Department of Veterans Affairs

Memorandum

Date: February 24, 2009

From: Director, Information Technology and Business Requirements Service (41G)

Subj: Scanning Instructions

To: All Memorial Service Networks and National Cemeteries

1. The purpose of this memo is to provide instructions describing how to scan and associate documents with BOSS records. In August 2008, NCA began purchasing and installing individual scanners at the cemeteries to support this initiative.

2. In order to take advantage of the scanning capability, each user must have a BOSS account, scanner and access to the Feith server. NCA uses the Feith software to associate documents with the BOSS records. Each user will need to request access to this software by opening a Help Desk ticket – "Employee Account – Modify" to add the Feith Access. If they need an additional scanner, please submit "IT Peripheral Device Request" ticket. If the scanning software still needs to be installed please submit "Software Installations/Upgrades" ticket.

3. Instructions for scanning and attaching documents are attached to this memo. You may also access these instructions located under the heading 'User Guides' on the Quantico Regional Processing Center web page https://vaww.cem.va.gov.

4. We expect the scanning to be minimal for the cemeteries and include only unique documentation you need to associate with the record. Examples of appropriate scanned documents include:

- Additional discharges that are provided to cemetery after scheduling office transfers case OR when cemetery schedules the case.
- Disinterment documentation (VAF 40-4970)
- Agreement for burial of cremated remains (VAF 40-4987)
- Surviving dependent child information (i.e., letter from NOK and/or physician)
- Burial permit
- Divided cremation agreement
- Sensitive case documentation
- Signed casket opening authorization

Supporting documentation for previous interments do not have to be scanned.

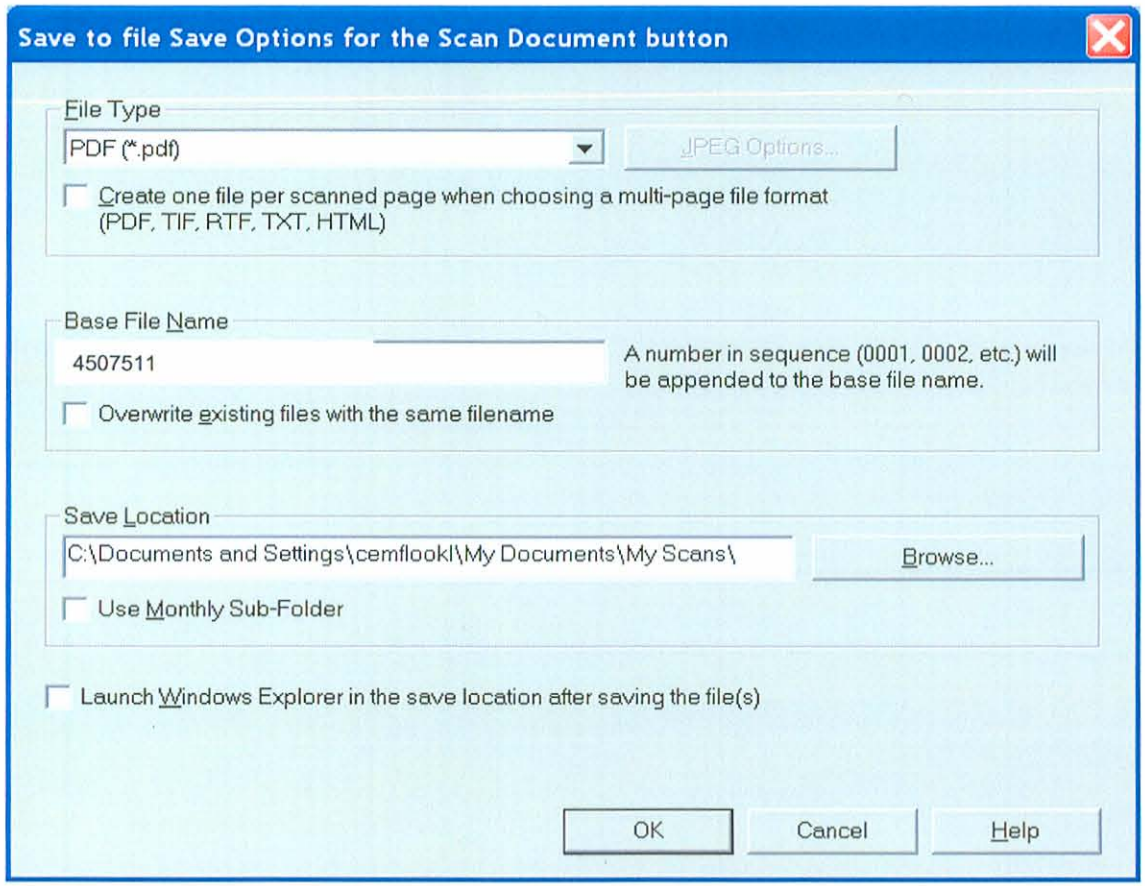
5. You may begin scanning and attaching documents to BOSS records as soon as you have Feith access. If you have any questions, contact Jill Puma at 202-461-8962.

