**1. Edu COE Requirements**

**COE Letter Generation Logic:**

User Information:

1. Is the COE letter for only certain user types? If so, which users: Veterans, Service Members, etc.?
2. What are the rules for when the letter should be listed as available to be generated for a particular user?
   1. What if the user never applied for ch33?
   2. What if the user applied for ch33 but was not awarded?

System/Data Information:

1. CANNOT GENERATE LETTER:
   1. Scenarios:
      1. No response from CH33 service
      2. Error response from CH33 service
   2. What error message(s) should be displayed to the user if we cannot generate the letter for the above reasons?

1. GENERATE LETTER WITHOUT ADDRESS
   1. Do you agree these scenarios would result in a letter without an address?:
      1. Response from CH33 service; No response from Corp service
      2. Response from CH33 service; Error response from Corp service
      3. Response from CH33 service; Response from Corp service; person record exists; no address on record

1. GENERATE LETTER WITH ADDRESS (even if that address does not match the one in LTS)
   1. Scenario:
      1. Response from CH33 service; Response from Corp service; person record exists; address on record

**Letter Header Address:**

1. Is the header address static (always Buffalo NY) or variable?
   1. If variable, what are the conditions for the addresses?
   2. Is the address based on one of the following 4 region addresses: Central, Eastern, Western or Southern?

                                                              i.      If yes, what is the business logic. Driven by state, zip code and/or other?

**User Name Salutation:**

1. Do you want the salutation with the name above the mailing address as well as in the below greeting (Dear…)? EVSS only has it listed in the Greeting.
2. Is this the Prefix logic for the salutation?
   1. If the 'User Gender' = "Male", then display "Dear Mr. (LAST NAME):"  
      Else if the 'User Gender' = "Female", then display "Dear Ms. (LAST NAME):"  
      Else if the 'User Gender' is neither "Male" nor "Female", then display "Dear (FIRST NAME) (LAST NAME):"

**User Mailing Address:**

1. Is this the correct logic/display for domestic, international and military overseas addresses?
   1. IF 'Mailing Address Type' = "Domestic", display:  
      Address Line 1  
      Address Line 2  
      Address Line 3  
      City  
      State  
      Zip Code
   2. IF 'Mailing Address Type' = "International", display:

Address Line 1

Address Line 2

Address Line 3

City

Country

* 1. IF 'Mailing Address Type' = "Military Overseas", display:

Address Line 1

Address Line 2

Address Line 3

PO

Postal Code

Zip Code

**Stub Name:**

1. FIRST INITIAL + MIDDLE INITIAL + First (4 or 5 or full last name?) of LAST NAME.
   1. Is the last name the first 4 or 5 letters?  Examples provided were not consistent, NASMITH (Smith is 5) and SDNORT (Nort is 4).

**Greeting (Dear):**

1. Is this logic correct?
   1. If the 'User Gender' = "Male", then display "Dear Mr. (LAST NAME):"  
      Else if the 'User Gender' = "Female", then display "Dear Ms. (LAST NAME):"  
      Else if the 'User Gender' is neither "Male" nor "Female", then display "Dear (FIRST NAME) (LAST NAME):"

**Active Duty text:**

1. Should we include text explaining what delimiting means or replace "delimiting date" term with plain English, like “benefit expiration date”.

**Yellow Ribbon:**

1. Should this content even be included in the active duty letter if they have 100% benefit rate, considering the Note underneath the paragraph that says Yellow Ribbon is not eligible for active duty?

**1-888 #:**

1. Can this number be retrieved content (not static)?

**Signature block:**

1. Please confirm that for the signature, we can just use the title “Education Officer” and not include any signature or education officer name?  It was unclear in previous emails.
2. If we still need to include the signature and education officer name, does it depend on the Regional Office?
3. If we still need to include the signature and education officer name, can this be retrieved content (not static)?

**Enclosures:**

1. Confirm forms 4107 and 22-0338 are the current versions on the attached template.
2. Should "If You Need Help" be called “VA Form 22-0338” instead on the letter for consistency for the list on enclosures under the Education Office section?

**Footer on COE Samples:**

1. LTSver6.6 AWD1 is printed on the footer of the provided sample letters.  Does this need to be generated on the COE letter for[vets.gov](http://vets.gov/)?

**Watermark:**

1. Do we need a background VA watermark on the letter for consistency with all the other EVSS letters?

**Dynamic Content:**

1. Confirm all dynamic content and conditional comments are correct in the letter template attached.
2. Could any of the variable values be NULL?  If so, should we insert blank or "UNKNOWN" when this happens?
3. Which variable fields are absolutely required to generate the letters? In other words, which of the variable fields cannot be NULL in order to generate the letters?

**Note for Service Information Content and Table:**

1. Decision has been made to remove this section since we cannot pull this service information from service or any other source.

**Saving/Printing Letter Name:**

1. When users save or print the COE letter, how should the filename be defaulted for the user – choose from below or provide some other pattern?
   1. COE\_CH33\_Letter\_MMDDYYYY.pdf
   2. Certificate\_Of\_Eligibility\_Chapter33\_Letter\_MMDDYYYY.pdf

**2. PCIU Address**

- Currently it undergoes a cleaning check through 3rd party service, do we want to keep that?