		MARTIN, JOLIE	Texas Veterans C...	***-**-8344	Martinez, Jordi J	76710		Education	3
12/21/2021	1162	Vendor Pro...		MARTIN, JOLIE	Texas Veterans C...	***-**-8443	Marcano, Rafael J	76710	BLIND: ...	Insurance	3
12/20/2021	1161	Vendor Pro...		MARTIN, JOLIE	Texas Veterans C...	***-**-5478	Garbrick, Alex A	76710	HOME: ...	Education	3
12/09/2021	1113	Submissio...		MARTIN, JOLIE	Texas Veterans C...	***-**-4455	Green, Kelsey	76712	BLIND: ...	Compensa...	3
12/07/2021	1096	Vendor Pro...		MARTIN, JOLIE	Texas Veterans C...	***-**-6799	Wagner, Cory	76712		Compensa...	2
12/01/2021	1055	Submissio...		MARTIN, JOLIE	Texas Veterans C...	***-**-4398	Fowler, Jordan	76702		Compensa...	3
12/01/2021	1054	Submissio...		MARTIN, JOLIE	Texas Veterans C...	***-**-5990	Cotto, Gabriel	76702	HOME: ...	Compensa...	3
11/19/2021	1025	Vendor Pro...		MARTIN, JOLIE	Veteran's Assist...	***-**-3888	Brown, Mary	33703		Education	6
11/19/2021	1024	Vendor Pro...		MARTIN, JOLIE	Veteran's Assist...	***-**-4538	Gold, Jeremy	33710		Fiduciary	2
02/09/2022	2625	Evidence R...		MARTIN, JOLIE	Catholic War Vet...	***-**-3765	Bean, Jelly O	33710	BLIND: ...	Compensa...	1

10 rows
|<
<
1-10 of 16
>
>|

Figure 22: Uploads Grid with < 10,000 results

Uploads are sorted based on Submission Date, starting with the most recent. Date and time values are noted in Central Standard Time (CST).

The basic packet grid information includes the following columns:

1. Date – Date of submission (sorted by most recent date)
2. Upload Confirmation Number – Unique identifier assigned to the submission
3. Current Stage – The status of the Packet submission
4. CM Packet Number – Unique numerical identifier assigned to the CM Packet created from the corresponding claim submission
5. Submitter – The name of the representative who made the submission.
6. Organization - Organization associated to the submission to enable look-up.
7. Veteran File Number – Unique numerical identifier assigned to each Veteran by the VA
8. Veteran Full Name – Full Name of the Veteran.
9. ZIP/Postal Code – postal code associated with the Veteran address

10. Emergent Indicator – The Emergent Situations associated with the documents to enable prioritization of submissions. The abbreviated text is displayed in the grid.
 - a. Emergent Indicator Descriptions Icon – The icon can be used to see the detailed descriptions.
11. Benefit Claim Type – The classification of submissions to facilitate routing within CM portal and DMHS.
12. Files – Number of files attached to the submission. Select the eye icon to view the list of files in the packet. Files may be selected and viewed or downloaded.

5.1.1 The Current Stage of Submission

The Current Stage field identifies the progress of the submission. Below lists the definitions for the various Current Stages.

1. Uploading – Initial stage of submission transmission.
2. Evidence Received – DU claim successfully uploaded and is ready for vendor processing.
3. Vendor Processing – DU claim is converted into a CM Packet by the conversion vendor.
4. Submission Failed-Resubmit- DU claim failed conversion vendor processing for various reasons. Resubmit.
5. Available in Mail Portal – Vendor processing is complete, and the packet is available in the CM Portal.
6. Complete – Packet status is finalized.

5.2 Uploads Grid Display Settings

The grid display is flexible and may be changed to show a select number of rows per page.

1. The Rows dropdown can be used to toggle between displaying 10, 25, 50 or 100 rows
2. The < and > arrows can be used to paginate to desired pages to view previous uploads.