/s/
Joe Nosari

NCA SCANNING PROCEDURE

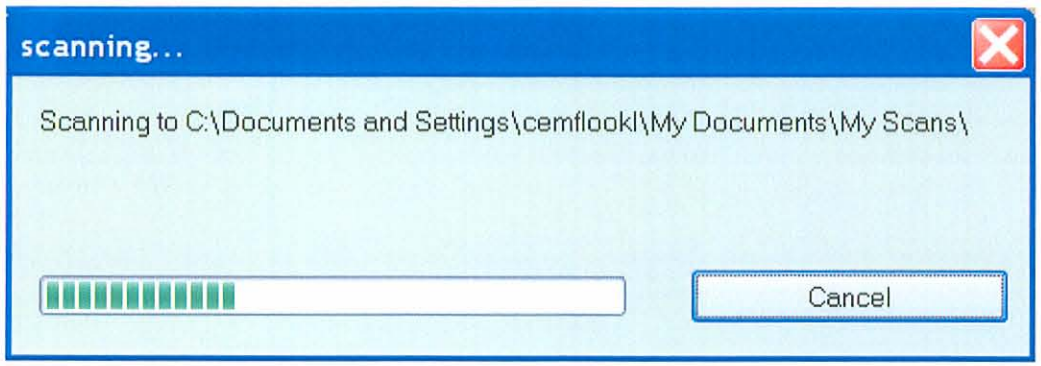
- This document contains instructions for scanning images for association with decedent records in BOSS.
- Scanning requirements for national cemeteries are expected to be minimal.
- Examples of documents to be scanned are:
  - Additional discharges that are provided to cemetery after scheduling office transfers case OR when cemetery schedules the case.
  - Disinterment documentation (VAF 40-4970)
  - Agreement for burial of cremated remains (VAF 40-4987)
  - Surviving dependent child information
  - Burial Permit
  - Divided cremation statement
  - Sensitive case documentation
  - Signed Casket opening authorization

SCANNING PROCEDURE, Step 1



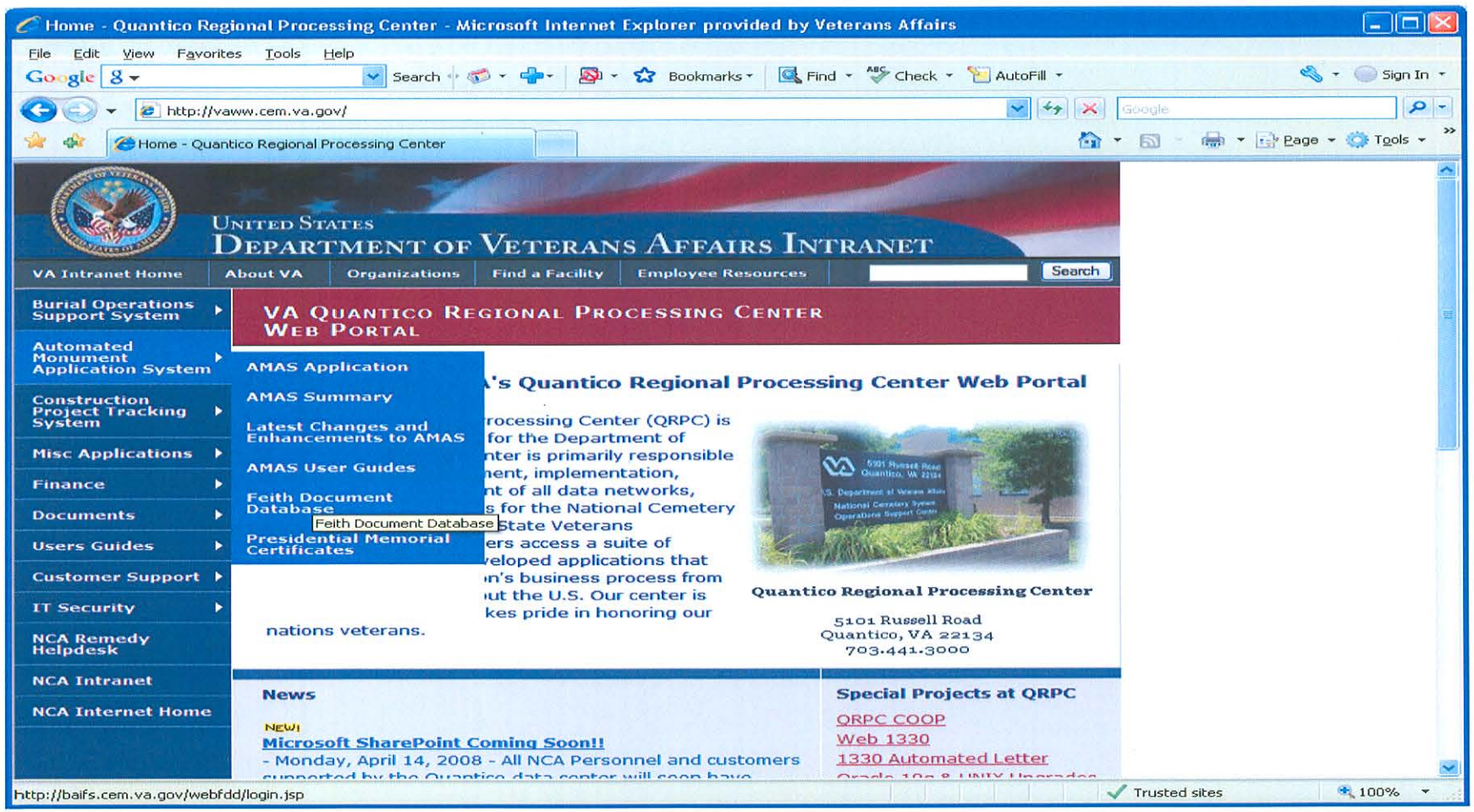
1. Put pages in scanner, face up, and hit far left Document Scan Button on scanner, and select Scan.
2. Change the File Type to PDF
3. Change the Base File Name to the Decedent ID.
4. Save the image to a location on your hard drive. (This image will be deleted later in the process)

