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**STATE OF WISCONSIN  
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**WDVA Bulletin No. 997**

**TO: County Veterans Service Offices**

**SUBJECT: Using VBATS to Process Applications for the WisDOT Veteran Identifier on State of Wisconsin Drivers Licenses or I.D. Cards**

The Wisconsin Department of Veterans Affairs has implemented an enhancement to the Veterans Benefits and Application Tracking System (VBATS). This enhancement enables CVSOs and their authorized staff to process applications online for the Veteran Identifier Program. By entering the application online, you help reduce both cost and improve the eligibility processing time. The access instructions follow:

1. Log into VBATS at: <https://services.dva.state.wi.us/WDVALogin.aspx>.
2. From the Main Menu choose Find an Applicant.
3. Fill in the appropriate name, basefile, or SSN and click Search for Applicant.
4. If the veteran you're searching for appears in the search results, click on the name.  
If the veteran you're searching for does not appear in the search results, click on Add New Veteran and on the following page fill in the veteran's information. Finally, click Save, then click Back to the search results, and click on the veteran's name.
5. Once you're on the Applicant Detail Information page, on the right side click on the middle dropdown list entitled Create New Application for Applicant and choose the DMV-Veteran's Driver's License and click Go.
6. Fill in the veteran's information and click Save. Click on Add Document and upload supporting documentation such as a DD214. Optionally, click on Messages and leave any notes pertaining to the application.
7. Change the top dropdown status selection from CVSO Review to Submit Application and click the Change Status button to submit the completed application.
8. Check the status of the application using the View Existing Applications from the Main Menu.

Below are a few guiding principles when processing an application (WDVA Form 2241) for the Veteran Identifier Program in VBATS:

- There can only be **one** application (WDVA Form 2241) per veteran. Please verify with the veteran whether or not an application had previously been submitted directly to WDVA. If an application had previously been submitted to WDVA, do not process a new application in VBATS.
- The veteran must have a **Date of Birth and SSN** in VBATS in order to start a new application. You can add a veteran's Date of Birth and SSN from the Applicant Detail Page (Change Veteran Information).
- Please include the veteran's address and the email address when submitting. One of these two forms of communication has to be present on the application in order for the WDVA Eligibility Specialist to approve the application.
- The application can be viewed / accessed from the veteran's Application History, or from the View Applications list for your county.

- Applications submitted by a county in VBATS can only be reviewed by that county.
- The application can be saved in VBATS under the status of “*CVSO REVIEW*” and accessed / completed at a later time.
- You must save the application before you can upload messages or add documents.
- Uploaded documents are limited to 3.5 MB in size (***watch for this limit if you scan multiple documents together as one file you may have to scan them individually***).
- Once an application is submitted, it cannot be changed unless a WDVA Eligibility Specialist sets the application’s status in VBATS back to “*CVSO REVIEW*.”
- WDVA Eligibility Specialists will verify the data of the application and the uploaded supporting documents.
- Veterans can apply three different ways:
  1. Using the VetExpress online by going to WDVA’s website <http://dva.state.wi.us/Ben-Plates.asp#V>.
  2. Reporting to their CVSO’s office and having their CVSO office use VBATS to enter the application.
  3. Submit via U.S. Mail a form WDVA 2241 with an attached DD-214 and mailing it to WDVA Central Office or by email at: [madison.records@dva.wisconsin.gov](mailto:madison.records@dva.wisconsin.gov)
- As always, please maintain privacy and proper legal system use. Use of VBATS is monitored for compliance with all Federal and State laws.

If you have any questions regarding the above process, please contact our Eligibility Unit Team Lead, Angela Reindl, at [angela.reindl@dva.wisconsin.gov](mailto:angela.reindl@dva.wisconsin.gov) or by phone at (608) 266-6783.