WDVA Training Guide - VBATS
(updated 06/19/2017)
The Wisconsin Department of Veterans Affairs maintains an internet based system called VBATS (Veterans Benefits and Applications Tracking System).

The point of contact for assistance, issues, or questions for VBATS is

**WDVA Information Systems Help Desk**

phone: (608) 266-5554
e-mail: DVAM.HelpDesk@dva.wisconsin.gov

Wisconsin Dept. of Veterans Affairs
Bureau of Information Systems
201 W. Washington Ave. 4th floor
Madison, WI 53707-7843

Contact the Help Desk for:

- Forgotten / locked-out VBATS password
- Duplicate veteran records, with existing applications, that need to be merged
- VBATS application errors
- DD214 viewing issues
- Duplicate SSN issues
- New user VBATS training
- Adding / correcting cemeteries
- Other technical questions

Please send the following fix requests to: madison.records@dva.wisconsin.gov

- Duplicate records, without existing applications, that need to be merged
- Spelling corrections
- Date of birth corrections
- SSN corrections
- Marking a veteran un-deceased
In the email please give as many details as possible (basefile#, name, DOB, etc.)

Contact Military Funeral Honors - Gary Dierks for cemetery edits / additions:
phone: (262) 878-5962
e-mail: gary.dierks@dva.wisconsin.gov

Please send requests for assistance concerning veteran benefit eligibility to: eligibility@dva.wisconsin.gov or alan.braker@dva.wisconsin.gov.

Prior to a new CVSO / TVSO or staff member using VBATS, he or she must complete a WDVA Form 2419 (which must be signed by your county executive or county administrative person). **The WDVA Form 2419 must be emailed to: eligibility@dva.wisconsin.gov**. If it is not emailed to that email address, your VBATS login will be delayed or not be created. The login ID and password will then be emailed to the new user. A WDVA Form 2419 must also be emailed to WDVA when someone has left your CVSO / TVSO office so the VBATS access will be deactivated.
A CVSO can utilize VBATS to perform many tasks:

♦ Search for existing veterans
  o View eligibility if it has been established
  o View a veteran’s service history
  o View or request a veteran’s DD214 discharge paper (if scanned / on file)
  o Request Gold Certificate of eligibility for primary mortgage

♦ Search for existing applications

♦ Update a veteran’s information
  o Add a spouse
  o Add a dependent
  o Change contact details
  o Register a death or grave

♦ Create a new application for a veteran
  o Eligibility
  o Education grant
    ▪ Veteran Education Grant
  o Hunting / Fishing License Voucher
    ▪ DNR Application
  o Driver’s License Identifier
    ▪ DMV Application
  o Assistance to Needy Veteran Grant
    ▪ Subsistence aid ($3000 maximum / year)
    ▪ Dental care ($500 maximum / year)
    ▪ Upper denture ($1875 maximum / 4 years)
    ▪ Lower denture ($1875 maximum / 4 years)
    ▪ Vision care ($400 maximum / year: exam, lenses, frames)
    ▪ Hearing aid LEFT ear ($1875 maximum / 4 years)
    ▪ Hearing aid RIGHT ear ($1875 maximum / 4 years)

♦ View applications for your county that are in-work, approved, or denied

♦ Review past applications

♦ View ANV funding availability for a veteran

♦ Change your password to log onto VBATS

♦ Print reports
  o Application reports
    ▪ County applications list
    ▪ County benefits report
    ▪ County initiated applications report
  o Grave Registration Reports
    ▪ Deaths by county or cemetery
    ▪ Activity reports
  o Museum
    ▪ Veteran search
  o DMDC
    ▪ Veteran discharge addresses

Supporting documents can be sent to WDVA via email, fax, mail, delivery, or almost instantly when uploaded through the VBATS (documents must be scanned in prior to uploading). The upload takes place near the end of the eligibility application process, or by clicking on Documents at the bottom of the application, or when adding or editing a veteran or dependent’s personal information.
General Notes and Enhancements

- Currently the WI GI Bill, Property Tax Credit, and Retraining Grant applications are paper applications only.

- Veterans log into the myWisVets system.

- An applicant only needs to be certified for the WI GI Bill once. If an applicant (veteran, spouse, or dependent child) knows he or she used the WI GI Bill previously, have him or her ask the current school certifying official. School certifying officials can view/print any applicant’s Form 2031 (WI GI certification). Do not have them resubmit unless it’s a new applicant (spouse / dependent children).

- Veteran or dependents’ personal information (past the search results) is viewable to all CVSOs / TVSOs.*

- Veterans’ DD214s and DD215s are viewable to all CVSOs / TVSOs.*

- *If the veteran in the search results is a current / former WDVA employee:
  - A signed Form 1042 is required to be emailed / faxed to WDVA
  - The county listed on the signed Form 1042 will be assigned (by WDVA) to that veteran, a confirmation email will be sent to the CVSO office, and then the veteran’s information will be available in VBATS
  - Signed Form 1042s should be sent to:
    - Fax Number: 608-267-0403
    - Email Address: wisvets@dva.wisconsin.gov