Scanning Procedure, Step 2



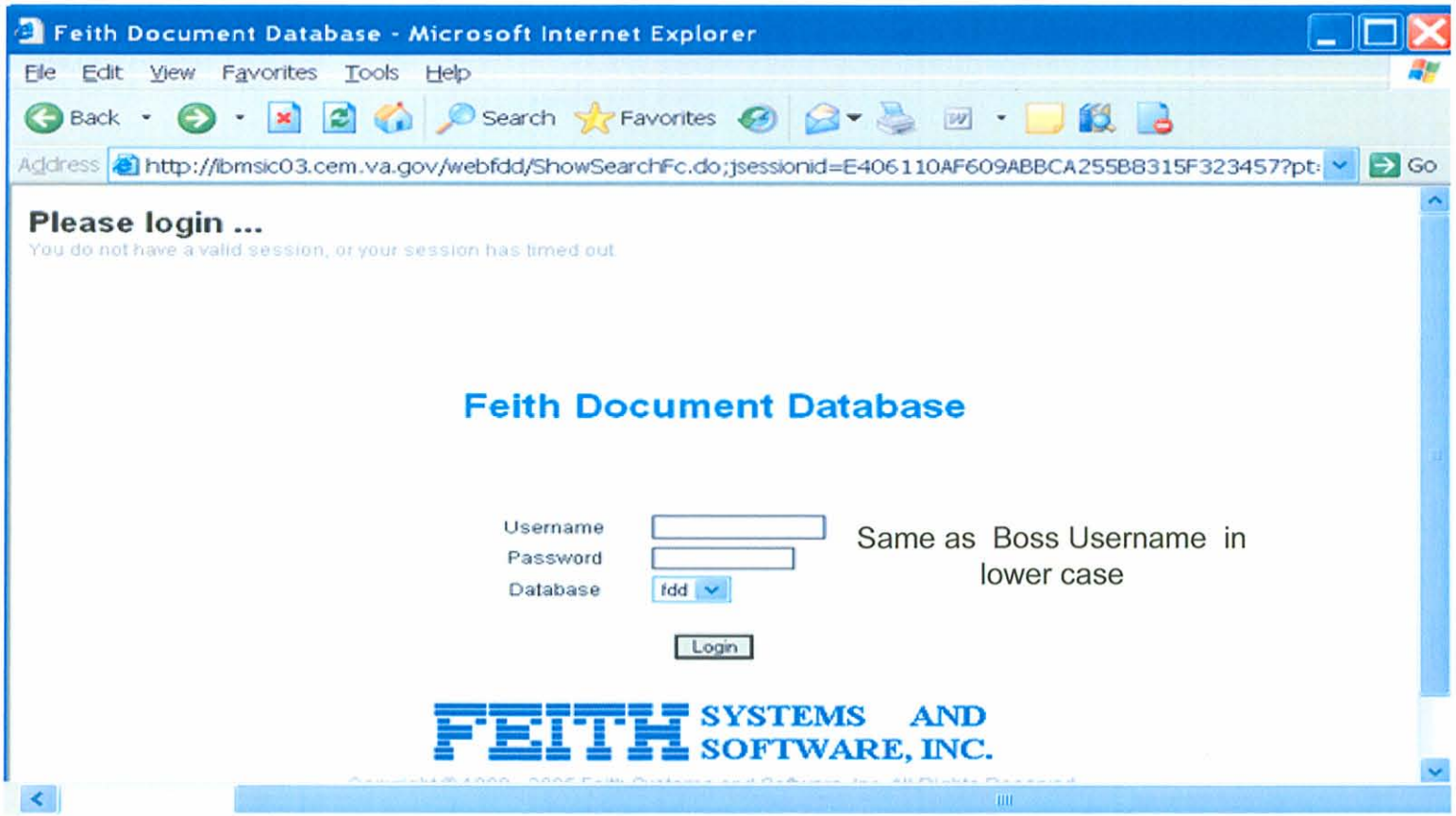
A dialog box with the scanning progress will appear.
Once the scan is completed, the scanning software will close.