5.2.1 Results Grid Sorting

Each column can be sorted by clicking on the header to organize the column contents with the highest/newest entry first and the lowest/oldest entry last. The Downward Sorting Arrow reverses the listing with the lowest/oldest entry first and the highest/newest entry last.

Click immediately after the column name (right side) to reveal the Upward and Downward Sorting Arrow icons. The Results Grid rows automatically reconfigure based on the column order selection.

The screenshot shows a web interface titled "Uploads" with a sub-header "Emergent Indicator Descriptions". Below the header is a table with three columns: "Current Stage", "Date", and "Upload Conf. #". The "Current Stage" column header has a dropdown arrow icon. Below the header, there are three rows of data, each starting with "Vendor Pro...". The first two rows have a date of "10/19/2021" and an upload count of "2469" and "2468" respectively. The third row has a date of "10/13/2021" and an upload count of "2342".

Current Stage ↓	Date	Upload Conf. #
Vendor Pro...	10/19/2021	2469
Vendor Pro...	10/19/2021	2468
Vendor Pro...	10/13/2021	2342

Figure 23: Sort Column Example


5.3 Uploads Grid for less than 10,000 results

If the number of uploads is less than 10,000, the results grid has additional features such as column reordering, column filtering, and Search field filtering.

5.3.1 Column Reordering

All columns in the Results Grid can be placed in any order to suit personal preference:

1. Place the cursor in the header for that column and hold down the left mouse button.
2. Drag the cursor to rearrange the columns as desired

Select the Arrow  button on the right side of the Search box at the top of the upload section to restore the default column order.

5.3.2 Results Grid Filtering

All columns in the Results Grid have a Filter field beneath the column name to identify results that meet certain parameters. Filtering options are dependent upon the type of data in the column.

The screenshot shows a web interface titled "Uploads" with a sub-header "Emergent Indicator Descriptions". Below the header is a table with six columns: "Date", "Upload Conf. #", "Current Stage", "CM Packet", "Submitter", and "Organization". Each column header has a filter icon. The "Submitter" column header has a filter box containing the text "Ar". Below the header, there are two rows of data. The first row has a date of "10/20/2021", an upload count of "2480", a current stage of "Evidence Re...", a CM packet of "2332", a submitter of "Reddy, Archana", and an organization of "National Ampu". The second row has a date of "10/19/2021", an upload count of "2469", a current stage of "Evidence Re...", a CM packet of "2321", a submitter of "Reddy, Archana", and an organization of "Veterans of Wo".

Date ↓	Upload Conf. #	Current Stage	CM Packet	Submitter	Organization
10/20/2021	2480	Evidence Re...	2332	Reddy, Archana	National Ampu
10/19/2021	2469	Evidence Re...	2321	Reddy, Archana	Veterans of Wo

Figure 24: Results Grid Filtering

5.3.3 Search

The Search bar can be used to search previous uploads by all the columns except for Emergent Indicator and Files. The Uploads Grid displays refined results for the text entered in the Search field. The results are refined as the text is being typed into the search field.

The **X** icon stops the action and returns the unfiltered submissions.

5.4 Export Upload History

The user can use the Export button to export the upload history. Clicking on the Export button saves the file (in .CSV format) on the desktop.

Date ↓	Upload Conf. #	Current Stage	CM Packet	Submitter	Organization	Veteran File Number	Veteran Full Name	ZIP/Postal Code	Emergent Indicator	Benefit/Claim Type	Files
01/18/2022	1617	Evidence Re...		MARTIN, JOLIE	Catholic War Veter...	*** ** 4733	Blair, Kevin J	33705		Education	1
01/14/2022	1612	Sent to Ven...		MARTIN, JOLIE	Catholic War Veter...	*** ** 7288	Martin, Joanne A	33705	BLIND: ...	Education	1

Figure 25: Export Upload History

6 Administrative Functions

6.1.1 Approve Administrative Access Requests

The Administrative user can view the access requests and approve or deny the requests as necessary. From the Users tab the Admin Requests table lists the users that have requested COR/Admin privileges.

