## VA PROFILE CONTACT INFORMATION

1. **REASON FOR ISSUE.** The Department of Veterans Affairs (VA) establishes policy for VA Profile Contact Information for our VA customers. Contact information in this program consists of the VA customer phone number, email and address. VA Profile was approved as the authoritative data source (ADS) for VA customer contact information by the VA Data Governance Council (DGC).

2. **SUMMARY OF CONTENT:** This directive establishes policy for inputting contact information in VA Profile, VA's ADS for contact information.

3. **RESPONSIBLE OFFICE.** Veterans Experience Office (VEO) (30).

4. **RELATED HANDBOOKS.** Not applicable.

5. **RESCISSIONS.** Not applicable.

**CERTIFIED BY:**

**BY DIRECTION OF THE SECRETARY OF VETERANS AFFAIRS:**

/s/
Guy T. Kiyokawa
Assistant Secretary for
Enterprise Integration

/s/
John W. Boerstler
Chief Veterans Experience Officer.

**DISTRIBUTION:** Electronic Only

VA PROFILE CONTACT INFORMATION

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1. **PURPOSE.**

    a. This directive provides policy for electronic entry of customer contact information data into Department of Veterans Affairs (VA) systems. This directive establishes responsibilities, data standards, training requirements and definitions related to contact information that is directly or indirectly provided to the VA Profile application programming interfaces (APIs). This directive enables the Veterans Experience Office (VEO) and VA Profile Program to fulfill responsibilities in alignment with the VA Data Governance Council (DGC).

    b. VA Profile APIs have been implemented to support VA's ongoing efforts for improving the customer experience to Veterans, their families, caregivers and survivors. Through APIs customized to each system, VA customers' contact information (address, phone number(s) and email address) are validated, synchronized and shared with VA data systems as they become integrated with VA Profile. This sharing of updated contact information across VA systems reduces the need for VA customers to contact multiple offices when their contact information changes.

    c. The VA Profile Customer Record (also known as Customer Profile) includes common and shared data. Contact information is core VA customer data that falls within common, or master, data. (See Definitions for Common and Shared Data).

    d. Synchronized and accurate customer contact information is critical for timely provision of VA benefits and services. Inaccurate, incomplete, or untimely contact information adversely impact VA customers. Potential impact examples include mis-delivery of medications or critical communications relating to VA claims for benefits, income, dependents and employability.

2. **POLICY.**

    a. VA customer contact information, like all VA data, is a strategic asset that must be maintained with security and data quality standards. Contact information must be trustworthy and reliable so that Veterans and other customers can receive VA communications and benefits when needed and can provide and update their information to VA in one instance, without repeating it to different VA offices. This data must be of high quality, i.e., be accurate, complete, valid, timely, traceable, unique (when applicable) and consistent across VA**. NOTE:** See paragraph 4.g for the definition of contact information.

    b. The DGC designated VEO as the data steward for the Veteran, guardian and associated individual person types and the common customer data for these person types. Furthermore, the DGC designated VA Profile as the authoritative data source (ADS) for contact information (i.e., phone numbers, email address and mailing address(es)), that is synchronized into a master data platform and

made accessible across VA. All VA business lines that interact with customer data will be required to use VA Profile for authoritative customer contact information.

c. Any source system that integrates with VA Profile with the capability to input customer contact information must share the responsibility for ensuring data quality. Systems integrated with VA Profile must utilize VA Profile's established standardized processes, error resolution procedures and activities to ensure that contact information is accurate, consistent, valid and verified by the customer.

d. Address information will include at least the following categories or purposes of use: Mailing (Correspondence) and Residential.