Attach Scan, Feith Database



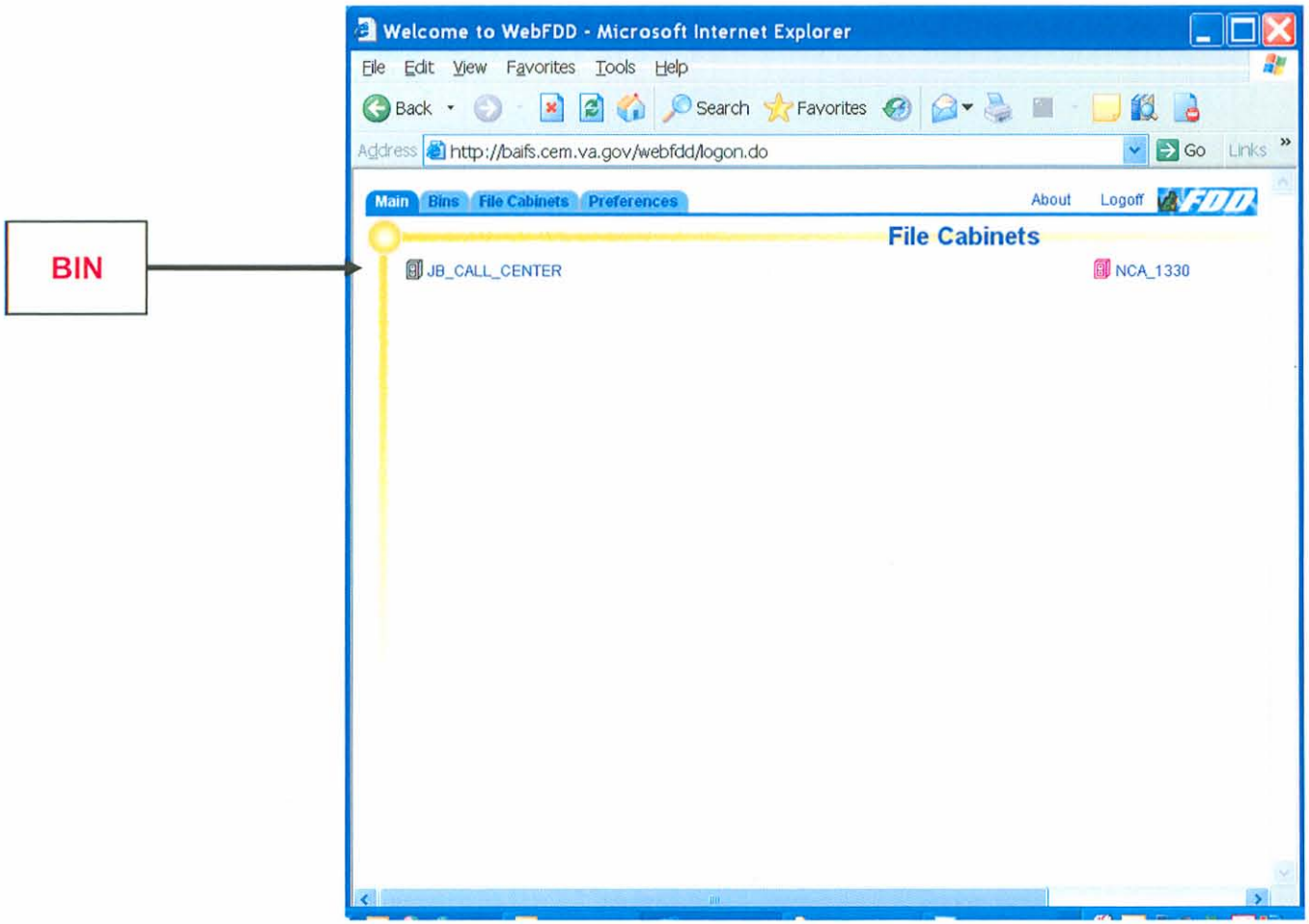
Access Feith via VA Home-Quantico Regional Processing Center/Feith Document Database.

Attach Scan, Feith Login



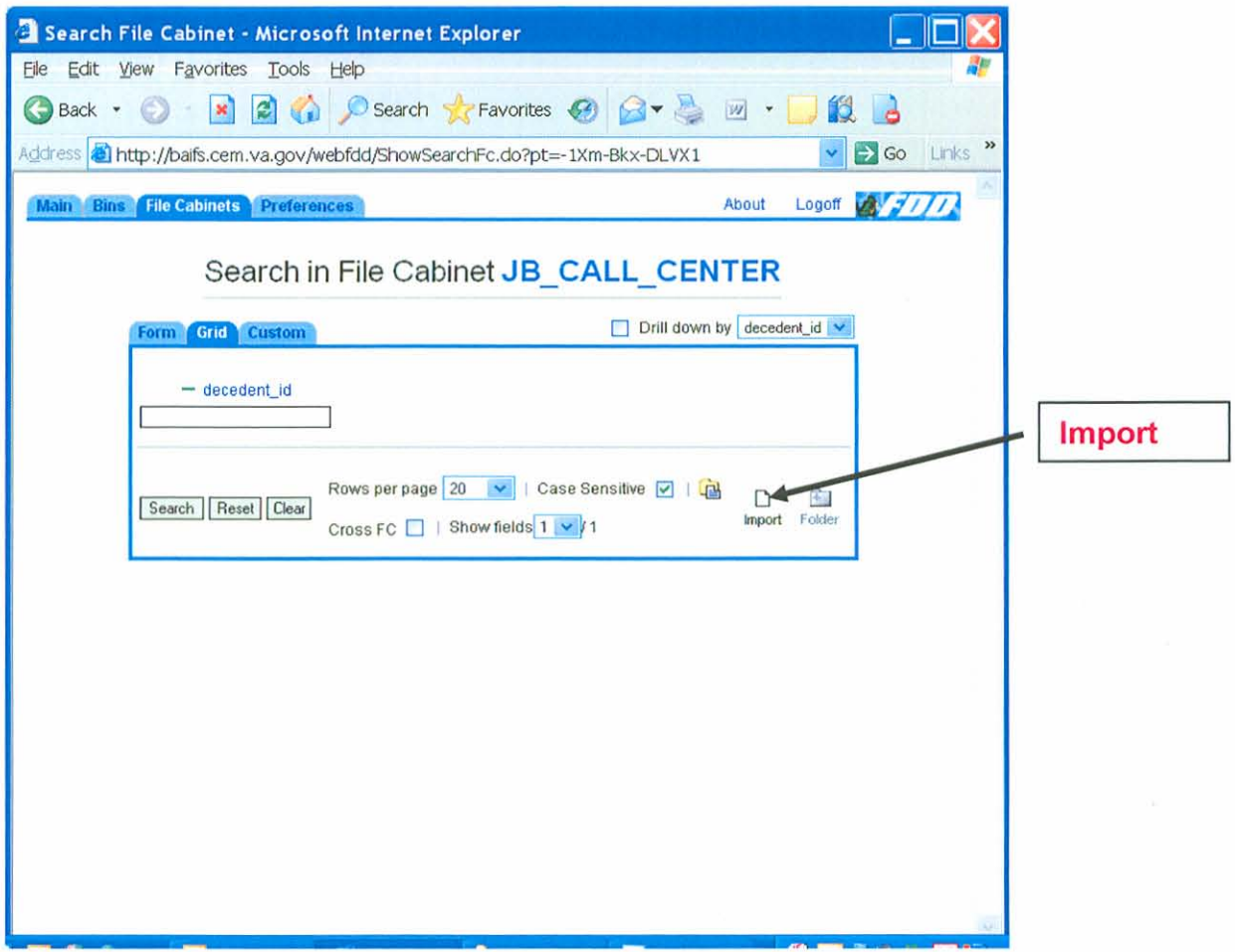
Login using the same Username and Password as BOSS. However, for Feith, the Username must be entered in lower case. The password remains the same as BOSS.

