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<sup>1</sup> BIRLS: Beneficiary Identification Record Locator System. BIRLS is a Department of Veterans Affairs (VA) Veterans Benefits Administration (VBA) database containing records of all beneficiaries, including Veterans whose survivors applied for death benefits. The Department of Defense system named DEERS auto-feeds into the VA system of BIRLS.

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<sup>2</sup> Veterans Administration ON-line Certification of Enrollment (VA-ONCE) is a web service used by schools to certify a Veteran's enrollment in school. It interfaces with CWINRS, but not with BDN.

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## Chapter 2 CASE STATUS SYSTEMS AND ELECTRONIC RECORDS

### 2.01 Introduction to VA's Electronic Recordkeeping Systems

The U.S. Department of Veterans Affairs (VA) Vocational Rehabilitation and Employment (VR&E) Program utilizes a number of interconnected electronic data systems to perform the following tasks:

- Track claims from Veterans or Servicemembers
- Generate data for performance analysis of the Regional Office (RO) stations and employees
- Create authorizations and payments to training facilities and service providers
- Perform analyses of Veterans Benefits Administration (VBA) Areas and VR&E as a whole

These data systems are used in tracking, documenting, authorizing and recording program participation. These systems are also used to make payments to Veterans, service providers, vendors and facilities and provide other accounting-related services in support of rehabilitation. This chapter will discuss how VR&E staff access and enter data in the current systems. The systems discussed include the following:

- Benefits Delivery Network (BDN)/BDN Processing, which is VA's legacy system
- Corporate WINRS (CWINRS), which is named after the beta-test sites: Waco, Indianapolis, Newark, Roanoke and Seattle
- Veterans Services Network (VETSNET) – Share – Modern Award Processing – Development (MAP-D) claim tracking and management, which is used to track claims and displays End Products that are used to control the claim
- Common Security Systems (CSS), which is used to grant, control and monitor access to VA's secure applications
- Beneficiary Identification and Records Locator Subsystem (BIRLS)
- Virtual VA
- Corporate Database

- Veterans Tracking Application (VTA)
- Centralized Administrative Accounting Transaction System (CAATS)

## 2.02 References and Resources

Regulation:	38 Codes of Federal Regulations (CFR) 3.665 38 CFR 21.78
VA Forms (VAF):	VAF 20-8824e, Common Security Services (CSS) User Access Request VAF 4107, Your Rights to Appeal Our Decision
Websites:	<a href="https://vaww.portal.va.gov/sites/VRWKM/Pages/home.aspx">https://vaww.portal.va.gov/sites/VRWKM/Pages/home.aspx</a> <a href="https://vaww.portal2.va.gov/sites/infosecurity/infosecurityresources/SitePages/home.aspx">https://vaww.portal2.va.gov/sites/infosecurity/infosecurityresources/SitePages/home.aspx</a> <a href="http://epss.vba.va.gov/vrc_gateway/resources/Menu.html">http://epss.vba.va.gov/vrc_gateway/resources/Menu.html</a> <a href="http://vbahinesweb.vba.va.gov/web/bdn_sched_of_op.htm">http://vbahinesweb.vba.va.gov/web/bdn_sched_of_op.htm</a> <a href="http://www.tms.va.gov">www.tms.va.gov</a> <a href="https://vta.va.gov/VTA">https://vta.va.gov/VTA</a> <a href="https://vaww.caats.va.gov/login.aspx?ReturnUrl=%2f">https://vaww.caats.va.gov/login.aspx?ReturnUrl=%2f</a> <a href="http://vbaw.vba.va.gov/bl/20/cfo/MLAC/docs/CAATS%20Employee%20Access%20FORM.pdf">http://vbaw.vba.va.gov/bl/20/cfo/MLAC/docs/CAATS%20Employee%20Access%20FORM.pdf</a>

## 2.03 VA's Electronic Recordkeeping Systems Are Essential to Chapter 31

Vocational Rehabilitation Counselors (VRC), Employment Coordinators (EC) and VR&E division technicians and clerical personnel must have a working knowledge of how VR&E Program data are recorded and the VA automated data processing schedules. Many of the functions that were previously performed using BDN are now performed using CWINRS or VETSNET. The functionality that remains in BDN is discussed in this chapter. Although it is planned that BDN will be phased out, the following procedures must be followed until functionality is switched to the new systems.

### a. VR&E Benefits Delivery Network (BDN) Processing

A Brief Description of Current BDN Functions:

BFLD	BIRLS Folder
BINQ	BIRLS Inquiry
BUPD	BIRLS Update
CADD	Change of Address
CADJ	Claims Adjudication

CAST	Case Status (CH31)
CAUT	Claims Authorization
CEST	Claims Establishment
CNAM	Change of Name
CNUM	Change of Number
CORR	Correction to a Master Record
FAUT	Fiscal Payment Authorization
FIST	Fiscal Payment Establishment
FNOD	First Notice of Death
FOES	Fiscal Notice of Exceptions
MINQ	Master Record Inquiry
NOES	Notice of Exception
PCAN	Pending Issue File (PIF) Cancelled
PCHG	PIF Changed
PCLR	PIF Cleared
PINQ	PIF Inquiry
RESU	Resume Award
SINQ	Status Inquiry
STOP	Stop Award Payment
SUSP	Suspend Award Payment
VINQ	VETSNET Inquiry
WIPP	Work in Progress

b. Commands and BDN Processing

Discussion of specific VR&E commands and VR&E BDN processing will include the following:

- Case Status (CAST) (CH31) Processing and Controls
- VR&E Disallowance/Non-entry Into Training Claims Adjudication/ Claims Authorization (CADJ/CAUT) Processing
- Counseling Data Updates
- Master Record Corrections (CORR) and Updates
- Inquiry Functions - Master Record Inquiry (MINQ)/PIF Inquiry (PINQ)/Status Inquiry (SINQ)/BIRLS Inquiry (BINQ)
- Change Name (CNAM)
- Claim Establishment (CEST)

- BIRLS Folder (BFLD) Command (which Allows Entry to Location Screen)
  - Work in Progress (WIPP) Report
- c. Generated Eligibility Determination (GED) Processing in CWINRS using Auto-Generated Eligibility Determination (AutoGED)

An overview and sources of training for AutoGED processing in CWINRS are provided toward the end of this chapter (M28R.III.3). VR&E field staff must use AutoGED unless it is not technically possible to do so, due to a data problem. It is planned that any Field Station still processing basic eligibility decisions in BDN will be required to process them solely in CWINRS using AutoGED. During the period of transition, additional training will be provided as needed and resources will be included in this chapter.

#### 2.04 Chapter 31 BDN System Overview

##### a. BDN Claims Processing

Chapter 31 BDN processing is done online using field workstation computer terminals. Chapter 31 Master Record statistical data entries updates to existing Chapter 31 Master Records and new Chapter 31 Master Records are processed using Chapter 31 BDN processing.

##### b. VR&E Subsistence Allowance Payment Processing

Hines Information Technology Center (ITC) processes subsistence allowance payments for VR&E Program participants. Procedures for the payment of subsistence awards are included in M28R.V.B.8. Changes made in the Chapter 31 award screens will automatically update the corresponding Chapter 31 Master Records to display the results of the award either immediately or overnight. Subsequently, payment is issued by Hines ITC according to the BDN Schedule of Operations.

NOTE: The VETSNET Share record combines payment data from the payment processing and statistical data from entries made in the Chapter 31 BDN Master Record. As of Fiscal Year (FY) 2012, most stations are processing subsistence allowance awards in BDN. However, multiple pilot stations are beta-testing the new Subsistence Allowance Module (SAM) in CWINRS for the processing of awards of subsistence allowance. SAM can be accessed in CWINRS using the "Awards Tab" located at the bottom of any page of a Veteran's CWINRS electronic record. It is anticipated that Field Stations will be required to process awards of subsistence allowance solely in CWINRS.

## 2.05 Authorization of VR&E Division BDN Commands

### a. VR&E Outbased Locations Required to Have BDN Access

VR&E outbased locations must have onsite BDN access and follow the BDN processing procedures specified in this manual. Training will be coordinated by the field station VR&E BDN Liaison Representative.

### b. Requesting Appropriate Commands

To obtain BDN access and request initial or amended command authorization, VAF 20-8824e must be completed. Detailed procedures for obtaining this form and access to other secured systems are available at the Information Security Officer (ISO) website, <https://vaww.portal2.va.gov/sites/infosecurity/infosecurityresources/SitePages/home.aspx>. The authorization to execute commands in BDN is issued by the ISO at the VR&E Division. The commands authorized for each individual will be only those required for the performance of official duties as determined by the VR&E Officer. The ISO processes the request for employee access in the Corporate Database Environment using the electronic Common Security Employee Manager (CSEM) application.

### c. Special Restrictions and Concerns

No individual will be authorized the use of both CEST and CAUT commands. Care must be taken to ensure that command authorizations permit backup coverage of all VR&E work activities in the event the primary person responsible for the BDN function is not available.

NOTE: An attempt to create and authorize a transaction on a single signature will generate a security violation notice automatically reported electronically to the ISO.

## 2.06 BDN System Training

Further training in the use of BDN can be obtained in the BDN Guide radio button on the Electronic Performance Support Systems (EPSS), available at [http://epss.vba.va.gov/vrc\\_gateway/resources/Menu.html](http://epss.vba.va.gov/vrc_gateway/resources/Menu.html).

## 2.07 Schedule of Operations

### a. BDN Process Schedule

BDN is used to process most subsistence allowance awards for the Veteran. Hines ITC processes subsistence allowance at regular intervals. There are

normally six to nine processing cycles each month. The exact dates of cycle payment processing and the resultant update to the Chapter 31 Master Records are shown on the Vocational Rehabilitation Chapter 31 Payment Schedule of Operations. The Schedule of Operations can be found by accessing the following website:

[http://vbahinesweb.vba.va.gov/web/bdn\\_sched\\_of\\_op.htm](http://vbahinesweb.vba.va.gov/web/bdn_sched_of_op.htm).

Once established, log-in will be the same as the user's Local Area Network (LAN) user name and password. Each case manager must either receive a copy of the monthly payment schedule or be able to locate it online.

b. Use of the Chapter 31 Payment Schedule of Operations

Every individual using BDN in the VR&E Division and anyone using VR&E reports or performing activities that result in a Chapter 31 subsistence award should have ready access to the schedule of operations and know how to read it. It is crucial to correctly read and understand Benefit Runs and Full File Pass (FFP) dates in order to not miss the FFP and other Benefit Run dates.

FFP is the last date upon which an award can be authorized and paid on the Regular Cycle 0 the following month.

2.08 Chapter 31 Transaction Types

The transaction types listed below will appear on the M32 screen in the STAT or PAY field under LAST ACTIVITY and in the transaction history in the M38 screen.

TYPE	DESCRIPTION
02A	Correction to Master (MO1)
02C	CWINRS Correction to Master
02S	Correction to Master (NOT MO1)
03A	Original Chapter 31 Eligibility Determination
03R	Reopened Chapter 31 Eligibility Determination
04	Establish or Increase Account Receivable
04E	Clear Unassociated Accounts
04G	Hardship Payment
05	Lump-sum Payment
06A	One-time Payment
06B	One-time Payment Accounts Receivable (A/R)
06C	One-time Pay Clear Unassociated
06G	Special Payment
06L	Work-Study Allowance Chapter 31
07C	Waiver Full or Partial

07D	Write-off
08E	Reduce A/R No Document
09	Stop Payment
10	Suspend Payment
11	Chapter 31 Original Award
11R	Chapter 31 Reentrance Award
13	Chapter 31 Amended Award
16	Resume Payment
18	Establish or Change Recurring Deduction
21	Returned Check
22	Change of Address
22C	CWINRS Change of Address - Other
22D	Change of Electronic Funds Transfer (EFT)
22F	Change of Address - Fiduciary
23	Change of Station
25	Change of Name
26	Duplicate Record Consolidation
26C	Change of File Number
26D	Delete File Number from the Chapter 31 Master Record System
26R	Change of File Number in the Chapter 31 Master Record System
27A	Original Chapter 31 Disallowance Determination
27R	Reopened Chapter 31 Disallowance Determination
28	Notice of Death
70	End-of-month Payment Purge of Terminated Pay Records
80C	CWINRS Case Status Update/ Serious Employment Handicap (SEH) Indicator not Changed
80R	Case Status Update/SEH Indicator not Changed
81C	CWINRS Case Status Update/SEH Indicator Changed
81R	Case Status Update/SEH Indicator Changed
85R	Case Status or Employee Future Control, Change or Deletion
88E	Chapter 31 Entitlement Changed by VR&E
88R	Chapter 31 Eligibility/Entitlement Date Changed
90	Computer System Generated Update
98	Future Date Rate Change

## 2.09 Common BDN Commands, Functions and Processing Procedures

### a. Commands and Functions

VR&E staff are authorized use of many BDN commands and functions. The following BDN commands and functions will be used in Chapter 31 application processing.

1. CEST

An original pending issue will be established in the PIF when either no Chapter 31 Master Record exists or when the Master Record Type is S or J. A pending issue under End Product 295 must be established before an application allowance or Original disallowance may be processed.

2. CADJ

This command allows the operator with a 7500-series BDN badge to enter the 400 Level screens appropriate for Chapter 31 benefits. It allows for Chapter 31 data entry for either basic eligibility determination or disallowance. It is used for subsistence allowance processing as well.

3. On Screen Functions

- (a) Generate and Display (GAD)

When processing subsistence allowance, the GAD function allows BDN to generate and display, but not print the results of an award data based upon entries made on the supporting screens. For example, GAD is entered in the NEXT SCREEN field of the 435 screen to display award data for authorization.

- (b) Generate and Print (GAP)

GAP directs the BDN System to generate a screen for authorization (CAUT) and print a sheet of compiled relevant data based upon entries made on the supporting screens. For example, when GAP is entered in the NEXT SCREEN field of the 434 screen for dependency, the 435/436 screen for subsistence allowance, or the 408 screen for disallowance, it generates and prints a screen for an authorization (CAUT). The transaction is placed in a "pending authorization" status.

- (c) Generate Eligibility Determination (GED)

GED directs BDN to generate a "Tear Sheet" displaying the results of basic eligibility processed in BDN. This function can be used from the 433 screen for Original and/or Reopened basic eligibility processing, or from the 431 screen for Eligibility/Entitlement Update processing.

4. CAUT

Basic eligibility determinations and disallowances prepared under CADJ

that have been GED'ed or GAP'ed are authorized or canceled using this command. This is the last action performed by the operator before the basic eligibility determination or disallowance transaction is sent for processing into the Chapter 31 BDN Master Record. Financial awards generated in BDN also need to be CAUT'ed.

