Stakeholder Enterprise Portal (SEP)

Veterans Relationship Management (VRM)
What is the Stakeholder Enterprise Portal (SEP)?

- Secure
- Web-based (internet) portal
- URL: [www.sep.va.gov](http://www.sep.va.gov)
- Electronic way of doing business with VA
- External business partners who support Veterans
  - Veteran Service Organizations
  - Clinicians
  - Attorneys
  - And more
## Available Features

<table>
<thead>
<tr>
<th>Available Features</th>
<th>August 2013</th>
<th>FY14 Q1-2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Login with PIV Card or Norton level 3</td>
<td>VSO Work Queue</td>
<td>Digital Signature in SEP</td>
</tr>
<tr>
<td>Additional search fields</td>
<td>VA applications 4502 &amp; 2680</td>
<td>View Appeals Claim Status</td>
</tr>
<tr>
<td>Manage Power of Attorney (POA) requests</td>
<td></td>
<td>Representation Request Select All</td>
</tr>
<tr>
<td>View claim status and upload documentation</td>
<td></td>
<td>Notify Veteran when VSO Accepted/Decline request</td>
</tr>
<tr>
<td>View payment history with modification and check/trace</td>
<td></td>
<td>Unmask SSN/FN after accepting request</td>
</tr>
<tr>
<td>Apply for compensation (21-22, 526ez, 686c/674, 8940, 0781, 4142)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
OGC Accredited to use SEP

Accredited Attorneys, Agents and Representatives Detail Search Results

Hluchyj, Christopher
1234 Ash Street NW
Washington, DC 20221
202-461-9933

Accreditation Number: 23463

<table>
<thead>
<tr>
<th>Organization</th>
<th>City</th>
<th>State</th>
<th>Zip</th>
<th>Phone</th>
<th>POA</th>
</tr>
</thead>
<tbody>
<tr>
<td>American Legion</td>
<td>Washington</td>
<td>DC</td>
<td>20006</td>
<td>202-861-2700</td>
<td>074</td>
</tr>
<tr>
<td>Blinded Veterans Association</td>
<td>Washington</td>
<td>DC</td>
<td>20001-2694</td>
<td>202-371-8880</td>
<td>080</td>
</tr>
<tr>
<td>Disabled American Veterans</td>
<td>Washington</td>
<td>DC</td>
<td>20024</td>
<td>202-554-3581</td>
<td>083</td>
</tr>
<tr>
<td>Massachusetts Department of Veterans’ Services</td>
<td>Boston</td>
<td>MA</td>
<td>02111</td>
<td>617-210-5765</td>
<td>4R3</td>
</tr>
<tr>
<td>Military Order of the Purple Heart</td>
<td>Springfield</td>
<td>VA</td>
<td>22151</td>
<td>703-642-5360</td>
<td>089</td>
</tr>
<tr>
<td>Paralyzed Veterans of America</td>
<td>Washington</td>
<td>DC</td>
<td>20006</td>
<td>202-872-1300</td>
<td>071</td>
</tr>
<tr>
<td>Veterans of Foreign Wars of the US</td>
<td>Washington</td>
<td>DC</td>
<td>20002</td>
<td>202-543-3329</td>
<td>097</td>
</tr>
</tbody>
</table>
Accept 21-22 Representation Requests
SEP Dashboard

VSO Representative Dashboard

Search for Veterans

Search for a Veteran using an identification number...

- Social Security Number
- File Number
- Service Number
- Insurance Number

And/or, provide a first name, last name, and date of birth.
If you fill in one of the name fields, you must provide a first name, last name, AND one of the following: date of birth or an identification number.

- First
- Middle
- Last
- Suffix

- Date of Birth
  - mm
  - dd
  - yyyy

Advanced Search Criteria

Search for Veterans Clear Form
Apply for Benefits (VONAPP Direct Connect (VDC))

VONAPP Direct Connect (VDC)

Start a New Application

Use these wizard-based applications to manage your benefits.

- **Dependent Benefits**
  - Select this application to manage the list of dependents you claim as part of your benefits profile.
  - Apply Now

- **Compensation Benefits**
  - Select this application to apply for, or manage, your compensation benefits.
  - Apply Now

- **Request for Representative**
  - Claimants appoint representatives to serve as Power of Attorney (POA) and act on their behalf in the preparation, presentation, and prosecution of claims for VA benefits (38 U.S.C. 5962, 5993, and 5904).
  - Apply Now

- **Release Medical Records**
  - Select this application to authorize non-VA medical centers to release medical information to the VA.
  - Apply Now

- **Post-Traumatic Stress Disorder (PTSD) Statement**
  - File your statement in support of a claim for service connection for PTSD.
  - Apply Now

- **Unemployability Benefit Application**
  - File your statement in support of a claim for service connection for unemployment.
  - Apply Now

Open Applications

You can edit or submit any of your open applications anytime. If a Veteran Service Organization (VSO) is completing or reviewing your application, you should wait and contact your VSO before submitting. Note that unsubmitted applications will be deleted when they expire.

