

# VBMS Job Aid

## How to Use VSO Zip Code Filters

### Overview

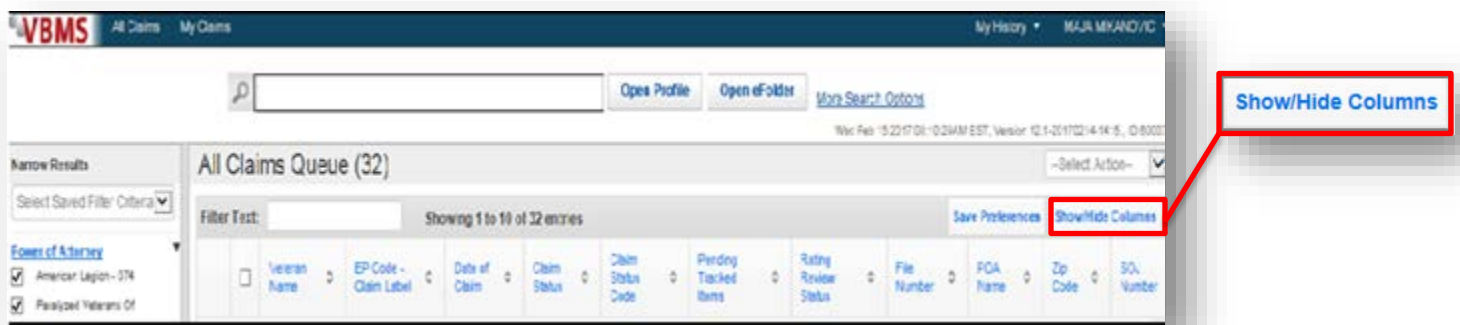
The Zip Code filter provides a list of claims for Veterans residing in a specific geographic location. VSO's can use the established Zip Codes filters to manage claims daily.

VSOs have two separate methods to filter zip codes within the VSO work queue.

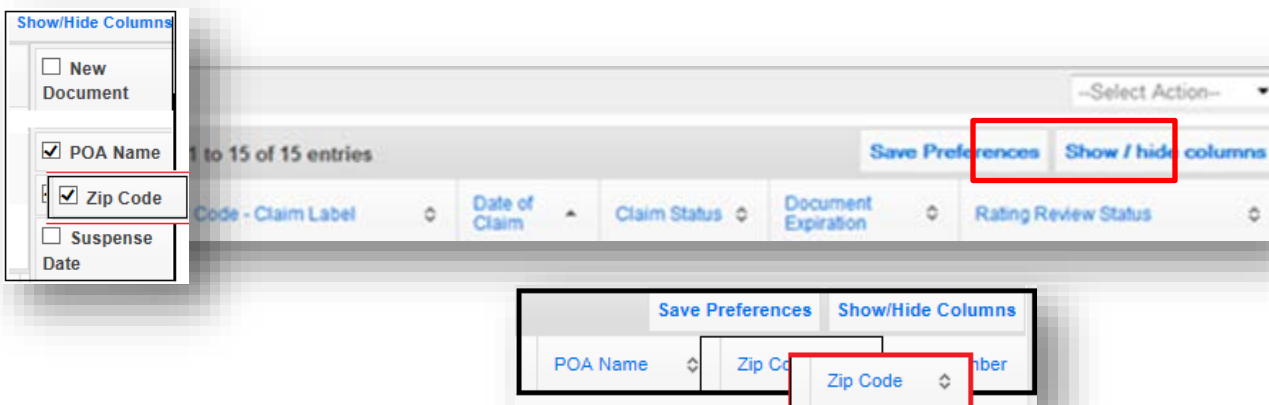
- Hide/Show Columns
- Narrow Results

### Hide/Show Columns

**Step 1:** To view the *Zip Code* column within the *All Claims* queue, select the *Show/Hide* button on the upper right of the screen.