   **NOTE:** Some Veteran-facing systems utilize temporary mailing addresses for Veterans who are temporarily residing at a different address from their permanent (e.g., snowbird residence, mobile situation, or disaster relocation) and wish to receive mail there during their stay. Although VA Profile identifies and manages only two purposes of use, mailing and residential, systems may implement a temporary mailing address and apply an end-date that is managed in its system, so that the temporary mailing address will revert to the original permanent one at the end-date, thereby updating VA Profile as well. Since VA Profile does not recognize temporary addresses as a separate purpose of use, systems must ensure that end-dates are maintained according to Veteran wishes.

e. Data entry guidelines for contact information provided in this directive must be followed and future consideration for any of the following modifications must be approved by the VEO Data Quality Council (DQC):

   (1) local implementation of data entry guidelines that do not comply with this directive;

   (2) implementation of any automated procedures; or

   (3) third party data that affects contact information.

f. Requests for these modifications must be sent to VEO_DQC@va.gov. The VEO DQC will address any non-approved deviation from this policy and will work with leadership from the Administrations and Staff Offices, as well as the Office of Information and Technology (OIT), to resolve instances of non-compliance.

g. Utilization of a mandatory training program for users on source systems and on databases that feed into source systems is critical for broad understanding of the clinical and administrative / service consequences from contact information updates.

h.   Prior to integrating with VA Profile for contact information, systems and related applications must first integrate with the VA Master Person Index (VA MPI). (See [Information Technology Request Portal - Service project (va.gov)](#) **NOTE:** This link is accessible on VA networks only.)

3.   **RESPONSIBILITIES.**

a.   **Chief Veterans Experience Officer (CVEO).** The CVEO is responsible for strategic and operational oversight of the VA Profile Program and for VEO's role as Data Steward over Veteran, associated individual and guardian contact information. The CVEO or designee shall:

(1)   Support implementation of this directive by making decisions regarding VA Profile Program resources, funding and staffing.

(2)   Establish and participate in governance bodies to define, manage and integrate VA-wide business requirements, data quality standards and error resolution processes for contact information.

(3)   Collaborate with the DGC to establish data governance and information management policies to be adhered to across the VA enterprise.

(4)   Select the Data Steward for VA customer contact information.

(5)   Ensure that the VA Profile Program collaborates with Administrations and Staff Offices on contact information requirements, business rules, standards and processes to ensure that contact information is accurate and that errors are resolved.

(6)   Collaborate with OIT to achieve the goals of the VA Profile Program, including to support and ensure proper system integration for systems to consume the VA Profile Contact Information.

(7)   Ensure that VEO develops training materials, based on national standards for contact information management and communicate to Administrations and Staff Offices the need for further customization of training based on their own systems and processes. Training will include minimum procedures for verification of customer identity when changing contact information. This training can be augmented or extended by Administrations or business lines on a system-specific basis.

(8)   Ensure VEO and the VA Profile Program educate VA customers on the specific impact of self-service updates to their contact information across VA data systems.

(9)   Support VEO DQC in upholding data entry guidelines, data governance of customer contact information and data quality activities in support of this data.

b. **Assistant Secretary for Information and Technology and Chief Information Officer** shall:

    (1)   In partnership with the CVEO or designee, ensure the development, implementation and maintenance of technology solutions to support the VA Profile Program as the ADS of customer contact information, including to:

        (a)   Establish integration patterns, services, policies and processes to support and enforce the use of VA Profile for contact information and associated data quality requirements.

        (b)   Ensure the security and privacy of VA customer contact information through technical controls, systems and regular testing.

        (c)   Support the facilitation of any necessary realignment of interfaces, internal system processes and supporting architecture, operations and maintenance.

        (d)   Provide technical support and assistance and respond to VA Profile points of contact (POCs) in problem resolution processes.

    (2)   Ensure the development and maintenance of VA Profile physical data models within VA's designated information technology environment.

    (3)   Ensure that appropriate data lineage tools are utilized to trace the origins, movements and joins of data to provide insight into its quality (ISO/IEC 11179 compliant Metadata Repository).

    (4)   Ensure metadata traceability is fully transparent and accessible to end-users of all data systems in the VA enterprise that have a need for customer contact information.