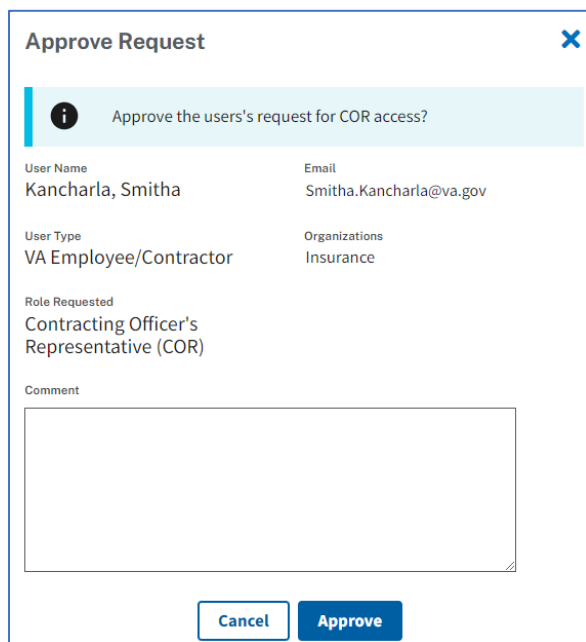
User Name	Email	User Type	Role Requested	Created Date	Organization	Action
BACHMAN, ANDREW	ANDREW.BACHMAN@VA.GOV	VA Employee/Contractor	Contracting Officer's Representative (COR)	02/14/2022	Pension	

User Name	Email	Created Date	Organization	Action
Martin, Jolie	jean.powers@gc...	03/11/2022	Florida Department of Veterans Affairs	
DEF, ABC	archana.reddy@...	03/04/2022	American Defenders of Bataan And Corregidor, Inc	

Date Modified ↓	User First Name	User Last Name	Email	User Type	User Role	Organization	Status	COR/Admin	Action
03/11/2022	Jolie	Martin	jean.powers@gc...	VA Business Part...	Staff Member	Catholic War Vet... Florida Departm...	Active		
03/09/2022	FAKEY	MCFAKERSON	reachvali@gmai...	VA Business Part...	Staff Member	AMVETS	Active		

Figure 26: Admin User Request Access Table

The Thumbs-up and Thumbs-down buttons can be selected to approve or deny an access request. When the thumbs up icon is selected the Approve Request page displays for the Admin User to add a Comment and select Approve to provide Admin Access to the selected user.

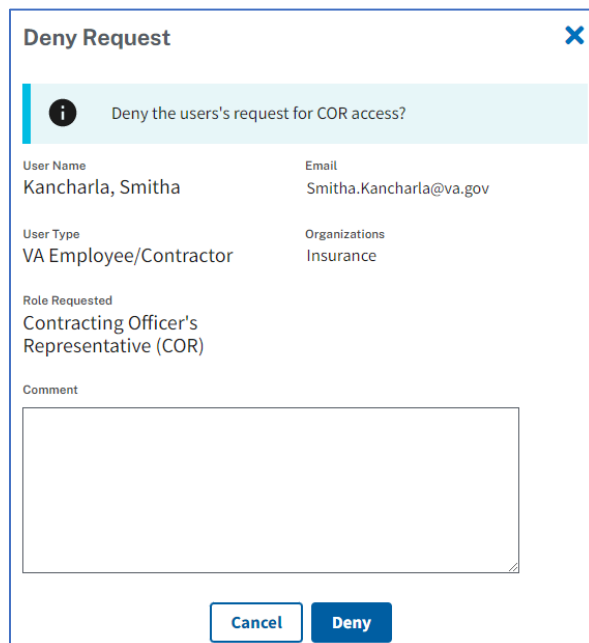


The 'Approve Request' dialog box features a title bar with a close button (X). Below the title bar is a light blue header bar containing an information icon (i) and the text 'Approve the users's request for COR access?'. The main content area displays user details: 'User Name' (Kancharla, Smitha), 'Email' (Smitha.Kancharla@va.gov), 'User Type' (VA Employee/Contractor), and 'Organizations' (Insurance). It also shows the 'Role Requested' as 'Contracting Officer's Representative (COR)'. A large text area labeled 'Comment' is provided for input. At the bottom, there are two buttons: 'Cancel' and 'Approve'.