5. CORR

Chapter 31 Master Record corrections may be made using BDN processing under the CORR command. The number of fields which can be corrected on the BDN System using this command, however, is limited.

6. CAST

Chapter 31 case statuses are changed using this command.

7. WIPP

BDN will produce a list of all end products at the station awaiting or eligible for further action in BDN using this command. It will also display transactions where the end product is controlling a pending authorization action, and is not otherwise displayed as pending (W40 report).

b. General BDN Claims Steps Used in Chapter 31 BDN Master Records

COMMANDS FOR BASIC CLAIMS DEVELOPMENT AND PROCESSING	COMMANDS USED	SCREENS USED
1. Claim Establishment BIRLS. Data Record Pending End Product Code (EPC) Setup. Claimant's Address Entered*. Date of Claim Recorded/Committed. Routed to Next Step.	BINQ CEST CADJ	Ready Screen 101 BIRLS Data S99 Disposition. Also accessed are: P01, Veteran ID (VID) screen, S02 (selection if multiple issues).
2. Data Entry and Adjudicative Action. Enter Basic Eligibility and Rating Data. Enter Disallowance Data. GED Enter Subsistence Allowance Award Data, GAD/GAP	CADJ/CAUT	Ready Screens 431,432, 433 (GED) 434, 435, 436, 408 and 501. Also accessed: S02 S99 (disposition if transaction cannot be established in one sitting)
3. Disallowance.	CADJ/CAUT	Ready Screens 408 and 501.

4. Authorization.	CAUT	Ready Screen 501. Authorization S99. Also accessed: S02.
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NOTE: The claimant's address must be entered on the 101 screen during original claim processing.

## 2.10 BDN Master Record and Case Status Movements

The Original GED must be authorized before a Chapter 31 BDN Master Record exists. From the time VA receives an application for Chapter 31 benefits to the time the Veteran leaves the program, the Veteran advances through a series of case statuses. These statuses indicate the Veteran's current level and type of participation in the VR&E Program. VR&E staff use the BDN 320 or CAST screen to track each Veteran's movement through the Chapter 31 Case Status System.

Most case status changes, after creation of the Chapter 31 BDN Master Record, are generated through CWINRS and transmitted to BDN using the CWINRS BDN Transaction Manager.

When manual BDN processing of case status change is necessary, staff should use the CAST command. From the BDN Master Record screen, the case manager can also access the 408 screen for disallowance processing by entering 408 in the NEXT SCREEN field if the case status change involves disallowance (from Applicant or Evaluation and Planning status only).

## 2.11 Processing Overview

Preferably, case status changes will be made only in the CWINRS record and processed by the CWINRS BDN Transaction Manager. When this is not possible, the following procedures should be used:

### a. 320 Screen Access

Use the CAST command to access the 320 screen from the Ready Screen. Minimal Ready Screen entries are the command CAST, the operator's password and the Veteran's file number. If required data are missing or entered incorrectly, the Ready screen will display an error message.

### b. Pending Issue File (PIF) Search

When VR&E staff use the CAST command, BDN will search the PIF for a matching file number. If a matching pending issue exists, the Payee Selection Screen (S02) will appear. The S02 screen will display all the

pending issues associated with that particular file number. The VR&E operator may then decide which, if any, of the control codes to designate for adjustment via the 320 screen. If the operator selects an end product from the S02 screen by marking an "X" beside the desired end product, the top of the 320 screen will display that same end product. If the operator does not select a control code from the S02 screen, then the CONTROL CODE field on the 320 screen will be blank.

c. Use of the Work in Progress (WIPP) Command

Use of the BDN WIPP command can generate a list of aging end products. To generate this list, the user must first access the WIPP screen. The easiest method to access the WIPP screen in BDN is to set a radio button in BDN Shell:

- Right click a blank button on BDN Shell and enter WIPP as screen name, then save the button to preserve the shortcut
- Once accomplished, the button can be left clicked to access WIPP
- Once on the WIPP screen, enter the terminal two digits of the station number in the RO field
- Select "timeliness report only" by entering an "X" in the previous month field
- Skip the "End Product Code" field
- Enter VRE as EPC Type
- Then select digit range 00 to 99
- Enter W20 in Next Screen field and hit the ENTER key

This will produce a list of all end products at the station awaiting or eligible for further action in BDN. If there is a need to view additional pages of EPC data, hit the ENTER key again to retrieve further pages of data.

## 2.12 The 320 Screen-Case Status/Control/Counseling

a. Access to 320 Screen Data Entry Fields

There are five types of data on the 320 screen:

1. Case Status Data
2. Case Status Future Controls
3. Counseling Data
4. Future Employee Controls
5. Control Code Issues/Next Screen Request

VR&E staff may access all these data fields on the 320 screen.

b. Case Status Data

There are nine Chapter 31 case status categories:

1. Applicant
2. Evaluation and Planning
3. Extended Evaluation
4. Independent Living
5. Rehabilitation to the Point of Employability
6. Job Ready Services
7. Rehabilitated
8. Interrupted
9. Discontinued

Each of these statuses appears on a specific line on the 320 screen. Data must be entered for each case status applicable to the Veteran's program including the following:

1. The date the Veteran's case is assigned to the status (Begin Date).
2. The date the Veteran's case exits the status (End Date).
3. The reason for exiting the status (Reason Code).

4. The time spent in the status (Elapsed Days, which are automatically generated by the system).
5. Open date of next status.

c. Priority Updating of Case Status Fields

To reflect the Veteran's actual progress or status in the program, the VR&E Division must update the BDN case status categories (using the date of change) no later than two workdays after the program status change. Most case status changes are generated through CWINRS and transmitted to BDN using the CWINRS BDN Transaction Manager.

Employees on travel must enter their BDN work activity within 10 workdays of their return to the RO.

d. Open/Closed Case Status

A Veteran's case status may be either open or closed, but only one case status can be open at a time. An open case status has only a begin date and reflects the Veteran's current status in the VR&E Program. A closed case status has a begin date, end date and ending reason code. When a case status is closed, BDN automatically calculates the number of elapsed days in that status and displays this number on the 320 screen. In a single transaction on the 320 screen, an operator can update - that is, open, close, or change - more than one case status. Time periods for case statuses may not overlap and only one open case status is permitted. There must always be an open case status for each Chapter 31 Master Record.

e. Future Control Use Discontinued

As of the publication of this manual chapter, VR&E Service asks field staff to discontinue use of BDN "future controls." This BDN feature formerly allowed 707 End Product "diary" reminders to be setup, requiring a review of the Veteran's case and the number of days or intervals related to each case status. Any remaining 707 End Products should be deleted. A similar function is available in Share to create an 810 End Product for future review of cases earmarked for outreach.

f. Counseling Information

The counseling data portion of the 320 screen records information related to the rehabilitation program goal. The counseling data fields include the following:

1. Counseling/Evaluation/Rehabilitation (CER) Folder Location

The BFLD command auto-updates the CER Folder location field on the BDN 320 screen based on the information in BIRLS. With new folders or transferring cases (in or out of the station), a review of this field is necessary to verify the correct station number for the CER folder location. Incorrect CER folder location station numbers can affect accuracy of the division's performance data.

2. Individualized Written Rehabilitation Plan (IWRP) Code

The IWRP CODE field has a three-digit entry. In IWRP CODE, enter the first three digits of the Dictionary of Occupational Titles (DOT) code entered in the CWINRS Rehab tab. An entry in this field is required to move a Veteran out of Evaluation and Planning status with reason codes 03, 05, or 07. If the program goal changes during training, update this field. Also update this field if the Veteran's employment goal changes while in Job Ready Services status. In Independent Living cases the correct entry in this field is 000. For Extended Evaluation cases the DOT code for the occupation being assessed should be entered in the field.

3. Employment Code

In the EMPLOYMENT CODE field, enter the first three digits of the DOT code of the Veteran's actual employment position no later than the date the Veteran is declared rehabilitated. This field requires an entry whenever Employment Services status closes with reason code 22, 23, or 25 or the Veteran enters Discontinued status when Interrupted status closes under ending reason code 35.

4. Pre-Chapter 31 Salary

The PRE CH31 SALARY field requires a four-digit entry. Enter the monthly salary or equivalent (at the time the entitlement decision is made) in this field upon completion of the initial evaluation. Enter only whole dollar figures of the Veteran's monthly wage, with no dollar sign (\$). If needed, enter leading zeros to fill the field (e.g., a salary of \$950.00 a month would be entered as 0950).

5. Post-Chapter 31 Salary

Once the Veteran completes a program of Chapter 31 services and obtains employment, enter the Veteran's monthly salary in the POST CH31 SALARY field. Enter whole dollar figures, with no dollar sign (\$). If

needed, enter leading zeros to fill the field. A positive entry other than zeros in this field is required to place a Veteran in Rehabilitated status from Employment Services status under ending reasons 22, 23, or 25 or to move the Veteran from Interrupted status to Discontinued status with ending reason 35.

6. SEH

Entry in the SERIOUS EMPLOYMENT HANDICAP field is required to indicate whether or not a serious employment handicap exists. If the VRC determines that the Veteran has a SEH, enter "Y" in this field. Conversely, if the Veteran does not have a SEH, enter "N." Should the Veteran's employment handicap status change during the course of his or her program, update this field accordingly. Care should be taken that the SEH status is correct and matches in BDN and CWINRS.

g. Control Code Issues and Next Screen Processing

The last section of the 320 screen provides for clearing and canceling control codes and for the next screen processing.

1. Control Codes

Control codes identify work processes and control workflow. The CAST 320 screen is capable of clearing or cancelling control codes. Control codes are typically established using AutoGED and CEST.

(a) Control Code 717: Vocational/Educational Counseling

Obsolete, do not use.

(b) Control Code 718: (Repurposed to) Vow to Hire Heroes Act

Final Disposition. Clear the 718 using PIF Cleared (PCLR) when planned activity is completed and documented. If the planned activity is no longer necessary, cancel the 718 using PCAN.

(c) Control Code 719: Evaluation and Planning Process

2. Control Code Selection from the Pending Issue File

When accessing the 320 screen, the BDN System will display the S02 screen (Payee Selection Screen) if multiple PIF issues exist. The S02 screen will give the case manager the ability to associate entries on the

320 screen with the appropriate control code. Select 719 by placing an "X" in the selection field – to the left of End Product displayed.

### 3. VR&E Disallowance Processing (CAST)

Following the selection of a Chapter 31 control code from the S02 screen, the operator can request the 408 screen for VR&E disallowance processing. Disallowance processing requires the Ch31 BDN Master Record Type to be I (Basic) or E (Terminated). To request disallowance processing, enter 408 in the NEXT SCREEN field. To proceed with disallowance processing, however, the VR&E operator must have CADJ command authority. Otherwise, BDN will display the message, "DISALLOWANCE PROCESSING NOT AUTHORIZED."

A VR&E operator with CAUT authority will access the 501 screen and authorize disallowance. When 501 screen entries are complete, and the disallowance transaction is authorized, the Chapter 31 Master Record type automatically records the disallowance. When the Ch31 Master Record Type is I, a disallowance transaction will amend the Master Record to J-Disallowed, which is displayed on both the M32 and M35 screens. When the Ch31 Master Record type is E, or if it is reopened with a new application and subsequently disallowed, then the disallowance is displayed on the M32 screen. In either case, a Master Record in disallowance will prevent processing a Subsistence Allowance Award.

NOTE 1: Disallowance processing can also be handled with a CADJ command following the Case Status update (CAST). The GAD function will produce a system-generated Tear Sheet from the 408 screen. The Tear Sheet will auto-print the name of the VR&E employee who processed the CADJ command, and must be signed by the VR&E employee who processed the CAUT command.

NOTE 2: System-edits in CWINRS and BDN prevent a single employee from authorizing (CAUT) both the GED (transaction 03A and/or 03R) and Disallowance (transaction 27R).

#### h. Employee Responsible Code

The EMPLOYEE RESPONSIBLE field at the top of the 320 screen is a four-digit number code that identifies the VR&E case manager. The master record will retain this code. A VR&E operator can update this field in conjunction with or independent of any other changes on the 320 screen with a CAST command. When the VR&E division receives a claim, the division must assign the case an employee responsible code. When the BDN System automatically

establishes Applicant case status following basic eligibility processing, this field will contain an entry of 8000. Employee Responsible code is changed at the time the Veteran is assigned a Case Manager in CWINRS. Following designation of the employee responsible, the master record will retain the code for the field employee responsible regardless of other screen activity, unless a VR&E employee changes the EMPLOYEE RESPONSIBLE field.

i. Processing Capability

1. Online Updating

Once 320 screen processing is complete, an 80C, 80R, 81C, or 81R case status transaction will immediately update the associated Chapter 31 Master Record. The transactions are posted on the M38 Screen. This transaction overlays the existing master record data with the newly input data and also updates the master record fields LAST ACTIVITY DATE and LAST ACTIVITY TIME with the date and time of the overlay. The LAST ACTIVITY TRANS TYPE field will show 80C, 80R, 81C or 81R.

2. Automatic Transaction Code 80C or 80R Generated

Applicant eligibility processing by AutoGED or direct BDN processing on the 431 screen will also generate updates to the data displayed on the 320 screen. If a Veteran is found eligible for Chapter 31 benefits and a GED action is completed, the BDN System will automatically open the Applicant case status. Similarly, a determination to disallow Basic Eligibility will automatically set up a closed Applicant case status with ending reason code 01. AutoGED processing will close Rehabilitated and/or Discontinued case status for movement to the Applicant case status.

NOTE: For AutoGED processing of a reopened claim, the CER folder location in both BIRLS and on the BDN M-35 screen must reflect the correct station number. If the station number is incorrect, the case status change and date of claim will not be updated in BDN. Check the M35 screen and perform BFLD command if necessary when processing a reopened claim.

j. BDN System Edits

All data entered on the 320 screen undergo a series of checks for accuracy and consistency. If BDN discovers errors, the operator must correct the error conditions before processing can continue. The fields that contain the errors will flash on the screen. Once the screen is error-free, BDN formats a

transaction, updating the Chapter 31 Master Record by overlaying the case status, counseling and/or future control fields with the newly entered data.

k. Summary

The 320 screen allows VR&E Division employees to do the following:

1. Enter the VR&E employee responsible code.
2. Enter case status dates and ending reasons.
3. Enter an associated employee code for both operator-entered and system-generated case status future control dates for each open case status.
4. Enter counseling data.
5. Enter future employee controls by employee code.
6. Access the 408 screen for VR&E disallowance processing.

2.13 Substantive Disallowance Based on Determination of Non-Entitlement

a. General

This subchapter provides instructions for the processing of Chapter 31 disallowances for non-entitlement. The BDN screen 408, Chapter 31 Non-entry into Training, is used to record those disallowances.