Attach Scan, Browse



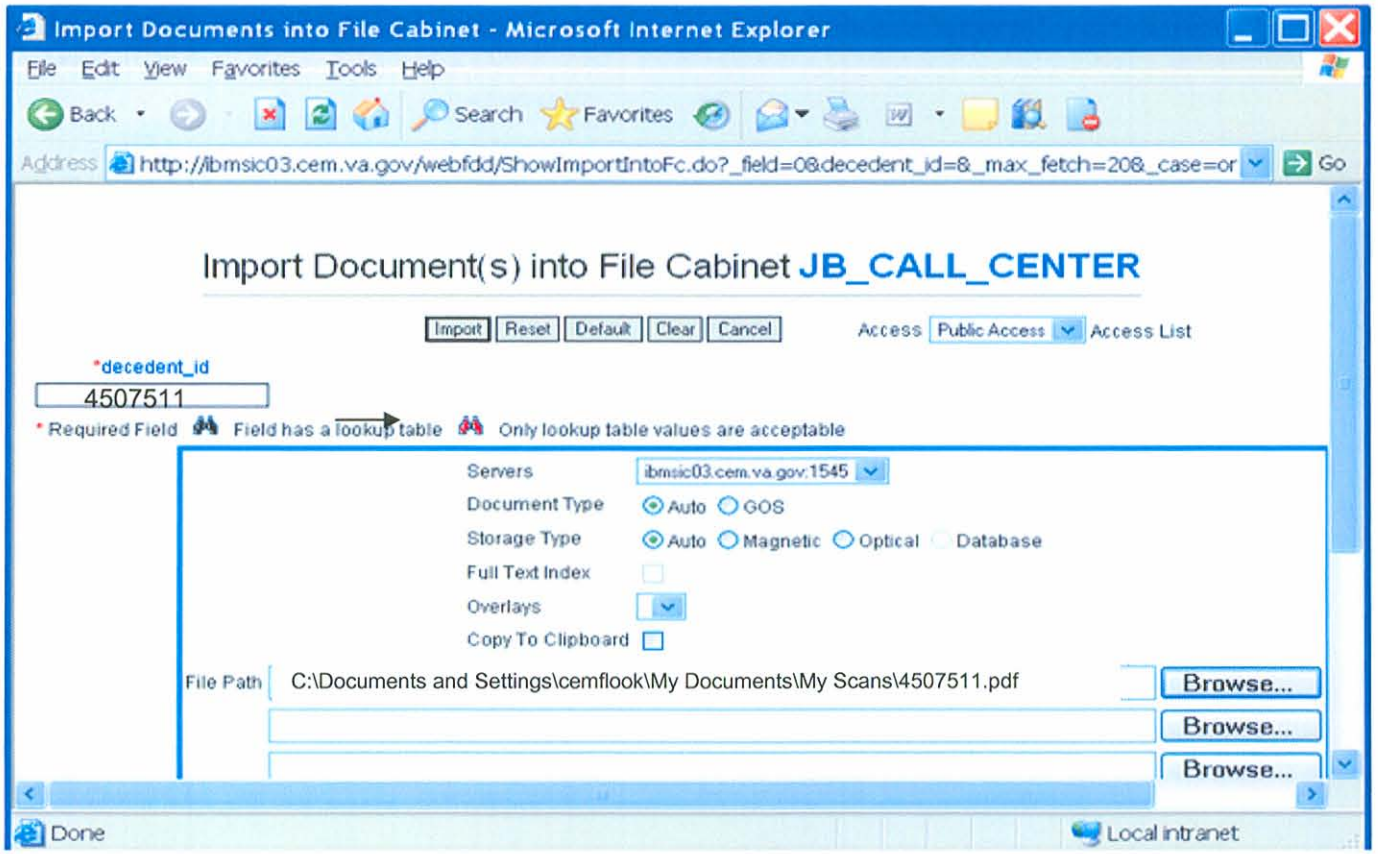
At the main screen select JB_CALL_CENTER Bin.

