



# VETERAN BENEFITS APPLICATION TRACKING SYSTEM

For use with VBATS – Version 2.0.12 (3/3/2025)

## **VBATS**

Improve your understanding of WDVA's new Veteran Benefits Application Tracking System (VBATS) with this helpful guide.

**CVSO – County Veteran Service Officer**

**TVSO – Tribal Veteran Service Officer**

## **User Guide**

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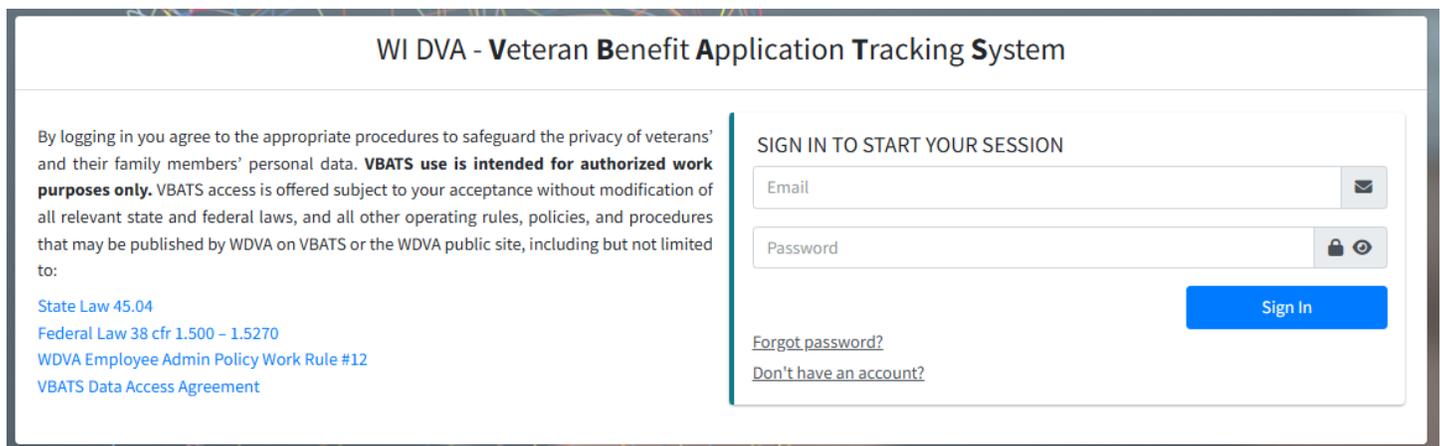
## Welcome to VBATS, our Veterans Benefit Application Tracking System

VBATS is our modern, state-of-the-art veteran benefits system used by the Wisconsin Department of Veterans Affairs (WDVA), Wisconsin County Veterans Officers, Tribal Veterans Officers, and accredited School Veteran Officials. VBATS is used for tracking veteran and dependent information, streamlining inter-office communication and data sharing, processing all veteran benefits, reporting benefit and financial data, and improving the speed by which veterans and their dependents receive assistance. VBATS is directly integrated with our: State Veterans Cemeteries, Military Funeral Honors, Veteran Outreach and Recovery Program (VORP), state veterans homes, Claims Office in Milwaukee, and our MyWisVets online veteran portal. Following extensive input from hundreds of users, our VBATS application went live September 3<sup>rd</sup>, 2024. We are proud of our VBATS application, which is using some of the newest and most current development technologies to provide many enhancements, efficiencies, and capabilities, along with the user-friendly interface. We're sure you'll find our new VBATS application to be extremely useful when helping veterans and their families receive benefits.

If you ever have a question, comment, or suggestion of how we can make an improvement, please email us at: [SysDevRequest@dva.wisconsin.gov](mailto:SysDevRequest@dva.wisconsin.gov) We're also happy to provide VBATS training 1-on-1 or to a group.

## Account Login and Registration

You can login or register for VBATS on our site: <https://apps.dva.wisconsin.gov/vbats/>



WI DVA - Veteran Benefit Application Tracking System

By logging in you agree to the appropriate procedures to safeguard the privacy of veterans' and their family members' personal data. **VBATS use is intended for authorized work purposes only.** VBATS access is offered subject to your acceptance without modification of all relevant state and federal laws, and all other operating rules, policies, and procedures that may be published by WDVA on VBATS or the WDVA public site, including but not limited to:

[State Law 45.04](#)  
[Federal Law 38 cfr 1.500 - 1.5270](#)  
[WDVA Employee Admin Policy Work Rule #12](#)  
[VBATS Data Access Agreement](#)

SIGN IN TO START YOUR SESSION

Email

Password

[Forgot password?](#)  
[Don't have an account?](#)

Sign In

If you can't log in or receive some kind of error, please contact our [System Development Team](#).

If you have an account, log in by putting in your e-mail and password and clicking Sign In. If you have forgotten your password, you can use the [forgotten password utility](#) to recover it.

(Account Login and Registration continued)

To register for an account, click on "[Don't have an account?](#)" Fill in the required information. Be sure to select CVSO or TVSO as your team, and then input your office address. **To gain access to VBATS you must send in a completed WDVA Form 2419.** Once you create your account, you will receive an e-mail to confirm your address.

**Veterans Benefit Application Tracking System Registration**

First Name \_\_\_\_\_ Last Name \_\_\_\_\_

Email \_\_\_\_\_ Phone Number \_\_\_\_\_

Password \_\_\_\_\_

CVSO

Min. 8 characters  
Include lowercase letter  
Include uppercase letter  
Include number  
Include a special character: #, -, !, @, \$, %, ^, &, \*

**County/Tribal Veteran Service Office Information**

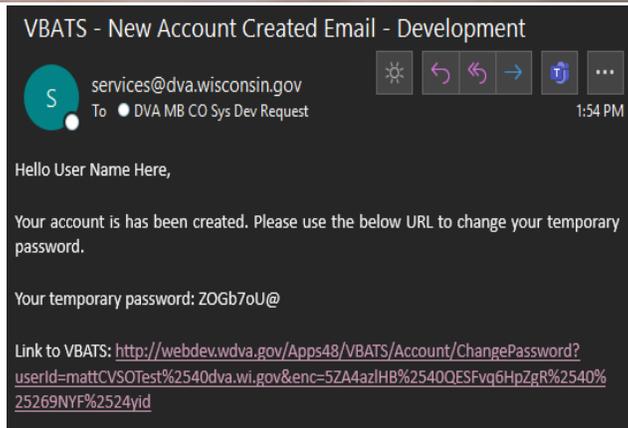
Address \_\_\_\_\_ City \_\_\_\_\_

- County - \_\_\_\_\_ Wisconsin \_\_\_\_\_ ZipCode \_\_\_\_\_

You must complete [DVA Form 2419](#) and email it to [sysdevrequest@dva.wisconsin.gov](mailto:sysdevrequest@dva.wisconsin.gov). Thank you