- Adding / editing a veteran / dependent’s personal information can be completed directly by CVSO / TVSO
  - Uploaded supporting documents are mandatory for the required fields
  - Supporting documents can be uploaded on the Change Information page
  - Additions or edits of a veteran or dependent’s personal information which includes required fields will not save until supporting documents are uploaded
  - DNR and Veteran Identifier applications can add / edit the veteran’s address, telephone numbers, and email from within the applications

- In the last several months we have implemented some VBATS enhancements:
  - Pending change request process has been removed
  - Form 1042 is not required to view veteran or dependent information
  - Form 1042 is not required to view a veteran’s DD214 or DD215
  - CVSOs / TVSOs can view a veteran’s DD215 in VBATS
  - CVSOs / TVSOs can view the complete Social Security Number in VBATS
  - Supporting documents can be uploaded when adding / editing veterans or dependents
  - CVSOs / TVSOs can view all veteran’s applications in VBATS
  - From within a Property Tax application a CVSO / TVSO can generate a Form 2098 certification
  - Some reports can be viewed for all counties
  - There is a new DMDC data report which is county specific and can be tailored by a date range
  - CVSOs are able to retrieve withdrawn eligibility applications
  - School certifying officials can view any veteran’s Form 2031 (WI GI Bill certification)
  - Form 0001 signature is not required with a VBATS eligibility application submit

These are the general VBATS uses by County Veteran Service Officers and their staff. The following pages contain images of common VBATS screens.
Notes:

Login Page

If You Have An Assigned UserID, Please Log In

User ID: 
Password: 

Login

Veterans:
In order to login you must have a WDVA basefile number. If you do not have a WDVA basefile number, you probably have not established eligibility. To obtain eligibility, you can register at https://applications.dva.va.gov/vetsdata or you can contact your County Veteran Service Officer.

To Receive LoginID and Password Click Here.
To Forget Your LoginID or Password Click Here.
To View Instructions on Completing a VetEd Reimbursement Grant Application Click Here.

School Officials:
This site is replaced ... please see this link.

Logging on to VBATS

WDVA Applications Main Menu

Please select an option below.

- Create New Application/Find an Applicant
- View Existing Application
- Change Your Contact Information
- Change Your Password
- Change Your Role
- Create and Print Reports
- Report a Problem or Submit a Comment/Suggestion

Go

Main menu
Search for a veteran or application

WISCONSIN DEPARTMENT OF VETERANS AFFAIRS
Search For An Applicant

5 records found matching your criteria.

<table>
<thead>
<tr>
<th>Name</th>
<th>Relationship</th>
<th>Basefile Number</th>
<th>SSN</th>
<th>DOB</th>
<th>Doc Num</th>
</tr>
</thead>
<tbody>
<tr>
<td>ABBOTT, JOE WILLIAM</td>
<td>Veteran</td>
<td></td>
<td>123-44-5678</td>
<td>09/18/1927</td>
<td>0033977</td>
</tr>
<tr>
<td>Abcxyz, Joe R</td>
<td>Veteran</td>
<td></td>
<td>XXX-XX-1115</td>
<td>01/01/1970</td>
<td></td>
</tr>
</tbody>
</table>

Search results. Clicking on a veteran’s name will send you to the Applicant Detail Page. No form 1042 required (unless the veteran is a current or former WDVA employee).

Notes:
Add or edit a veteran or dependent. *Note* The pending change request is no longer required.

Supporting documents must be uploaded when adding or changing required fields. Non-required fields that are added or edited do not require supporting documents to be uploaded.
The document type uploaded must correspond with the information being added /edited. (e.g. Social Security card for SSN = OK. Utility bill for SSN = NOT OK. Utility bill for address = OK).

View Existing Applications. Applications listed here are specific to your county.

Change contact information
Applicant Detail page

Additional Documents page

Some reports can be use any counties

Reports Main Menu

Grave Registration
Applications
Museum
DMDC

Back
View service history / access scanned DD214 or DD215 / view DMDC data of DD214 or DD215.
*Note* A veteran can have a scanned DD214 / DD215 and DMDC data.

Viewing DMDC data.  *Note* The DMDC data is NOT a DD214 or DD215.  It is for information only.
Clicking on the search result name of a current / former WDVA employee will direct to the 1042 form.

Form 1042

Current or past WDVA employee veteran or representative has signed the form 1042, you’ve emailed or faxed the form 1042 to WDVA, and WDVA has set that veteran’s authorized CVSO county. You can then view that WDVA employee veteran’s personal information to include the DD214 and DD215. *Note* Only one CVSO office can be assigned to a WDVA employee veteran at one time.
View veteran’s eligibility, print 1800 letter, and/or request a Gold Certificate

Add grave registration (must input burial location and death date as minimum information)

Create a new application
Veteran Identifier and DNR application can add / edit the veteran’s address, phone numbers, and email (only these two applications)

View the history of applications

Application history (you are able to open applications that were submitted by any county)
Create Property Tax Certification Form 2098

Other than VBATS....

myWisVets (formerly VetExpress)
https://applications.dva.wisconsin.gov/myWisVets

Current veterans can register and gain access to our myWisVets System. CVSOs, school certifying officials and WDVA will continue to utilize VBATS. Applications and documentation processed through myWisVets will show in VBATS on the Application History or Additional Documentation pages.

Veteran’s Eligibility Matrix