



# **Veterans Benefits Administration**

## ***QuickSubmit***

### **User Manual**

### **Version 2.1**

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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

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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.

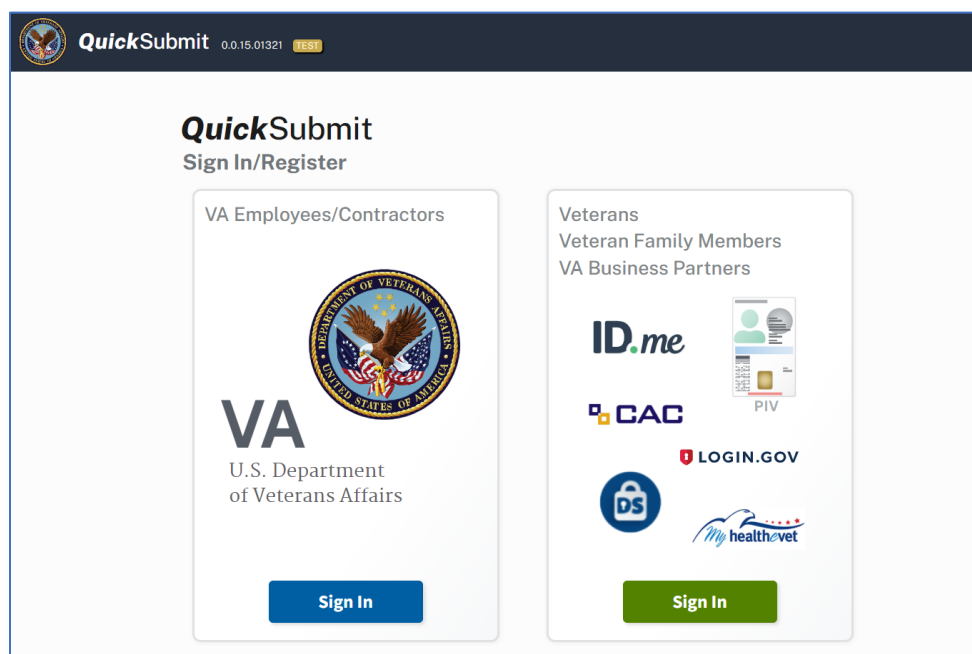


Figure 1: *QuickSubmit* Login Screen

## 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.

U.S. Department of Veterans Affairs

AccessVA Home | About AccessVA | Contact Us

**QuickSubmit**  
Benefits Upload Service

Choose a secure VA Partner to sign into QuickSubmit:  
Don't have one? [Register for a Sign-In Partner](#) or [Learn More](#)

	Sign in with DS Logon		Sign in with DoD CAC Card		Sign in with VA PIV Card
	Sign in with ID.me		Sign in with My HealtheVet		

Select another VA website

VA HOME | PRIVACY | FOIA  
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.

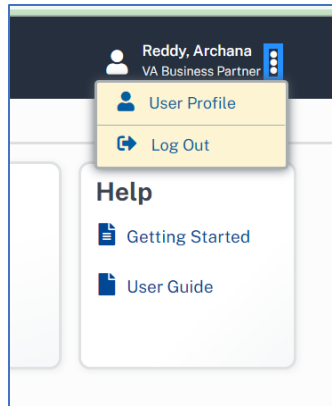


Figure 9: Select User Profile

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 only and edits are not allowed.
- Veterans can edit their ZIP Code.
- VA Business Partners can edit the Business Partner Type and Organizations.
- Employee Contractors can update their organization.

 A screenshot of the 'User Profile' screen for a VA Business Partner. The screen has a title bar with a close button (X). The content is organized into several sections:
 

- User Name:** MARTIN, JOLIE
- Email:** jean.powers@gcio.com
- User Type:** VA Business Partner
- Business Partner Type:** National Service Officer (NSO)
- Organizations:** American Red Cross, Catholic War Veterans of the USA, Texas Veterans Commission
- Profile Modified:** 12/20/2021
- Profile Created:** 11/09/2021

 At the bottom, there are two buttons: 'Cancel' and '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: National Service Officer (NSO)

Organization:  **Add**

Name	Delete
American Red Cross	
Catholic War Veterans of the USA	
Texas Veterans Commission	

**Cancel**      **Save Changes**

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

### 3.3 Notification Section

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

### 3.4 Logout

Select the ellipses next the username and choose “Logout” to disconnect. The system automatically ends the session after **60** 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.