I agree to the [terms and conditions](#)

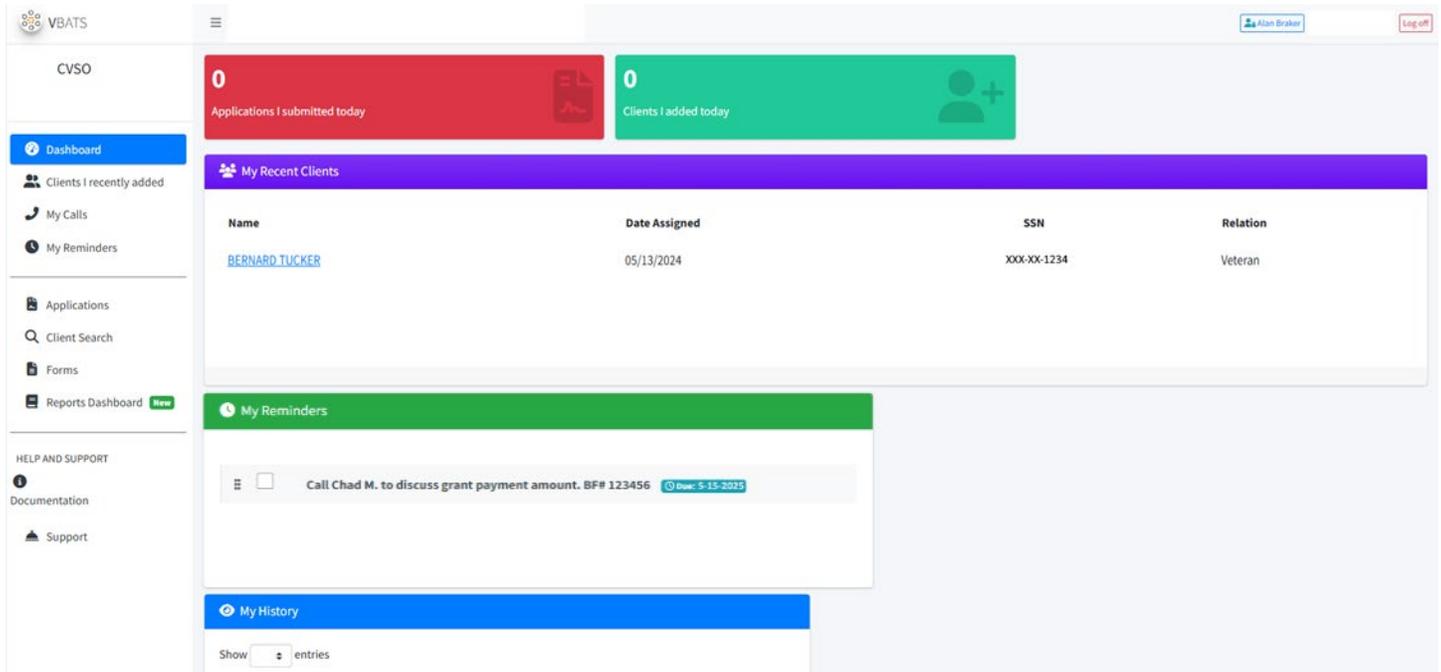
CREATE ACCOUNT



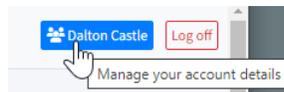
## Dashboard, User Control, & Permissions

When you first sign in, you will see a helpful dashboard with metrics, links to any veterans or dependents that you have recently added, as well as will any Reminders you have set up. The Main Menu on the left side allows you to navigate to search for veterans or benefit applications, access forms or reports, or request help.

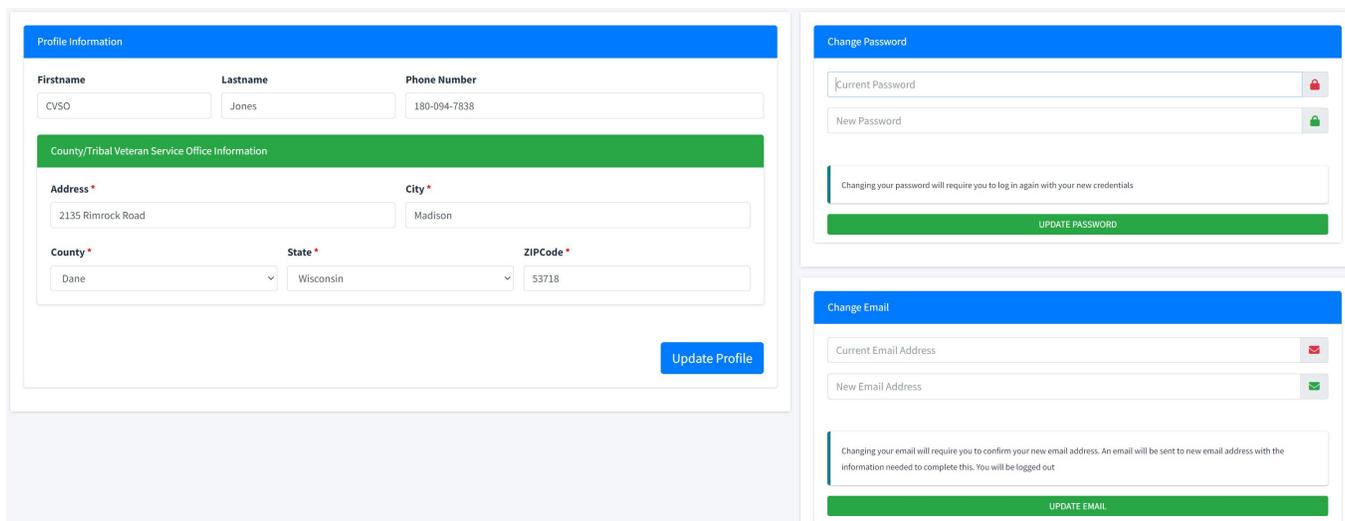
**Note:** Your dashboard is unique to you as a VBATS user, showing your reminders, recent clients, and applications added.