    (5)   Incorporate a requirement for all systems in development, being updated or planned, to coordinate with the VA Profile Program in VEO, adhere to system requirements and use of VA Profile contact information services during concept planning and receive approval from the VA Profile Program before deployment.

    (6)   Incorporate a requirement in planned, new and existing information technology and business contracts to use VA Profile as the ADS for contact information.

    (7)   Work with the VEO Data Steward for customer contact information to monitor data quality, identify root causes of quality issues and implement processes to prevent data quality problems, to include:

        (a)   Perform failure mode effect analyses (pro-active risk assessment); and

        (b)   Track the compliance/non-compliance of applications that need to integrate with, or use services from, VA Profile.

    (8)   Collaborate with system business owners and maintainers to ensure that integration patterns and business needs are understood and defined, with appropriate adherence to this directive and that they map data assets to the enterprise logical model as it is developed.

    (9)   Work with VA business lines and system owners to create a plan to ensure compliance with VA Profile integration and/or develop an integration or decommission plan for the system.

c.  **Under Secretaries, Assistant Secretaries and Other Key Officials** shall:

    (1)   Work with the CVEO to create a memorandum of understanding (MOU) and/or an interconnection security agreement (ISA) that details their business lines' plans to support compliance with VA Profile as the ADS of contact information for VA customers; identify their participation in VA Profile data governance; and their compliance with VA Profile's contact information data quality requirements. (See [Memo - Approval of VA Profile as Common ADS (Authoritative Data Source for requirements)](). MOUs and ISAs should capture the following information:

        (a)   If the business line system is already working with VEO to integrate with VA Profile contact information services, the details of the plan and date in which compliance will be achieved. If the business line is not currently working with VEO to integrate with VA Profile contact information services, provide the commitment to transition to using VA Profile services and the details of the plan to work with VEO to achieve compliance.

        (b)   If a business line is not utilizing VA Profile contact information services and it is determined (jointly between VEO and OIT) that there is no need to use VA Profile, the explanation and documentation of exemption.

        (c)   If a business line is not in compliance with VA Profile requirements, does not plan to come into compliance or does not have an exemption, the plan to cease the use of any of the contact information data elements in the non-compliant system.

    (2)   Ensure support of VA Profile's published data quality standards for contact information (Appendix A) to meet the benefits and health care delivery requirements of their Administration or Staff Office.

(3)  Ensure fraud prevention efforts to monitor specifically for patterns or signals in origination of address changes that indicate potential activity for identify theft or medication diversion purposes.

d.  **Data Steward for Customer Contact Information**, designated by CVEO, shall do the following, (which includes both Business and Technical Data Steward functions):

(1)  Ensure the quality and integrity of VA Profile contact information and its designation as the trusted ADS.

(2)  Ensure effective control and use of contact information across VA systems.

(3)  Ensure that access to contact information data is based on a documented business case, meeting privacy and security standards.

(4)  Establish and document policy, processes and standards for the management of VA customer contact information to include:

   (a)  Well-documented and consistent business rules to reconcile conflicts in contact information between systems; and

   (b)  Formally documented data standards, data architecture, data quality attributes/measures, metrics, decision rights and metadata management guidance.

(5)  Engage department-wide stakeholders in decision making through VEO DQC and VA Profile governance structures.

(6)  Work with OIT to ensure VA Profile publishes the data dictionary and logical data model [VA EA Systems and Applications Domain | VASI – VA | Enterprise Architecture] and other data models required by VA.

(7)  Ensure adherence to VA official guidance and policies, VA information privacy/security policies and standards as well as Federal laws and regulations and publications.

(8)  Ensure that customer contact information is shared and available for cross-business line coordination and data analytics and serve as the resolution officer for a data issue resolution process.

(9)  Work with system business owners and maintainers to align processes and implement necessary controls (predictive, detective and corrective) needed to ensure the quality of the data.