<table>
<thead>
<tr>
<th>Application Type</th>
<th>Status</th>
<th>Created</th>
<th>Last Updated</th>
<th>Last Opened</th>
<th>Expires</th>
<th>Actions</th>
</tr>
</thead>
</table>
Auto Populate Data

VDC > Apply for Compensation Benefits

Your Personal Information

Please take a moment to review your personal information below. Make any necessary changes, and then click Save & Continue.

Note: If your name, Social Security Number, or VA File number is incorrect, please contact the VA at 1-800-827-1000.

Name: Milus LOYNE
Gender: FEMALE
Date of Birth: 12/20/1952
Social Security Number: 796-12-4797
VA File Number: 796-12-4797

Address: 121 SMITH RD
FAIRFAX VA 22038
USA

Primary Email:
Alternate Email:

Primary Phone: (111) 111-1111 – Daytime
Secondary Phone:
Save Informal Date of Claim

By accessing this online application, you have initiated the process of submitting a claim for benefits. Submitting a claim may allow VA to begin benefits from today's date, if your claim is later approved. Accessing this online application and initiating the process of submitting a claim will act as a placeholder while you gather evidence.

You must complete and submit this formal electronic application within one year to preserve this claim date. Until you complete all of the steps in this online application, including the final submission step, VA considers this to be an incomplete application. VA will not process your claim until you complete all steps in this application, including the final submission step.

If you do not complete and submit this application within 365 days, we will purge your claim from the system. We will not be able to preserve your date of claim.

I understand these Terms and Conditions

Save & Continue
526ez – CVSO sends for review

Send Application for Veteran Service Organization (VSO) Review

Veteran’s Information

Please review the following information for the Veteran:

Name: margie CURTIS

eBenefits Account: This Veteran has an eBenefits account.

Primary Email: This Veteran does not have an available email address

Alternate Email: This Veteran does not have an available email address

Send for Review
Claim Pending Review and/or Submission by Veteran

Message to Veteran

The following messages will be sent to you through the eBenefits Message Center and/or by email.

Subject: Status update to your pending draft application for Compensation Benefits

Message:

Dear Veteran:

Disabled American Veterans, your Representative for VA Claims, has completed an action involving your Compensation Benefits.

The current status of your draft application is now Pending Veteran Service Organization (VSO) Review.

If you need to make additional changes to your application, do not reply to this email. Instead, do one of the following:

- Promptly contact Disabled American Veterans and ask the representative to make changes on your behalf;
- Log in to [http://www.ebenefits.va.gov](http://www.ebenefits.va.gov) with your Premium (Level 2) DS Logon account; (2) Click the Apply for Benefits link in the upper left of the home page; (3) On the Apply for Benefits page, click the Apply for Disability Compensation link; (4) Find Compensation Benefits, then click the Apply Now link.

Don't have a Premium (Level 2) DS logon account for eBenefits? Register now at [http://www.eBenefits.va.gov/ebenefits-portal/ebenefits.portal?nfsp=true&nfxr=false&pgLabel=RegistrationOverview](http://www.eBenefits.va.gov/ebenefits-portal/ebenefits.portal?nfsp=true&nfxr=false&pgLabel=RegistrationOverview)

For any additional information regarding your claim, please contact your Veteran Service Organization.

For more information on your VA benefits, visit [http://www.ebenefits.va.gov](http://www.ebenefits.va.gov), contact your VSO, or call 1-800-827-1000.
VSO Work Queue

Use this form to search for pending Veterans' applications in VDO that may require your attention and action.

Search for Veteran's Applications

- **Veteran Service Organizations**
  - American Legion
  - Disabled American Veterans

- **Application Status**
  - Pending VSO Review
  - Pending Additional VSO Review and Action
  - Pending Veteran's Review
  - Open

- **File Number**
  - Terminal Digits
  - Enter a Range:
  - From: --
  - To: --

Claimant's Location Type

- Select All
- Domestic
- Military
- International

Work Queue Search Results

By default, applications are sorted first by status and next by date last updated.