To change your username or manage your profile, click on your name in the upper right corner (next to the Log Off button).



Here, you can edit your profile, update your password, e-mail address, and make changes to your personal contact information.



## Side Navigation Bars

Two side navigation bars will help guide you through the site. The Veteran Menu appears when you are inside of a veteran's record and the Main Menu appears when you are using the rest of the site. The top of each navigation bar will take you to the Dashboard. At the bottom of both navigation bars, you can find links to Documentation and Support. Documentation will provide a link to the recent version of this user guide. Clicking support will use your e-mail application to draft an e-mail to our development team at: [sysdevrequest@dva.wisconsin.gov](mailto:sysdevrequest@dva.wisconsin.gov).

### Main Menu

CVSO

---

-  Dashboard
-  Clients I recently added
-  My Calls
-  My Reminders

---

-  Applications
-  Client Search
-  Forms
-  Reports Dashboard New

---

HELP AND SUPPORT

-  Documentation
-  Support

### Veteran Menu

CVSO

---

-  Dashboard
-  Client Search

---

 **Veteran**

-  Applications
-  HCAG/SAG Funds
-  Grave Registration
-  Discharge Documents
-  Documents
-  Family Members
-  Notes
-  Reminders
-  Calls
-  Email
-  Contacts
-  NPRC Records Request

---

HELP AND SUPPORT

-  Documentation
-  Support

## Clients I Recently Added

Clicking “Clients I Recently Added” will run the default client search looking for any users you have created in the last 24 hours. If the individual you are looking for does not show up, you can click on the “I Recently Added (Last 24 Hours)” box to change your search criteria and do another search of the rest of the VBATS client database.

Client Account Search Dashboard / Search Client Accounts

I Recently Added (Last 24 Hours) Search Client Data..... Search

D = Veteran is deceased.

First Name	Last Name	SSN	DOB	Relation	DD-214
Someone	Else	XXX-XX-9634	9/28/1989	Widow(er)	
D Edward	Testofferson	XXX-XX-5789	12/1/2023	Veteran	

## My Calls

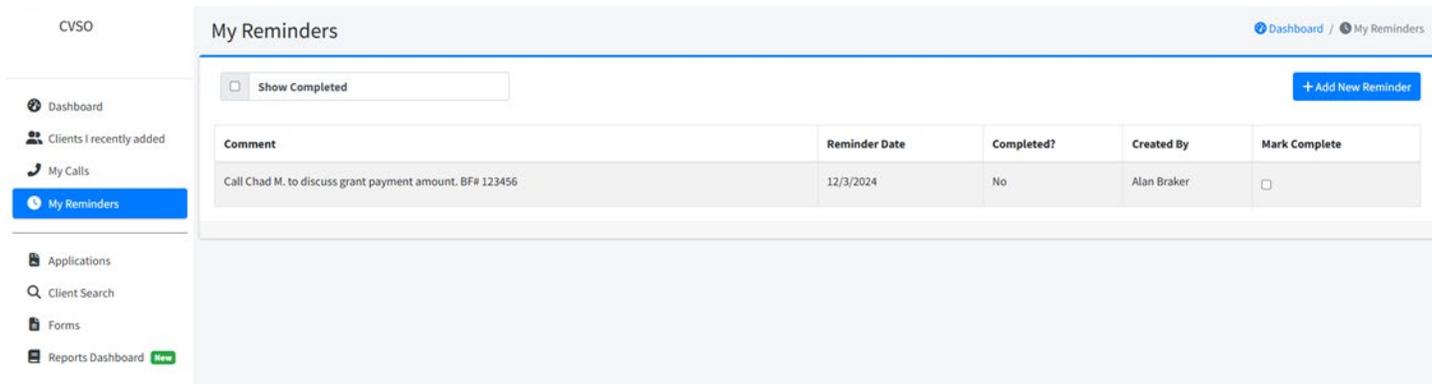
You can access your call history by clicking on My Calls. This will let you see every call you have logged into the system, regardless of which veteran they are logged under.

Call History

Call Type	Call Date	Agent	Note
Outgoing	2/22/2025	Alan Braker	Discussed times to meet at my CVSO office.
Incoming	4/22/2025	Alan Braker	Discussed sending in paperwork for WIGI Bill application.

## My Reminders

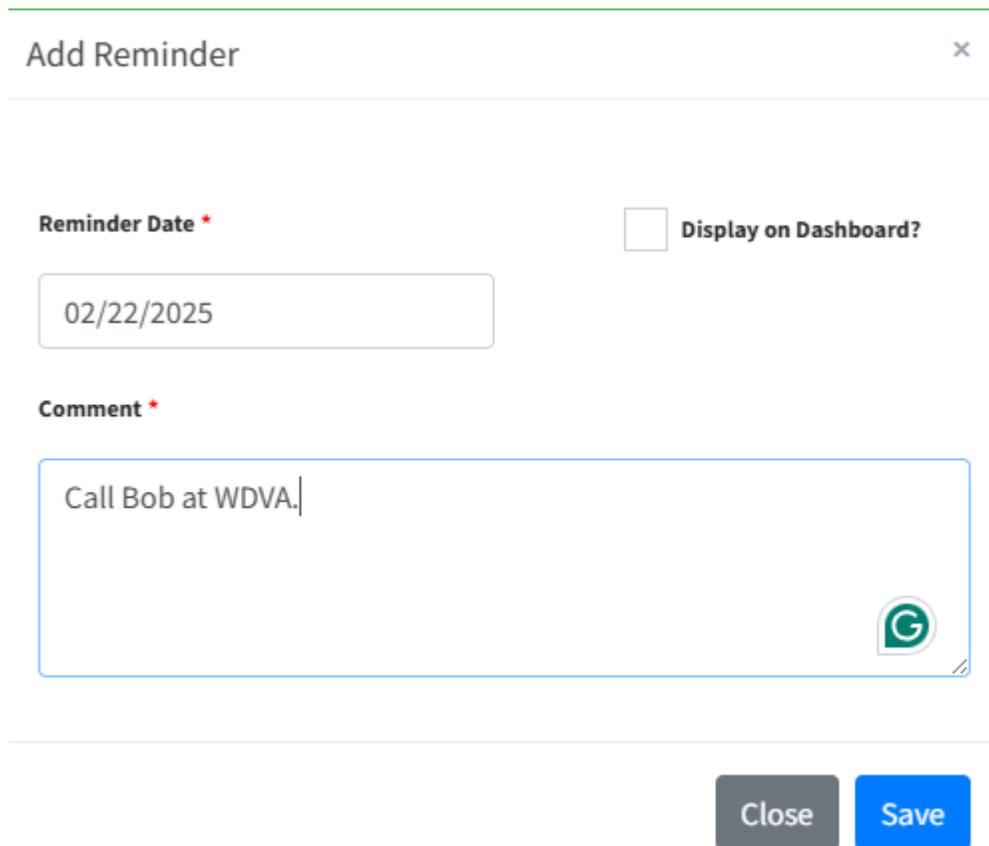
To add new Reminders, you can use My Reminders on the left navigation bar. In this window, clicking Show Completed will show your completed reminders. To add a new reminder, click Add New Reminder. If you have any reminders you would like to mark as completed, check the Mark Complete checkbox by them. You can also add Reminders [under a client profile](#).



