Department of Veterans Affairs

National Cemetery Administration

Quantico Development Service



AMAS USER GUIDE
E1330 Application

AMAS User Guide for E1330 Application

A. AMAS Changes For e1330 Application

1) There have been two new bins added to the Monument Application Scanning system (MASS) (also known as FDD) and five new fields have been added to the AMAS database. While the new bins will only be utilized by cases submitted via the e1330 process, the new AMAS fields should be used for 'ALL' headstone and marker applications received.

(1) New bins in MASS

a) Case_mgr_other – Regular e1330 applications
All applications received via the e1330 process that are not designated as 'State' marker requests will be placed in this bin for processing.

b) Case_mgr_state – State e1330 applications
All applications received via the e1330 process that are designated as 'State' marker requests will be placed in this bin for processing.

(2) New fields added in AMAS.

a) The following field is displayed on the fourth screen in the Case Establishment or Monument Maintenance/Inquiry process. If an older version of the application form is used and no indication is made otherwise on the form, then select "I-Initial Request."

1) Request_type

I = Initial Request (First Time)
S = Second Request
C = Corrected Application/Replacement

b) The following fields are displayed on the sixth screen in the Case Establishment or Monument Maintenance/Inquiry process)

1) Fax number (Applicant address only)
2) Email address (Applicant address only)
3) Requestor type: (Applicant address only)

N= Next of kin
F= Funeral director
C= Cemetery office
V= Veteran service office
O= Other

Note: If an older version of the application is used, then the case manager should make the best choice available, or simply select "O-Other" if it can't be determined from the application form.

4) Shipping destination code (Consignee address only, or Cemetery depending on where the headstone/marker is shipped)

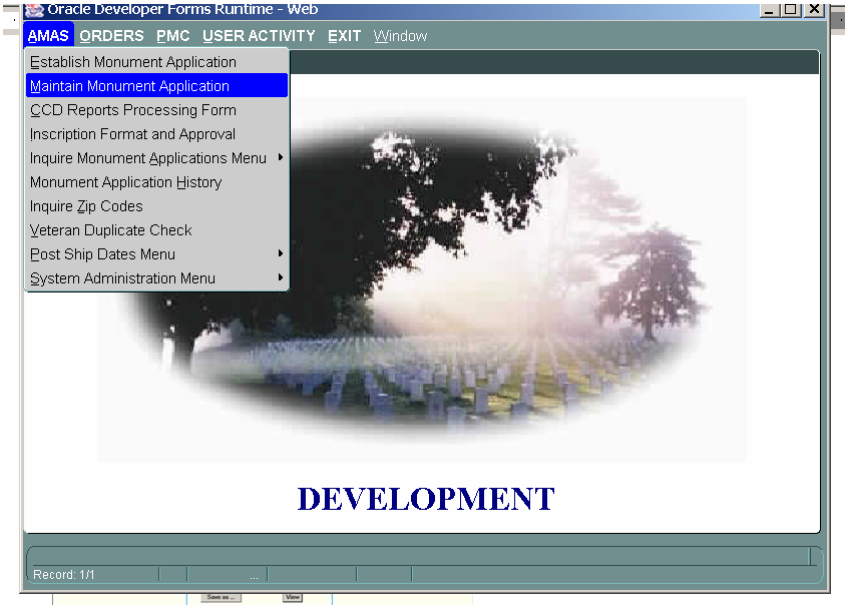
Commercial – includes funeral homes, cemeteries and government offices
Residential - includes apartments, churches, schools, campus and other locations not generally recognized as commercial locations

