



U.S. Department of Veterans Affairs  
Veterans Benefits Administration

# Stakeholder Enterprise Portal (SEP)

Veterans Relationship Management (VRM)



U.S. Department of Veterans Affairs  
Veterans Benefits Administration

## ***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





## ***Where are we?***

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



U.S. Department of Veterans Affairs  
Veterans Benefits Administration

## OGC Accredited to use SEP

UNITED STATES  
DEPARTMENT OF VETERANS AFFAIRS

Search All VA Web Pages  
  
  
[» Open Advanced Search](#)

HomeVeteran ServicesBusinessAbout VAMedia RoomLocationsContact UsRelated Links

### Accredited Attorneys, Agents and Representatives Detail Search Results

Hluchyj, Christopher  
1234 Ash Street NW

Washington, DC 20221  
202-461-9933

Accreditation Number: 23463

Organization	City	State	Zip	Phone	POA
American Legion	Washington	DC	20006	202-861-2700	074
Blinded Veterans Association	Washington	DC	20001-2694	202-371-8880	080
Disabled American Veterans	Washington	DC	20024	202-554-3581	083
Massachusetts Department of Veterans' Services	Boston	MA	02111	617-210-5765	4R3
Military Order of the Purple Heart	Springfield	VA	22151	703-642-5360	089
Paralyzed Veterans of America	Washington	DC	20006	202-872-1300	071
Veterans of Foreign Wars of the US	Washington	DC	20002	202-543-3329	097



# Accept 21-22 Representation Requests

SEP
Dashboard
Representation Requests
VSO Work Queue

## Representation Requests

### Search For Representation Requests

One field is required

**Requested Organization**

5 Selected

**Request Status**

2 Selected

**Claimant Location**

US State/Territory

61 Selected

City/Metro Area

Please select a State, City and Status if possible. Searching only by Organization will slow the search response time.

Please select a date range when searching for withdrawn requests.

Use a comma between cities (e.g. Atlanta, Dallas).

Find Requests

### Use a Saved Search

Select a link below to populate the search form with previously saved search criteria.

All
Alabama
Buffalo

### Tools

VSO Dedicated Support Line  
1-855-225-0709 from 9:00am - 5:00pm ET

### VSO Resources

[FAST Letters \(1996-Present\)](#)

[VA Contact Information](#)

Facility listings by state, an interactive U.S. map, contact information and links to the VHA, VBA, NCA, Vet Centers, VA Central Offices, PTSD Program Locator, Substance Use Disorder Program Locator and Gravesite Locator.

[VA News Brief](#)

News briefings for the exclusive use of VA employees.

[US Court of Appeals for Veterans Claims](#)

The United States Court of Appeals for Veterans Claims is a national court of record, established under Article I of the Constitution of the United States. The Court has exclusive jurisdiction to provide judicial review of final decisions by the Board of Veterans' Appeals, an entity within the Department of Veterans Affairs.

### Request Search Results

Save This Search

Showing 31-38 of 38 Veteran Search Results

Veteran/Claimant Info	Date Received	Status	Limitations of Consent
Bishop, Eric Victor Claimant: (Self) HARRISONBURG, VA 22801	07/25/2013	Pending	No Limitations.



## SEP Dashboard

The logo for the Stakeholder Enterprise Portal (SEP) features the letters 'SEP' in a bold, white, sans-serif font on a red, stylized banner. To the right of the banner is a large, blue, five-pointed star with a white outline. Below the banner, the text 'Stakeholder Enterprise Portal' is written in a smaller, white, sans-serif font.

SEP ▾

Dashboard

Representation Requests

VSO Work Queue

▶ Advanced Search Criteria



## Veteran Search Results



Logout

Logged in as: Veronica Persinger  
VSO Representative

SEP ▾ Dashboard Representation Requests VSO Work Queue

### VSO Representative Dashboard

#### Veteran Search Results

Searches return Veteran records that match your search criteria, designate you as their representative for VA Claims, and meet the approved permission level.

You searched using SSN ending in **4707**

[Change Search Criteria](#)

Showing 1 Search Result

Name	Birthdate	SSN	Location	Represented Through	Veteran Actions
Lowe, Hilda	12/20/1952	XXX-XX-4707	FAIRFAX, VA	Disabled American Veterans	<div>Actions ▾<ul style="list-style-type: none"><li>Access Online Forms » View VA Form 21-526, 21-686c &amp; more</li><li>View Claim Status » Review status of open &amp; historical claims</li><li>View Payment History »</li></ul></div>

#### Tools

VSO Dedicated Support Line  
1-855-225-0709 from 9:00am - 5:00pm ET

#### VSO Resources

[FAST Letters \(1996-Present\)](#)

#### VA Contact Information

Facility listings by state, an interactive U.S. map, contact information and links to the VHA, VBA, NCA, Vet Centers, VA Central Offices, PTSD Program Locator, Substance Use Disorder Program, and Gravesite Locator.