Screen 408 will be completed when the VRC determines from the evidence of record that a Veteran does not meet requirements for entitlement. A formal disallowance will be required in these cases upon denial of a current claim.

b. Initial Claim

Screen 408 will record in the claimant's master record the formal disallowance of an initial claim in the following instances:

1. Disallowance of a claim under all applicable laws, or
2. Upon withdrawal of an original claim

c. Reopened Claim

Screen 408 will also be used to record disallowances for reopened claims for

the same reasons an initial claim may be denied.

1. Disallowance of a claim under all applicable laws; or
2. Upon withdrawal of an original claim

#### 2.14 Processing the Disallowance on the 408 Screen – (CADJ)

##### a. Reasons for Disallowance

Enter an "X" in one field in the right column on the 408 screen to indicate the reason for disallowance. If there are two or more reasons for disallowance, enter only the one that takes precedence. If the user selects code 29, Other, he/she must write an explanation in the REMARKS field. This explanation may be up to 70 characters in length. Do not make any entries in the left column, which is historically reserved for Veteran Service Center (VSC) Division disallowances.

##### b. Authorization

A disallowance transaction printout is generated following GAP processing and will be signed by the preparing VRC and an authorizer. The authorizer will also complete the 501 screen.

NOTE: The Authorizer may not CAUT both the GED transaction (03A and/or 03R) and the Disallowance transaction (27R).

#### 2.15 Circumstances When the 408 Screen Will Not Be Completed for a Disallowance

The 408 screen will not be completed for the situations listed below:

##### a. New Evidence During Due Process Period Causes No Change In Previous Disallowance

Evidence is submitted during due process period after disallowance of the claim, and no change in the previous determination is warranted.

##### b. Duplicate Claim Submitted

There is a prior disallowance of a pending claim, a subsequent claim by the same claimant is disallowed for the same reason and no new evidence is submitted for consideration. The claimant will be informed of the dismissal of the claim as a duplicate of the claim previously completed. The actions will be taken by the division which prepared the prior disallowance. The

reapplication will be marked "Duplicate Claim" and initiated by the VRC as appropriate.

## 2.16 Reasons for Disallowance

The VR&E Division may access the 408 screen for one of six reasons to disallow a case. The VRC may not access the remaining 12 reasons for disallowance shown in the left column on the screen. The VRC may select only one reason at a time from the six available in the right column.

### a. 65 - Entitlement Exhausted

The claim is disallowed because the Veteran has used all education and rehabilitation benefits for which he/she is eligible.

### b. 66 - Beyond Eligibility Termination Date

A claimant is not entitled to Chapter 31 benefits that extend past the eligibility termination date.

### c. AA - Declared Ineligible

The Veteran's service connection is severed or reduced to a non-compensable level prior to the making of an eligibility/entitlement determination by the VR&E Division.

### d. BB - Not Entitled

The Veteran is given a comprehensive evaluation and found not to have an employment handicap.

### e. CC - Failure to Pursue

The Veteran has not followed up a VA request for additional information or otherwise, failed to pursue his/her claim.

### f. DD - Other

This field is used when a claim is disallowed for a reason other than one listed on the screen.

## 2.17 Disallowance Letter

The BDN System is not capable of generating letters at this time, so manually

generated letters using CWINRS Letters (or another cache of disallowance letters) is required. Whenever action is taken to disallow a claim based upon a determination of non-entitlement, the claimant or fiduciary and any designated representative will be furnished a written explanation sufficient to enable the recipient to understand the reason for the action taken. The claimant will also be provided notice of the right to appeal the decision. Send this letter with VAF 4107 to the Veteran and copy his/her Power of Attorney (POA). Refer to M28R.III.C.2 for more information on providing due process.

## 2.18 Correction Command: Correction (CORR) Processing

### a. General

The CORR command is available for both VR&E and Finance staff. CORR is used to access a Chapter 31 Master Record, either to correct existing information or to add information that previously did not exist in the record. Corrections may only be made to Master Record Types A, E, or I.

### b. Screens That Allow CORR Processing

The system will allow access to specific Chapter 31 MINQ screens through the CORR command. Changes to the Chapter 31 Master Record may only be made on the following screens:

#### 1. Staff (Finance) with 4000 Level badges can access and correct:

- M01 Deduction/Receivable/Balance Data

#### 2. Staff with 7500 Level badges can access and correct:

- M32 - CH31 Master Record Status
- M33 - CH31 Entitlement/Diagnostic
- M34 - CH31 Entitlement History
- M36 – Facility Code and Entitlement Code

### c. Protected (Non-correctable) Fields

The number of fields which can be corrected by BDN is limited. The cursor will not move to fields to which no change can be made.

d. Online Processing

Chapter 31 CORR processing is done online, as is the updating of the Chapter 31 Master Record. Entries made to BDN correctable fields will immediately update the Chapter 31 Master Record once CORR processing is completed. There are two types of CORR transactions:

1. "02S" - Master Record Correction

This transaction is generated when the CORR command is used to add to or correct fields on the M32, M33, M34, or M36 screen. When any of these screens is displayed, the cursor will be positioned at the first correctable field.

2. "02A" - Master Record Correction

This transaction is generated when using the CORR command for the M01 screen. The system will allow access to the M01 screen through the CORR command, but corrections to this screen can only be made by Finance staff.

e. Impact on Other Systems

A correction to a Chapter 31 Master Record does not affect the BIRLS system or VETSNET/SHARE. If corrections to BIRLS or a non-VR&E record are necessary, coordinate the correction by alerting the VSC, allowing them to correct the record as specified at VBA Manual M23-1, Part I, Chapter 6.

2.19 VR&E Use of the CORR Command

a. CORR Access Procedure

Access from the Ready screen using the CORR command, the operator's password, the file number and the benefit type. Screen Number can be entered as an optional entry if a specific screen is required.

b. Master Record Corrections

When a correction screen is displayed, the operator may enter data in the correctable fields, request another screen or both. Additionally, the operator may restore the original displayed data on the screen by using the RESTORE (RES) function in the Next Screen field. If the field to be corrected contains data, it should be deleted and the correct data entered. If the field to be corrected is blank, the correct data should be entered. If the operator enters

new data or changes old data and presses Enter, the entries are edited for validity and a correction transaction (TR 02S) is generated. If no data elements are changed or entered and no additional screen is requested, the operator may terminate processing by hitting the F8 function key. If END is entered in the NEXT SCREEN field, processing is terminated, all screen input is lost and no transaction is sent. If another screen is requested, however, it will be displayed after the generation of any correction transactions from the current screen.

## 2.20 Correctable Fields

The fields listed by screen below are correctable using the CORR command.

### a. M32 - CH31 Master Record Status

The M32 screen correctable fields and their allowable entries are:

FIELD NAME	ALLOWABLE ENTRIES
POWER OF ATTORNEY	The following powers of attorney can be entered as alphabetic or numeric characters: PVA (71), AL (74), ARC (75), AVC (76), AMV (77), DAV (83), JWV (86), MPH (89), VFW (97). All other entries in the Power of Attorney field must be the equivalents in M21-1MR, Part I, 3.B.13. Blanks may be entered to delete a Power of Attorney.
FIDUCIARY FOLDER LOCATION	Any valid station number except 376 or 358.
FOLDER PULL	Any single alphabetical letter between A and Z.
RETIRED CER FOLDER	NO is the only valid entry.
PHONE NUMBER	Any valid telephone number and area code, with or without dashes.
SSN	Any nine-digit number, with or without dashes or spaces. If file number is nine digits, entry must match the file number.
BIRTH DATE	A valid date (MMDDYY, with or without dashes). It must be at least 15 years in the past.
SEX	M or F.
EOD (ENTERED ON DUTY)	Any valid date, with or without dashes, or blank. Blanks are not a valid entry for the first EOD date line. The EOD date cannot be later than the RAD date for the same line.
RAD (RELEASED FROM ACTIVE DUTY)	Any valid date, with or without dashes or blank. The RAD date must be blank if the

	EOD date for the same line is blank. The RAD date may be blank if the EOD date and the In Service Indicator (see IN-SVC field below) are entered. The RAD date cannot be earlier than EOD date for the same line.
IN-SVC	"X" or blank. If "X" entered, an EOD date must exist without an RAD date. If applicant is still in service, TERMINATION DATE and INIT RATING NOTICE fields on the M33 screen will be blank.

b. M33 - CH31 Entitlement/Diagnostic

The M33 screen correctable fields and their allowable entries are:

FIELD NAME	ALLOWABLE ENTRIES
TEMPORARY ENTITLEMENT	"X" or blank. If entry equals "X," master record type must be "I" or "E."
CURRENT SC CONDITIONS	Any valid diagnostic code entered as NNNN or NNNN/NNNN.
CURRENT PERCENT	The valid percent assigned to the associated condition. Enter as 000 to 100 in increments of 10 only. If a current percentage exists, an associated current condition must exist, unless MEMO RATING equals "X." Since each SC CONDITION can contain two diagnostic codes, if two codes are entered, SC PERCENT must be acceptable for one of them.
CURRENT COMBINED DEGREE	Any valid numeric entry 000 to 100 in increments of 10, or blank. If an entry exists in SC or if INDIVIDUAL UNEMPLOY IND equals "X," then an entry is required unless MEMO RATING equals "X."
ADDITIONAL CONDITIONS	Valid numeric entries are 1 through 9 if more than three SC conditions exist or blank if no more than three SC conditions exist.
MILITARY RETIRED PAY	Indicator that Veteran is receiving military retirement pay in lieu of VA compensation. If present, entry must be "X" or blank.
MEMORANDUM RATING	Entry must be "X" or blank. Entry is required if all SC PERCENTS are blank, and SC COMBINED DEGREE is blank.
INDIVIDUAL UNEMPLOYABILITY	Valid entry is "X" or blank. If "X" is entered, the CURRENT COMBINED DEGREE must be

	less than 100 or greater than 50 (if valid numeric entry). If "X" and MEMO RATING equals "X," an error message will be displayed and both fields will be highlighted.
COMPETENT	Valid entries are "YES" or "NO." YES will convert to "1" and NO will convert to "2."

## c. M34 - CH31 Entitlement History

The M34 screen correctable fields and their allowable entries are:

FIELD NAME	ALLOWABLE ENTRIES
FACILITY NAME	Enter up to 20 alpha-numeric characters of the facility's name for any period of prior VA educational benefits (non-CH31 training). Entry of up to five facilities may be made. An erroneous entry may be deleted by setting it to blanks.
TRAINING TYPE	The type of training at the facility. Valid entries are "A" thru "L" or "X." The types of training are: A - Graduate School B - Undergraduate C - College, Non-degree D - Non-College Degree, Vocational/Technical Post High School E - Other Vocational/Technical F - High School G - On-the-Job Training (OJT) H - Farm Co-op I - Special Restorative Training (chapter 35) J - Flight Training (Chapters 32 and 34) K - Apprenticeship (Chapters 34 and 35) L - Elementary School X - Other
COURSE NAME	The course name for the training facility listed.
ENTITLEMENT USED	The entitlement used for the course listed, entered as MMDD or MM-DD or blanks. Any two-digit numerical entry of 00 through 99 is valid for "MM," and valid two-digit numerical entries for "DD" are 00 through 29.
BENEFIT TYPE	The type of VA benefit the Veteran received for the course. This may be entered as CH30, CH32, CH34, CH35, WWII, CH33.

TRAINING STATUS	For each course enter "S" for satisfactory progress or conduct and cooperation, "U" for unsatisfactory progress or conduct and cooperation or "I" for in-training (course still underway). In-training may only be indicated on the first line.
ADDITIONAL TRAINING OVER 5	Number of training periods not shown. Displayed as numeric between 1 - 9 or blank. Entry of 1 would indicate six periods of training: the five listed and one additional not shown. Blank or 0 will be entered if five or less periods of training exist.

## d. M36 - CH31 Award Data

The M36 screen correctable fields and their allowable entries are:

FIELD NAME	ALLOWABLE ENTRIES
FACILITY CODE	Any valid eight-digit facility code. (Only the current award line can be edited.)
ENTITLEMENT CODE	Entry will be based upon period of service at last discharge and must be two-digit numeric, in the range 01 through 07. (Only the current award line can be edited.) 01 Other 02 WWII 03 Pre-KC (PTE) 04 KC (Korean Conflict) 05 Post-KC (PTE) 06 VE (Vietnam Era) 07 Post-VE (PTE) 08 Persian Gulf (Gulf War, OEF/OIF/OND)
LATER PERIODS INDICATOR	Valid entry is "X" or blank. If "X," then number of LATER PERIODS cannot be equal to zeros, and EARLIER PERIODS INDICATOR cannot equal "X."
EARLIER PERIODS INDICATOR	Valid entry is "X" or blank. If "X," the number of EARLIER PERIODS cannot be equal to zeros, and LATER PERIODS INDICATOR cannot be equal to "X."

## 2.21 Making Master Record Inquiries on the BDN System

a. Complete Chapter 31 Master Record Data

All Chapter 31 Master Record data can be obtained via the MINQ command. The eight Chapter 31 Master Record Inquiry Screens follow:

1. M32 (Chapter 31 Master Record Status) Screen
2. M33 (Chapter 31 Entitlement/Diagnostic) Screen
3. M34 (Chapter 31 Entitlement History) Screen
4. M35 (Chapter 31 Case Status/Counseling) Screen
5. M36 (Chapter 31 Award Data) Screen
6. M37 (Chapter 31 Dependency Data) Screen
7. M38 (Chapter 31 Future Controls/Receivables) Screen
8. M39 (Chapter 31 Dropped Priors) Screen

NOTE: Access to Dropped Priors requires a separate MINQ command – enter M39 in Screen Name field, and Ch31 in Benefit field on the Ready Screen.

b. Additional Screen

In addition to these eight basic screens, one additional screen that reflects receivables may be used:

M01 (Deductible/Receivable/Balance Data) Screen

NOTE: The M01 screen can be accessed from within a Veteran's Ch31 Master Record by typing M01 in the Next Screen field. When accessing the M01 screen directly from the Ready Screen, enter M01 in Screen Name field, and Ch31 in Benefit field.

## 2.22 Ready Screen Entries

a. Accessing a Chapter 31 Master Record Inquiry (MINQ) Screen

To access a MINQ screen from the BDN Ready Screen enter the following information:

1. Command: Enter MINQ.

2. Password: Enter the operator's password.
  3. Screen Number: Enter the number M32, M33, etc. If this field is left blank, the Benefit field must have an entry.
  4. File Number: Enter the file number.
  5. BENEFIT Field: The correct entry for this field is CH31. Either this field or the SCREEN NUMBER field must have an entry for Chapter 31 MINQs.
  6. Press the Enter key.
- b. When No Chapter 31 Master Record is Found

When no Chapter 31 Master Record is found with the entered information, the following message will be displayed at the bottom of the Ready screen, "NO CH31 MASTER EXISTS AT HINES." If this seems incorrect, check to see if the Veteran's SSN and file number are the same on the BINQ screen. If the numbers are different, review both.