Approve Request	
Approve the users's request for COR access?	
User Name	Kancharla, Smitha
Email	Smitha.Kancharla@va.gov
User Type	VA Employee/Contractor
Organizations	Insurance
Role Requested	
Contracting Officer's Representative (COR)	
Comment	
<div></div>	
Cancel	Approve

Figure 24: Approve Admin Access Window

When the thumbs down icon is selected the Deny Request page displays for the Admin User to add a Comment and select Deny, to deny Admin Access to the selected user.



The 'Deny Request' dialog box features a title bar with a close button (X). Below the title bar is a light blue header bar containing an information icon (i) and the text 'Deny the users's request for COR access?'. The main content area displays user details: 'User Name' (Kancharla, Smitha), 'Email' (Smitha.Kancharla@va.gov), 'User Type' (VA Employee/Contractor), and 'Organizations' (Insurance). It also shows the 'Role Requested' as 'Contracting Officer's Representative (COR)'. A large text area labeled 'Comment' is provided for input. At the bottom, there are two buttons: 'Cancel' and 'Deny'.

Deny Request	
Deny the users's request for COR access?	
User Name	Kancharla, Smitha
Email	Smitha.Kancharla@va.gov
User Type	VA Employee/Contractor
Organizations	Insurance
Role Requested	
Contracting Officer's Representative (COR)	
Comment	
<div></div>	
Cancel	Deny

Figure 25: Deny Admin Access Window

6.1.2 Approve Supervisor Access Requests

The Supervisor access approval process is identical to the Admin Access approvals.

The Thumbs-up and Thumbs-down buttons can be selected to approve or deny an access request. When the thumbs up icon is selected the Approve Request page displays for the Admin User to add a Comment and select Approve to provide Supervisor Access to the selected user.

If approved, the user is granted Supervisor privileges and may view all uploads for their organization.

6.1.3 Search and Edit Users

The Administrative User can filter or search users and edit the profile information. Typing the letters into the search bar will search on First Name, Last Name, Email, User Type, and User Role. You may also enter numbers in date format MM/DD/YYYY to search for a date.

The screenshot shows the QuickSubmit application interface. At the top, there's a header with the QuickSubmit logo, version 0.0.19.06222, a STAGING tag, and a user profile for Powers, Jean (VA Employee/Contractor). Below the header, there's a navigation bar with Home and QuickSubmit links. The main content area is divided into sections: Upload Documents with a QuickSubmit button, a No New Notifications message, and a Help section with links to Getting Started and User Guide. Below these, there are tabs for Uploads and Users. The Users tab is active, showing an Admin Requests table and a Users table. The Admin Requests table has columns for User Name, Email, User Type, Role Requested, Created Date, Organization, and Action. The Users table has columns for Date Modified, User First Name, User Last Name, Email, User Type, User Role, Organization, Status, Supervisor, and Action. A search bar is located above the Users table. The Users table contains 10 rows of user data.