Attach Scan, Choose File



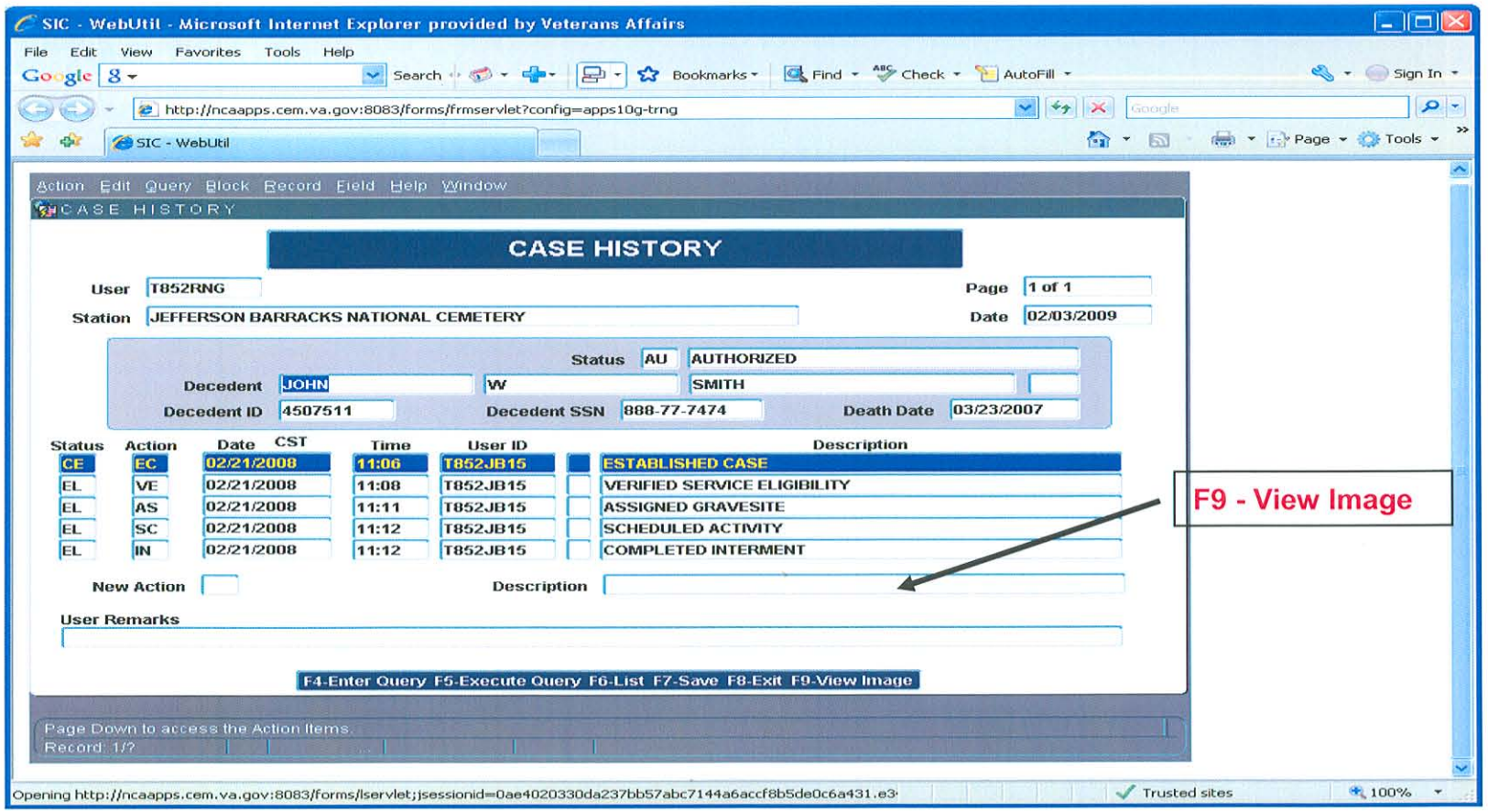
Select the Import Button

Attach, Import Document



1. Browse for the Document on the C:Drive
2. Enter the Decedent ID in the *decedent_id field
3. Select Import. The import will be complete once the Feith screen returns to the previous page. The document is now associated with the BOSS record.
4. Logout of the system by selecting the logoff button. (Note: Do Not hit the X button in the upper right hand corner)