B. How To Review the e1330 Application

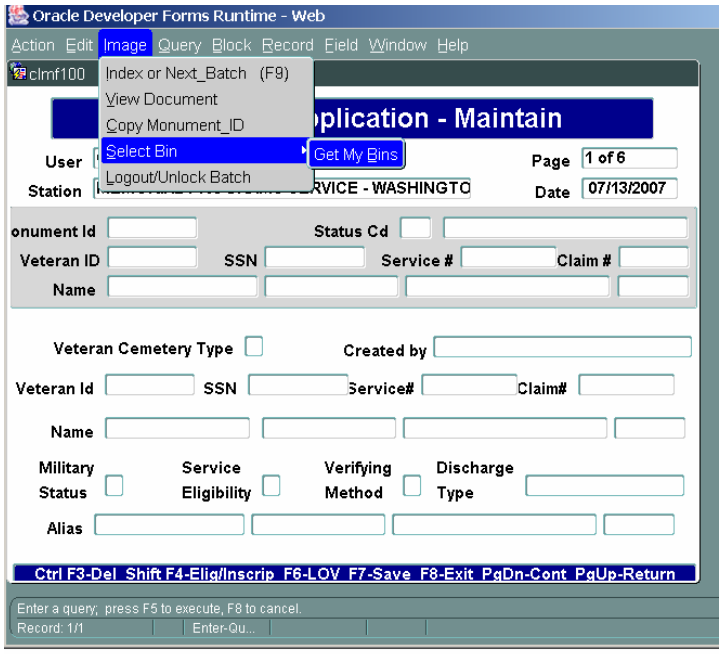
This new process will transpose the e1330 application information that is stored in the Case_mgr_other and the Case_mgr_state bins into AMAS automatically, and will operate in a similar manner when images are 'Indexed'. This is done utilizing a new function key. The case manager will perform this process using the AMAS "Maintain Monument Application" process.

The following are the steps to review / process an e1330 case:

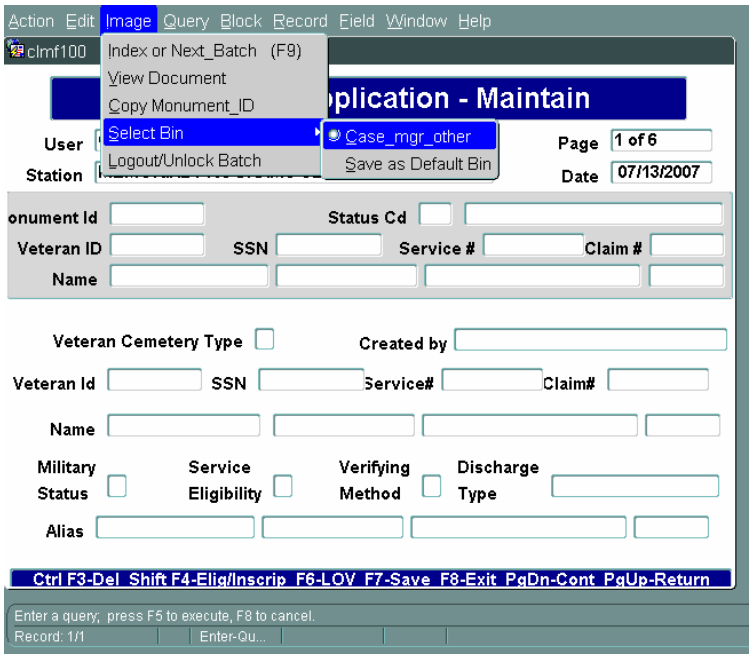
(1) After logging into AMAS select the "Maintain Monument Application"



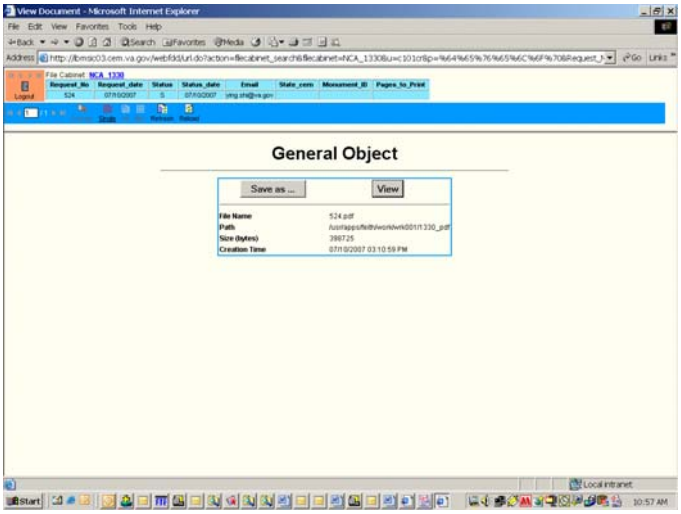
(2) Select "Image" on the tool bar, click "Select Bin" and click "Get my Bins"



(3) Select “Case_mgr_other” to view "Regular" e1330 applications
Select “Case_mgr_state_cem” to view “State" e1330 applications



(4) Press the F9 key to begin processing. At this point, the oldest e1330 in the bin that has supporting documentation will appear, and the documents that were faxed will be linked with the application. The documents and application should be reviewed at this time.



A new page will appear and there will be two buttons on this page to select from. The first button is a save button and is used to save the application to your PC before you start reviewing. The second button is a view button which is used to view the application online.