**QuickSubmit** 0.0.13.3555

MARTIN, JOLIE  
VA Business Partner

Home QuickSubmit

**1 Veteran Information**

First Name required MI Last Name required

Veteran File Number/SSN required Veteran ZIP Code required

☐ International Veteran

Emergent Indicator  
Select...

**2 Submission Information**

Organization required  
-- Select --

Benefit Claim Type required  
-- Select --

**3 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 12: 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.

**Veteran Information**

First Name required MI Last Name required

Veteran File Number/SSN required Veteran ZIP Code required

☐ International Veteran

Emergent Indicator  
Select... ▼

Figure 13: Veteran Information for VA Business Partner or VA Employee/Contractor

**Veteran Information**

First Name MI Last Name

JOLIE MARTIN

Veteran File Number/SSN Veteran ZIP Code

\*\*\*-\*\*-5477 33703

☐ International Veteran

Figure 14: 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.

**Submission Information**

Organization required

-- Select -- ▼

Benefit Claim Type required

-- Select -- ▼

Figure 15: 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.

Figure 16: 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.

Filename	Status	Filesize	Delete
No Attached Files			

Figure 17: 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 18: 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** 0.0.15.01321 TEST MARTIN, JOLIE  
VA Business Partner

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

**Upload Documents**

[QuickSubmit](#)

**Notifications** 1 [Clear All](#)

**Upload Success** ✕

Name	Confirmation	Files
Blair, Kevin J	1617	1

**Help**

[Getting Started](#)

[User Guide](#)

[Uploads](#)

Figure 19: 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 three years.



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.

**QuickSubmit**
0.0.15.01321
TEST

MARTIN, JOLIE  
VA Business Partner

Home
QuickSubmit

Upload Documents

QuickSubmit

Notifications
1
Clear All

Upload Success

Name	Confirmation	Files
Blair, Kevin J	1617	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
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
01/14/2022	1611	Sent to Ven...		MARTIN, JOLIE	Catholic War Veter...	***-**-9827	Jones, Beverly J	33705		Compensati...	1
01/10/2022	1207	Vendor Pro...		MARTIN, JOLIE	Catholic War Veter...	***-**-9833	Somerfeld, Greg J	33705	BLIND: ...	Board of Ve...	4
12/21/2021	1163	Vendor Pro...		MARTIN, JOLIE	Texas Veterans Co...	***-**-8344	Martinez, Jordi J	76710		Education	3
12/21/2021	1162	Vendor Pro...		MARTIN, JOLIE	Texas Veterans Co...	***-**-8443	Marcano, Rafael J	76710	BLIND: ...	Insurance	3
12/20/2021	1161	Vendor Pro...		MARTIN, JOLIE	Texas Veterans Co...	***-**-5478	Garbrick, Alex A	76710	HOME: ...	Education	3
12/09/2021	1113	Submission...		MARTIN, JOLIE	Texas Veterans Co...	***-**-4455	Green, Kelsey	76712	BLIND: ...	Compensati...	3
12/07/2021	1096	Vendor Pro...		MARTIN, JOLIE	Texas Veterans Co...	***-**-6799	Wagner, Cory	76712		Compensati...	2
12/01/2021	1055	Submission...		MARTIN, JOLIE	Texas Veterans Co...	***-**-4398	Fowler, Jordan	76702		Compensati...	3
12/01/2021	1054	Submission...		MARTIN, JOLIE	Texas Veterans Co...	***-**-5990	Cotto, Gabriel	76702	HOME: ...	Compensati...	3
11/19/2021	1025	Vendor Pro...		MARTIN, JOLIE	Veteran's Assistan...	***-**-3888	Brown, Mary	33703		Education	6
11/19/2021	1024	Vendor Pro...		MARTIN, JOLIE	Veteran's Assistan...	***-**-4538	Gold, Jeremy	33710		Fiduciary	2

20 rows
1-13 of 13

Figure 20: Landing Page Showing Upload History

### 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 strange 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 5, 10 or 20 rows

2. The < and > arrows can be used to paginate to desired pages to view previous uploads.

### 5.2.1 Column Reordering

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

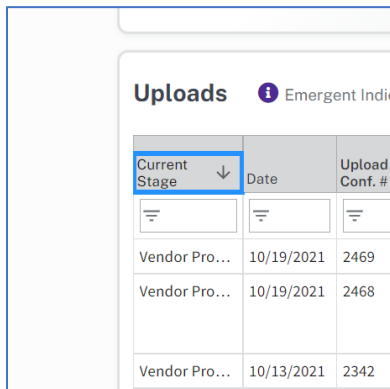
1. Place the cursor in the header for that column and hold down the left mouse button.
2. Drag the cursor to rearrange the columns as desired

Select the Down Arrow button on the left side of the Status Bar at the bottom of the page to restore the default column order.

