

Capitalization

Issue: Not capitalizing the correct words

<i>Always capitalize . . .</i>	<i>Do not capitalize . . .</i>
Central Office	veterans
Web	a.m. and p.m.
Regional Office and Medical Center when you refer to a particular one, such as St. Louis Regional Office and subsequent references in the same document	regional office and medical center when you refer to it in general e.g., "The regional offices and medical centers were instructed to use the previous guidance."
The name of a business line or staff office – e.g., Education Service	other references to services associated with a business line or staff office – e.g., education programs, education benefits, loan guaranty program
VSO (initialisms are always capitalized)	veterans service organization (unless it is a proper noun)
Department (use only when referring to VA)	

Note: "Federal," "state," and "nation" will be accepted either lower cased or initial capped as long as those words are used consistently throughout the document.

Grammar

Issue: Not matching the nouns to verbs and pronouns

<i>If . . .</i>	<i>Then . . .</i>
you use the word "staff"	use a singular verb— e.g., "The staff was advised..." not "The staff were advised..."
you refer to an office or an entity, such as General Counsel	use the third person, singular pronoun "it," not "they." "It advises the Secretary on legal matters..."

Note: Always match singular subjects with singular pronouns.