**Chapter 4. Veterans Online Application (VONAPP) Direct Connect (VDC) and the Stakeholder Enterprise Portal (SEP)**

**Section A. The Veterans Online Application (VONAPP) Direct Connect (VDC) Program**

**Overview**

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| **In This Section** | This section contains the following topics: |

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| **Topic** | **Topic Name** |
| 1 | Introduction to the VDC Program |
| 2 | Jurisdiction of VDC Claims |

**1. Introduction to the VONAPP Direct Connect Program**

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| **Introduction** | This topic contains information about VDC claims, including* general description of the VDC program
* transition from Virtual VA to VBMS
* VDC interview process, and
* identifying VDC claims.
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| **Change Date** | June 11, 2015 |

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| **a. General Description of the VDC Program** | Veterans Online Application (VONAPP) Direct Connect (VDC) allows claimants to file disability compensation and dependency applications directly to their station of origination (SOO) via eBenefits. In addition to an application for benefits, VDC allows claimants to upload supporting documents, eliminating mail and scanning procedures, to form a timelier end-to-end electronic claims process.***References***: For more information on * eBenefits, see the [Benefits Assistance Service (BAS) website](http://vbaw.vba.va.gov/BAS/web-communications/eBenefits/index.asp) , and
* VONAPP, see the [*VONAPP User Guide*](http://vbaw.vba.va.gov/bl/21/Publicat/Users/docs/VONAPPuserdoc.pdf).
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| **b. Transition from Virtual VA to VBMS** | The development of VDC occurred in two phases. Initially, documents submitted through VDC uploaded to Virtual VA. Subsequently, the Veterans Benefits Management System (VBMS) became the document repository for claims material submitted through VDC.The table below outlines the timeline for the location of the VDC document uploads. |

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| **If ...** | **Then ...** |
| document(s) were received prior to August 20, 2013 | claims material will be in Virtual VA. |
| document(s) were received on or after August 20, 2013 | claims material will be in VBMS. |

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| ***Exception***: Submission of the following documents continue to upload to Virtual VA* *VA Form 21-22, Appointment of Veterans Service Organization as Claimant’s Representative*, and
* *VA Form 686c, Declaration of Status of Dependents*.

***Note***: The Virtual VA folder can be viewed in the VBMS eFolder by selecting the VIRTUAL VA DOCUMENTS tab.***References***: For more information on* Virtual VA, see the [*Virtual VA User Guide*](http://virtualva.vba.va.gov/training/guides/virtualvauser.pdf), and
* VBMS, see the [*VBMS User Guide*](http://vbaw.vba.va.gov/VBMS/Resources_Technical_Information.asp).
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| **c. VDC Interview Process** | VDC utilizes a question and answer interview style interface to guide the claimant in completing forms approved by Department of Veterans Affairs (VA). The interview process limits omissions and misinterpretations of information requested from the Veteran for adjudicating a claim. Currently, VDC contains an interview process for the forms listed below* *VA Form 21-526EZ, Application for Disability Compensation and Related Compensation Benefits* and supporting forms
* *VA Form 21-0781, Statement in Support of Claim for Service Connection for PTSD*
* *VA Form 21-0781a, Statement in Support of Claim for Service Connection for Post-Traumatic Stress Disorder (PTSD) Secondary to Personal Assault*
* *VA Form 21-8940, Veteran's Application for Increased Compensation Based on Unemployability*, and
* *VA Form 21-4502, Application for Automobile or Other Conveyance and Adaptive Equipment*
* *VA Form 21-674, Request for Approval of School Attendance*
* *VA Form 21-686c*, and

*VA Form 21-22*.In addition to these forms, claimants may upload five supporting documents.***Note***: Pension and survivors’ claim forms are unavailable through VDC. However, eBenefits contains a link to the legacy VONAPP for electronic submission of pension and survivor benefits claims. |