### 5.2.2 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.



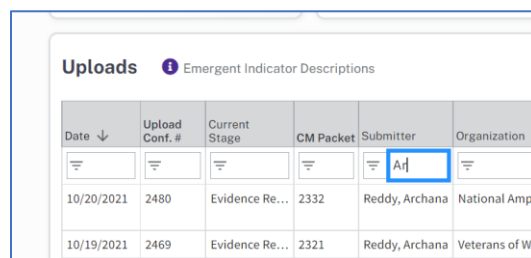
The screenshot shows a table titled 'Uploads' with a sub-header 'Emergent Indica'. The table has three columns: 'Current Stage', 'Date', and 'Upload Conf. #'. The 'Current Stage' column header is highlighted with a blue box, and a downward arrow icon is visible next to it. Below the header, there are three rows of data, each starting with 'Vendor Pro...'. The dates are 10/19/2021, 10/19/2021, and 10/13/2021. The upload confirmation numbers are 2469, 2468, and 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 21: Sort Column Example

### 5.2.3 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.



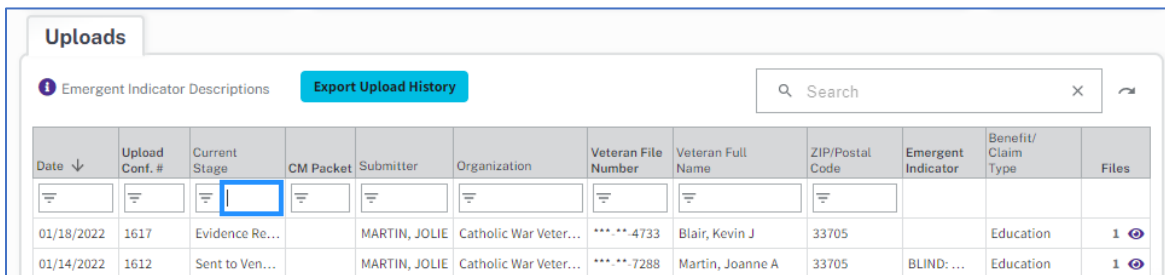
The screenshot shows a table titled 'Uploads' with a sub-header 'Emergent Indicator Descriptions'. The table has six columns: 'Date', 'Upload Conf. #', 'Current Stage', 'CM Packet', 'Submitter', and 'Organization'. Each column header has a filter icon (a funnel) next to it. The 'Submitter' column filter field is highlighted with a blue box and contains the text 'Ar'. Below the header, there are two rows of data. The first row has a date of 10/20/2021, upload confirmation number 2480, current stage 'Evidence Re...', CM packet 2332, submitter 'Reddy, Archana', and organization 'National Ampu'. The second row has a date of 10/19/2021, upload confirmation number 2469, current stage 'Evidence Re...', CM packet 2321, submitter 'Reddy, Archana', and organization '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 22: Results Grid Filtering

## 5.3 Export Upload History

The user can use the Export button to export the upload history displayed in the grid. Clicking on the Export button opens the file explorer allowing the user to save the file (in .CSV format) with history 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 23: Export Upload History