- c. When Screen Number is Not Requested

If all appropriate Ready screen fields are entered, but no screen number is requested and a Chapter 31 Master Record is found, a M32 screen will be displayed.

- d. When Multiple Records Are Associated with One File Number

If more than one record is found, the Payee Selection S02 screen will be displayed. Selection of the appropriate record of the Veteran or dependent can be made from the S02 screen.

NOTE: Chapter 31 benefits are available to Veterans only – payee 00. If a payee number other than 00 is presented, alert VR&E Service.

- e. When MINQ Screen Printouts Are Required

MINQ screen printouts are not usually necessary unless:

1. A complex claim is being processed and master record data must be thoroughly analyzed, or
2. A copy of the MINQ screen data is needed in the CER folder for

documentation purposes.

NOTE: MINQ screen printouts need not be signed by the employee. All MINQ screen printouts, when no longer required, must be disposed properly in accordance with VA guidance regarding personally identifiable information (PII) which can be found in M28R.II.A.5 and in the mandatory annual VA Privacy Training available at [www.tms.va.gov](http://www.tms.va.gov).

f. The BDN System Searches Only the CH31 Database

The BDN System searches only the CH31 database; it does not search the CH34/CH35 or the CH32/903/901 databases unless the Ready screen has an entry specific to those databases in the SCREEN NUMBER or BENEFIT field.

g. Chapter 31 MINQ Search Exclusions

It is important to note that if a MINQ is requested for a Chapter 31 Master Record, no search will be done for Chapter 34, Chapter 35, Compensation and Pension, or other records under the given file number. If no Chapter 31 Master Record is found on such an inquiry, "NO CH31 MASTER EXISTS AT HINES" will be displayed even if another record exists. Conversely, if both the SCREEN NUMBER field and the BENEFIT field are left blank on the Ready screen, a search will be done for CH34/35 or records only, but no search will be done to locate a Chapter 31 Master Record even if one exists.

2.23 Chapter 31 Master Record Screen Displays

a. Chapter 31 Master Record Status (M32)

This screen provides basic data about the Veteran, including address, telephone number, dates of claim and award, check amount, location of the CER folder and service dates.

A brief description of displayed fields follows:

FIELD NAME	DESCRIPTION
MASTER RECORD TYPE	Shows the current status of the claim using the following legends: A - Active E - Terminated I - Basic J - Disallowed S - Statistical
DATE	Current processing date (MM-DD-YY).

FIELD NAME	DESCRIPTION
FILE NUMBER	The Veteran's file and payee number. The payee number is separated from the file number by a hyphen.
STUB NAME	First initial, middle initial (if any) and up to five letters of the payee's last name.
STATION NUM	Displays the three-digit number of the field station with jurisdiction of the Veteran's subsistence payments.
NAME AND ADDRESS	Shows the payee's current name and address of record.
CASE MANAGER	Shows the unique four-digit employee number of the VRC or case manager assigned the case.
PWR ATTY	Two-digit code indicating a national or state service organization authorized to act as a Power of Attorney for the Veteran.
CER FOLDER LOC	Shows the three-digit number of the field station with jurisdiction over the Veteran's CER folder.
FID FOLDER LOC	Shows the three-digit number of the field station where the Veteran's claims folder is located.
FOLDER PULL	This code is used to indicate that a claim must be processed with the folder or to remove that restriction.
RETIRED CER FOLDER	"Y" if the CER folder is retired (or blank).
ED LEVEL AT APP	Shows highest level of education attained by the Veteran at the time of application for Chapter 31. The system displays the education level at time of application, 00-17 or 20, if unknown.
SSN	Shows the Veteran's SSN. If the Veteran has no SSN, zeros will be entered.
SEX	Shows whether the Veteran is male (M) or female (F).
PHONE	Shows the Veteran's telephone number including the area code.
BIRTH DATE	Shows the Veteran's Date of Birth. Displayed in MM-DD-YY format.
DISALLOWANCE REASON (RSN)	Display as: "01 NO MILITARY SERVICE" "03 CHARACTER OF DISCHARGE"

FIELD NAME	DESCRIPTION
	"04 ENTITLEMENT FORFEITED" "05 NO S/C DISAB—POSS OTH ENT" "5A NO S/C DISAB—NO OTH ENT" "06 DISABILITY NOT DUE TO SVC" "16 FAILURE TO PROSECUTE" "20 CLAIM WITHDRAWN" "21 WHEREABOUTS UNKNOWN" "22 DEATH OF CLAIMANT" "29 OTHER - ADJ" "30 ELECTED OTHER BENEFIT" "65 ENTITLEMENT EXHAUSTED" "66 BEYOND ELIG TERM DATE" "AA DECLARED INELIGIBLE" "BB NOT ENTITLED" "CC FAILURE TO PURSUE" "DD OTHER—VR&E"
LAST ACTIVITY	Shows the transaction code in the first three spaces followed by the month-day-year of the last online statistical (STAT) transactions. For the payment system (PAY) transactions, shows the transaction code in the first two spaces followed by the month-year cycle number that the last payment (PAY) transaction processed.
TIME	Shows the hour and minute (central time) that the last statistical (STAT) transaction processed.
DATE LAST PAID	Date of last subsistence allowance payment entered as MM-DD-YY.
RECEIVABLES	Amount Veteran owes VA for overpayment or Revolving Fund Loan (RFL).
PROCEEDS (RSN)	Amount VA owes Veteran for returned monetary benefits.
CREATE DATE	Date the receivable is created in MM/DD/YYYY.
EOD (4 OCCURRENCES)	Shows the entry on duty date.
RAD (4 OCCURRENCES)	Shows the release from active duty date associated with the entry on duty date on the same line.
CONVERTED PAY IND	"Y" or "N" indicates benefits were previously used but not saved in BDN. If "Y," claims folder and CER folder must be analyzed to review impact on months entitled.

FIELD NAME	DESCRIPTION
EFT	Are Chapter 31 payments made to the Veteran by EFT (direct deposit)? "Y" or "N."
ENT RMNG DATE LAST PAID	Months and days of entitlement remaining as of date last paid. MM-DD.
IN-SVC	Field indicates whether the applicant is currently in service. If so, a "Y" is displayed and an EOD is present with no corresponding RAD.
EFFECTIVE DATE	Shows the effective date of the Chapter 31 award and reason code.
NO PAY	Shows the no-pay date and reason code.
SPECIAL CODE	"XX" or blank.
RATE	XXXX.XX, suppress zeroes left or decimal point or blank.
DEP TO/TH (Dependency Total/Dependency This Award)	Code - Explanation 00 - without any dependents 10 - individual with spouse 11-19 - individual, spouse and children (1-9) 20 - individual with spouse and father 22-29 - individual with spouse, father and children (1-9) 30 - individual with spouse and mother 31-39 - individual with spouse, mother and children (1-9) 40 - individual with both parents and spouse 41-49 - individual with both parents, spouse and children (1-9) 50 - individual with father 51-59 - individual with father and children (1-9) 60 - individual with mother 70 - individual with both parents 71-79 - individual with both parent and children (1-9) 81-89 - individual with children (1-9)
TYP TNG	Code - Explanation A - Graduate School B - Undergraduate C - College, Non-degree D - Non-College Degree (NCD), Vocational/Technical Post High School E - Other Vocational/Technical

FIELD NAME	DESCRIPTION
	F - High School G - On-the-Job Training (OJT) H - Farm Co-op I - Special Restorative Training (chapter 35) J - Flight Training (Chapters 32 and 34) K - Apprenticeship (Chapters 34 and 35) L - Elementary School M - Special rehabilitation - restorative CH31 (independent living, extended evaluation and periods of evaluation not identifiable as another type of training) O - Special rehabilitation - vocational CH31 (homebound, independent instructor and institutional training not identifiable as another type of training) P - Federal unpaid OJT - CH31
TNG TIME	1 - One-Quarter Time (1/4) 2 - One-Half Time (1/2) 3 - Three-Quarter Time (3/4) 4 - Full-Time 5 - Full-Time Combination
HRS T NO	Type and Number of hours of training. Type is coded as: Q - Quarter S - Semester C - Clock R - Residential P - Clock Hours, Predominantly Shop U - Carnegie Units, High School
WITHHOLD TYPE AMT	Any amount that will be withheld from the Veteran's subsistence allowance check for apportionment or receivables.
MONTHLY TRN WAGE	For paid VR&E supported OJT, enter starting training wages. (If no OJT, leave field blank.)
MONTHLY JRNYMAN WAGE	For paid VR&E supported OJT, enter what the journeyman wages will be at completion of the OJT. (If no OJT, leave field blank.)
NEXT SCREEN	A three-position entry field. Acceptable entries include M01, M32, M33, M34, M35, M36, M37, M38 or M01. No entry is also acceptable, and the display will end if the Enter key is pressed with no entry in the field.

## b. Chapter 31 Entitlement/Diagnostic (M33)

This screen provides data about the Veteran's use of VA education benefit entitlement, Chapter 31 entitlement, initial rating date, claim date, eligibility termination date, EH/SEH indicator, and diagnostic codes for the Veteran's service-connected conditions.

A brief description of displayed fields follows:

FIELD NAME	DESCRIPTION
CURRENT DATE	Current processing date (MM-DD-YY).
FILE NUMBER	The Veteran's file and payee numbers. The payee number is separated from the file number by a hyphen.
STUB NAME	First initial, middle initial (if any) and up to five letters of the payee's last name.
PRIOR VA TRAINING (MONTHS AND DAYS) CH30 CH32 CH35 OTHER TOTAL	Fields to specify length of time of previous VA training by benefit type. Time expressed in months and days. If DD exceeds 29, excess days are converted to months and added to MM. D=30 converts to MM=01.
CREDITABLE 31 ENT	Entitlement available for the receipt of Chapter 31 benefits. Computed by subtracting TOTAL (all prior VA training) from maximum entitlement of 48 months, expressed in MM-DD format. (For calculation purposes, one month equals 30 days.)
TEMPORARY ENT	Entitlement used under other benefit programs is unknown or needs clarification to validate, so "Y" is entered. When the information becomes available, this "Y" indicator is removed by the operator.
ENT EXTEN MO	VR&E Officer's approved extension of entitlement in whole month increments. Cannot exceed 50-00.
ENT USED THRU DLP (Date Last Paid)	Shows the amount of months and days of entitlement (MM-DD) used by the Veteran as of the date he/she was last paid. Calculated by BDN based on the most recent award information in the master record for Chapter 31.

FIELD NAME	DESCRIPTION
ENT USED THRU EOT (End of Term)	Shows total months and days of entitlement (MM-DD) the Veteran will have used at the end of the term based on current award.
ENT RMNG THRU DLP	Shows months and days of entitlement (MM-DD) remaining as of the date the Veteran is last paid. Calculated by BDN based on the most recent award information in the master record for Chapter 31.
ENT RMNG THRU EOT	Shows total months and days of entitlement (MM-DD) the Veteran will have remaining at the end of the term based on current award.
ENT DROPPED PRIORS	The total months and days used in awards prior to the most recent 16 awards. Use "MINQ M39 CH31" to view dropped priors.
TERMINATION DATE	The date after which a Veteran is no longer eligible for Chapter 31 benefits. Displayed as a date. The law allows for a period of 12 years for a Veteran to use his/her eligibility. The system will generate this date based on INIT RATING NOTIFICATION DATE, MED INFEAS PERIOD and/or DEFERRAL PERIOD fields. Straight subtraction plus 1 day will be used to determine length of periods and actual days will be counted. If IN-SVC, the applicant has NO ELIG TERMINATION DATE.  Termination Date is Init Rating Notification Date plus 12 years, or Init Rating Notification Date plus 12 years plus Med Infeas Period, Init Rating Notification Date plus 12 years plus Deferral Period or Init Rating Notification Date plus 12 years plus Med Infeas Period plus Deferral Period entered on the 431 screen in GED processing.
TERMINATION REASON	The reason value identifies the components of the calculated termination date.
Value	Termination Date Computer.
1	Init Rating Notification Date plus 12 years.
2	Init Rating Notification Date plus 12 years plus Med Infeas Period.
3	Init Rating Notification Date plus 12 years plus Deferral Period.

FIELD NAME	DESCRIPTION
4	Init Rating Notification Date plus 12 years plus Med Infeas Period plus Deferral Period.
SERIOUS EMP HANDICAP	If the Veteran is identified as having a serious employment handicap, ("Y" entry), an extended termination date and/or extended entitlement beyond 48 months is allowable. This includes extensions granted under 38 CFR 21.78(b)(3).
ORIGINAL CLAIM DATE	Date the Veteran or representative filed his/her original claim for service-connected disability.
INIT RATING NOTICE	Date VA notifies a Veteran that he/she has received a rating determination granting a qualifying compensable service-connected disability under 21.40 or RAD date if applicant established basic eligibility while in service.
DEBITED PRIOR ENT	Months and Days (MM-DD) to increase amount of entitlement charged to a dropped prior.
RESTORED PRIOR ENT	Months and Days (MM-DD) to decrease amount of entitlement charged to a dropped prior.
CH31 ENT USED PRE TARGET	Months and days (MM-DD) of entitlement used prior to the case being entered into BDN. Generally, prior to June 1, 1990.
PERSIAN GULF WAR	Yes "Y" or blank. Was the Veteran in combat duty during the Persian Gulf War?
DISABLED TRANSITION ASSISTANCE PROGRAM (DTAP) IND	Yes "Y" or blank. Did Veteran participate in DTAP?
SC DIAGNOSTICS	(The heading for the next four fields.)
CURRENT CONDITIONS	Each disabling condition for which the Veteran is granted service-connection is represented by a four-digit diagnostic code assigned based on the nature of the disability. A maximum of three conditions can be entered.
CURRENT PERCENT	The percent disabling of the associated Current Condition identified. A maximum of three percentages can be entered.
ADDITIONAL CONDITIONS	Represents the number of existing service-connected conditions beyond those displayed on the screen. Values are from "1" to "9."
CURRENT COMB DEGREE	The percentage of service-connected disability assigned, combining disability percentages for

FIELD NAME	DESCRIPTION
	all service-connected conditions.
MILITARY RET PAY	Yes "Y" or blank. Was the Veteran receiving Military Retired Pay in lieu of C&P service-connected disability compensation at the time of initial application for Chapter 31?
APP SC COMBINED DEGREE	The percentage of service-connected disability assigned, combining disability percentages for all service-connected conditions at the time of initial application for Chapter 31 benefits.
INDIV UNEMPLOYABILITY	If the Veteran is entitled to Individual Unemployability (IU), "Y" would be entered. If the Veteran's entitlement to IU was denied or reversed, then "N" would be entered. Entry made at GED on 433 screen.
MEMORANDUM RATING	A "Y" indicates that a disability rating for compensation does not exist and a Memorandum Rating to establish service connection for CH31 purposes has been made. In this circumstance, no service-connected degree is assigned to the service-connected conditions.
COMPETENT	"No" in this field indicates VSC determined the Veteran is in need of a fiduciary agent to receive and manage VA money paid to him/her. Entry in the field will be "Yes" if Competent or "No" if Not Competent.
NEXT SCREEN	Valid entries include M01, M32, M33, M34, M35, M36, M37, M38, END, MIS, or no entry.

c. Chapter 31 Entitlement History (M34)

This screen shows the Veteran's entitlement used and remaining under other VA education programs (Chapters 30, 32 and 35) at time of Chapter 31 application.