User Name	Email	User Type	Role Requested	Created Date	Organization	Action
BACHMAN, ANDREW	ANDREW.BACHMAN@VA.GOV	VA Employee/Contractor	Contracting Officer's Representative (COR)	02/14/2022	Pension	

Date Modified	User First Name	User Last Name	Email	User Type	User Role	Organization	Status	Supervisor	Action
03/03/2022	Jolie	Martin	jean.powers@gc...	VA Business Part...	Staff Member	Catholic War Vet...	Active		
03/03/2022	JASON	WILLIAMS	jason.williams@...	VA Business Part...	Staff Member	AMVETS	Active	Yes	
03/03/2022	TESTY	SMITH	wsmith10987@y...	Veteran			Active		
03/03/2022	Jean	Powers	jean.powers@va...	VA Employee/Co...	Internal Employee	Education	Active	Yes	
02/18/2022	Paul	Short	paul.short@gov...	Veteran Family ...			Active		
02/18/2022	PAUL	SHORT	paul.d.short@g...	VA Employee/Co...	Internal Employee	Education	Active	Yes	
02/14/2022	ANDREW	BACHMAN	andrew.bachma...	VA Employee/Co...	Internal Employee	Pension	Active		
02/14/2022	VERONICA	PERSINGER	gciotestvaemp...	VA Business Part...	Staff Member	Massachusetts ...	Active		
02/14/2022	ABC	DEF	archana.reddy@...	VA Business Part...	Staff Member	American Defen...	Active		
01/16/2022	JASON	WILLIAMS	jason.williams7...	VA Employee/Co...	Internal Employee	Veteran Readine...	Active	Yes	

Figure 25: Users Tab

Select the edit icon for the User to edit. The Edit User page will display.

Edit User

User Status: Active

Last Modified By

Modified Date

Created Date

01/07/2022

12/22/2021

User Type

VA Business Partner

Business Partner Type

National Service Officer (NSO)

First Name

JOLIE

Last Name

MARTIN

Email

jean.powers@gcio.com

Organization

Enter organization name and click Add

Add

Name	Delete
Florida Department of Veterans Affairs	<div></div>
Wounded Warrior Project	<div></div>
NewTest Organization	<div></div>

Cancel

Save Changes

Figure 27: Edit User page for a VA Business Partner

The Admin/COR user can inactivate the selected user or change their User Type, Business Partner Type, First Name, Last Name, email, and/or Organizations. Changing the User Type will change the input fields to align with the updated user type.

An Inactive user must be activated before changes may be made to their profile.

6.1.4 Deactivate Users

From the Admin Edit User page, selecting to deactivate a user will display a screen to select a “Deactivation Reason” and enter a “Deactivation Message”. The three deactivation reasons available in the dropdown list are “Administrative Deactivation”, “User Request for Deactivation”, and “Inactive for 90 Days”. The system will set a user to “Inactive” if they have not logged in for 90 days.

Edit User [Close]

User Status
Inactive ☒

Last Modified By: Powers, Jean Modified Date: 03/04/2022 Created Date: 12/22/2021

Deactivation Reason: **Administrative Deactivation** (dropdown menu open showing: Administrative Deactivation, User Request Deactivation, Inactive For 90 Days)

Deactivation Message:

Save Changes

Figure 28: Edit User Deactivate a User

If the user was deactivated by an administrator, then the next time they attempt to login they will get a message and will not be allowed to login. The message will direct them to contact the VCIP.VBACO@va.gov to request reactivation.

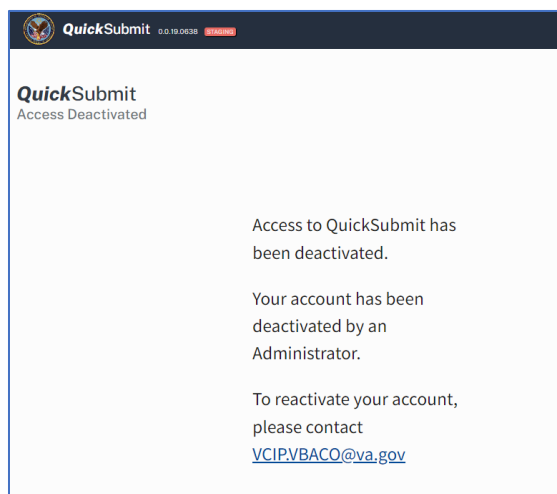


Figure 29: Deactivated by Admin login message

If the user was deactivated by an administrator at their request, then the next time they attempt to login they will get a message and an opportunity to reactivate their account. Selecting the “Reactivate *QuickSubmit*” button will reactivate their account and take them to the *QuickSubmit* Home page.