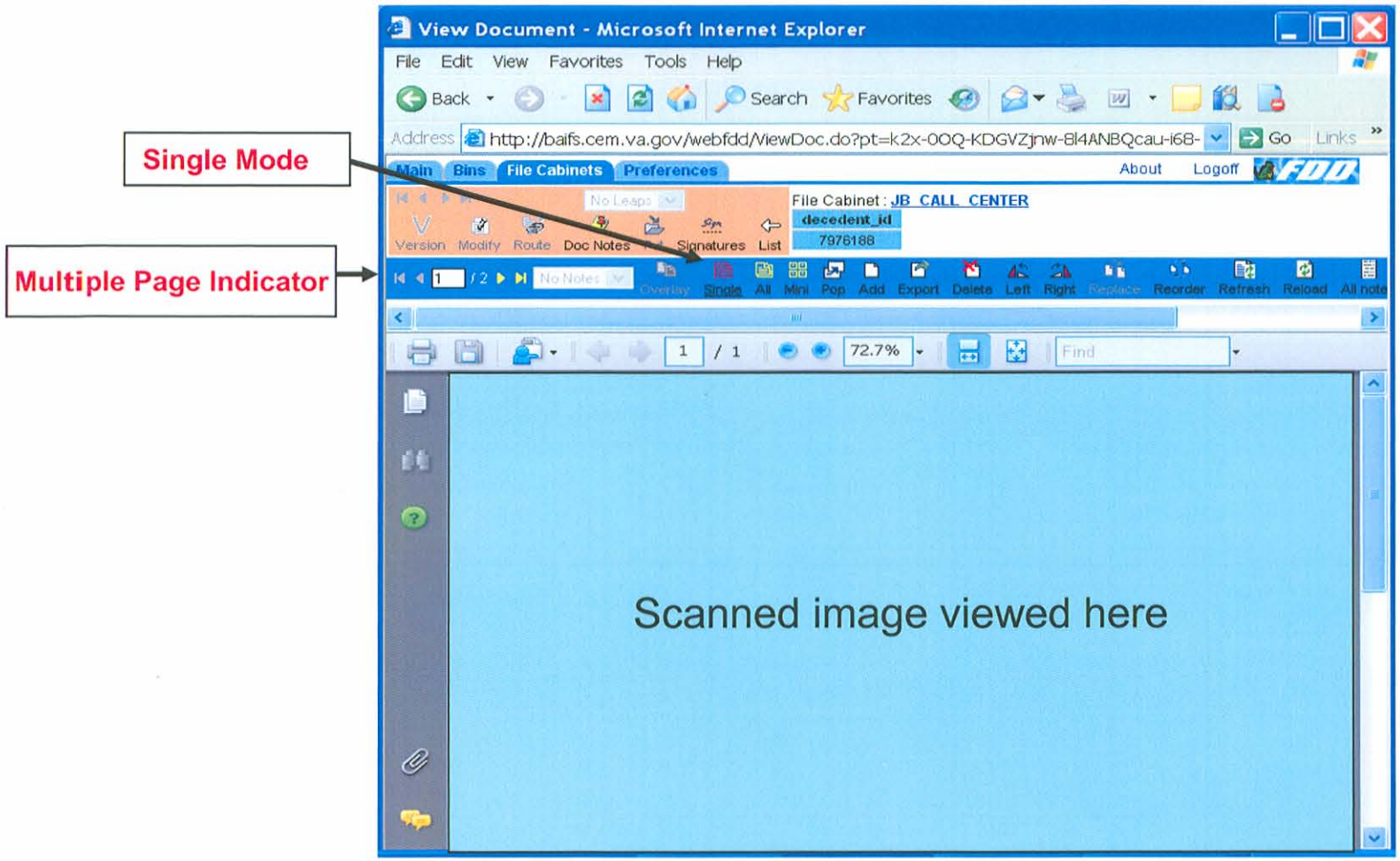
BOSS - View Document



You may view the document image in BOSS from any Boss screen with the F9 button displayed.