A brief description of displayed fields follows:

FIELD NAME	DESCRIPTION
DATE	Current processing date (MM-DD-YY).
FILE NUMBER	The Veteran's file and payee number. The payee number is separated from the file number by a hyphen.

STUB NAME	First initial, middle initial (if any) and up to five letters of the payee's last name.
ELIGIBLE AT APPLICATION CH30/32	Indicates whether the Veteran is eligible for Chapter 30 or Chapter 32 benefits at the time of application for Chapter 31 benefits. Eligibility means that the individual has not reached his or her delimiting date and has remaining entitlement.
ELIGIBLE AT APPLICATION CH 35	Indicates whether the Veteran is eligible for Chapter 35 benefits at the time of application for Chapter 31 benefits. If eligible, "5 CH35" is displayed. Otherwise, "N None" or "U UNK" is displayed.
DELIMITING DATE AT APPLICATION	Date in which the claimant's eligibility for Chapter 30, 32 or 35 benefits expire. Entry expressed in the standard data format with the year given as four digits.
REMAINING ENTITLEMENT AT APPLICATION	Months of Chapter 32, Chapter 34 or Chapter 35 benefits remaining at the time of application for Chapter 31. Entry expressed as months and days.

The following fields provide detailed information on prior training under VA education programs:

FIELD NAME	DESCRIPTION
FACILITY NAME	The name of the training establishment attended while pursuing the course shown on the same line.
TRAINING TYPE	Type of training for the corresponding course pursued as shown on the same line.
COURSE NAME	Contains a general description of the course pursued in facility shown on the same line.
ENTITLEMENT USED	Number of months of entitlement used while pursuing corresponding course at designated facility. Expressed as months and days.
BENEFIT TYPE	Education program under which the training is pursued. Display can be: "CH30" "CH32" "CH33" "CH34" "CH35" "1606"

	"1607" "WWII"
TRAINING STATUS	Shows whether Veteran's progress in training is rated satisfactory "S" or unsatisfactory "U", or whether he/she is still in training "I."
ADDITIONAL TRAINING OVER 5	If Veteran has attended more than five facilities or has been enrolled in more than five types of programs, this field is set to indicate the number of additional schools, programs, etc. EXAMPLE: If value in field = 1, Veteran had six periods of training at the time he applied for CH31 benefits. Used as an alert that additional folder review may be necessary. Values are from 0 to 9.
NEXT SCREEN	Valid entries include M01, M32, M33, M34, M35, M36, M37, M38, or no entry.

d. Chapter 31 Case Status/Counseling (M35)

This screen provides basic data about the Veteran's participation under Chapter 31, to include case status change dates and reason codes. The Veteran's employment placement information is captured on this screen.

A brief description of displayed fields follows:

FIELD NAME	DESCRIPTION
DATE	Current processing date (MM-DD-YY).
FILE NUMBER	The Veteran's file and payee numbers. The payee number is separated from the file number by a hyphen.
MASTER RECORD TYPE	Reflects basic eligibility, entitlement and subsistence allowance award status using the following legends: A – Active: Subsistence allowance awarded currently E – Terminated: Subsistence allowance ended I – Basic: Eligibility established, no subsistence allowance award yet processed J – Disallowed: No subsistence allowance can be processed. J Type record prevents processing of an award. S - Statistical
STUB NAME	First initial, middle initial (if any) and up to five letters of the payee's last name.

CASE MANAGER	Shows the unique four-digit employee number of the VRC or case manager assigned the case.
STATION NUM	Displays the three-digit number of the field station with jurisdiction of the Veteran's subsistence payments.
CER FOLDER LOC	Shows the three-digit number of the field station with jurisdiction over the Veteran's CER folder.

The following case status and future control fields provide information on the nine case status categories listed on the left side of the screen.

FIELD NAME	DESCRIPTION
CASE STATUS BEGIN DATE	The beginning date for the corresponding case status as shown on the same line.
CASE STATUS END DATE	The ending date for the corresponding case status as shown on the same line.
CASE STATUS RSN	The reason for leaving or entering the corresponding case status as shown on the same line.
CASE STATUS ELAPSED DAYS	The actual days spent in a case status. The value is system generated.
REF DATE VA DVOP CONTR/FB	Date the case was referred to each entity.
PLACEMENT DATA VA DVOP CONTR/FB	There are four codes available to document the entity that assisted the individual in securing employment during Employment Services. The appropriate code goes behind each entity identifier (VA, DVOP, or CONTR/FB): Code 1 means this is the Primary entity that assisted in the placement. Code 2 means this is the Secondary entity that assisted in the placement. Code 3 means this is the Sole entity that assisted in the placement. Code 4 means this is a Combined Effort by the entities.
EMPLOYEE CONTROLS	Although BDN retains fields for "employee controls," (DATE, EMP), VR&E staff wishing to use employee controls to manage timeliness are required to use CWINRS Alerts rather than BDN.

FIELD NAME	DESCRIPTION
IWRP CODE	DOT code of vocational goal in final plan.
EMP CODE	DOT code employment placement after rehabilitation.
PERM	"X" indicates permanent employment.
TEMP	"X" indicates temporary employment.
ENTERED SUIT EMP	Date the Veteran started on the job for which he/she was rehabilitated.
PRE CH31 SALARY	Monthly whole dollar rate of pay at the time of the Veteran's Chapter 31 entitlement determination.
POST CH31 SALARY	Monthly whole dollar rate of pay at the time the Veteran is employed. This amount will be verified and/or corrected at the time of the rehabilitation declaration. An "X" should be entered immediately after either "FT" or "PT" to indicate whether the job is full time or part time.
SER EMP HDCP	Indicates if the Veteran is found to have a serious employment handicap, ("Y" entry) or no SEH ("N" entry).
ENT EXTEN	This field displays the number of months for the extension of entitlement beyond the basic 48 months. 50 is the maximum value for the field.
NEXT SCREEN	Valid entries include M01, M32, M33, M34, M35, M36, M37, M38, END or no entry.

e. Chapter 31 Award Data (M36)

This screen provides a Veteran's Chapter 31 payment history to include award dates, facility identification, type of training, rate of pursuit and rate of pay.

A brief description of displayed fields follows:

FIELD NAME	DESCRIPTION
DATE	Current processing date (MM-DD-YY).
FILE NUMBER	The Veteran's file and payee numbers. The payee number is separated from the file number by a hyphen.
STUB NAME	First initial, middle initial (if any) and up to five letters of the payee's last name.
DATE LAST PAID	MM-DD-YY.
FACILITY CODE	Any valid facility code or blank.

	If eight digits, XXbXXXXbXXb. If nine digits, XXbXXXXbXXX.
ENTITLEMENT CODE	Displays period of service at last discharge and must be two-digit numeric, in the range 01 through 08. (Only the current award line can be edited.) Entitlement codes are as follows: 01 Other 02 WWII 03 Pre-KC (PTE) 04 KC (Korean Conflict) 05 Post-KC (PTE) 06 VE (Vietnam Era) 07 Post-VE (PTE) 08 Persian Gulf (Gulf War, OEF/OIF/OND)

The following fields display award data that was entered on the 435 screen to create an award of subsistence allowance. Data in one field within a row will force data or default values to be displayed for all appropriate fields within that row. If a row contains no data, blanks will be displayed for all fields.

FIELD NAME	DESCRIPTION
EFFECTIVE DATE	MM-DD-YY.
EFFECTIVE RSN	Displays reason code on the 435 screen for beginning the award indicated by effective date.
NO PAY DATE	The first day not paid after the award period: the day after the date last paid.
NO PAY RSN	The reason code for ending the award.
MONTHLY RATE	Displayed in NNNN.NN format.
DEPEND TOT/THS	If award is not apportioned, the same dependency code will appear twice (e.g., 12/12). If the award is apportioned, the number of individuals who are entitled to apportioned benefits will be subtracted from the second number (e.g., with spouse and two children and award for one child apportioned, DEPEND TOT/THS would be 12/11). Code - Explanation 00 - individual without any dependents 10 - individual with spouse 11 - 19 - individual, spouse and children (1 - 9) 20 - individual with spouse and father

FIELD NAME	DESCRIPTION
	22 - 29 - individual with spouse, father, and children (1-9) 30 - individual with spouse and mother 31 - 39 - individual with spouse, mother, and children (1-9) 40 - individual with both parents and spouse 41 - 49 - individual with both parents, spouse, and children (1-9) 50 - individual with father 51 - 59 - individual with father and children (1-9) 60 - individual with mother 70 - individual with both parents 71 - 79 - individual with both parent and children (1-9) 81 - 89 individual with children (1-9)
HOURS TYPE/NO	The first position of this field is a letter that denotes training of the following types: D - Deficiency Hours - IHL or NCD U - Carnegie Units, High School Q - Quarter Hours - IHL S - Semester Hours - IHL C - Clock Hours OJT or NCD P - Vocational/Technical - Shop Practice Predominates*NCD R - Residence or Internship - IHL The second position is the number of actual units during the period of the award.
TRAINING TYPE	A, B, C, etc. to indicate: A - Graduate School B - Undergraduate C - College, Non-degree D - Non-College Degree, Vocational/Technical Post High School E - Other Vocational/Technical F - High School G - On-the-Job Training (OJT) H - Farm Co-op I - Special Restorative Training (chapter 35) J - Flight Training (Chapters 32 and 34) K - Apprenticeship (Chapters 34 and 35) L - Elementary School M - Special rehabilitation - restorative CH31

FIELD NAME	DESCRIPTION
	(independent living, extended evaluation and periods of evaluation not identifiable as another type of training) O - Special rehabilitation-vocational CH31 (homebound, independent instructor and institutional training not identifiable as another type of training) P - Federal unpaid OJT - CH31
TRAINING TIME	1 - Less than 1/2 time 2 - One-Half Time (1/2) 3 - Three-Quarter Time (3/4) 4 - Full-Time 0 - Other
WITHHOLD TYPE	Variable or blank.
WITHHOLD AMT	In NNNN.NN format.
JRNYMN MONTHLY WAGE	In NNNN.NN format.
TRAINEE MONTHLY WAGE	In NNNN.NN format.
FACILITY	The eight or nine-digit facility code for the period of the award without hyphens. If hours are split between two facilities, the facility code with the majority of hours predominates.
EARLIER PERIODS	Indicates how many award periods precede the earliest award on this screen. To view earlier periods, place an "X" in the field in front of the words, "EARLIER PERIODS."
LATER PERIODS	Indicates how many award periods come after the latest award on this screen. To view later periods, place an "X" in the field in front of the words, "LATER PERIODS."
NEXT SCREEN	Valid entries include M01, M32, M33, M34, M35, M36, M37, M38, or no entry.

f. Chapter 31 Dependency Data (M37)

This screen provides basic data about the Veteran's dependents that are recognized by Chapter 31. This includes spouse, parent(s) and children.

A brief description of displayed fields follows:

FIELD NAME	DESCRIPTION
DATE	Current processing date (MM-DD-YY).
FILE NUMBER	The Veteran's file and payee numbers. The payee number is separated from the file

	number by a hyphen.
STUB NAME	First initial, middle initial (if any) and up to five letters of the payee's last name.
SPOUSE NAME	First name of spouse if spouse is claimed as dependent.
IND	An "X" next to SPOUSE, MOTHER OR FATHER indicates they are being claimed as a dependent.
ADD DATE	The date, MM-DD-YY, under the ADD DATE heading and next to the SPOUSE, MOTHER, FATHER, or CHILD NAME indicates the date they were added and claimed as a dependent.
APPORTIONMENTS	The BEGIN and END dates and AMOUNT next to the dependent if any of the award is apportioned or given directly to the dependent instead of the Veteran.
REMOVE	<p>REMOVE DATE (MM-DD-YY) and REASON (RSN) when a dependent is removed from the award.</p> <p>Valid reason codes are as follows:</p> <p>CODE - DESCRIPTION</p> <p>11 - Excess income, dependency (of parent) not established or change in income for dependency</p> <p>12 - Excessive net worth</p> <p>14 - Relationship not established Also includes: surviving spouse not married by delimiting date or lack of continuous cohabitation</p> <p>15 - Person entitled (surviving spouse, child, parent) married</p> <p>16 - Failure to furnish requested evidence</p> <p>22 - Death of claimant or person entitled</p> <p>24 - Child on this award reaches age 18</p> <p>25 - Child over 18 on this award terminates school or becomes 23</p> <p>46 - IVM Match-related decrease or termination</p> <p>47 - Fugitive felon, reduction or restoration (38 CFR 3.665)</p> <p>54 - Child no longer helpless</p> <p>56 - Loss of spouse or parent</p> <p>61 - Terminated record IVM Match-related</p>

	decrease or earlier termination
CHILD NAME	Child's name up to ten characters.
DOB	Date of Birth in MM-DD-YY format.
STAT	The following codes indicate the child's status: CODE - DESCRIPTION 1 - Under age 18 2 - Over age 18, attending school 3 - Over age 18, helpless
CHILDREN OVER 5	Field indicates the number of children beyond the 5 listed on this screen.
TOTAL	Total number of children (or Dependents).
THIS	Total number of children (or Dependents) for current award. Entered on 434 screen.
NEXT SCREEN	Valid entries include M01, M32, M33, M34, M35, M36, M37, M38, or no entry.

g. Chapter 31 Transactions/Payment Histories (M38)

This screen provides basic data about the payment transactions to the Veteran under Chapter 31, including date of processing, date of disbursement, and payment amount.

A brief description of displayed fields follows:

FIELD NAME	REMARKS
DATE	Current processing date (MM-DD-YY).
FILE NUMBER	The Veteran's file and payee numbers. The payee number is separated from the file number by a hyphen.
STUB NAME	First initial, middle initial (if any) and up to five letters of the payee's last name.
STA NUM	Three-digit station number.