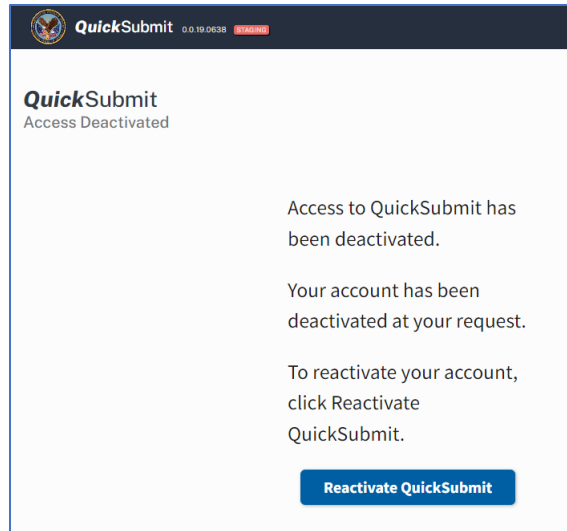


Figure 30: Deactivated by User Request login message

If the user was deactivated for 90 days of inactivity, then the next time they attempt to login they will get a message and an opportunity to reactivate their account. Selecting the “Reactivate *QuickSubmit*” button will reactivate their account and take them to the *QuickSubmit* Home page.

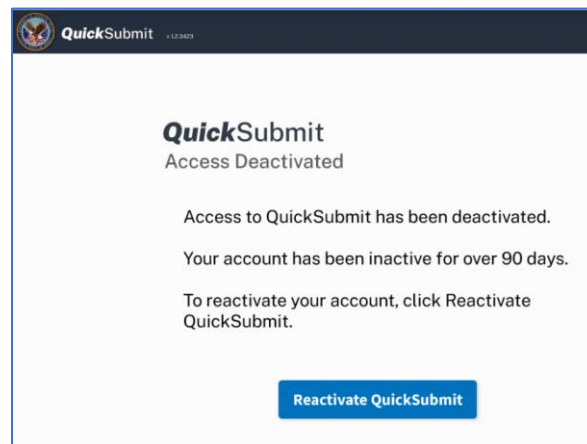


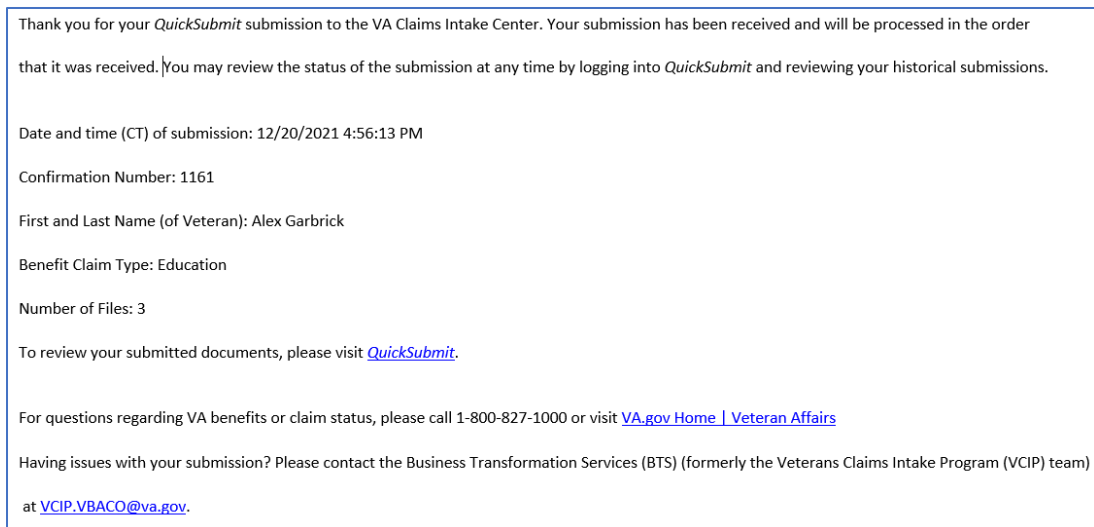
Figure 31: Deactivated by 90 Days Inactivity login message

7 Submission and Rejection Email Notifications

The *QuickSubmit* users receive email notifications for successful submission or rejection of a packet.