The screenshot shows the 'My Reminders' interface. On the left is a navigation sidebar with options: Dashboard, Clients I recently added, My Calls, My Reminders (highlighted), Applications, Client Search, Forms, and Reports Dashboard (with a 'New' badge). The main content area is titled 'My Reminders' and includes a 'Show Completed' checkbox and an '+ Add New Reminder' button. Below this is a table with the following data:

Comment	Reminder Date	Completed?	Created By	Mark Complete
Call Chad M. to discuss grant payment amount. BF# 123456	12/3/2024	No	Alan Braker	<input type="checkbox"/>

In the window that pops up when you click on Add New Reminder, you can check Display on Dashboard to make it show up on the screen that appears when you first log in.



The 'Add Reminder' modal window contains the following fields and options:

- Reminder Date \***: A date input field containing '02/22/2025'.
- Display on Dashboard?**: A checkbox that is currently unchecked.
- Comment \***: A text area containing 'Call Bob at WDVA.' with a green speech bubble icon in the bottom right corner.

At the bottom of the modal are two buttons: 'Close' (grey) and 'Save' (blue).

## Applications

The Applications tab in the Main Menu will display benefit applications submitted from your specific county. You can search for applications by inputting different criteria. To view an application click on the 3 dots to the far right of each application. Note: Older legacy applications will show in the list, but not be viewable (Loans, TFRG, Econ, etc).

**Search Applications**

Application Type:  From Date: 01/22/2025 To Date: 04/22/2025

Applicant First Name:  Applicant Last Name:  Applicant Social Security Number:

Application Status: -- Select One -- Base File Number:  Dept of Defense ID:

Search:

**Search Results**

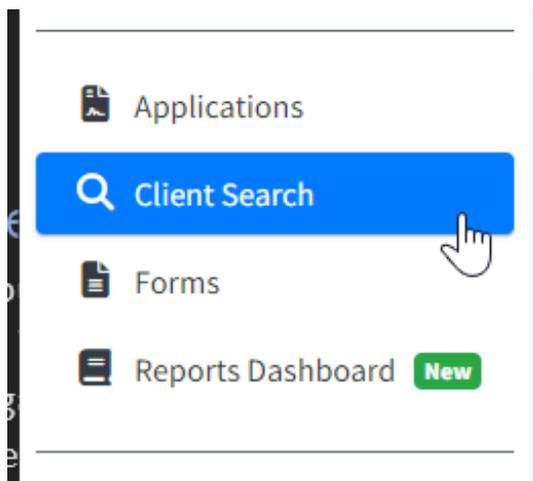
Show 10 entries

Id	BF #	Veteran	Applicant	Type	Received On	Last Modified On	Status	Last Modified By
1082483	1034224	ROBERT TESTER	ROBERT TESTER	WisDOT Veteran Identifier	04/22/2025	04/22/2025	Submitted	alan.braker@dva.wisconsin.gov
1082482	1034317	CHILD PERSON	TGDFSG DSFGDF	Central Wisconsin Veterans Memorial Cemetery	04/18/2025	04/18/2025	Submitted	SystemUser@dva.wisconsin.gov

Showing 1 to 2 of 2 entries

## Search for Clients

You should always search for a client before trying to add the client. This will save you time from needing to enter their information again. VBATS accepts clients from several systems (Claims, Funeral Honors, MyWisVets, Cemeteries) and, even if you have not worked with a veteran before, that veteran might already be entered. To search for a client, Clients Search.



(Search for Clients continued)

Clicking on the Name box will allow you to change the criteria you are using to search. If you have multiple criteria you wish to search by, perform the first search, then use the second search box (red arrow in the diagram), which will allow you to refine your search by searching through the results for any phone numbers, dates of birth, SSNs, or partial names you type in. If a user has a DD-214, you can open it by clicking Download Form. Users you do not have permission to access have a cancel mark next to them and are not clickable. Clicking on a person's name will bring you into the client's record.

First Name	Middle Name	Last Name	SSN	DOB	Relation	Base File Number	DD-214
ALMON		TESTER		3/20/1920	Veteran	44840	<a href="#">Download Form</a>
CHARLES		TESTER	399405597	1/1/1901	Veteran	unset	

## Add a New Veteran

To add a new Veteran to VBATS, click Add New Client in the upper right corner of the Clients page.

**Note:** A veteran must be added before a dependent. A veteran record must exist for a dependent to be tied to it.

Information marked with an asterisk is mandatory. When adding a new veteran or updating any veteran information that has a red exclamation mark appear next to it, a supporting document must be added using the add document box at the bottom of the screen. Until a substantiating document is uploaded, you will not be able to save the veteran into VBATS.

**Living Status**

Housebound  Homeless  Incarcerated  Deceased

**Demographics**

First Name \* Joe Middle Name Last Name \* Bob Suffix --- Select --- Gender --- Select ---

Date of Birth \* mm/dd/yyyy Date of Death mm/dd/yyyy Marital Status -- Select One -- Is Permanent And Total Disabled

**Identity**

Enter Identifier(s) \*  
Social Security Number, DoD ID, or Service Number is required to add a new veteran. A Social Security Number will be required to submit any benefit application.

Claim Number SSN \* Dept of Defense ID Service Number

At least one identifier is required

**Contact Information**

Email Address Home Phone Mobile Phone

Street Address \* Street Address 2

Address is required

City \* State \* -- Select One -- Postal Code \* County \*  
City is required State is required. Postal Code is required County is required.