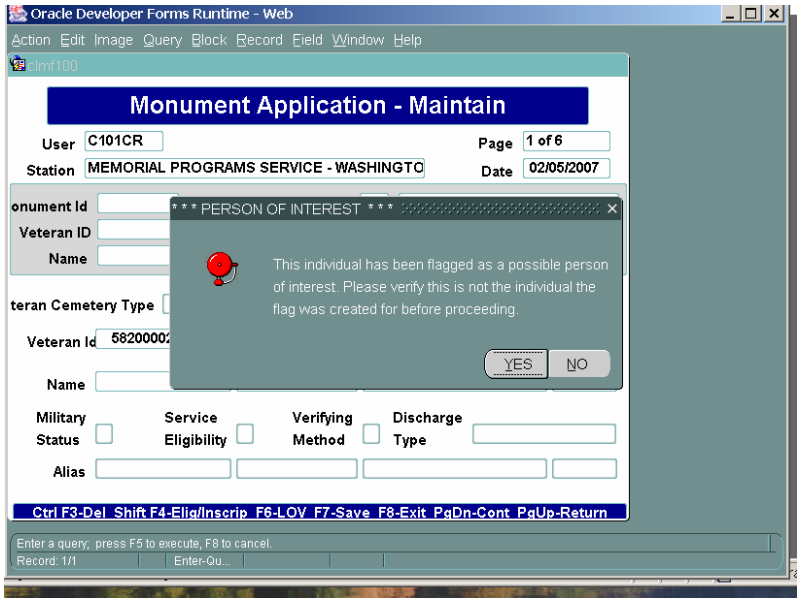
C) Processing the Case after review

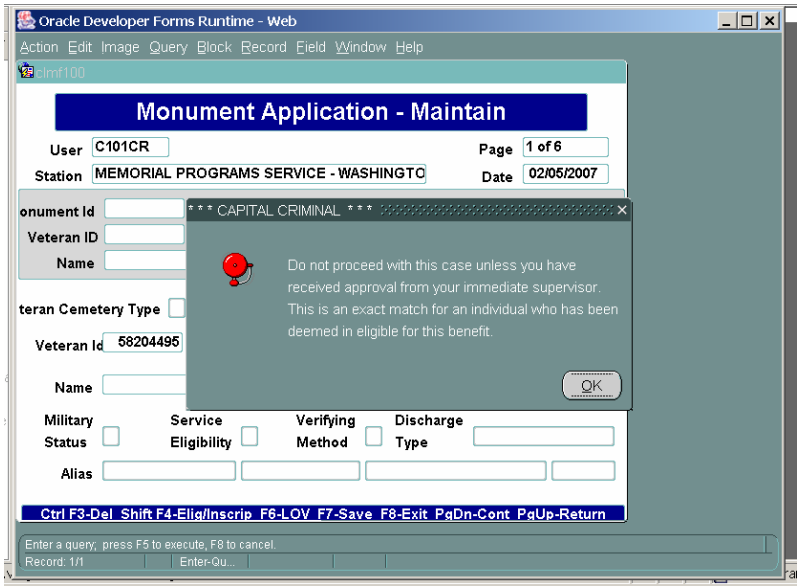
Press F5, the application data will be retrieved and displayed on the AMAS screen. Since the data from the application is transferred automatically by AMAS, the case manager should review all the information then correct any errors.

D) Handling Case Exceptions

The system will load e1330 applications into AMAS, including good cases and exception cases, i.e. Capital Crime, Duplicate, or Replacement. For exception cases, AMAS will give a warning or notice however the case manager must decide if they are true exceptions before processing can begin.

(1) Capital Crime or Person of Interest Case
For non-e1330 applications, the application is normally held in pending status or suspended due to a possible CC (CAPITAL CRIMINAL) or POI (PERSON OF INTEREST). For an e1330 application, the CC/POI process will remain the same. The only difference is the warning will be displayed when the user selects F5 (see paragraph “c” above). The warning message will display as shown below:





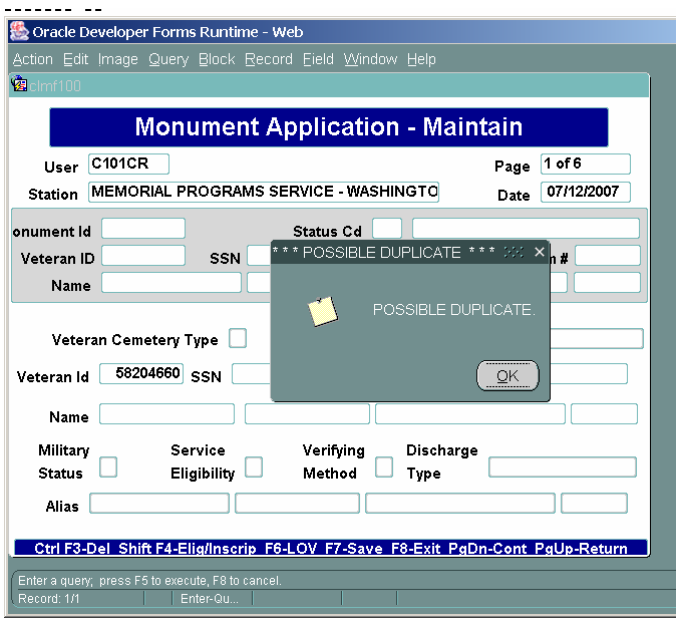
Select “OK”, and write down the veteran ID, then press F8 to exit. Go to “Establish Monument Application” screen, and type the first name and last name or social security number to confirm whether the case is a CC or POI.

If confirmed it is a CC/POI case, exit from “Establish Monument Application” screen, go back to “Maintain Monument Application”, use veteran id or name or social security number to retrieve the case, add “N” in “Military Status” and “Service Eligibility” and “O” in “Verifying Method”. Also, add “N’ in “Eligibility by Vet”, press F7 to save, press “shift-F4” to disapprove the case.

If confirmed it is not a CC/POI case, then follow paragraph “c” above to complete the processing.

(2) Duplicate case

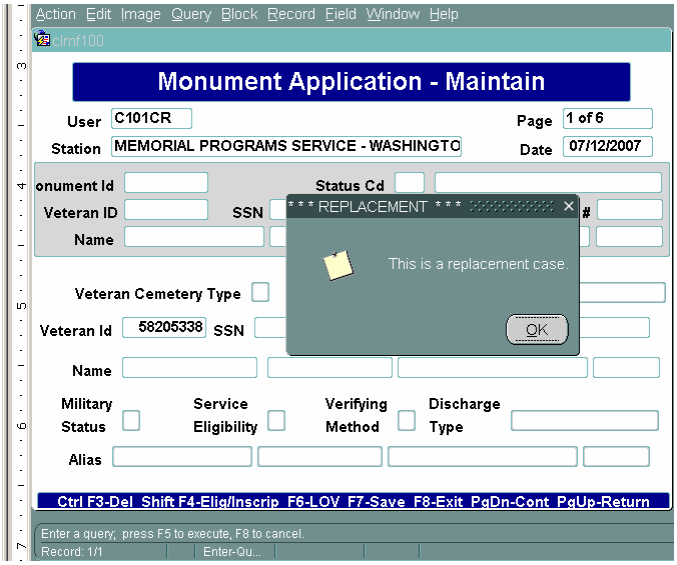
If the case is a duplicate, AMAS will display a notice as shown below:



Go to “Establish Monument Application” screen for Duplicate check. If this is a true duplicate case, add proper values in Field “Military Status”, “Service Eligibility”, “Verifying Method” and “Eligibility by Vet”, then disapprove the case (DC) and use the DR (Duplicate Received) reason code.

(3) Replacement Case

If the application has a request type as “Corrected Application/Replacement”, then AMAS will display a notice as shown below:



Case manager should verify if the case is a replacement. If so, process as a replacement, or make a decision to either process as a new case or duplicate case.

E. Case Ownership and Save Function

The e1330 case is established by the system, and the case ownership under Status code “CE” in AMAS is “WWW1330”. When the first case manager reviews the case and saves the case; this case belongs to this case manager. If you open a case and do not process the case, DO NOT press F7 or save button, simply press F8 to exit.

F. Select Shipping Destination Codes

The value of shipping destination codes displays in a drop down list which is displayed on the sixth screen in the Case Establishment or Maintain Monument Application menu. If the cemetery type is ‘P’,’I’,’M’,’A’,’N’ or ‘S’, the value of “Commercial” will be automatically selected when the cursor points to the signature date and you press ‘Enter’. You only need to manually select value of ‘Commercial’ or “Residential’ if the cemetery type is ‘Z’.

G. Possible System Error

When you press F9, to view the document, and then press F5 to execute query, but no data appears at the AMAS screen, and a message “Query caused no records to be retrieved, re – enter” is received, please call AMASR Helpdesk at 703-441-3000.