<table>
<thead>
<tr>
<th>Veteran Name</th>
<th>File Number</th>
<th>Application</th>
<th>Status</th>
<th>Last Updated</th>
<th>Expires</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lowe, Hilda M</td>
<td>XXX-XX-4707</td>
<td>Disability Compensation</td>
<td>Pending VSO Review</td>
<td>06/08/2013</td>
<td>08/06/2014</td>
<td></td>
</tr>
<tr>
<td>Mitchell, andra L</td>
<td>XXX-XX-7781</td>
<td>Disability Compensation</td>
<td>Pending VSO Review</td>
<td>06/08/2013</td>
<td>08/06/2014</td>
<td></td>
</tr>
<tr>
<td>Lawrence, Vi clave</td>
<td>XXX-XX-2671</td>
<td>Disability Compensation</td>
<td>Pending VSO Review</td>
<td>08/06/2013</td>
<td>08/07/2014</td>
<td></td>
</tr>
<tr>
<td>Ortiz, Morris E</td>
<td>XXX-XX-257</td>
<td>Disability Compensation</td>
<td>Pending VSO Review</td>
<td>08/06/2013</td>
<td>07/31/2014</td>
<td></td>
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<tr>
<td>Peters, Earl Andrew</td>
<td>XXX-XX-1511</td>
<td>Disability Compensation</td>
<td>Pending VSO Review</td>
<td>08/05/2013</td>
<td>08/06/2014</td>
<td></td>
</tr>
</tbody>
</table>
## VSO Work Queue

**Application For: Price, Jessie**

<table>
<thead>
<tr>
<th>Application Information</th>
<th>Comments:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Veteran's Name</td>
<td>Price, Jessie</td>
</tr>
<tr>
<td>Address</td>
<td>132 N SOUTH ST TAMPA, FL 33616</td>
</tr>
<tr>
<td>File Number</td>
<td>796-12-6978</td>
</tr>
<tr>
<td>Application</td>
<td>Disability Compensation</td>
</tr>
<tr>
<td>Status</td>
<td>Pending Additional VSO Review and Action</td>
</tr>
<tr>
<td>Last Updated</td>
<td>07/31/2013 14:25:06 CDT</td>
</tr>
<tr>
<td>Created</td>
<td>07/31/2013 11:45:41 CDT</td>
</tr>
<tr>
<td>Expires</td>
<td>08/01/2014 11:45:41 CDT</td>
</tr>
<tr>
<td>Represented By</td>
<td>American Legion</td>
</tr>
</tbody>
</table>

07/31/2013 14:25:06 CDT

Allan Veras
Testing round two of comments, by Ayesha
07/31/2013 13:48:06 CDT

Allan Veras
This are comments entered by Ayesha - PINT 7/312013 @ 2:47pm
Search for Veterans—Access VDC, Payment History, and Claims Status
Apply for Benefits (VONAPP Direct Connect (VDC))

VONAPP Direct Connect (VDC)
Start a New Application

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Don't have a Premium (Level II) DS logon account for eBenefits? Register now at http://www.eBenefits.va.gov/ebenefits-portal/ebenefits.portal?nfsp=true&nfx=true&pg=RegistrationOverview

For any additional information regarding your claim, please contact your Veteran Service Organization.

For more information on your VA benefits, visit http://www.ebenefits.va.gov, contact your VSO, or call 1-800-827-1000.

Send to Veteran
Displays what evidence is needed to complete the claim.
# Claims Status

## Compensation and Pension Claim Status

### Claims Status Process

<table>
<thead>
<tr>
<th>Claim Received</th>
<th>Under Review</th>
<th>Gathering of Evidence</th>
<th>Review of Evidence</th>
<th>Preparation for Decision</th>
<th>Pending Decision Approval</th>
<th>Preparation for Notification</th>
<th>Complete</th>
</tr>
</thead>
</table>

### Open Claims

<table>
<thead>
<tr>
<th>Date of Claim</th>
<th>Estimated Claim Completion Date</th>
<th>Status</th>
<th>Claim Type</th>
<th>Updates</th>
</tr>
</thead>
<tbody>
<tr>
<td>04/22/2013</td>
<td>At this time, your Regional Office is unable to provide an estimated completion date for this type of claim</td>
<td>PENDING DECISION APPROVAL</td>
<td>Appeal</td>
<td></td>
</tr>
<tr>
<td>04/21/2013</td>
<td>01/26/2014 to 12/09/2014</td>
<td>GATHERING OF EVIDENCE</td>
<td>Compensation</td>
<td>Evidence Needed from You Development Letter Sent</td>
</tr>
<tr>
<td>04/20/2013</td>
<td>At this time, your Regional Office is unable to provide an estimated completion date for this type of claim</td>
<td>GATHERING OF EVIDENCE</td>
<td>Dependency</td>
<td></td>
</tr>
</tbody>
</table>

### Actions

- Upload Documentation
- View Required Evidence
Document Upload in Claims Status

Compensation and Pension Claim Status

Upload Documentation

Step 1 of 2: Add Your Documents
There are restrictions on the size and type.