1. Twelve Most Recent BDN "Transactions" Displayed

The fields at the top of the screen include the 12 most recent "transaction" in BDN. "Transactions" include financial and non-financial changes or decisions that have been processed in BDN. They are coded as follows:

DATE: Date the transaction processed (MM-DD-YY)

TRANS: Transaction code that identifies the action recorded.

## 2. Financial Transactions Displayed

The fields on the lower half of the screen denote financial transactions. The most recent eleven financial and processing transactions display here automatically. They are coded as follows:

FIELD NAME	REMARKS
DATE	Date the transaction processed (MM-DD-YY).
TRANS	Financial and processing transaction code that identifies the action noted.
COST	Formatted as XXXX.XX.
PAY AUTH	Formatted as XXXX.XX.
PROCEEDS	MM-DD-YYYY or blank.
OFFSET AMOUNT	XXXX.XX of amount dedicated for receivable.
DESCRIPTION	Description of the payment using codes above in 3.36.a.
PAYMENT AMOUNT	XXXX.XX.
TOTAL	Total paid in subsistence allowance to date.
NEXT SCREEN	Valid entries include M00, M32, M33, M34, M35, M36, M37, M38, END or no entry.

NOTE: No entries can be made on-screen during Master Record Inquiry (MINQ) other than in the Next Screen field.

### 2.24 Additional Guidance Available in Electronic Performance Support Systems (EPSS)

Additional information to facilitate a case manager's BDN use is found in the BDN Guide at the EPSS website:

[http://epss.vba.va.gov/vrc\\_gateway/resources/Menu.html](http://epss.vba.va.gov/vrc_gateway/resources/Menu.html).

### 2.25 CWINRS Overview

CWINRS is a case management system that allows VR&E staff to easily, efficiently and accurately move cases through the vocational rehabilitation process. It allows VR&E and Finance staff to perform the following functions:

- Maintain accurate data as cases move through the vocational rehabilitation process
- Interact with the Corporate Database, BDN and VA-ONCE in order to gather and generate necessary data
- Generate both VA forms and letters

- Generate payments in a voucher processing section which interfaces with VA Financial Management System (FMS) allowing Finance to maintain control of all authorizations and payments on behalf of a participant
- Generate subsistence allowance payments that will be issued by the Finance and Accounting System (FAS)
- Schedule and track appointments
- Create and view a complete case history
- Process Chapter 31 basic eligibility

CWINRS is a tool that allows the user to track the status of Veterans receiving Chapter 31 services. CWINRS allows a user to determine the status of a claim for Chapter 31, the Veteran's current address and telephone number, scheduled appointments and much more information. Detailed operating instructions are available in the CWINRS User Guide found on the KMP at the following website: <https://vaww.portal.va.gov/sites/VRWKM/Pages/home.aspx>.

The CWINRS Navigator screen is the opening screen that will appear after logging onto CWINRS through the CSS User Authentication screen. Navigator is the primary entry-point into CWINRS modules. The user can also access any other part of the application by using the drop-down menus at the top of each screen: File, Edit, View, GED, Folder, Payments, Admin, Interfaces and Help.

a. The GED Processing Module

The GED Processing Module contains tools necessary for VR&E to process basic eligibility determinations for Veterans who apply for services under the VR&E Program.

b. Case Management Module

The Case Management Module contains the counseling and training folders in a database format. This module allows assigned VA Counselors to:

- Create new folders
- Select all records or individual records
- View, add and edit counseling and rehabilitation information
- Create rehabilitation plans

- Utilize letters and forms
- Access SAM
- Schedule appointments and view a complete record of all counseling, training, placement and employment actions maintained on the database
- Lookup Chapter 33 benefit usage
- Access VA-ONCE to retrieve enrollment certification from training facility
- Establish and view alerts

To access the Case Management Module, select the desired option from the Case Management Module's drop-down menu and click the Case Management Icon on the CWINRS Navigator screen.

c. Voucher Processor Module

The Voucher Processor Module allows the RO voucher processor to process payment(s) to contractors and facilities; for the voucher auditor to authorize the payment of both contract and facility bills, use word processing and form letters to notify vendors, facilities and participants of payments and payment discrepancies and automatically keep a record of expenditures assigned to the correct participant's account via an interface with the Case Management Module.

The Voucher Processor Module interfaces with FMS, allowing for faster and more efficient payment and reimbursements to Veterans, vendors, local contractors and school facilities.

d. BDN Transaction Module

The BDN Transaction Module is designed to process certain BDN activities required by the VR&E Program. Typically, CADD, CAST, and CORR transactions processed in CWINRS are automatically transmitted to update BDN. Transaction status can be reviewed using the BDN Transaction Manager. The primary function of the BDN Transaction Manager is to display automated transmission and alert the user to error or reject of the transmission to BDN.

e. Setup and Administration (Admin) Module

The Setup and Admin Module allows the VR&E Officer or designee to

customize many features of the CWINRS program for the specific RO and staff in each office. Customizing the CWINRS program includes items such as establishing the personnel who are authorized to use CWINRS, recording the different sites used by the RO, establishing rehabilitation/employment placement specialists, and entering standard RO data and mileage tables.

## 2.26 Security

User Security in CWINRS is handled through the VBA's CSS application. CSS allows the definition and administration of Users, Roles and Operations which are loaded into a User Profile within the CSEM application. A user should contact his/her CSEM administrator to have his/her roles or operations added or changed.

- Users: Depending on the individual profile, CWINRS restricts or permits user access at both the form and function level
- CWINRS supports the following user roles: Reviewer, Medical User, VR&E Officer, VR&E Case Manager, VR&E Other, On-Site Contractor, Off-Site Contractor, Voucher Auditor, RO System Administrator and National System Administrator; see CWINRS Security Operations for details on which user roles are assigned which permission
- Operations: The CSS Administration Module controls the functions a user may perform, while the application logic controls the cases used by the function; two aspects of the security operations are sensitive records and station-based security

CSS User Authentication:

- To access CWINRS, a user must first login through the CSS User Authentication screen
- The user will enter a password and click OK
- The user can change his/her password by selecting the Change checkbox and entering a new password (twice) and clicking the OK button

## 2.27 GED Processing

CWINRS GED Processing Module performs an "Adjudicative" review of a Chapter 31 Veteran's eligibility for Vocational Rehabilitation and Employment services. Before a claim is processed, VR&E has to know:

- Does the Veteran have qualifying military service?
- Does the Veteran have either a compensable service-connected disability or is he/she awaiting separation from the military due to a service-connected disability? This includes referral from Department of Defense under the provisions of National Defense Authorization Act (NDAA).
- Has the Veteran ever filed an application for Vocational Rehabilitation or had a prior Chapter 31 entitlement determination?

A review of the Veteran's BDN record and claims file will determine the type of GED processing required (Original or Reopened). Depending on the type of GED processed, either a New Chapter 31 Master Record is created or an existing Chapter 31 Master Record is updated. CWINRS AutoGED Module allows the CWINRS user to perform the GED Process in an automated module. The new AutoGED Platform sends and retrieves data in the background of the application without the use of the BDN Shell. Additional information is available through the EPSS VRC Gateway via the Administer Pre Evaluation Activities button.

a. Work-Flow Steps for AutoGED Processing

1. Preparation activities to verify original or reopened claim: claimant's Veteran status, qualifying military service and qualifying service-connected disability rating:

(a) Verify original or reopened claim.

(b) Login to BDN. On the BDN Ready Screen enter MINQ command, and then enter the four-digit "Ready Screen" password. Enter M35 in Screen Number field, then enter Veteran's Claim # (enter eight-digit claim number or nine-digit SSN) and Enter. Verify that the CER folder location is correct or request a transfer from current station of jurisdiction. From M33 screen, get Initial Rating Notification Date (IRND), especially if Veteran previously had a previous claim.

NOTE: Complete the BIRLS record transfer with BFLD command before starting reopened claim processing in AutoGED.

(c) If the Veteran has a Chapter 31 BDN Master Record verified by the M35 screen, the claim will be processed as a Reopened claim. If the Veteran does not have a verified Chapter 31 BDN Master Record, the "Record does not exist at Hines" message will display at the bottom of the Ready screen. The claim will be processed as an Original claim.

(d) BDN or Share is used to verify qualifying military service. The BDN method is displayed below:

- (1) Login to BDN. On the BDN Ready Screen enter BINO command, and then enter the four-digit "Ready Screen" password.
- (2) Tab to Veteran's Claim # (enter eight-digit claim number or nine-digit SSN) and hit Enter.
- (3) Verify name; Claim number (or claim SSN); Date of Birth; EOD; RAD; Character of Service (Honorable [HON] or Under Honorable Conditions [UHC]) and either Verified = "Y" or VADS = "Y."

NOTE: Questions regarding suitable character of service and/or discharge should be routed to VSC for determination.

(e) Verify qualifying service-connected disability and obtain IRND:

- (1) Login to Share. Select Corporate Inquiries and hit Submit button.
- (2) Select Awards/Ratings (print option available in Share).
- (3) Compensation Ratings – obtain/verify service-connected diagnostic code for each disability condition; obtain/verify the percentage disability rating for each disability condition; obtain/verify the combined service-connected rating.
- (4) Memorandum Ratings – obtain/verify service-connected diagnostic code for one or more disability condition; verify that it is at least 10 percent for a Veteran or 20 percent for an active duty Servicemember.
- (5) Select Claims/Denials (print option available in Share).
  - Highlight the Initial claim for compensation (a new screen will appear with the life cycle details for the Initial claim).
  - Closed date – The date upon which the Initial compensation claim was closed/authorized/promulgated. This is the date upon which VSC action to award Compensation benefits, and notify the Veteran, in writing, of the compensable service-connected Rating decision, was completed. Repeat the process of finding the IRND if the original Rating decision granted less than 10 percent.

- (f) Alternate sources of IRND
  - (1) Virtual VA (rating decision and letter)
  - (2) Claims folder
  - (3) VSC

b. Begin AutoGED Processing

1. From CWINRS Navigator, click on GED PROCESSING button with AutoGED Processing showing in the drop-down field. (This is default selection.)
2. Sort by date or status (Current Date is default), click OK.
3. Click ADD.
4. Enter File Number, click OK.
  - (a) AutoGED checks the Corporate environment to ensure claimant is a Veteran.
  - (b) If not a Veteran, the message displayed will read, "There is no BIRLS record associated with this File Number."
5. Accurately Complete the Form Entries.
  - (a) Enter Stub Name.
  - (b) Enter App Received Date, (Automatically formats the dates and advances to the next field) whether formal or informal. This must be accurate and taken as the date it is received in a VA facility.
  - (c) Enter Telephone number.
  - (d) Enter Education Level. Enter number of years with two digits as follows:
    - 00 - 11 - Years of education completed but less than High School diploma
    - 12 - High School diploma or equivalent
    - 13 - At least 30 semester or 45 quarter hours of undergraduate

study successfully completed

- 14 - At least 60 semester or 90 quarter hours of undergraduate study successfully completed
- 15 - At least 90 semester or 135 quarter hours of undergraduate study successfully completed
- 16 - Receipt of a Bachelor's degree
- 17 - Completion of at least 1 full year of Graduate study
- 20 - Unknown (NOTE: Entries of 18, 19, 21, 22, etc. also produce "Unknown")

(e) Enter IRND or enter date of MEMO RATING.

(f) Enter Address (DO NOT enter Veteran's name in address. If the name is entered, then review the address in CWINRS or Share, it will have the name twice).

(g) Is the case ready to be processed?

(h) ONLY Say "No" if there is no MEMO RATING, or another situation requires a delay in processing. An entry in User Remarks is required when the Ready to Process indicator is set to "No".

(i) Is this a NDAA case? If yes, check the box. It will automatically fill in 5555 under DIAG 1 code.

(j) Is there temporary entitlement? Do not check for REOPENED application. The IRND indicator will be displayed on the M33 screen if claim is a reopened claim. The user will find this information when determining basic eligibility prior to the beginning of the GED.

(k) If the Veteran is an OEF/OIF/OND Veteran, enter a check in the GWOT (Global War on Terror). This field will be attached to the end products, which allows tracking throughout the pending status of End Products 095, 295 and 719.

(1) Enter site-within the station (optional use).

(2) Enter Location (optional use). Three alpha or three numeric characters are allowed in this field. The Site and Location data will

also be attached throughout the pending status of End Products 095, 295, and 719.

6. Click OK.

NOTE 1: If the Veteran has a service-connected disability rating, AutoGED will locate it through the Corporate environment

NOTE 2: If the Veteran or Service-member has a VA MEMO RATING decision, enter the diagnostic code in the MEMO RATING box. AutoGED will by-pass the required check for a service-connected compensation rating. It will set it up as a MEMO RATING and move on to the point of authorization.

NOTE 3: If the IRND and Memo Rating fields are left blank AutoGED will process a disallowance (no basic eligibility).

c. Case Enters 010 - Pending Verification Status

1. Certain fields are editable at this point, before the record moves on to the CEST command.

(a) If the Date of Claim is incorrect, it can be changed BEFORE it gets to 030 CEST status.

(b) Once CEST is processed the date of claim is no longer editable; it is now committed to the record.

2. Cases can only be processed individually when in the ALL RECORDS grid view.

3. Cases can be processed in batches by status through 030 (CEST). Beyond that stage each case is processed individually.

(a) Choose specific processing status.

(b) Hit PROCESS button once, and it will take records through the CEST processes.

d. Case Moves to 030 - Pending Claims Establishment (CEST) 095/295

1. Address and date of claim is committed. It is no longer editable.

2. Select case and hit process.

3. Verify end product in Share and/or BDN (PINQ) – optional step to check completion of work flow.
- e. Case Moves to 050 - Pending GED/Disallowance Claims Adjudication (CADJ)
1. Select the case and hit process.
  2. Ensure there are no pending corrections.
  3. Now the case moves to 070 - Pending Authorization (CAUT); a second user with CAUT command will authorize.
- f. Case Ready for Claims Authorization (CAUT) 070 Processing Status

Notify authorizer that case is ready for CAUT, Authorizer has an equal or higher authority to CAUT than the person who completes the CEST/CADJ work processes. The authorizer must process each case individually, not in batches. Once authorized, processing is complete. The 095/295 is cleared and a 719 is established. CWINRS record is established, or reopened, in Applicant status. A GED document can be printed from AutoGED.

- g. Establish a CER Folder Location in BIRLS in order to update the PROCESSING tab within the record

NOTE: For Original GED processing, process the CER folder creation in BIRLS after the GED is authorized.