(10)  Coordinate with OIT on planning, implementing and managing the sourcing, use, maintenance and security of contact information data.

(11) Collaboratively develop Data Sharing/Data Use agreements with VA systems utilizing VA Profile contact information services in accordance with VA requirements.

(12) Collaborate with OIT to establish and implement a risk management plan, including controls for data entry as well as automated data feeds from internal business units and external sources; data integration; exception and error handling; and storage.

e. **VA Profile Data Quality Management Chief** (under VEO) shall:

(1) Provide strategic and operational oversight of the VA Profile Data Quality Management activities in its implementation of VA-wide contact information data management and quality policies and procedures.

(2) Ensure that VA Profile Data Quality Management staff:

    (a) Provides a VA Profile Contact Information Report Dashboard with analysis and reports on issues and resolution by facility/originating source system and users.

    (b) Complies with National Archives and Records Administration (NARA) requirements regarding system of records documentation and publication.

    (c) Collaborates with the VA Profile Program staff and VEO DQC to develop training based on national standards for contact information management.

    (d) Publishes knowledge management materials and updates those materials annually or more frequently as processes change.

(3) Work with VA business lines to eliminate inaccuracies in contact information, leading to successful synchronization of contact information across VA, which will improve our customers' experience.

(4) Host ongoing meetings for VA Profile POCs and coordinate data quality activities between Data Quality Management staff and VA Profile Points of Contact (POCs).

(5) Report on data quality issues, identified by VA Profile POCs and Data Quality Management staff, to the DQC.

f. **Senior Operational Leaders for VA Programs and Lines of Business.** Senior Operational Leaders for VA Programs and Lines of Business which update customer contact information data into any system that is integrated with VA Profile, shall:

(1)   Communicate the contents of this directive, the designated roles and responsibilities therein and the importance of customer data quality for serving Veterans to programs and/or or lines of business under their authority.

(2)   Ensure that their Staff Offices develop and provide Administration-specific (and, where applicable, system-specific) training, as an extension of national training, through VA Talent Management System (TMS) to all staff with access to add and edit contact information in VA Systems and that the training is provided upon hiring and in a yearly refresher.

(3)   Ensure that each Veterans Integrated Service Network (VISN) / Regional Office / Contact Center assigns at least one VA Profile POC and communicates that POC to the VEO VA Profile Data Quality Management staff to facilitate proper management of VA Profile contact information and oversee local VA Profile POCs; and assure appropriate access to data systems for each VISN/Regional Office POCs.

(4)   Ensure that administrative service chiefs, supervisors and staff are made aware of policies and procedures related to contact information and errors.

g.  **VEO DQC.** The VEO Data Quality Council (DQC) is the governing body responsible for overseeing data quality and management practices as they pertain to VEO common data. With respect to VA Profile contact information quality, the VEO DQC shall:

(1)   In alignment with DGC guidance, ensure standards, policies and processes which support data quality are developed and implemented for the data under VEO Data Stewardship.

(2)   Review monthly data quality metrics and monitoring reports, dashboards and data profiling results.

(3)   Support the Data Steward in fulfilling data stewardship responsibilities over VA customer contact data.

(4)   As needed, in response to adverse data quality findings, coordinate with appropriate parties to direct changes in procedures or practices that cause errors, prevent benefits delivery, diminish patient safety or cause a violation of VA policies or standards.

(5)   Ensure and monitor the establishment of work groups and critical data quality processes based on performance improvement reviews or service recovery activities.

(6)   Collaborate with the VA Profile Data Quality Management staff, VA Profile POCs in the field and business lines to:

      (a)   Provide support, guidance and input into the development of any policies, guidance, business requirements and other data quality activities.

      (b)   Identify and resolve problems and recommend changes to business rules and policy, as needed.