7.1 Successful Submission Confirmation Notification

Contact VCIP at the following email address with any questions concerning the Direct Upload Submission Confirmation. The Confirmation Number is included in the email.

A screenshot of an email confirmation message. The text is as follows:

Thank you for your *QuickSubmit* submission to the VA Claims Intake Center. Your submission has been received and will be processed in the order that it was received. You may review the status of the submission at any time by logging into *QuickSubmit* and reviewing your historical submissions.

Date and time (CT) of submission: 12/20/2021 4:56:13 PM

Confirmation Number: 1161

First and Last Name (of Veteran): Alex Garbrick

Benefit Claim Type: Education

Number of Files: 3

To review your submitted documents, please visit [QuickSubmit](#).

For questions regarding VA benefits or claim status, please call 1-800-827-1000 or visit [VA.gov Home](#) | [Veteran Affairs](#)

Having issues with your submission? Please contact the Business Transformation Services (BTS) (formerly the Veterans Claims Intake Program (VCIP) team) at VCIP.VBACO@va.gov.

Figure 32: Successful Submission Confirmation Email Example (Test data)

7.2 Submission Rejection Notification

A Submission Rejection Notification indicates that the submission upload was denied by the *QuickSubmit* review process.

Submission rejections occur for various reasons:

1. Missing documents
2. Attached document files do not meet specified file criteria
3. Inaccessible files (e.g., file corruption or password protection)
4. Files (PDF, JPG/JPEG, TIF/TIFF, or DOC/DOCX) with multi-layered properties
5. Multiple Veterans in one (1) submission
6. Security risks (e.g., malware such as a virus, worm, Trojan, or hybrid)
7. Technical difficulties

The Current Stage column in the Results Grid on the View Uploads page identifies the Submission Rejection status (Submission Failed – Resubmit).

Perform the Upload process again. Remove password protection (if applicable) and resubmit ALL required documents for one (1) Veteran (Veteran File Number entered). Confirm there are no missing documents and that attached document files conform to the specified file criteria.

7.2.1 Resubmission Assistance

Submission Rejections must be resubmitted.

If the resubmission attempt fails, contact the VCIP Help Desk for assistance. The Original Submission and unsuccessful Resubmission Confirmation Numbers must be included in the email.

For Issues with submissions, please contact Business Transformation Services (BTS) at VCIP.VBACO@va.gov

For questions regarding VA benefits or claims status, please call 1-800-827-1000 or visit [VA.gov Home | Veteran Affairs](https://www.va.gov).

8 Appendix A – Acronyms

This list contains all acronyms and abbreviations used in this document, along with their definitions.

Acronym	Definition
CM	Centralized Mail
CSV	File extensions used by spreadsheet programs (e.g., Microsoft Excel)
CT	Central Time
DOC/DOCX	DOC is a filename extension; DOCX is an image format
DU	Direct Upload/ <i>QuickSubmit</i>
DMHS	Digitized Mail Handling Service
GCIO	GovCIO
JPG/JPEG	Method for digital image compression
PDF	Portable Document File
PIN	Personal Identification Number
PIV	Personal Identification Verification
TIF/TIFF	Tag Image File Format
VA	Department of Veteran Affairs
VBA	Veterans Benefits Administration
VCIP	Veterans Claim Intake Program
VBMS	Veterans Benefits Management System
VSO	Veteran Service Organization