1. On the BDN Ready Screen enter BFLD command, then enter four-digit "Ready Screen" password. In Screen field enter LOC; in Veteran's Claim # field, enter eight-digit (claim number) or nine-digit (claim SSN); tab to payee code and enter 00; enter CH31 in Benefit type field; enter Stub Name in the following format: Peter Q Smith, enter up to first five letters of the surname); enter name in the name fields (first name) tab (first initial of middle name) tab (surname) optional tab for suffix (i.e., II, III, Jr, Sr); and Alt/Enter.
2. On the LOC screen tab to the \_\_\_ Establish a \_\_\_ folder. Enter "X" in the field before Establish. Enter CER in the field before folder. Alt/Enter.
3. Upon completion of the BFLD command, return to MINQ/M35 to confirm that the CER field on the M35 screen contains the correct station number.

- h. ENTER verification of CER folder location in CWINRS on the PROCESSING tab within the AutoGED record

History screen will now be complete.

- i. Print Tear Sheet
  - 1. Place in left flap of CER folder. The Tear Sheet will show the name of the employee who completed the CEST, CADJ, and CAUT commands, and the processing date.
  - 2. Close AutoGED.
- j. Return to CWINRS Records
- k. Case Ready to be Scheduled and Assigned to a Vocational Rehabilitation Counselor(VRC)

At this point, AutoGED Original Claim Processing is Complete. The following is an example of a Tear Sheet:

**Department of Veterans Affairs**

**Ch31 Eligibility Data and Entitlement Usage**

**Reopened**

<b>File Number</b>	XXX-XX-XXXX	<b>Regional Office</b>	XXX
<b>End Product</b>	295	<b>Phone Number</b>	(XXX) XXX-XXXX
<b>Veteran Name</b>	N N NNNN FULL NAME	<b>Address</b>	NAME STREET CITY, STATE ZIP CODE

<b>RAD</b>	07/15/1992	<b>Creditable Ent</b>	48-00
<b>In Service Indicator</b>	No	<b>Ent Remaining at EOT</b>	40-24
<b>Temporary Ent</b>	No	<b>Ent Used at EOT</b>	07-06
<b>Extend Entitlement</b>		<b>Ch31 Ent Used Pre-Target</b>	-
<b>Elig Termination Date</b>	03/12/2005	<b>CH31 Dropped Priors</b>	00-00
<b>Claim Date</b>	06/11/2012	<b>Debited Prior</b>	-
<b>Authorization Date</b>	10/29/2012	<b>Restored Prior</b>	-

<b>GWOT Indicator</b>	No	<b>Current SC Combined Degree</b>	90%
<b>Location</b>	373	<b>Memo Rating Indicator</b>	No

**Education**

Facility	Training Type	Course	Entitlement Used	Benefit Type	Status
			-	Chapter 1606	
			-	Chapter 1607	
			-	Chapter 30	
			-	Chapter 32	
			-	Chapter 33	
			-	Chapter 34	

**Disability Information**

Diagnostic Code	Percentage
6354	60%
9411	30%
7319	30%

## Processing

Command	Processed By	Badge ID	Date
CEST	EMPLOYEE NAME	75XX	10/26/2012
CADJ	EMPLOYEE NAME	75XX	10/26/2012
CAUT	AUTHORIZER'S NAME	750X	10/29/2012

**Folder Information**

BFLD	Processed by (Accepted from XXX)	09/28/2012
CER	Folder location XXX	

## 2.28 Case Management Module

The Case Management Module provides the user with access to all the rehabilitation and counseling electronic case folders stored in CWINRS. This module:

- Allows creation of new records
- Contains powerful tools for selecting case folder records to facilitate information management

- Contains all counseling and training data, which can be viewed, updated or changed
- Includes a Scheduler for appointments and maintains all actions during the counseling, training, placement and employment phases of the Vocational Rehabilitation program
- Allows access to the word processing of all forms, letters and case notes
- Allows the user to refresh individual case folders

Detailed instructions for each of the following functions are available in Chapter 6 of the CWINRS User Guide found on the KMP at the following website:  
<https://vaww.portal.va.gov/sites/VRWKM/Pages/home.aspx>.

a. Select Folders

The Select Folders screen can be accessed from the Case Management drop-down on CWINRS Navigator. This screen allows access to a single record or a list of records. Eleven filters and seven sorts are available on this screen which allows the user to focus his/her list of cases. This is accomplished by selecting the parameters needed and then using the Apply button under the Folder List Filters heading.

After selecting one or more folders, a user can perform the following functions in his/her own station:

- View a folder
- Create a folder
- Archive/Activate a folder

b. Lookup Single Folder

There are several ways for a user to look up a single folder. From the CWINRS Navigator, a user can select Lookup Single Folder. From the Select Folder by File Number or SSN screen, the user clicks the OK button. The View Folders screen displays detailed information for a specific File. On the top level the user will see core information about the file.

A user can select a preference default using choices in the edit menu to look up a single folder or look up a list.

c. View Pending Transfers

The View Pending Transfers screen is accessed by selecting View Pending Transfers from the Case Management drop-down on the CWINRS Navigator. This screen is used to view a list of folders transferred to or from a selected RO. Folders that have been transferred to the selected RO will display when the Transfers to Selected Station option button is used. If the selected RO is the user's own, he/she will be able to Accept or Reject the transfer using the appropriate button. If the transfer is Rejected, a Justification must be provided.

d. View Alerts

There are various system-defined Alerts associated with CWINRS folders. System-generated messages alert the Case Manager to certain reviews and actions. Case Managers may also create their own custom Alerts. All Alerts are displayed on the View Alerts screen, which is accessed by selecting View Alerts from the Case Management drop-down on the CWINRS Navigator. When a user selects an alert from the list, he/she may view the folder associated with the selected message by clicking the View Folders button. The standard View Folders screen will open. By selecting a Case Manager from the Case Managers drop-down box, the user can view his/her Case Alerts, which automatically display in the grid. Alerts can be sorted in ascending or descending order by clicking on the header for any column in the grid.

e. View Group Appointments

The View Group Appointments screen is accessed by selecting View Group Appointments from the Case Management drop-down on the CWINRS Navigator.

The View Group Appointments screen allows a user to see the group appointments setup at his/her station and the commands for Add, Edit, Delete and Print letters for appointments. The RO field is a read-only field that is set to the user's RO, which is the only Group Appointments the user has permission to View.

f. Creating Folders

1. The Create Case Folder

This screen is accessed by selecting Create Folder from the Case Management drop-down on the CWINRS Navigator or by clicking the

Create button on the Select Folders screen. From this screen, the user will enter Veteran name and the payee and benefit type to create the case in CWINRS.

## 2. Manually Create Folder

After the user populates the Create Case Folder screen, CWINRS will attempt to retrieve information from BDN. If the information is not there and the user is NOT creating a Chapter 31 or NDAA folder, the Manually Create Folder screen will appear. The Manually Create Folder screen is a secondary information screen that contains data relating to an individual participant's folder information.

Detailed instructions for each of the following functions are available in Chapter 6 of the CWINRS User Guide found on the KMP at the following website: <https://vaww.portal.va.gov/sites/VRWKM/Pages/home.aspx>.

### g. Chapter 33 Lookup

This screen is used to verify a Veteran's eligibility of the Post 9-11 GI Bill.

### h. View End Product Alerts

This allows viewing of pending, cleared and cancelled end products.

### i. Select VA Online Certification of Enrollment (VA-ONCE) Cases

The Select VA-ONCE Cases screen is accessed from the Case Management drop-down box. To load the grid, a case manager is selected from the drop-down box at the top of the screen and the Apply button is clicked. The grid will display a list of all folders for which VA-ONCE information exists.

Clicking the Clear button will clear the selected filters. To view the VA-ONCE information for a folder, the desired folder from the grid is selected and the View button is clicked. This will open the View VA-ONCE Enrollment Facilities screen.

### j. Transfer Case to Site

The Transfer Case to Site screen is used for transferring folders from one site to another site within the same station. The Transfer Case to Site screen can be accessed from either:

- The Select Folders screen by which the user can select multiple folders to

transfer all of the selected folders at one time

- The View Folders screen by which the user is allowed the transfer of only one folder at a time

k. Change Case Manager or Case Status

The Change Case Manager/Case Status screen allows the user to change either the case manager or the case status, or both. If the user is changing only one of these, it is not mandatory to change or even select an option for the other. The screen loads when the user clicks the Status/CM button on either the Select Folders or the View Folders screen.

2.29 Subsistence Allowance Module (SAM)

SAM has the ability to process all subsistence allowance awards within the corporate environment. SAM will allow original awards, reentry awards, stop awards, resume awards, amended awards and can process Employment Adjustment Allowance (EAA) awards. Standard subsistence allowance and Post 9/11 subsistence allowance payments can be processed in SAM. Multiple pilot stations are beta-testing SAM in CWINRS for the processing of awards of subsistence allowance. SAM can be accessed in CWINRS using the "Awards Tab" located at the bottom of any page of a Veteran's CWINRS electronic record. It is anticipated that Field Stations will be required to process awards of subsistence allowance solely in CWINRS.

2.30 Voucher Processing Module

Familiarity with the Voucher Processing Module's functions may be useful to VR&E staff when working on questions related to payments. VR&E staff set up transactions in the Case Management Module Finance tab. The Finance voucher auditor sets up payments of the transactions using the Voucher Processing Module.

The Voucher Processing Module is primarily used by the voucher processors in the RO Support Services Finance Division (Finance) to view and process payments other than subsistence allowance. In depth operating instructions for the Voucher Processing Module are located in the CWINRS User Guide found on the KMP at the following website:

<https://vaww.portal.va.gov/sites/VRWKM/Pages/home.aspx>.

a. VR&E Staff

VR&E Staff use this module to perform the following tasks:

- View contract service payments, facility service payments, purchase card payments, direct reimbursement payments, purchase order payments and other payments
- Lookup FMS documents

b. Finance Staff

Finance Staff Use this Module to perform the following tasks:

- View the Payment status and return check information received from Department of Treasury
- Generate form letters to notify vendors, facilities and participants of payments and payment discrepancies
- Establish and authorize payments based on transactions approved by VR&E

Voucher processors can use the following screens to process payments. VR&E staff can use these screens to look up and view payments of each type based on station and provider or identity of payment recipient:

1. Contracts
2. Facilities
3. Purchase Orders
4. Direct Reimbursements
5. Other Payments

The user can view Obligations and Payments from any station, but voucher processors can only Add, Edit, or Delete Payments for their own station.

### 2.31 Setup and Admin

The Setup and Admin Module is accessed from the CWINRS Navigator screen. The Setup and Admin Module allows the user to customize many of the features of the CWINRS application to the specific RO and staff. Customizing the CWINRS application can include establishing information about the following: contracts, contract service categories, contract service providers, facility service providers, case managers, specialists, RO settings, sites, jurisdictions and

mileage entries.

a. View Contract Awards

The View Contract Awards screen displays the list of Contract Awards available for use by a given station. The View Contract Awards screen is accessed from the drop-down menu on the CWINRS Navigator screen. This screen displays a list of Contract Awards for the user. This screen also lists in a separate grid the services that the provider can offer under the selected Contract Award. This grid lists the service name for each type of service. The Contract Award grid contains the following information for each Contract Award:

- Provider Name - the name of the Contractor
- Contract Number - the number assigned to the contract between VBA and the Contractor
- Limit - the dollar amount that may be obligated for the particular service
- Start Date -the period of performance start date
- End Date - the period of performance end date
- NAS – stands for National Acquisition Strategy
- Services Approved for the Selected Contract – lists the services associated with the selected Contractor from the grid above

From this screen, new contract awards can be added, existing contract awards can be edited or deleted, and services can be added to the list of Approved Services for the selected Contract Award.

The user may view Contract Awards from a station other than his/her own. The user may select the desired station from the Station drop-down box, and then click the Retrieve button. Payments cannot be deleted after the contractor is paid. If contractors were used on a Veteran's case and the case is transferred to a different station, the contractor's information will travel with the Veteran and appear on the new station's CWINRS list of Contract Service Providers and on the financial screens as needed.

NOTE: As of Fiscal Year 2013, all VetSuccess contracts are managed entirely through CAATS. This affects Chapter 31 as well as Chapter 36 contract services. All other contract types are still handled in CWINRS.

#### b. Contract Service Providers

The View Contract Service Providers screen displays a list of Contract Service Providers available for use by a given station. This screen is accessed from the Setup and Admin drop-down menus on the CWINRS Navigator screen. When the screen is loaded, it automatically displays in a grid the Contract Service Providers for the user's station (which is displayed in the drop-down box at the top of the screen). The grid includes the following information for each listed Contract Service Provider:

- Provider Name
- Address - the provider's mailing address (not necessarily the same as its payment address)
- City – the provider's city, state and ZIP code.
- Vnd – if checked, it indicates that the vendor is vendorized.

From this screen, the new service providers can be added, and existing service providers can be edited or deleted.

#### c. Contract Service Categories

The View Contract Service Categories screen displays a list of Contract Service Categories available for use in a grid that includes the name of the service, what benefit (e.g., rehabilitation services or educational vocational counseling) the service may provide and a description of the service provided. The NAS column, if checked, simply means that the associated service is part of the National Acquisition Strategy. This screen is reserved for VR&E Service to add new service categories and edit or delete existing service categories.

#### d. Facility Service Providers

The View Facility Service Providers screen displays a list of Facility Service Providers available for use by a given station. To access this list, the user can select Facility Service Providers from the drop-down menu beside the Setup and Admin button. The screen defaults to a grid of the Facility Service Providers for the user's station. Different stations may be selected using the drop-down menu atop the Facility Service Providers screen.

From the View Facility Service Providers screen, the user may add or edit a Facility Service Provider for his/her station only or view existing Facility Service Providers at any station.

## e. Case Managers/Users

The Case Managers/Users screen displays a list of case managers and users for a given station. The View Case Managers/Users screen is accessed from the CWINRS Navigator screen and automatically displays in a grid the case managers and users for the user's station (which is displayed in the drop-down box at the top of the screen). The grid includes the following information for each listed case manager and user:

- Name
- Case Manager Number
- Job Title
- Phone
- Security Level
- Active Checkbox indicates if the Case Manager/User is currently active

From this screen, new case managers and users can be added and existing case managers and users can be edited or deleted. The user cannot delete or archive Case Managers with active cases. More detail is available in Chapter 8 of the CWINRS User Guide found on the KMP at the following website: <https://vaww.portal.va.gov/sites/VRWKM/Pages/home.aspx>.

## f. Case Assistance Specialists

The View Case Assistance Specialists screen displays a list of Case Assistance Specialists for a given station. A Case Assistance Specialist can be any entity assigned to the category. The criterion is that the entity is a non-vendor provider of services such as a state-federal employment One-Stop, the Disabled Veterans' Outreach Program/Local Veteran Employment Representative (DVOP/LVER) or a Veterans advocacy group that assists with rehabilitation but is not paid by VA for doing so. The View Case Assistance Specialists screen displays in a grid the Case Assistance Specialists for the user's station. From this screen, new case assistance specialists can be added, and existing case assistance specialists can be edited or deleted.