[Appeals for Veterans](#)





## Apply for Benefits (VONAPP Direct Connect (VDC))

### VONAPP Direct Connect (VDC)

#### Start a New Application

Use these wizard-based applications to manage your benefits.

 <b>Dependent Benefits</b> Select this application to manage the list of dependents you claim as part of your benefits profile. <a href="#">Apply Now</a>	 <b>Compensation Benefits</b> Select this application to apply for, or manage, your compensation benefits. <a href="#">Apply Now</a>	 <b>Request for Representative</b> 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. 5902, 5903, and 5904). <a href="#">Apply Now</a>
 <b>Release Medical Records</b> Select this application to authorize non-VA medical centers to release medical information to the VA. <a href="#">Apply Now</a>	 <b>Post-Traumatic Stress Disorder (PTSD) Statement</b> File your statement in support of a claim for service connection for PTSD. <a href="#">Apply Now</a>	 <b>Unemployability Benefit Application</b> File your statement in support of a claim for service connection for unemployment. <a href="#">Apply Now</a>

#### 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.

Application Type	Status	Created	Last Updated	Last Opened	Expires	Actions
Compensation Benefits	Pending VSO Review	Aug 7, 2013	Aug 7, 2013	Aug 7, 2013	Aug 7, 2014	<a href="#">Continue</a>   <a href="#">Delete</a>



## Auto Populate Data



Stakeholder  
Enterprise Portal

Logout

Logged in as: Veronica Persinger  
VSO Representative

SEP ▾

Dashboard

Representation Requests

VSO Work Queue

VDC > Apply for Compensation Benefits

Print Incomplete Forms

Personal Information

Informative Material

Service Information

Military Pay

Disability Records

Treatment Records

Direct Deposit

Special Circumstances

Upload Documents

Error Check

Final Review

Personal Information 50% Complete

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: hilda m LOWE

Gender: FEMALE

Date of Birth: 12/20/1952

Social Security Number: 796-12-4707

VA File Number: 796-12-4707

Address: 121 SMITH RD  
FAIRFAX VA 22030  
USA

Primary Email:


Alternate Email:

Primary Phone: (111) 111-1111 - Daytime

Secondary Phone:



## Save Informal Date of Claim



Stakeholder  
Enterprise Portal

Logout

Logged in as: Veronica Persinger  
VSO Representative

SEP ▾ Dashboard Representation Requests VSO Work Queue

VDC > Apply for Compensation Benefits

Print Incomplete Forms

Personal Information Informative Material Service Information Military Pay Disability Records Treatment Records Direct Deposit Special Circumstances Upload Documents Error Check Final Review

Informative Material 50% Complete

Claim Notification

\*\* Required to continue \* Required to submit

By accessing this online application, you have initiated the process of submitting a claim for benefits.

Submitting a claim may allow VA to pay 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

[VDC](#) > Apply for Compensation Benefits

 Print Incomplete Forms

Personal Information	Informative Material	Service Information	Military Pay	Disability Records	Treatment Records	Direct Deposit	Special Circumstances	Upload Documents	Error Check	Final Review	
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Final Review 0% Complete

### 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 hilda m LOWE 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;  
or
- (1) Log in to <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 II) DS logon account for eBenefits? Register now at <http://www.eBenefits.va.gov/ebenefits-portal/ebenefits.portal?nfpb=true&nfxr=false&pageLabel=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**





## VSO Work Queue



### VSO Work Queue

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

#### Search for Veteran's Applications

<b>Veterans Service Organization*</b>	<b>Application Status*</b>	<b>File Number Terminal Digits</b>
<input type="text" value="American Legion"/>	<input type="text" value="Pending VSO Review"/>	Enter a Range:
<input type="text" value="Disabled American Veterans"/>	<input type="text" value="Pending Additional VSO Review &amp; Action"/>	From <input type="text" value="00"/> to <input type="text" value="99"/>
	<input type="text" value="Pending Veteran Review"/>	(e.g., From 00 to 29 or 10 to 10)
	<input type="text" value="Open"/>	

**Claimant's Location Type**

☒ Select All  
☐ Domestic  
☐ Military  
☐ International

#### Work Queue Help

Searches return Veteran application records that match your search criteria, designate you as their representative for VA claims, and meet the approved permission level.