      (c)   Assess the quality of contact information data in each VA Profile source system; provide assessments and feedback regarding error rates and causes of errors; and assist in determining training needs and potential process changes.

h.  **VA Profile POCs at the VISN/Regional Office.** VA Profile POCs at the field level will perform the following functions:

(1)   Work with respective medical centers/local offices to identify VA Profile POCs at those locations.

(2)   Collect and submit names of local VA Profile POCs to VEO Data Quality Management Chief.

(3)   Monitor completion of required training for local VA Profile POCs.

(4)   Review local discrepancies in contact information and data quality monitoring reports for VA customer contact Information.

(5)   Identify and track contact information issues and systemic trends across sites.

(6)   Collaborate with VEO DQC, the VA Profile team and local VA Profile POCs on data quality issue resolution; and escalate issues as necessary.

(7)   Attend VA Profile POC trainings/meetings hosted by the VEO Data Quality Management Branch.

i.  **Local VA POCs** shall:

(1)   Triage contact information data quality issues identified by staff or customers, escalate problems that need technical evaluation to the VA Profile Data Quality Management staff and the VEO DQC and pursue these issues through resolution.

(2)   Review local discrepancies in contact information and in data quality monitoring reports and ensure that data quality problems identified in such reports are addressed.

(3) Follow up with staff responsible for errors to ensure the errors are resolved and provide appropriate remedial guidance.

(4) For contact information errors that cannot be resolved at the local level, pursue resolution through problem escalation procedures established by VA Profile in coordination with OIT.

(5) Collaborate with VISN/Regional Office VA Profile POCs, VEO Data Quality Management Branch and VA Profile Program technical teams on data quality issue resolution.

(6) Track problems and identify trends in system or process issues affecting contact information data quality.

(7) Reinforce education and training to staff who enter contact information data.

   (a) Provide and/or coordinate education and training on VA Profile contact information data entry standards to staff who enter VA customer contact information.

   (b) Communicate to staff the processes for verifying, validating and updating customer contact information in local systems.

   (c) Communicate to staff the processes for reporting and escalating instances where customer contact information cannot be verified, validated, or updated.

(8) Attend VA Profile POC trainings/meetings hosted by the VEO Data Quality Management Branch.

j. **Supervisors of Personnel with Access to VA Customer Contact Information** shall:

(1) Support implementation of data quality best practices and tools to deliver outstanding customer experiences.

(2) Ensure employees are up to date on training and knowledge in data entry of customer contact information and are contacting the VA Profile POCs when data problems arise.

(3) Ensure that all employees who interact with VA customers in a health visit, claims evaluation or adjudication, or contact center interaction, ask the customer to verify contact information at the time of each service.

k. **Personnel with Access to VA Customer Contact Information** shall:

(1) Complete all published national and system-specific training and knowledge assessments on required procedures for entering and editing customer

contact information within 60 days of hire and prior to gaining access to contact information; and complete at least one refresher course, with knowledge assessment, annually.

(2)   Deliver services on a day-to-day basis while following policy and guidelines for the accurate and timely collection and maintenance of contact information data.

(3)   Verify the identity of the customer before making any modifications to VA customer contact information. Personnel making modifications must verify that the individual on the phone or in-person is who they say they are by following Administration or business line policies for phone and in-person verification.

**NOTE**: VA employees will not change VA customers' contact information without verifying any change with the VA customer.

(4)   Follow contact information data entry processes as provided in guidance specific to their Administration or business line.

(5)   Seek guidance as necessary from the VA Profile POC at the VISN/Regional Office for contact information problems.