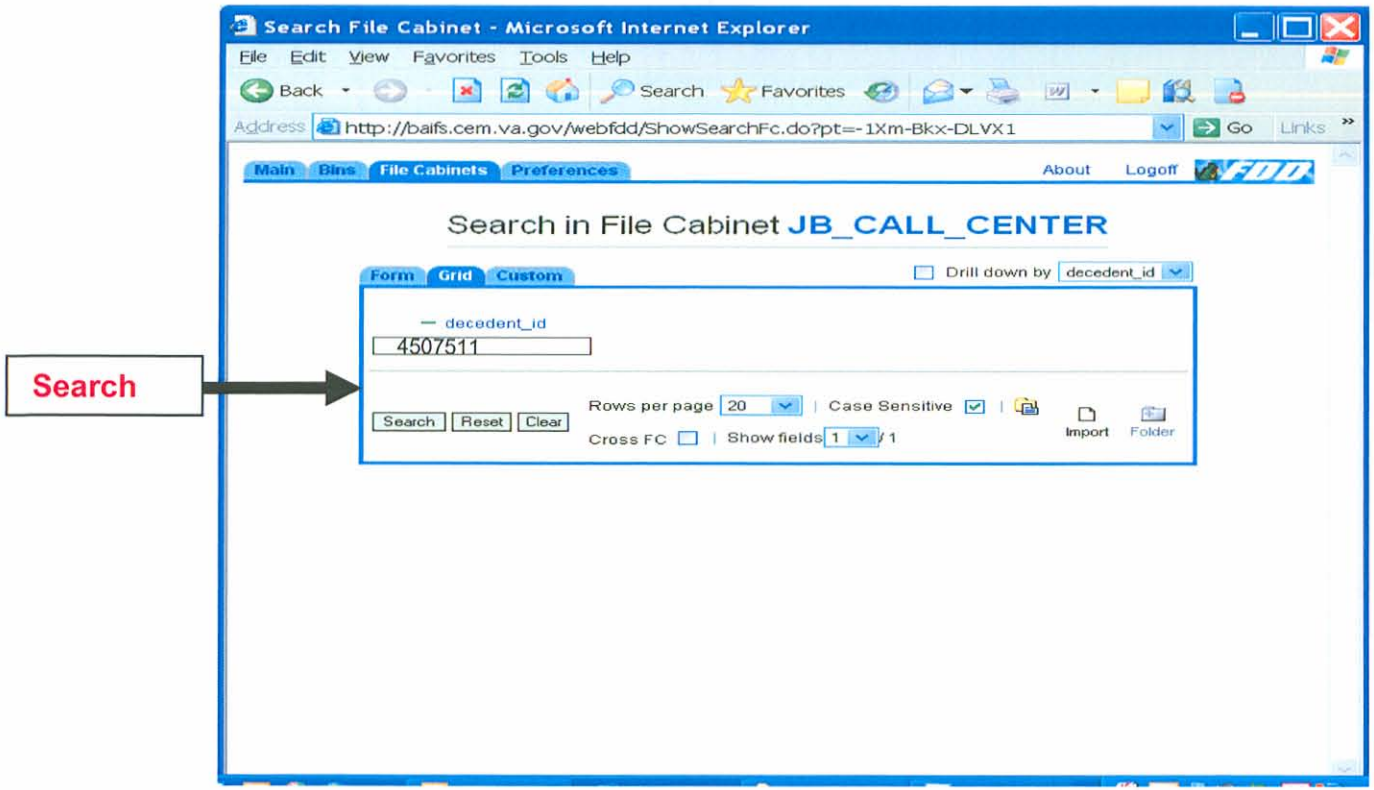
1. Access Boss and select F9 to verify that the scanned document is attached.
2. A pop up dialog box will appear with the choice to save or view the document. Select View.

Feith – View Document



Once the Feith window is active, ensure the view is in Single mode and the scanned document will appear. If more than one page is scanned, the status bar may be used to navigate to additional screens.

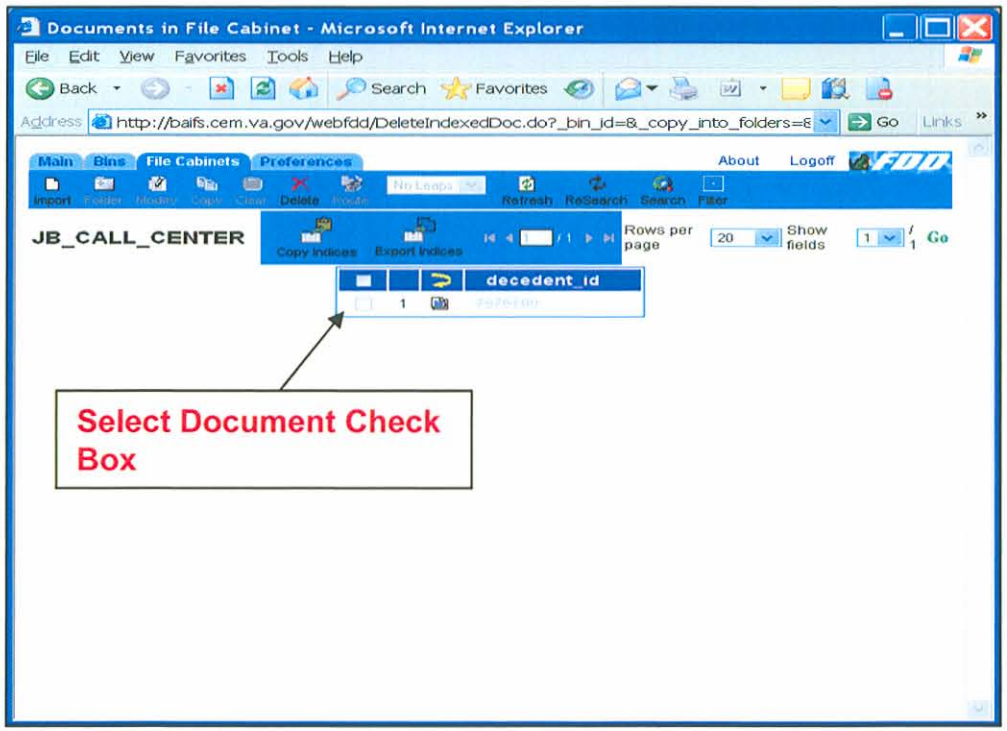
Feith – Delete Document



1. Access Feith via VA Home-Quantico Regional Processing Center/Feith Document Database.
2. Select JB_CALL_CENTER File Cabinet
3. Enter Decedent_ID and select Search

Note: You may not delete a document if activating Feith by selecting F9 from BOSS. If you are viewing a document from BOSS, logout of the active Feith application. Login as directed in step one above.

Feith – Delete Document



1. You may select the document by clicking the box next to the decedent id and then selecting Delete button.
2. Once deleted the document will display as gray with a line through the decedent ID
3. If you wish to view the document, click on the document icon and the image will appear.
4. Ensure that Feith is operating in Single View Mode. Select the Delete button.