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**STATE OF WISCONSIN
DEPARTMENT OF VETERANS AFFAIRS**

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TO: County Veterans Service Offices

SUBJECT: CVSOs and Veterans Viewing DD214s in VBATS

The Wisconsin Department of Veterans Affairs has implemented two enhancements to the Veterans Benefits and Application Tracking System (VBATS) based on CVSO feedback. The first enhancement enables CVSOs and their authorized staff to view and print scanned DD214s of veterans, including veterans who are not in their resident County. The second enhancement enables veterans with approved state eligibility and VBATS access to view their own scanned DD214s. The required legal criteria and access instructions follow:

CVSOs and staff are able to view and print DD214s within VBATS for veterans that have:

- 1) An eligibility application submitted from that CVSO office (county), or
- 2) The last WDVA application submitted for that veteran (VetEd, WIGIBill, ANV, Property Tax, etc.) was from that CVSO office, or
- 3) Signed a WDVA Form 1045 generated from VBATS authorizing review of military separation records by the user, and
- 4) The veteran's DD214 has been scanned into VBATS.

The process for CVSOs to view the DD214s:

- 1) Log into VBATS (<https://services.dva.state.wi.us/WDVALogin.aspx>).
- 2) Search for the veteran.
- 3) View the Applicant Detail Page.
- 4) Click the View Service History link.

You will then be on the DD214 Listing Page. If the veteran meets the above criteria, under the document number there will be a PDF link that will bring up the DD214 in a new window. Please be patient and only click the link once as each click resets the request process. To print the DD214, right-click the image and then click "Print" from the menu. As always, please maintain privacy and proper legal system use. Use of VBATS is monitored for compliance with all Federal and State laws.

If the veteran is present in your office and the veteran's DD214 has been scanned into VBATS but you are not currently authorized to view it, you will be given the option to generate and submit a form WDVA 1045. Clicking on the form 1045 link will take you to a page to fill out the necessary information to generate a WDVA 1045 form. Military separation records must be selected to authorize DD214 access. When you click on the Generate Form button, a new window will open with the printable form. You must print the form for the veteran to initial and sign. You will be taken to a page to certify the veteran has signed the form and agree to maintain it on file in accordance with your office's record retention policies. Once you click agree, you will be authorized to view the veteran's DD214s for one year.

Veterans can view and print their DD214s from VBATS if both of the following are met:

- 1) The veteran has an approved WDVA eligibility application. In order to start the eligibility process, a veteran should contact his or her County Veterans Service Officer (www.WisVets.com/CVSO).
- 2) The veteran has an active login to VBATS. To request the login, the veteran should click on the request link on the VBATS login page (<https://services.dva.state.wi.us/WDVALogin.aspx>), and fill in the required information. A login will only be issued if that veteran has an approved eligibility application.

For veterans to view the DD214:

- 1) Log into VBATS (<https://services.dva.state.wi.us/WDVALogin.aspx>).
- 2) Confirm the contact information and click “Continue.”
- 3) If a DD214 is available for viewing, the veteran will see a Discharge Document listing near the bottom of the Veteran Information section.
- 4) Click the “View PDF” link.
- 5) To print the DD214, right-click the image and then click “Print” from the menu.

This is the first change of our policy to allow CVSOs and veterans to be able to view and print DD214s directly from our system. According to the VA Regional Office, the “VA accepts photocopies of original documents that confirm a veteran’s military service if the veteran’s service department issued the original document and the individual is an accredited agent, attorney or service organization representative who has successfully completed VA-prescribed training on military records. They must certify the authenticity of the photocopy with their signature, date and the following statement:”

“I [name, title, organization] certify that I have completed the VA-prescribed training on certification of evidence for proof of service and that this is a true and exact copy of either an original document or a copy issued by the service department or public custodian of records.”

The CVSOs that have completed TRIP training and are accredited with WDVA may certify a photocopy of a DD214 as long as the requirements noted above have been met. For more information regarding TRIP training, please contact Jean Hutton at the VARO by phone at (414) 902-5622 or by email at jean.hutton@va.gov.

With this new access now available to CVSOs, effective July 1, 2012, we will no longer mail, fax or email paper copies of DD214s to CVSOs. For those DD214s that are not yet available in VBATS, you can request an emailed copy or a hard copy sent via postal mail until they become available in the system. We currently are reviewing our past practices to look at ways to reduce our mailing costs, allow more electronic access to our documents and provide better customer service to the CVSOs and veterans.

For questions, or recommendations on how we can provide better service from our eligibility unit, please contact Brian Jones, Supervisor – Veterans Assistance Section, by phone at (608) 267-1782 or by email at brian.jones@dva.wisconsin.gov.