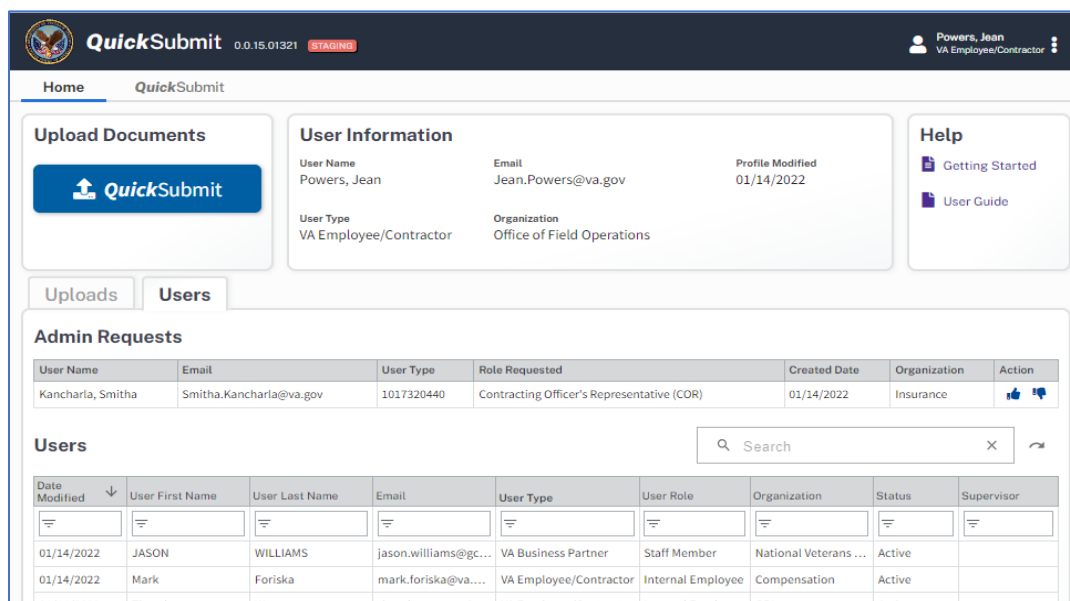
## 5.4 Search

The Search bar can be used to search previous uploads by all the columns except for Date, 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.

# 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.



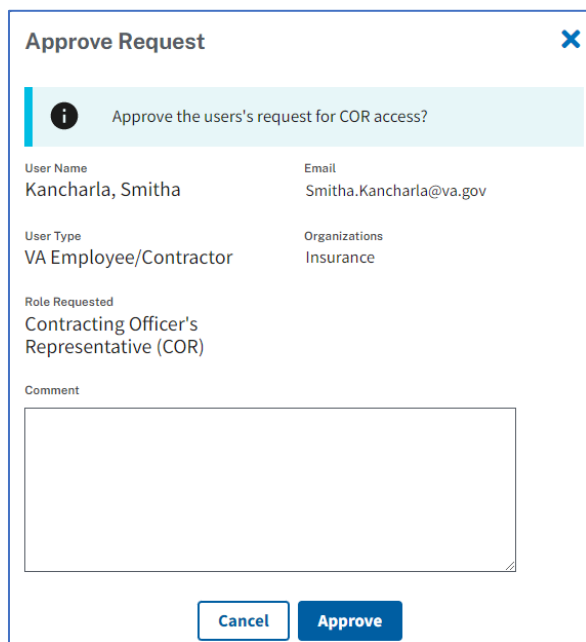
User Name	Email	User Type	Role Requested	Created Date	Organization	Action
Kancharia, Smitha	Smitha.Kancharia@va.gov	1017320440	Contracting Officer's Representative (COR)	01/14/2022	Insurance	

Date Modified ↓	User First Name	User Last Name	Email	User Type	User Role	Organization	Status	Supervisor
01/14/2022	JASON	WILLIAMS	jason.williams@gc...	VA Business Partner	Staff Member	National Veterans ...	Active	
01/14/2022	Mark	Foriska	mark.foriska@va...	VA Employee/Contractor	Internal Employee	Compensation	Active	

Figure 24: 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.

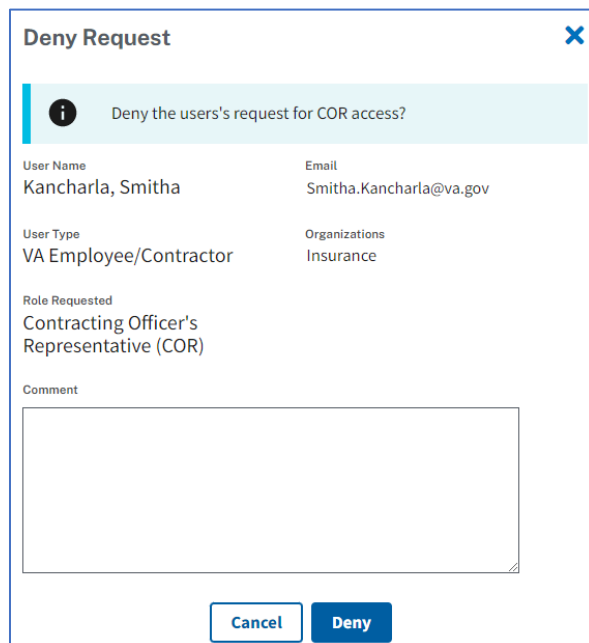


The 'Approve Request' dialog box features a title bar with a close button (X). Below the title bar is a light blue header with an information icon (i) and the text 'Approve the users's request for COR access?'. The main content area displays user details: 'User Name' (Kancharla, Smitha), 'Email' (Smitha.Kancharla@va.gov), '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 with 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 Search and Edit Users

The Administrative User can search other user profiles and edit the profile information.