## 4.  DEFINITIONS.

a. **Address Validation.** A process of evaluating addresses for deliverability as determined by the United States Postal Service (USPS), as described in [Publication 28 - Postal Addressing Standards (usps.com)](usps.com).

b. **Address Verification**. Confirmation that the given address corresponds to that VA customer. **NOTE**: VA Profile's address validation (noted above) does not have address verification capabilities.

c. **Authoritative Customer Data**. The single version of the truth about VA customers. It is used to ensure that this information can be made consistent across the enterprise.

d. **Authoritative Data Source (ADS).** A source of data or information designated as official source of data after recognition by the VA Data Governance Council (DGC) and endorsement by the Chief Data Officer and is recognized as trusted, timely and secure and is used within VA's information environment in support of VA business processes.

e. **Business Data Steward**. A business leader and recognized subject matter expert assigned accountability for the data specifications and data quality of specifically assigned business entities, subject areas or databases. Business Data Stewards are identified by the Line of Business and/or Program office and are experts in the way data is used in the performance of VA's mission. They are

responsible for defining data requirements and determining access needs and appropriate usage for data.

f. **Coding Accuracy Support System (CASS).** CASS is certified by USPS to evaluate the accuracy of software that corrects and matches street addresses. VA Profile uses CASS certified software to validate addresses with applications systems that are integrated with VA Profile.

g. **Common Data.** Customer data gathered and used by multiple Administrations, staff offices, or other organizational entities across the VA Enterprise to conduct business. Examples are Identity, Contact Information, Military Service History.

h. **Contact Information.** Information used to contact customers, including physical (residential) address and mailing address(es), phone numbers (home/evening, work/daytime, mobile) and email address. VA Profile contact information is noted below.

   (1) **Residential Address.** The primary physical address where the customer resides.

   (2) **Mailing Address.** The address used for mailing correspondence and medications.

   (3) **Foreign Address.** Residential and/or mailing addresses not within the U.S., a U.S. Territory, or an Armed Forces Post Office (APO), Fleet Post Office (FPO), or Diplomatic Post Office (DPO). **NOTE**: References for address standards can be found in Appendix A.

   (4) **Daytime Phone Number.** The number used to contact the customer during daytime hours. **NOTE:** The daytime phone number is commonly referred to as the customer's work phone number.

   (5) **Evening Phone Number.** The number used to contact the customer after work hours. **NOTE:** The evening phone number is commonly referred to as the customer's home or cell phone number.

   (6) **Cell or Mobile Phone Number.** The number for a wireless mobile device used to send and receive calls and leave voice and text messages. **NOTE:** Telephone standards for phone numbers can be found in Appendix A.

   (7) **Email Address.** A unique identifier used to send and receive messages over the internet. Each customer can provide one email address.

i. **Customer.** For purposes of this directive, customer refers to person types for which VEO is Data Steward: Veterans (as defined in Title 38 U.S.C. § 101); associated individuals (family members and/or beneficiaries such as dependents, caregivers, survivors, decedents); guardians; and accredited representatives.

j. **Data Steward**. An individual designated to take active responsibility for ensuring effective control and use of data, including application of rules for data access, data sharing, data quality and integrity and security.

k. **Data Stewardship.** The formal, specifically assigned and entrusted accountability for business (non-technical) responsibilities ensuring effective control and use of data and information assets.

l. **Senior Operational Leaders of VA Programs.** Administrators with operational authority over the programs and business lines that update customer contact information data into any system that is integrated with VA Profile.

m. **Shared Data**. Data which is gathered by a specific Administration, business line or program; examples are: disability ratings and eligibility status. This data is shared only with offices that need the specific fields to provide services or make determinations for care, benefits or services.

n. **Technical Data Steward** - the Technical Data Stewards have direct operational level responsibility for information management related to the capture, maintenance, dissemination and use of data and data administration activities. Technical Data Stewards are responsible for the implementation of data access, security, integrity and documentation of data contained in VA databases. The Technical Data Steward will generally be the person who performs the day-to-day operation and maintenance of the ADS.

o. **VA Data Governance Council (DGC).** The main forum for enterprise-wide consideration, review and development of policies, procedures and roles related to enterprise data management.