You are required to enter supporting documents for certain fields that have been changed

## (Add a Veteran continued)

You are required to enter supporting documents for certain fields that have been changed

**File \***  No file chosen **Document Type \*** -- Select One -- X

**Add Document**

A valid document has not been uploaded for a name change. Valid documents are:

- DD-214
- Birth / Adoption Certificate
- Death Certificate
- Marriage Certificate
- Divorce Decree
- Social Security Card
- Legal Name Change
- Driver's / State / Student ID
- Other
- Index/Cemetery Card

**Note:** When adding a new client, or updating an existing client's information, 1 identifier must be entered, either the: Social Security Number, Department of Defense ID, or a Service Number.

**Note:** The Social Security Number will be required to submit any benefit application.

**Note:** VBATS checks for and will not allow duplicate social security numbers. If you receive a message that the social security number already exists, search for that number. If you need assistance, contact us at: [sysdevrequest@dva.wisconsin.gov](mailto:sysdevrequest@dva.wisconsin.gov)

**Note:** When adding a client, if you check the Deceased box, you will need to fill in burial information before saving the new client.

**Deceased** The client is marked as deceased. You will be required to enter burial information in order to proceed, and will be redirected to grave registration upon saving. Save

Add Burial Information ×

Add Burial Information

**County \***   **Cremated** **Cemetery Name \***

**Date of Interment**   **Unplatted**

**Grave/Lot Number**  **Grave Section Number**  **Grave Block Number**  **Headstone Type**

**Place of Death**

Submit Cancel

## Forms

Forms can be used to download various blank Federal and Department forms.

CVSO

- Dashboard
- Clients I recently added
- My Calls
- My Reminders
- Applications
- Client Search
- Forms
- Reports Dashboard New

HELP AND SUPPORT

- Documentation
- Support

### Form Manager Dashboard

Name	Download
WDVA 1037 - Veteran-Owned Business - Request for Certification	<a href="#">Download Form</a>
WDVA 1805 - Veterans Residency Affidavit	<a href="#">Download Form</a>
WDVA 2029 - School Application for Wisconsin GI Bill	<a href="#">Download Form</a>
WDVA 2030 - Request for Certification for Wisconsin GI Bill	<a href="#">Download Form</a>
WDVA 2059 - Request for Certification for Wisconsin Veteran Student Assistance Grant	<a href="#">Download Form</a>
WDVA 2096 - Service Connected Disability Verification Form	<a href="#">Download Form</a>
WDVA 2097 - Request for Certification for WI Veterans & Surviving Spouses Property Tax Credit	<a href="#">Download Form</a>
WDVA 2230 - Eligibility Application - Professional Occupational License Fee Waiver	<a href="#">Download Form</a>
WDVA 2240 - Eligibility Application - WisDNR Returning Service Members Voucher	<a href="#">Download Form</a>

## Reports Dashboard

Reports can be accessed through the Reporting Dashboard. As VBATS continues to grow, new reports will be added to this area. Previous reports have been carried here to VBATS.

### Reporting Dashboard

#### Recently Accessed Reports

[DMDC DD214 Report](#)

#### CVSO Reports

[County Graves Report](#)

[Graves Registration Report](#)

[Applications by County Report](#)

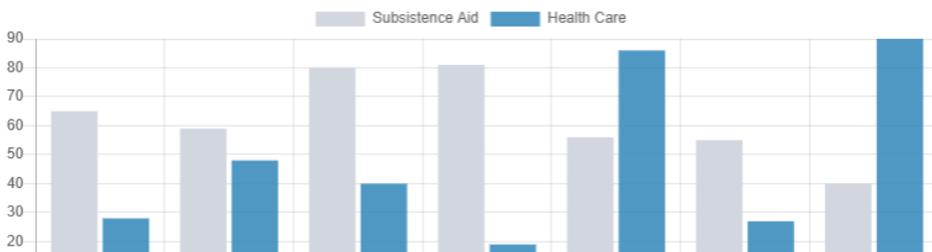
[Benefits by County Report](#)

[Applications Initiated by County Report](#)

[Veteran Search Report](#)

[DMDC DD214 Report](#)

#### Aid Grant Applications by Month



#### Wisconsin GI Bill Approvals vs Denials



## Help Documentation

Clicking on Documentation under Help and Support on the Main Menu will download the most recent version of this CVSO / TVSO VBATS User Guide. If you find a typo or would like to potentially have something added to the guide, please email us at: [SysDevRequest@dva.wisconsin.gov](mailto:SysDevRequest@dva.wisconsin.gov)

## Support Request

Clicking on Support under Help and Support on the Main Menu will open an email that will be addressed to us at WDVA Systems Development. When emailing us for support, please include as many details as possible. We're all fans of screenshots when describing anything.

# Applications

Applications can be accessed by clicking on Applications underneath the left navigation bar that comes up when you are accessing a client. Current and previous applications are viewed here. Clicking on Add New Application will open a window with all of the applications that can be submitted.

Application History

Search:

Show 10 entries

Id	Applicant	Type	Submitted On	Status	Last Updated On
779364	Jane Tester	Wisconsin G.I. Bill	7/16/2018	Eligibility Approved	7/18/2018
790297	Joe Tester	Eligibility Application	4/28/2014	Eligibility Approved	2/18/2016
879871	Joe Tester	WisDOT Veteran Identifier	11/23/2015	Eligibility Approved	2/18/2016
807310	Joe Tester	WisDNR Returning Service Members Voucher	4/28/2014	Eligibility Approved	4/29/2014

Showing 1 to 4 of 4 entries

Each benefit button in the list will open the relevant application. Benefits that are grayed out have been applied for already and are 1 use benefits.

Add New Benefit Application or Grant

Close

- Veteran or dependent data is populated into each new application, saving you time.
- Applications that allow different applicants will display a selector, which allows you to pick between the individuals who are eligible for a benefit.
- For applications like the Veteran License Identifier, you can only apply for the veteran, so you need only enter the source of the application, verify their information is entered correctly, and identify your county before clicking **Save & Submit** to send it in to WDVA for processing. If you click **Save Only**, the application will save, but not be sent to WDVA until you click **Save & Submit**.

NEW APPLICATION

Wisconsin Dept of Transportation - Veteran License Identifier

Applicant: Joe Tester  
 Gender: [blank]  
 DOB: 1/2/1986  
 Address: 105 QUINN ST

Gender: [blank]  
 DOD: [blank]

SSN: 234-45-3425  
 Email Address: [blank]

Home Phone: [blank]  
 Mobile Phone: [blank]

City: RIDGEWAY  
 State: Wisconsin  
 Zip: 53582-0000

Please verify the applicant's basic information. If you need to change anything regarding the applicant, you must do so by clicking [here](#).

