



October 1, 2024

**WDVA Bulletin**

**TO: County/Tribal Veterans Service Offices and Veteran Service Organizations**

**SUBJECT: VBATS 2.0 Questions**

During the deployment of the updated Veterans Benefits and Applications Tracking System (VBATS 2.0), we are aware that some work processes—including work processes effecting County and Tribal Veterans Service Offices—experienced interruptions or loss of service. The Wisconsin Department of Veterans Affairs apologizes for any inconvenience and continues to address issues observed during the roll-out, and addressing workflow disruptions experienced by our CVSO/TVSO partners remains our top priority. Thank you for your patience and for alerting us to any VBATS 2.0 and MyWisVets issues that you encounter.

If you are experiencing technical difficulties with VBATS 2.0, please notify the Department by e-mailing [WDVAHelpNow@dva.wi.gov](mailto:WDVAHelpNow@dva.wi.gov) or calling 1-844-994-8387 and describing the issue. The Department will update you on the in-progress fixes for any issues, and may contact you for further explanation to ensure the issue is being promptly and correctly addressed.

If the workflow issue is delaying the processing of a Veteran's application for benefits, please contact the Veterans Benefits Resource Center and MyWisVets team at [Records@dva.wisconsin.gov](mailto:Records@dva.wisconsin.gov) and submit the application by e-mail for priority processing. We are committed to working with you to ensure no undue delays in providing services to our Veteran community.

Thank you for your attention, patience, and for reporting any issues you encounter as we continue the deployment of VBATS 2.0. When completed, the new updates will provide significant increases in functionality and workflow efficiency for all VBATS users, including improvements in search functions, reporting dashboards, document management, and workflow management.