p. **VA Master Person Index (VA MPI).** The authoritative identity service in VA and the authoritative source for a subset of identity traits: name, social security number (SSN), date of birth, date of death, gender and mother's maiden name.

q. **VA Profile.** VA's ADS for contact information for customers. Sources include databases such as the VA Master Person Index (VA MPI), VA/Department of Defense Identity Repository (VADIR), VHA Enrollment System and Veterans Health Information Systems and Technology Architecture (VistA). VA Profile is the master data management service that synchronizes, validates and maintains contact information in alignment with VA DGC requirements, ensuring all VA lines of business are using the same information.

r. **VA Profile Program.** The joint VEO-OIT effort responsible for operational implementation of VA Profile and technical data stewardship duties for VA Profile customer contact Information.

s. **VEO Data Quality Council (DQC).** In alignment with DGC guidance, the VEO DQC is the governance body dedicated to ensuring standards, policies and

processes to support data quality for data domains are developed and implemented under VEO stewardship. These data domains cover information shared at the VA-level (common data).

t. **VEO Data Quality Management Branch.** Responsible for focusing on customer data management and the quality of data collected, stored and utilized from projects within VEO's Customer Information Services Division that is shared across VA.

5. **REFERENCES.**

a. VA Enterprise Data Strategy: A Vision for the Future, (January 2021).

b. VA Directive 0900: VA Enterprise Data Management (EDM), (December 8, 2020).

c. VA Directive 6063: Operational Analysis of VA Information Technology (IT) Systems, (August 31, 2021).

d. VA Directive 6404, VA Systems Inventory (VASI), (February 23, 2016).

e. VA Directive 6500, Cybersecurity Program, (February 24, 2021).

f. VA OIT Directive 6700, Application Programming Interface (API) Standards, (July 2, 2021). **NOTE**: This link is accessible on VA networks only.

g. Privacy Act of 1974, as amended, 5 U.S.C. § 552a.

h. VA Enterprise Architecture Repository (VEAR) for Data Models, Standards & Definitions. **NOTE**: This link is accessible on VA networks only.

i. SP 800-53 Rev. 5, Security and Privacy Controls for Information Systems and Organizations | CSRC (nist.gov).

j. Memo - Approval of VA Profile as Common ADS (Authoritative Data Source), (November 1, 2022).

**APPENDIX A: VA PROFILE CONTACT INFORMATION DATA STANDARDS**

1. **Address.** USPS Publication 28 is the authoritative source for address format and content. For information on address format and content, access the following link: [USPS Publication 28 Address Format and Content](#)

2. **State Names and Abbreviations.** USPS Publication 28 is the authoritative source for U.S. state names and abbreviations. For additional information access the following link: [U.S. State Names and Abbreviations](#)

3. **Standards for Country Names and Country Codes.** The International Organization for Standardization (ISO) 3166 (Country Name and Country Code) is the standard for country names and country codes. See the following link: [U.S. Country Names and Codes](#)

4. **Military and Diplomatic Overseas State Codes.** USPS Publication 28 is the authoritative source for military and diplomatic overseas state codes. The state codes identified below are the only authorized entries to be used for military or diplomatic overseas addresses:

   a. Armed Forces Europe, the Middle East and Canada = AE purposes

   b. Armed Forces Pacific = AP

   c. Armed Forces Americas (except Canada) = AA

   **NOTE**: USA must be indicated as the country in the international address for military and diplomatic mail.

5. **Phone Numbers.** E.164, the international public telecommunication numbering plan, is the authoritative source for telephone number format and content. Under the ITU Telecommunication Standardization Sector (ITU-T), E.164, is the international standard for international and domestic telephone numbers. VA will be compliant with the North American Numbering Plan Administrator. **NOTE:** The standards for telephone numbers can be found by accessing the following links:

   [ITU-T Recommendations](#)
   [North American Numbering Plan Administrator](#)

6. **Email Standard.** VA Profile uses local-part@domain.top-leveldomain as the standard format for emails.