**VA FORM 5655 JOB AID**

**BEFORE USING THIS JOB AID, YOU MUST READ AND UNDERSTAND SOP** [**#3002 Administrative Offsets/Collection in Installments**](https://dvagov.sharepoint.com/sites/OITDMC/ops/correspondence/SiteAssets/SitePages/SOP%20Word%20Versions/3002%202.0%20Administrative%20Offsets%20and%20Collection%20in%20Installments%20(Repays)%20effective%20052518.docx)**,** [**#3007 Waiver Requests**](https://dvagov.sharepoint.com/sites/OITDMC/ops/correspondence/SiteAssets/SitePages/SOP%20Word%20Versions/3007%201.0%20Waiver%20Requests%20effective%20071718.docx)**,** [**#3008 Compromise Offer**](https://dvagov.sharepoint.com/sites/OITDMC/ops/correspondence/SiteAssets/SitePages/SOP%20Word%20Versions/3008%201.0%20Compromise%20Offer%20effective%20071718.docx)

|  |
| --- |
| **Table of Contents** |
| [**Discovery**](#Discovery) |
| [**Overarching Job Aid Guidance**](#Overarching) |
| [**Job Aid**](#Process1) |
| **1.** [**Review**](#FSR_5655)[**5655**](#FSR_5655) **(FSR)** |
| **2.** [**Review CAROLS**](#ReviewCAROLS) |
| **3.** [**Review PEGA**](#ReviewPEGA) |
| **4.** [**Unable to determine reason why the FSR was submitted**](#Unable) |
| [**Frequently Asked Questions(FAQ)**](#FAQ) |

[**Discovery**](#ProcessTable)

There are instances where a VA Form 5655 (Financial Status Report) will come in without being clear as to why it was sent to DMC. It will be necessary to determine what the Veteran is requesting and process the form accordingly. If there is no way to determine what is being requested, then a letter needs to go out to the Veteran to gather further information.

**[Overarching Job Aid Guidance](#ProcessTable)**

1. Staff will review the Financial Status Report (5655) to determine what the Veteran is requesting.

2. Staff will review all other correspondence that was supplied with the 5655 to determine if any other actions need to be taken.

3. Staff will review diary code and notes in CAROLS to determine if there are references to any actions the Veteran may want taken.

4. Staff will review PEGA to determine if any other 5655’s came in around the same timeframe listing what they are requesting.

5. If there is no reasonable way to determine what the Veteran wants staff will send a letter to the Veteran asking why it was sent.

**[Job Aid](#ProcessTable)**

1. **Review 5655 (FSR) and Included Correspondence**
   1. Review the FSR to determine if there is any indication of what they are requesting.
      1. If there is an amount in box 24, work as repay.
      2. If there is a note requesting other actions in box 36, work accordingly.

1.2 Review all correspondence received with FSR to determine if any actions were requested with that information.

1.2.1 Example: In a letter it states that he would like the debt to be forgiven, you would process this as a waiver request.

1.3 Update any PII if appropriate (e.g. address, phone #, etc.)

1. **Review CAROLS**

2.1 Review Diary Code in CAROLS

* + 1. If the account is in diary code 817 update the diary code to 801
       1. Locate the file in PEGA Holding Queue
       2. Download the FSR to your computer and upload to the PEGA file

that is in the HOLDING Queue

* + - 1. Archive the PEGA file that the FSR is in
      2. Verify that the 661 is correct, if not, correct it
      3. Put PEGA file into OUTGOING Queue to have it sent to COWC and update notes

Example: Send 661 with attached FSR and PEGA Docs to COWC 335, then archive

* + - 1. Update notes in CAROLS

Example: Rec’d FSR, attached to PEGA file in Holding 661>c335 Jane D

* + 1. If the account is in diary code 801
       1. Create buckslip (OF-41) and attach to PEGA
       2. Put PEGA file into OUTGOING Queue to have it sent to COWC and update notes

Example: Send OF-41 with PEGA documents to COWC 335, then archive

* + - 1. Update notes in CAROLS

Example: Rec’d FSR, Buckslipped to C335 Jane D

2.2 Review notes on C17 screen in CAROLS

2.2.1 Look for notes that may indicate what the Veteran was requesting in phone calls and other correspondence

1. **Review PEGA**
   1. Review PEGA to determine if there were any other documents uploaded recently that would indicate what was being requested and process accordingly.
      1. Example: A Statement of Claim uploaded that states that a waiver is needed, or that they want an extended pay plan
2. **Unable to determine reason why the FSR was submitted**
   1. Create a letter using pattern paragraph R-12 (Why)
      1. If account has waiver rights, include G-3
      2. If account has Reconsideration rights, include G-8
      3. If account has no waiver rights, delete all references to a waiver
   2. Attach to PEGA file
   3. Put PEGA file into the OUTGOING Queue to have letter sent

Example: Send attached letter to Veteran, then archive

* 1. Update CAROLS notes to reflect that a letter was sent

Example: Why letter sent 04/15/19 5655>fm Robert S

**Procedural steps complete**

**[Frequently Asked Questions](#ProcessTable)**

**N/A**