- The maximum document size is 5MB.
- Valid document file formats: PDF (unlocked), GIF, TIFF, TIF, JPEG, JPG, BMP and TXT.

For more information about the C&P Claims process, visit IRIS, VA's Inquiry Routing & Information System. Enter search term "Claims" or ask a question to receive a prompt response from the IRIS Help Desk.

Requested Items (0)  Add Documents

Any additional documentation that you think will support your claim.  Add a document for this item...

Step 2 of 2: Submit Your Documents

⚠️ IMPORTANT:

When you are finished submitting your documents, print this page or save a screen capture for your records. You will not be able to see a list of the files you have submitted after leaving this page.

There will be a delay before documents are updated in your online status. Once your documents have been submitted, a claims representative must review them and confirm they contain the requested evidence. Once confirmed, the claims representative will enter an acknowledgement that appropriate documents have been received, and you will see that information in your claims status.
Payment History through SEP

Payment History for John Doe

Viewing history from Nov, 11 to May, 12

02/2008 05/2012

Payments

<table>
<thead>
<tr>
<th>Payment Date</th>
<th>Payment Amount</th>
<th>Payment Type</th>
<th>Payment Method</th>
</tr>
</thead>
<tbody>
<tr>
<td>11/01/2011</td>
<td>$2,952.00</td>
<td>Post-9/11 Tuition and Fees or Yellow Ribbon</td>
<td>Direct Deposit</td>
</tr>
<tr>
<td>02/10/2012</td>
<td>$385.00</td>
<td>Compensation &amp; Pension - Retroactive</td>
<td>Direct Deposit</td>
</tr>
<tr>
<td>02/13/2012</td>
<td>$1,143.00</td>
<td>Compensation &amp; Pension - Retroactive</td>
<td>Direct Deposit</td>
</tr>
<tr>
<td>02/14/2012</td>
<td>$86.80</td>
<td>Compensation &amp; Pension - Retroactive</td>
<td>Direct Deposit</td>
</tr>
<tr>
<td>02/22/2012</td>
<td>$700.00</td>
<td>Compensation &amp; Pension - Retroactive</td>
<td>Direct Deposit</td>
</tr>
<tr>
<td>05/04/2012</td>
<td>$251.00</td>
<td>Compensation &amp; Pension - Retroactive</td>
<td>Direct Deposit</td>
</tr>
</tbody>
</table>

About Payments

Payment Dates: VA pays benefits on the first of each month for the previous month. But if the first falls on a weekend or holiday, payment is the last business day of the previous month. Example: In 2010, May 1 is a Saturday, so benefits would be paid on April 30 (Friday).

Before Reporting Non-Receipt: Please wait at least 3 business days (Monday-Friday) before reporting non-receipt of a payment as check tracing cannot be initiated before that period. To report non-receipt after 3 business days, call 1-800-827-1000 with your Social Security Number or VA Claim Number, your address, and (for direct deposit payments) your account information.

About Returned Payments

Six Years Available: Returned payment information is available for 6 years from the date the payment was issued.

Before Reporting Non-Receipt: Please wait at least 3 business days (Monday-Friday) before reporting non-receipt of a payment as check tracing cannot be initiated before that period. To report non-receipt after 3 business days, call 1-800-827-1000 with your Social Security Number or VA Claim Number, your address, and (for direct deposit payments) your account information.

If Check is Found: If the original check is found or received, you must return the original check to the Treasury Department and await receipt of the replacement check. If both checks are negotiated, then you will be responsible for the duplicate payment. You will receive a letter from the Debt Management Center with instructions concerning collection.

Disclaimer

Disclaimer: Detailed information on some payments may not be available online. If you would like more information, please call 1-800-827-1000.
VSO Support

Self Help

• FAQs
• User Guides
• Job Aides
• Videos (future)

VA Assisted

• Weekly live meeting sessions
  • Mondays—Target login and registration issues in a live session
  • Thursdays—Provide an overview of SEP capabilities

• Change Management Agent at local VA Regional Office

• Tier Support
  • Tier I—VSO Dedicated Line, 1-855-225-0709
  • Tier II/III—IAM Support (Norton), National Service Desk (PIV)
  • Tier II/III—SEP Issues, EVSS Help Desk
QUESTIONS?