Veteran Base File #: 301687  
 Source of application: CVSO/TYSO  
 CVSO County: Dane

CANCEL SAVE ONLY SAVE & SUBMIT

(Applications continued)

Once you have submitted an application, you can view the application history at the bottom of the application page.

**Application History**

Show  entries

Event	On	By
Application Initiated	02/29/24 12:27 PM	Dalton Castle
Application Submitted	02/29/24 12:27 PM	Dalton Castle

Showing 1 to 2 of 2 entries

Previous **1** Next

**Application Status: Submitted**

[CANCEL](#)

[+ Add Application Note](#) [+ Send Notification](#)

Notes

- Added by: Dalton Castle on 02/29/24 12:28 PM [Edit](#) [Delete](#)  
EMAIL TO CVSO  
Sent an e-mail
- Added by: Dalton Castle on 02/29/24 12:27 PM [Edit](#) [Delete](#)  
CALL WITH CVSO  
Test

If you click on Add Application Note, you can add notes to the application.

Add New Application Note ×

Enter a note regarding the application

Select a common subject if desired

**Subject**

[Save Note](#) [Cancel](#)

Other applications make use of a selector to allow you to choose a dependent or veteran applicant, with further questions for VBATS users to fill in additional information. If information about a veteran or spouse needs to be changed, there is a link you can click that will let you update their profile information rather than saving a new phone number or address just to one specific application.

NEW APPLICATION  
Application For Wisconsin G.I. Bill

Who is this application for?

Select an existing record or [add a new one here](#)

Name	Relationship	Selected
Joe Hendry	Veteran	<input type="radio"/>
Spousey McSpouseface	Spouse	<input checked="" type="radio"/>

**Applicant**  
 Spousey McSpouseface      **Gender** F      **Marital Status** Married      **SSN** 567-65-7657      **Home Phone**  
**DOB** 8/14/2024      **Email Address**      **Mobile Phone**  
**Address** 525 Pitt Street      **City** Platteville      **State** Wisconsin      **Zip** 53818  
 Apartment 5

Please verify the applicant's basic information. If you need to change anything regarding the applicant, you must do so by [clicking here](#).

Dependent Applicant

Dependent is younger than 17 years old.

**Veteran Base File #** 1034236      **Source of application** -- Select One --      **CVSO County \*** Grant

**School Information**

- Select One --
- Select One --
- Veteran - MyWisVets
- Veteran - Email/Postal/Walk-in
- CVSO/TVSO
- School Veteran Certifying Official

Some applications have more fields that you will need to enter. The questions on these will usually mirror those data fields on the paper applications.

NEW APPLICATION  
Wisconsin Dept of Veterans Affairs - Veteran Education Grant

**Applicant**  
Edmund Jacobson      **Gender**      **SSN** 438-57-3459      **Home Phone** 543-798-4377  
**DOB** 1/9/2024      **DOD** 1/10/2024      **Email Address** matt.steinhilf@dva.wi.gov      **Mobile Phone** 457-985-7398  
**Address** 585 Test Street      **City** Platteville      **State** Wisconsin      **Zip** 53818

Please verify the applicant's basic information. If you need to change anything regarding the applicant, you must do so by [clicking here](#).

**Veteran Base File #** 1752837      **Source of application** -- Select One --      **CVSO County** -- Select One --

**School Name** -- Select One --

If school is not listed contact WDVA at 1-800-WIS-VETS (947-8387)

**Approximate Date that term, semester, or course started** mm/dd/yyyy      **Approximate Date that term, semester, or course ended** mm/dd/yyyy

**Member of the National Guard?**  
 Yes       No

**Member of the Reserves?**  
 Yes       No

**Degree prior to the start of the course(s)**      **Enrolled Credits (for this semester)** 0      **Estimated Reimbursement (for this semester)** 0.00

None  
 Associate  
 Bachelors  
 Post-Graduate

[Form 2200](#)

## Healthcare Aid Grant / Subsistence Aid Grant Available Funds

You can view the remaining funds available to the veteran for the HCA Grant or the Subsistence Aid Grant.

VORP - SYSTEM ADMINISTRATOR

Joe Tester

[Add Account](#)      [Dashboard](#)      [Search Client Accounts](#)      ROBERT BLANKENSHIP

CURRENT DATE: 1/16/2025

### Health Care and SAG Grant Remaining Funds

Applicant	Service Date	Approval Date	Vision Paid	Dental Paid	Extended Dental Paid	Hearing Paid	Left Hearing Aid Paid	Right Hearing Aid Paid	Subsistence Aid Paid
TOTAL			\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

Lifetime remaining: \$1,900.00

- Dashboard
- Client Search
- Veteran
- Applications
- HCA/SAG Funds
- Discharge Documents
- Documents

# Graves Registration

In the event a veteran is deceased, the Graves Registration area is enabled. In addition to the burial information page that shows up when you attempt to add a deceased veteran, you can add service history and Next of Kin information by clicking on the respective Add Military Service or Add Contact buttons.

- Dashboard
  - Client Search
  - Veteran
  - Applications
  - HCAG/SAG Funds
  - Grave Registration**
  - Discharge Documents
  - Documents
  - Family Members
  - Notes
  - Reminders
  - Calls
  - Email
  - Contacts
  - NPRC Records Request
- HELP AND SUPPORT
- Documentation

## Military Service

Select an existing record or add a new one

Branch	Rank	Character of Service
Coast Guard	Constructionman Recruit	Honorable

[Add Military Service](#)

## Burial Information

Create or edit information

County	Cemetery	Cremated	Interment Date
Buffalo	Saint Joseph Cemetery (Sturgeon Bay)	<input type="checkbox"/>	2024-09-03

[Edit Burial Information](#)

## Next of Kin

Select an existing record or add a new one

Name	Selected
Randy Marsh	<input checked="" type="radio"/>

[Add Contact](#)

### Add Service History

**Branch of Service \***  **Rank**

**Entry Date \***  **Separation Date**

**Service Period \***

**Character of Service**  **Service Number**

**Name Used (If different from above)**

**First Name**  **Middle Name**  **Last Name**

[Close](#) [Save](#)

### Add Contact

**First Name \***  **Last Name \***

**Home Phone**  **Mobile Phone**  **Email Address**

**Street Address**  **Street Address 2**

**City**  **State**  **Postal Code**  **County**

[Close](#) [Save](#)

# Discharge Documents

While several document types can be added in the Documents tab, DD-214s and similar discharge documents require additional information to be added before they can be saved. These can be accessed in the Documents tab, but they also reside on their own in the Discharge Documents area alongside any data we have from Defense Manpower Data Decenter (DMDC).