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| **d. Identifying VDC Claims**  | VDC claims are identifiable through a special issue flash and claim labels. Upon establishment of a claim, the VDC process affixes the special issue flash *VONAPP Direct Connect* under the first listed contention. Additionally, VDC uses claim labels beginning with the term “*eBenefits*.” The table below lists the VDC claim labels with corresponding end product (EP) series. |

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| **Claim Labels** | **End Product Series** |
| *eBenefits 526EZ Initial Live Comp <8 Issues* | 110 |
| *eBenefits 526EZ Initial Live Comp 8+ Issues* | 010 |
| *eBenefits 526EZ Supplemental* | 020 |
| *eBenefits Dependency Adjustment* | 130 |
| *eBenefits Dependency Adjustment Reject* | 130 |
| *eBenefits School Attendance* | 130 |
| *eBenefits School Attendance Reject* | 130 |
| *eBenefits 526EZ-Pre Discharge <8 Issues* | 110 |
| *eBenefits 526EZ-Pre Discharge 8 + Issues* | 010 |
| *eBenefits 526EZ-Pre Discharge* | 020 |

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| ***Notes***:* All claims received subsequent to the VDC submission by the claimant will create an incremental EP 400 series with an eBenefits claim label.
* If a claimant submits their claim by means other than VDC and subsequently submits a claim through VDC, this will also create an incremental EP 400.

***References***:* For guidance regarding EP control for pre-discharge claims, see M21-1, Part III, Subpart i, 2.A.2.
* For more information on incremental EPs on VDC claims, see M21-1, Part III, Subpart i, 4.C.e.
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**2. Jurisdiction of VDC Claims**

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| **Introduction** | This topic contains information about jurisdiction of VDC claims, including* assignment of jurisdiction for original claims,
* assignment of jurisdiction for supplemental claims
* jurisdiction of pre-discharge claims received through VDC, and
* FOIA requests through VDC.
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| **a. Assignment of Jurisdiction for Original VDC Claims** | Upon the establishment of an original claim the VDC process assigns the station of origination (SOO) based on the claimant’s address. |

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| **b. Assignment of Jurisdiction for Supplemental Claims** | Upon the establishment of a supplemental claim, the VDC process assigns jurisdiction based on the station that processed the most recent award. See the table below for guidance on transferring supplemental VDC claims. |

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| **If ...** | **Then ...** |
| the Veteran moved to another station’s jurisdiction and the claim **does not** require an examination | do ***not*** transfer the claim in VBMS.***Note***: If the claims folder is in a paper format at another station, request that the claims folder be sent to scanning. |
| the Veteran moved to another station’s jurisdiction and the claim **does** require an examination | * Check the Control of Veterans Records System (COVERS) for paper claims folders pending at the Regional Office (RO)
* Send all paper claims folders to the scanning vendor for conversion
* transfer the claim in VBMS, and
* notify the receiving Intake Processing Center’s (IPC) point of contact via e-mail.
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| ***Note***: Use the [*IPC Contact List Wiki*](https://vaww.wiki.webdev.va.gov/index.php?title=IPC_Contact_list) to identify the correct point of contact when sending a * notification of VDC claims transfer, or
* request for scanning of a paper claims folder.
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| **c. Jurisdiction of Pre-Discharge Claims Received Through VDC** | VDC accepts pre-discharge claims (excluding Integrated Disability Evaluation System (IDES) claims). Acceptable pre-discharge claims fall into the following two categories * Benefits Delivery at Discharge (BDD), and
* Quick Start (QS).

***Note***: Upon receipt of a pre-discharge claim through VDC, follow the VONAPP guidance found in M21-1, Part III, Subpart i, 2.B.3. |

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| **d. FOIA Requests through VDC** | Freedom of Information Act (FOIA) requests may be contained within materials submitted by the claimant via VDC.***Reference***: For guidance on processing FOIA requests, see * M27-1, Part I, 7, and
* M21-1, Part III, Subpart II, 1.E.4.
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