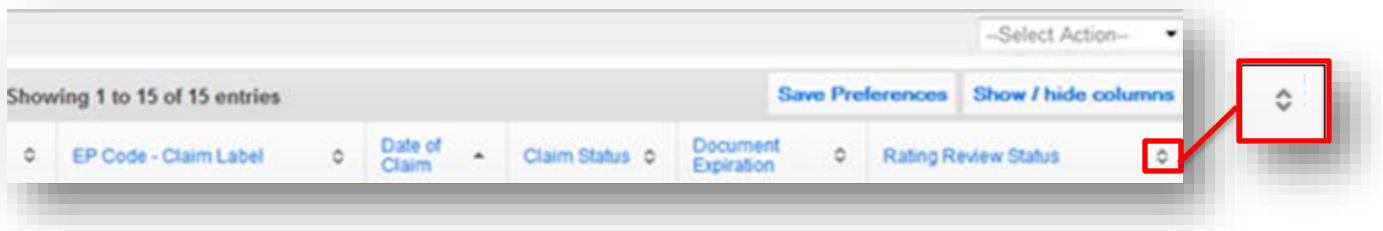


**Step 2:** Select the *Zip Code* option. Select *Save Preferences*. The zip code column will appear in the *All Claims* queue.



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**Step 3:** To view the claims by ascending or descending order, select the arrow on the top of the *Zip Code* column.



## Narrow Results

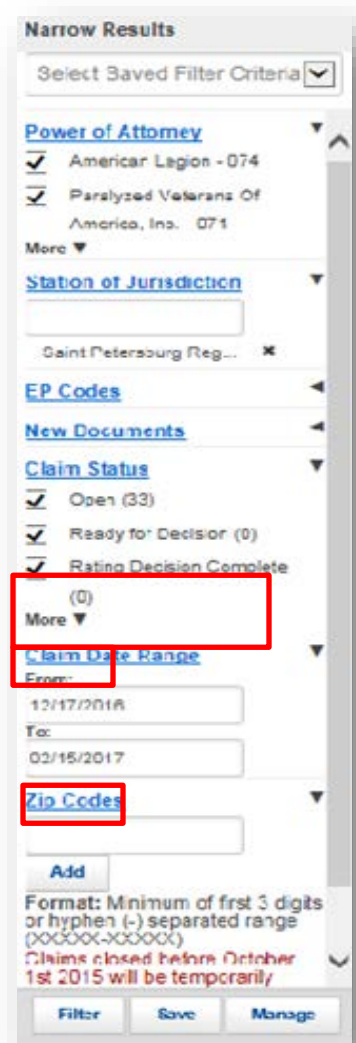
**Step 1:** VSOs can use the *Zip Code box*, located in the *Narrow Result* section on the left of the screen, to identify Veterans claims. Enter the numeric zip code information into the zip code box using one of the three search methods.

There are three different ways VSOs can filter by zip code:

1. By range: 38308-48219
2. Using the first three digits of the zip code
3. Individual zip code

**Step 2:** Select *Add* after each entry.

**Step 3:** Select *Filter* to sort by zip code and display claims in the *All Claims* queue.



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**Step 4:** To view by an individual zip code, enter the zip code in the field located under the *Narrow Results* box.

**Narrow Results**

Select Saved Filter Criteria ▾

[Power of Attorney](#)

[Station of Jurisdiction](#)

[EP Codes](#)

[New Documents](#)

[Claim Status](#)

[Claim Date Range](#)

[Zip Codes](#)

78727

For hyphen (-) state (XXXXX-XXXX)

Claims closed before October 1st 2015 will be temporarily unavailable for zip code filtering

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[Reset to Default](#)

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Important: Select *Add* after each entry.



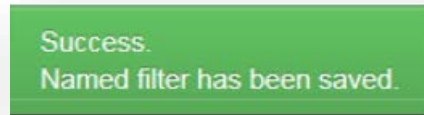
**Step 5:** Select *Filter* to display claims in the *All Claims* queue.



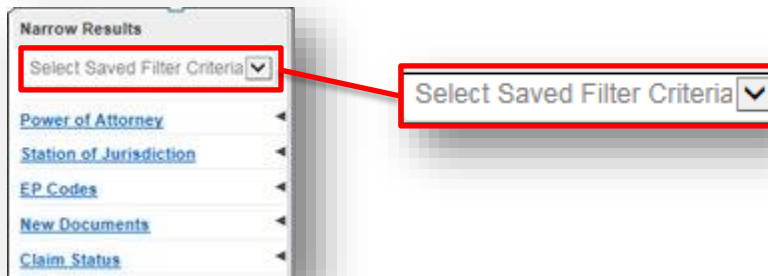
**Step 6:** Select *Save*; VSOs will be prompted to name the *Filter Criteria*.



VSOs will receive the following message upon completion:



**Step 7:** To view saved filters from the *Narrow Results* field, click on *Select Saved Filter Criteria*.



**Step 8:** Select the preferred saved filter.



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**Step 9:** Select *Filter* to populate the *All Claims* queue.



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