**Note:** You can upload discharge documents. **You must enter the required data, or your discharge document will not upload.**

Joe Tester

[Add Reminder](#) [Log call](#) [Send Email](#) [Dashboard](#) / [Search Client Accounts](#) / [Joe Hendry](#)

### Military Service Discharge Records

[+ Add New Discharge Document](#)

DD-214						
Branch	Pay Grade	Character of Service	Entry Date	Separation Date	Home of Record	
Army	E-1		8/2/2024	8/5/2024	WI	

Defense Manpower Data Center (DMDC)

(DMDC) DD-214

No DMDC DD214 data available.

### Add New Discharge Document

Discharge Type \* [Choose a file \\*](#)

DD-214  King admission packet 071524.pdf

FirstName \* MiddleName LastName \* Date of Birth \*

Joe P Tester 09/27/1972

Character of Service Branch of Service is Required \* Pay Grade Home of Record

-- Select One -- -- Select One -- -- Select One -- Wisconsin

Entry Date \* Separation Date \*

08/02/2024 08/05/2024

Enter Identifier(s) \*

*At least one is required*

Social Security Number DoD ID Service Number

111-22-3333

Mailing Address

City State ZIP Code County

-- Select One -- -- Select One --

Primary MOS Secondary MOS TotalPriorService TotalForeignService

YYMM YYMM

[Upload Discharge](#)

## Documents

Veteran documents can be accessed by clicking on the Documents tab. If you click Upload Document, you can upload a document to the client's record. You can view documents by clicking on the three dots under Action. Not all documents are viewable to CVSOs and TVSOs.

**Note:** Be sure to review the Document Type Guide each time before you upload a document. Uploading the correct document types will improve the processing time of benefit applications.

**Note:** After you upload a document there is a slight delay of up to 2 minutes before the document is viewable in VBATS. This is due to the document being indexed and stored behind the scenes.

Document Type	Name	Date Updated	Action
Birth Certificate	BirthCert_Wendy	4/24/2025 1:17:21 PM	⋮
DD-214	DD-214	6/13/2024 1:31:36 PM	⋮

## Family Members/Dependents

Adding Family Members can be done under the Veteran's Family members tab. Family members can be used in applicable applications after they have been added to this section of the site.

Name	Relation	SSN	DOB
<a href="#">Jane Tester</a>	Spouse	212-99-9999	01/02/1989

When you first try to add a family member, you will be asked if they are also a veteran. If they are, this feature will allow you to link veteran families together while still allowing them to use their own benefits or, in the event one spouse has a higher level of disability and is thus eligible for a benefit the other spouse would not be eligible for on their own, to apply as a dependent even though they are a veteran themselves. Dependent children, spouses, and parents can be designated in VBATS.

Is this family member also a veteran?

Yes

No

Close

(Family Members continued)

Add Family Member ×

Is Federal/State/WDVA Employee?  Apportioning Benefits

First Name \*      Last Name \*      Gender      SSN \*      Date of Birth \*

Home Phone      Mobile Phone      Email Address

Street Address \*      Address (cont)

City \*      State \*      Postal Code \*      County \*

Relationship \*

**Save the family member**  
 POA on file? 

Close Save

## Notes

You will also be able to see Application Notes left by users.

-  Veteran
-  Applications
-  HCAG/SAG Funds
-  Discharge Documents
-  Documents
-  Family Members
-  **Notes**
-  Reminders

## Application Notes

Added by: **Alan Braker** on 04-24-2025 03:13 PM ([WisDNR Returning Service Members Voucher](#))  
Call CVSO Association  
Remind all of the CVSOs and TVSOs that they are doing an AWESOME job !!

## Client Reminders

Adding Reminders can be done directly on a client, in the Reminders tab. These reminders will appear on your reminders list and, if you check Display on Dashboard, the reminder will show up on your Dashboard. You can mark them as complete to remove them from this view and you can see completed items by checking the show completed box at the top. You can also add reminders from underneath the veteran's name.

The screenshot shows the 'Reminders' tab for a veteran. On the left is a sidebar with navigation options: Veteran, Applications, Grave Registration, Discharge Documents, Documents, Family Members, Notes, and Reminders (highlighted in green). The main area has a 'Show Completed' checkbox checked and an '+ Add New Reminder' button. Below is a table with the following data:

Comment	Reminder Date	Completed?	Created By	Mark Complete
Edward said he would get in contact with us somehow after he finishes with work on Thursday.	12/21/2023	No	CVSO Jones	<input type="checkbox"/>
Test	12/30/2023	Yes	CVSO Jones	<input checked="" type="checkbox"/>

The screenshot shows the profile for 'Edward Testofferson - Veteran'. Below the name are three buttons: 'Add Reminder' (highlighted with a hand cursor), 'Log call', and 'Send Email'.

The 'Add Reminder' modal form contains the following fields and options:

- Reminder Date \***: Input field with '08/23/2023'.
- Display on Dashboard?**: A checked checkbox.
- Comment \***: Text area containing 'This is a test item'.
- Save reminder here**: A red arrow pointing to the bottom right corner of the text area.
- Close** and **Save** buttons at the bottom.

# Calls

Adding calls takes place in the Calls section of a veteran's profile. Click Add call to add a new call. You can also add a new call by clicking Log call under the veteran's name.