**QuickSubmit** 0.0.15.01321 **STAGING** Powers, Jean VA Employee/Contractor

**Home** QuickSubmit

**Upload Documents**

**QuickSubmit**

**User Information**

User Name: Powers, Jean Email: Jean.Powers@va.gov Profile Modified: 01/14/2022

User Type: VA Employee/Contractor Organization: Office of Field Operations

**Help**

Getting Started User Guide

**Admin Requests**

User Name	Email	User Type	Role Requested	Created Date	Organization	Action
Kancharla, Smitha	Smitha.Kancharla@va.gov	1017320440	Contracting Officer's Representative (COR)	01/14/2022	Insurance	

**Users**

Search

Date Modified	User First Name	User Last Name	Email	User Type	User Role	Organization	Status	Supervisor
01/14/2022	JASON	WILLIAMS	jason.williams@gc...	VA Business Partner	Staff Member	National Veterans ...	Active	
01/14/2022	Mark	Foriska	mark.foriska@va...	VA Employee/Contractor	Internal Employee	Compensation	Active	
01/14/2022	Timothy	Wagner	timothy.wagner@...	VA Employee/Contractor	Internal Employee	OBI	Active	
01/14/2022	Jean	Powers	jean.powers@va.gov	VA Employee/Contractor	Internal Employee	Office of Field Ope...	Active	
01/14/2022	Smitha	Kancharla	smitha.kancharla...	VA Employee/Contractor	Internal Employee	Insurance	Active	
01/07/2022	JOLIE	MARTIN	jean.powers@gcio...	VA Business Partner	Staff Member	Florida Departme...	Active	
01/07/2022	Joseph	Weeks Jr.	joseph.r.weeks@v...	VA Business Partner	Staff Member	Paralyzed Veteran...	Active	
01/04/2022	HAROLD	STANDLEY	harold.standley@...	VA Business Partner	Staff Member	Wounded Warrior ...	Active	
01/04/2022	STEVEN	WOLF	swolf@dav.org	VA Business Partner	Staff Member	Disabled America...	Active	
01/04/2022	Tiffany	Fletcher	tiffany.fletcher@v...	VA Employee/Contractor	Internal Employee	OBI	Active	

10 rows 1-10 of 14

Figure 25: Users Tab

## 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.

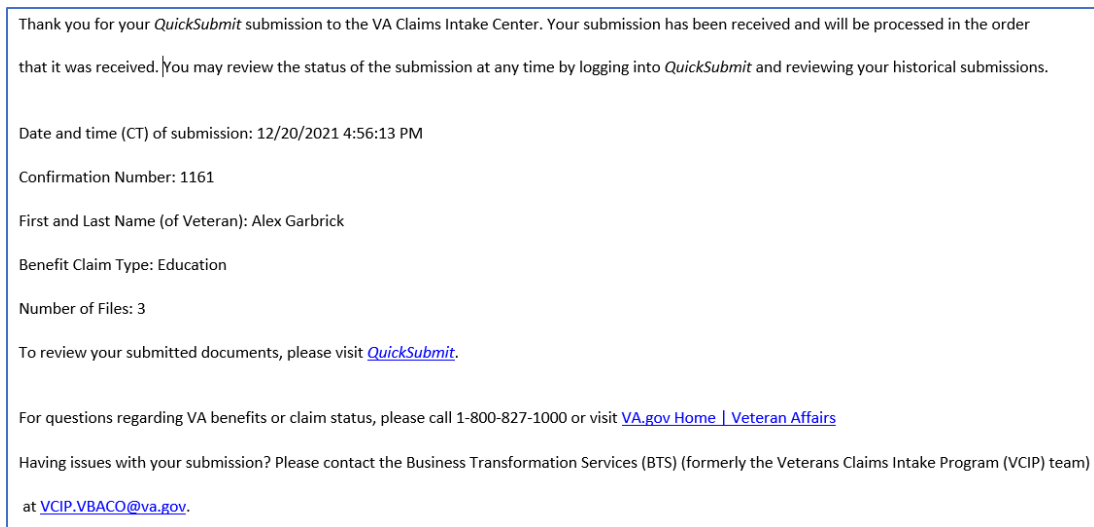


Figure 25: Successful Submission Confirmation Email Example (Test data)

## 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](mailto:VCIP.VBACO@va.gov)

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

## 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