### Work Queue Search Results

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

Veteran Name	File Number	Application	Status ⓘ	Last Updated	Expires	Comments
<a href="#">Lowe, Hilda M</a>	XXX-XX-4707	Disability Compensation	Pending VSO Review	08/08/2013	08/09/2014	
<a href="#">Mitchell, Andrea L</a>	XXX-XX-7781	Disability Compensation	Pending VSO Review	08/08/2013	08/09/2014	
<a href="#">Lawrence, Joanne</a>	XXX-XX-2671	Disability Compensation	Pending VSO Review	08/06/2013	08/07/2014	
<a href="#">Ortiz, Morris E</a>	XX-XXX-937	Disability Compensation	Pending VSO Review	08/06/2013	07/31/2014	
<a href="#">Peters, Earl Andrew</a>	XXX-XX-1511	Disability Compensation	Pending VSO Review	08/05/2013	08/06/2014	
<a href="#">Marshall, Vera A</a>	XXX-XX-7498	Disability Compensation	Pending Additional VSO Review and Action	08/09/2013	08/10/2014	

## VSO Work Queue

## Work Queue Search Results

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

Application For: Price, Jessie

Application Information

Veteran's Name

Price, Jessie

Address

132 N SOUTH ST  
TAMPA, FL 33616

File Number

796-12-6978

Application

Disability Compensation

Status

Pending Additional VSO Review and Action

Last Updated

07/31/2013 14:25:06 CDT

Created

07/31/2013 11:45:41 CDT

Expires

08/01/2014 11:45:41 CDT

Represented By

American Legion

Comments:

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

Print-Friendly View

Close

## Search for Veterans— Access VDC, Payment History , and Claims Status

### Search for Veterans

One field is required.

Social Security Number

9-Digits Only. No Dashes.

-- OR --File Number

Up to 9 Digits. No Dashes

Search By:  
Veteran ID  
Numbers

 Find Veterans

### Veteran Search Results

Showing 1 Search Result

Name	SSN	Location	Represented Through	Veteran Actions
Watson, Russell	XXX-XX-9018	HARNED, KY	American Legion	<div>Actions ▾</div> <div> <div>Access Online Forms » View VA Form 21-526, 21-686c &amp; more</div> <div>View Payment History » Review accepted &amp; returned payments</div> <div>View Claim Status » Review status of open &amp; historical claims</div> </div>

[FAST Letters](#)

[VA Contact In](#)

Facility listings  
interactive U.S.  
information and  
VBA, NCA, Ve  
Offices, PTSD  
Substance Use  
Locator and G

[VA News Bri](#)

News briefings  
of VA employe

[US Court of A  
Claims](#)

The United Sta  
for Veterans C  
court of record  
Article I of the  
United States.  
exclusive jurisc  
judicial review  
the Board of V  
entity within th

# Apply for Benefits (VONAPP Direct Connect (VDC))

## VONAPP Direct Connect (VDC)

### Start a New Application

Use these wizard-based applications to manage your benefits.

 <b>Dependent Benefits</b> Select this application to manage the list of dependents you claim as part of your benefits profile. <a href="#">Apply Now</a>	 <b>Compensation Benefits</b> Select this application to apply for, or manage, your compensation benefits. <a href="#">Apply Now</a>	 <b>Request for Representative</b> 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. 5902, 5903, and 5904). <a href="#">Apply Now</a>
 <b>Release Medical Records</b> Select this application to authorize non-VA medical centers to release medical information to the VA. <a href="#">Apply Now</a>	 <b>Post-Traumatic Stress Disorder (PTSD) Statement</b> File your statement in support of a claim for service connection for PTSD. <a href="#">Apply Now</a>	 <b>Unemployability Benefit Application</b> File your statement in support of a claim for service connection for unemployment. <a href="#">Apply Now</a>

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Compensation Benefits	Pending VSO Review	Aug 7, 2013	Aug 7, 2013	Aug 7, 2013	Aug 7, 2014	<a href="#">Continue</a>   <a href="#">Delete</a>



## ***Claim Pending Review and/or Submission by Veteran***

### **Message to Veteran**

The following messages will be sent to hilda m LOWE 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;  
or
- (1) Log in to <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 II) DS logon account for eBenefits? Register now at <http://www.eBenefits.va.gov/ebenefits-portal/ebenefits.portal?nfpb=true&nfxr=false&pageLabel=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**