Client Search

Call History Add Call

Call Type	Call Date	Agent	Note
Outgoing	2/22/2025	Alan Braker	Discussed times to meet at my CVSO office. <span>⋮</span>
Incoming	4/22/2025	Alan Braker	Discussed sending in paperwork for WIGI Bill application. <span>⋮</span>

Navigation: Veteran, Applications, HCAG/SAG Funds, Discharge Documents, Documents, Family Members, Notes, Reminders, **Calls**

Edward Testofferson - Veteran

Add Reminder **Log call** Send Email

Add Call ×

**Call Date**

**Call Type \***

**Phone Number**

**Duration \* (mins)**

**Note \***

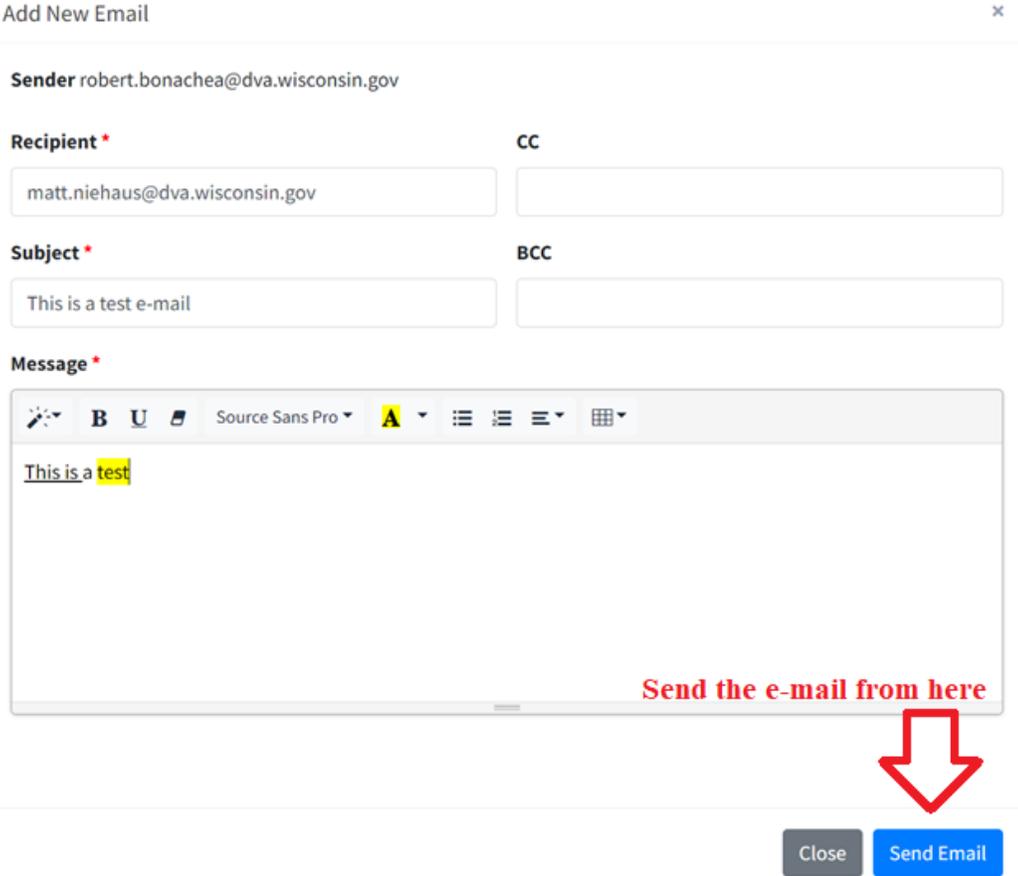
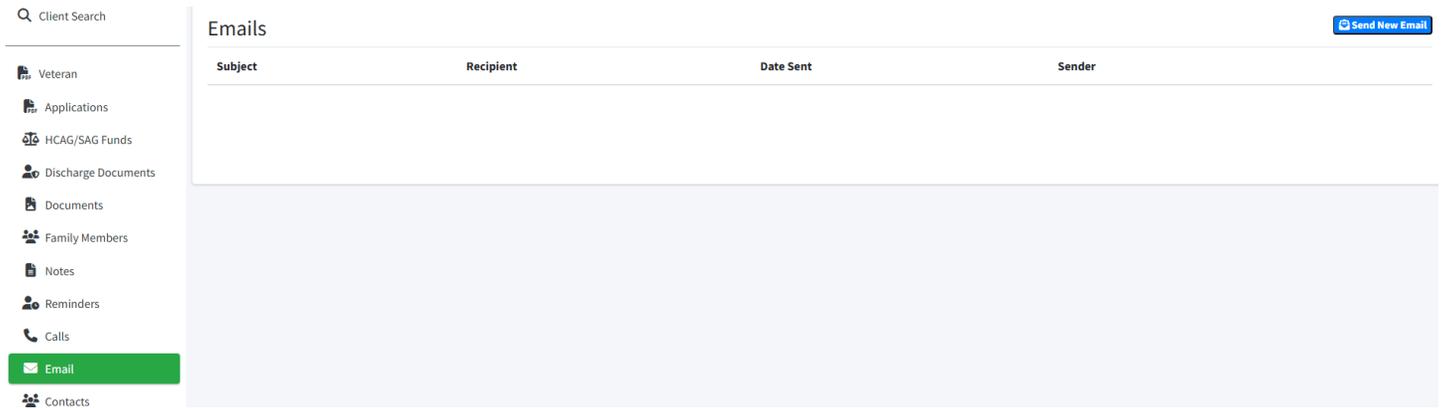
Quick call to inform the veteran their application has been processed

**Save your call here**

Close Save

# E-Mail

E-Mails can be sent from within VBATS through the E-mails tab. The application will use your e-mail tied to your VBATS account when it sends, so anything you send through the application that receives a reply will go to your email. You can also send e-mail by clicking Send Email under the veteran's name.



**Add New Email** [Close]

**Sender** robert.bonachea@dva.wisconsin.gov

**Recipient \***  **CC**

**Subject \***  **BCC**

**Message \***

**Send the e-mail from here**

## Contacts

Contacts are anyone who might be connected to a veteran, but who might not qualify as a dependent for the purposes of applications. Contacts could be adult children assisting their parents, attorneys, friends, or any other possible individuals that would be useful to track.

Client Search

- Veteran
- Applications
- HCAG/SAG Funds
- Discharge Documents
- Documents
- Family Members
- Notes
- Reminders
- Calls
- Email
- Contacts**
- NPRC Records Request

### Contacts

Name	Home Phone	Email	County
<a href="#">Randy Marsh</a>	123-456-7890	randym@geo.org	Dane

### Add Contact

First Name \*

Last Name \*

Home Phone  Mobile Phone  Email Address

Street Address  Street Address 2

City  State  Postal Code  County

**Save Contact here**

## Records Requests

Though you cannot enter items in NPRC Records Request, you can view information on what WDVA staff have in process for these areas.

-  veteran
-  Applications
-  Grave Registration
-  Discharge Documents
-  Documents
-  Family Members
-  Notes
-  Reminders
-  Calls
-  Email
-  Disability
-  Contacts
-  Claims
-  NPRC Records Request

### Record Request

Record Type	Requested From	Date Requested	Note
Service Records	Air Force	12/04/2023	Request placed with Air Force Office