## Claims Status through SEP

Currently Representing: Watson, Russell    SSN: XXX-XX-9018    Location: HARNED, KY    Represented Through:

[Dashboard](#)   [Claim Summary](#)   Claim Detail for: 08/03/2012 Open Claim

[Print-Friendly View](#)

### Detail for: 08/03/2012 Open Claim

Claim Received	Under Review	Gathering of Evidence	Review of Evidence	Preparation for Decision	Pending Decision Approval	Preparation for Notification	Process Complete
<div></div>							

#### Claim Detail

<b>Date Received</b>	08/03/2012
<b>Claim Type</b>	Compensation
<b>Date Completed</b>	<b>Estimated Claim Completion Date:</b> Unavailable -- We are currently unable to provide you with a projected completion date for this type of claim. Please await further claim status notification for this Regional Office.
<b>Contentions</b>	hearing loss (New), head injury (New)

#### Representation Information

<b>Designated POA</b>	AMERICAN LEGION
<b>Regional Office</b>	St. Petersburg
<b>Send Documentation To</b>	Department of Veterans Affairs Regional Office Regional Office PO Box 1437 St. Petersburg, FL 33731

#### What Do We Still Need From You?

On your application, you indicated that you received treatment from Frankie Hampton. Complete and return an enclosed VA Form 21-4142, Authorization and Consent to Release Information, for each health care provider so that we can obtain treatment information. You may want to obtain and send us the information yourself.

**Date Opened:** 02/08/2013  
**Due Date:** 03/10/2013

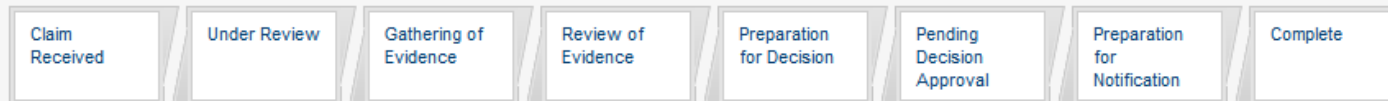
Displays what  
evidence is  
needed to  
complete the  
claim



# Claims Status

## Compensation and Pension Claim Status

### Claims Status Process



### Open Claims

Date of Claim	Estimated Claim Completion Date	Status	Claim Type	Updates	Actions
<a href="#">04/22/2013</a>	At this time, your Regional Office is unable to provide an estimated completion date for this type of claim	PENDING DECISION APPROVAL	Appeal		<a href="#">Upload Documentation</a>
<a href="#">04/21/2013</a>	01/26/2014 to 12/09/2014	GATHERING OF EVIDENCE	Compensation	Evidence Needed from You Development Letter Sent	<a href="#">Upload Documentation</a> <a href="#">View Required Evidence</a>
<a href="#">04/20/2013</a>	At this time, your Regional Office is unable to provide an estimated completion date for this type of claim	GATHERING OF EVIDENCE	Dependency		<a href="#">Upload Documentation</a>



# Document Upload in Claims Status

## Compensation and Pension Claim Status

[Return to Claims Summary](#) [Return to your claim received on 10/01/2012 \(Compensation and Pension\)](#)

### 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, [ask 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.

**Where to send your documents if you are unable to upload them:**

Department of Veterans Affairs  
Regional Office  
PO Box 1437  
St. Petersburg, FL 33731

Requested Items (0)	Add Documents
Any additional documentation that you think will support your claim.	<a href="#">Add a document for this item...</a>

#### 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.

[Submit Documents](#)

[Cancel](#)



# Payment History through SEP

[VSO Representative Dashboard](#) > Payment History for Doe, John

[Print-Friendly View](#)

## Payment History for John Doe

Viewing history from  to



### Payments

Payment Date ▲	Payment Amount	Payment Type	Payment Method
11/01/2011	\$2,952.00	Post-9/11 Tuition and Fees or Yellow Ribbon	Direct Deposit
02/10/2012	\$389.00	Compensation & Pension - Retroactive	Direct Deposit
02/13/2012	\$1,143.00	Compensation & Pension - Retroactive	Direct Deposit
02/14/2012	\$66.80	Compensation & Pension - Retroactive	Direct Deposit
02/22/2012	\$766.00	Compensation & Pension - Retroactive	Direct Deposit
05/04/2012	\$251.00	Compensation & Pension - Retroactive	Direct Deposit

### Returned Payments

No returned payment information is available to display.

### 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?***