## g. Regional Office (RO) Settings

The RO Settings screen is used to manage CWINRS settings for the specific RO. From the CWINRS Navigator screen the user can select RO Settings

from the drop-down menu. This will open a Manage RO Settings screen. From the Manage RO Settings screen the user may view and edit:

- RO Location Information
- Setup and Admin Preferences for the RO
- VR&E Officer Information
- Voucher Auditor Information
- Beneficiary Travel Rates

The user may also view Educational Vocational Funds (Ed/Voc) and General Operating Expenses (GOE) Program Cost Limits. However, the editing of cost limits may only be done by a National System Administrator in VR&E Service or the VBA Office of Field Operations (OFO).

#### h. National Limits

The National Limits screen allows for the adding and updating of the National Limit and the RO Limits for selected Fund Types and Fiscal Years. The National Limits screen is editable only by a National System Administrator at Station 101. Other users throughout the country may have read-only permissions. The screen is accessed from the CWINRS Navigator screen by selecting National Limits from the drop-down menu on the Setup and Admin button. To view the National Limits, select a Fiscal Year and Fund Type (Ed/Voc or GOE) from the respective drop-down boxes, then select "retrieve".

#### i. VR&E Sites

The VR&E Sites screen displays a list of Sites available for use by a given station. The View Sites screen is accessed from the CWINRS Navigator screen by selecting VR&E Sites from the Setup and Admin drop-down menu. When the View Sites screen is loaded, it automatically displays in a grid the Sites for the user's station. From this screen, the user can add new sites and edit or delete existing sites.

#### j. Jurisdictions

The View Jurisdictions screen is accessed from the CWINRS Navigator screen by selecting Jurisdictions from the drop-down menu under the Setup and Admin button. This screen displays Jurisdictions associated with the selected station. From this screen, new jurisdictions can be added, and existing

jurisdictions can be edited or deleted.

k. Mileage Table

The View Mileage Table screen displays a list of Mileage Entries available for use in the user's RO. A mileage entry is the distance between a particular origination city and the RO city. The View Mileage Table screen is accessed from the CWINRS Navigator screen. From this screen, a new mileage entry can be added, and existing mileage entries can be edited or deleted.

l. Local Templates

The View Local Templates screen displays a list of locally added Templates that have been added by users at a certain RO for use alongside the standard templates used nationwide. Each RO has its own local templates for its exclusive use. The View Local Templates screen is accessed from the CWINRS Navigator screen. From this screen, a template can be added, and existing local templates can be edited or deleted.

m. Security Report AutoGED

The Security Report for AutoGED screen can be accessed through the drop-down menu on the Setup and Admin button on the CWINRS Navigator. This screen displays all records where a user attempted to execute a CAUT command, authorizing the GED process, where that same user executed the CEST command for the same record.

n. Canned Statements

The View Local Canned Statements screen can be accessed through the CWINRS Navigator by using the drop-down menu on the Setup and Admin button. From this screen, the user has the ability to view and edit the local canned statements that have been implemented for a specific RO. User permissions determine what the user is able to do from this screen.

## 2.32 CWINRS Interfaces

CWINRS provides interfaces, or "gateways," to outside systems. Operating instructions for these interfaces is provided in Chapter 9 of the CWINRS User Guide found on the KMP at the following website:

<https://vaww.portal.va.gov/sites/VRWKM/Pages/home.aspx>.

- BDN Shell: This interface is located within the BDN Transaction Manager Module and within the Folders Menu option. It provides a link to advanced

BDN actions. These actions work with BDN screens that show data from different, discrete and legacy mainframe systems (e.g., BIRLS, EDU, and Chapter 31).

- VA-ONCE: Allows users to view VA-ONCE information imported in CWINRS. The interface is located within the Case Management Module and through the Folders Menu option.
- a. BDN Shell

The BDN Shell is a stand-alone application separate from CWINRS. This application may be launched from the CWINRS Navigator, AutoGED Processing or BDN Transaction Manager screens. Directions for use of the BDN Shell, including customizing the BDN application, setting up macros and batch processing, can be found in Chapter 9 of the CWINRS User Guide found on the KMP at the following website:

<https://vawww.portal.va.gov/sites/VRWKM/Pages/home.aspx>.

b. VA-ONCE

1. General

The user can look up VA-ONCE information in one of the two following ways:

- By selecting VA-ONCE from the Folders Menu option
- By selecting Select VA-ONCE Cases from the Case Management drop-down on the CWINRS Navigator

In each of these ways, the user can view the Enrollment Certification information transmitted from the VA-ONCE application for a selected beneficiary. If any enrollment certifications exist for the selected beneficiary, the first screen encountered by the user will be the View VA-ONCE Enrollment Information screen. The beneficiary's name, file number, payee and SSN will be displayed at the top of the screen. The grid will list all certification header information for the beneficiary with the certification number, the name of the facility, the facility code, the name of the program, the date signed and the Processing status appearing in the grid. To update the Processing status, the user selects a grid item and clicks the Edit status button. This will open the Edit VA-ONCE Enrollment Processing Status screen. For the user to:

- View enrollment certifications, he/she selects an item from the grid

and clicks the View Certifications button. This will open the View Enrollment Certifications screen.

- View detailed information about the facility associated with a specific certification, he/she will select the desired item from the grid and click the View School Info button. This will open the View Enrollment Certification School Information screen.

The Close button will exit the screen and return to the Navigator.

## 2. Edit VA-ONCE Enrollment Processing Status

When VA-ONCE information is first retrieved in CWINRS for a given beneficiary, the Processing status is "New." The Edit VA-ONCE Enrollment Processing status screen allows the user to update the Processing status for an enrollment certification associated with a selected beneficiary. The screen displays basic beneficiary information (name, file number/payee and SSN) and basic enrollment information (school name, program, certification number and date signed). The current Processing status will be displayed in the field provided (and the associated option button will also be pre-selected).

The user can update the Processing status, by selecting the desired status from the available option buttons and clicking the OK button. This will save the updated Processing status and return to the View VA-ONCE Enrollment Information screen.

## 3. View Enrollment Certifications

The View Enrollment Certifications screen is a read-only screen that displays a list of enrollment certifications for a selected facility. The top of the screen shows Veteran information, including file number/payee, SSN and name. Below this is information about the facility including the school name, facility code and program name along with the date signed and processing status.

The grid displays the following information for each certification:

- Processed Date
- Type (Change, Amendment or Original)
- Certification Number

- New Certificate Number
- Begin Date
- End Date
- Credit Hours

The user can view further details for a given certification, by selecting a certificate from the grid and clicking the Details button. This will open the Enrollment Certification Detail screen.

The Close button will exit the screen and return to the View VA-ONCE Enrollment Information screen.

#### (a) View Enrollment Certification Detail

The View Enrollment Certification Detail screen displays, in read-only mode, detailed information pertaining to a selected Enrollment Certification.

The Print button will export the data on this screen to a Word document.

The History button will open the View Enrollment Certification History screen.

The Close button will exit the screen and return to the View Enrollment Certifications screen.

#### (b) View Enrollment Certification History

The View Enrollment Certification History screen displays, in a read-only grid, historical change information about the selected enrollment certification.

The Close button will exit the screen and return to the View Enrollment Certification Detail screen.

#### (c) View Enrollment Certification School Information

The View Enrollment Certification School Information screen displays, in read-only mode, all of the information pertaining to the selected facility and the type of program involved in the selected certification.

The Print button will export the information on this screen to a Word document.

Details for a particular remark can be viewed by selecting "Remark" from the grid and clicking the View button. This will open the View VA-ONCE Remarks screen.

From the View VA-ONCE Remarks screen, the Close button will return the view to the Enrollment Certification School Information screen.

From the Enrollment Certification School Information screen, the Close button will return the view to the VA-ONCE Enrollment Information screen.

For more details, see Chapter 6 of the CWINRS User Guide available on the KMP at the following website:  
<https://vaww.portal.va.gov/sites/VRWKM/Pages/home.aspx>.

## 2.33 BDN Transaction Manager

### a. General

For Chapter 31 records only, certain data updated in the Case Management Module must be uploaded into the Chapter 31 Master Record in the BDN legacy system via the CADD, CAST and CORR commands. These commands will be processed in BDN upon the change of the relevant data in the Case Management Module.

- When the Mailing Address is updated on the Personal Information screen, a CADD transaction will be processed immediately when the user clicks the OK button on that screen
- Any change on the Personal Information screen in the Case Management Module (e.g., telephone, combined degree, or diagnostic code) creates a CORR transaction that will be processed in BDN when the user clicks the OK button on that screen. Also, a CORR transaction will be processed immediately after a BDN Refresh if new diagnostic information is retrieved via the Refresh.
- The CAST command is used to update the Case Manager Number; the Case status; the reason code; the Pre-Rehabilitation Salary; the effective date; the IWRP DOT Code; and PCLR the 719 Control Code. When any of these pieces of data is changed on the Change Case Manager/Case Status screen, a CAST transaction will be processed immediately when the user

clicks the OK button on that screen.

If a CADD, CAST, or CORR transaction does NOT process successfully, for whatever reason, (e.g., network problems, data problems) a Pending or Rejected transaction (depending on the cause) will appear in the BDN Transaction Manager. From the BDN Transaction Manager, the user can attempt to Process the Pending or Rejected transaction again. Via the BDN Transaction Manager, the user may also view the details of successfully processed CAST and CORR transactions.

#### b. BDN Transaction Manager Screen Access

The BDN Transaction Manager screen is accessed from the CWINRS Navigator screen. There is a table in the upper left-hand corner of the screen displaying a summary of the CADD, CAST and CORR transactions for the user's station. The table shows the number of Pending, Rejected and Processed transactions by type and the date for the oldest Pending transaction for each type. The screen features include four tabs and six buttons. The buttons are divided into three general buttons and three buttons used to perform Transaction Functions.

##### 1. Tabs

There are four tabs: All, CADD, CAST and CORR. Each tab features a grid, which displays the transactions for that type. (The grid on the All tab displays the transactions for all three types, for the selected status.) The user can display transactions having a certain status by selecting from the three option buttons provided on each tab. (The default status is Rejected.)

NOTE: Because CADD, CAST and CORR transactions are processed immediately when changes are made in Case Management, this means that there should be very few Pending transactions in the BDN Transaction Manager. Unless there is a transmission problem, most transactions will show here as Processed, with failures appearing as Rejected. This marks a significant change from the old Batch Processor.

##### 2. Transaction Functions Buttons

When the user selects a single transaction from the grid, (any tab) the View button will become enabled. If the transaction is in Rejected or Pending status, the Process and Delete buttons will also become enabled. If multiple transactions are selected, the Process and Delete buttons will be enabled.

- (a) When the Process button is clicked, another attempt will be made to process the selected CADD, CAST, or CORR transaction(s). If this attempt is unsuccessful, the number of Retries will be incremented by one.
- (b) When the Delete button is clicked, the selected CADD, CAST and CORR transaction(s) will be deleted.
- (c) The View button opens a screen displaying the details for the selected transaction. If the selected transaction is a CADD, the CADD Transaction Detail screen will open. If the selected transaction is a CAST, the CAST Transaction Detail screen will open. If the selected transaction is a CORR, the CORR Transaction Detail screen will open.

### 3. General Buttons

- (a) The BDN Shell button will open the BDN Shell. This is for convenience only; the BDN Shell is not needed to perform any of the functions on the BDN Transactions Manager.
- (b) The Export button will export relevant transaction data into an Excel spreadsheet. From the All tab, only the data appearing in the grid will be exported. From the CADD, CAST and CORR tabs, the grid data is exported, and the information is changed with this transaction.
- (c) The Close button will exit the BDN Transaction Manager.

### c. Viewing Transaction Details

#### 1. View CADD Detail

When the user selects a CADD transaction from the BDN Transaction Manager and clicks the View button, the CADD Transaction Detail screen appears. This screen displays the Veteran's name and file number and all of the generic transaction data that is displayed in the grid on the BDN Transaction Manager (date posted, who the transaction is posted by, the number of retries, processed date and Transaction status). More importantly, it also displays the address as it is actually changed with the selected CADD Transaction.

#### 2. View CAST Detail

When the user selects a CAST transaction from the BDN Transaction Manager and clicks the View button, the CAST Transaction Detail screen

appears. This screen displays the Veteran's name and file number and all of the generic transaction data that is displayed in the grid on the BDN Transaction Manager (date posted, who the transaction was posted by, the number of retries, processed date and Transaction status). More importantly, it also displays the data that is actually changed with the selected CAST Transaction.

### 3. View CORR Detail

When the user selects a CORR transaction from the BDN Transaction Manager and clicks the View button, the CORR Transaction Detail screen appears. This screen displays the Veteran's name and file number and the generic transaction data that is displayed in the grid on the BDN Transaction Manager (date posted, who the transaction was posted by, the number of retries, processed date and Transaction status). More importantly, it also displays the data that is actually changed with the selected CORR Transaction.

## 2.34 Custom Letters and Forms

### a. General

In addition to the standard forms and letters that are available in CWINRS, a System Administrator can easily create customized forms and letters designed to meet local needs. These local letters and forms can merge information from the CWINRS database fields as the standard forms and letters do. Note that approval by the VR&E Officer is required for local forms and letters.

### b. Creating a Customized Form or Letter

To create a customized form or letter, from the Navigator Screen, the user selects the "Local Templates" option from the Setup and Admin drop-down, and clicks the Setup and Admin button. A list of all of the user's RO's customized forms or letters will be displayed. To create a customized form or letter, the user will:

1. Click the Add Button.
2. Enter the information about the new document in the pop up window. The information entered includes the following:
  - Name of document: Up to 20 characters; do not include the .DOT file extension

- Type: Form or Letter
  - Category: Counseling, Rehab, or Local (forms default to "Local," and it is recommended that the user chooses "Local" as his/her default for letters to ease the ability to locate custom letters in CWINRS)
  - Description: Since the file name is brief, this allows the user to provide a short description of the document to assist with identification within the CWINRS program
3. Click the OK button to save the document name and description. This will open Word with the local template worksheet.
  4. Provide the desired text or empty fields.
  5. Enter desired merge fields. To enter a field from CWINRS, click the Insert Merge Field button on the Word tool bar. When the user clicks the button, he/she will see all the fields from CWINRS that are available for use in creating custom letters and forms. A list of merge fields is also included for use in Chapter 13 of the CWINRS User Guide available on the KMP at the following website:  
<https://vaww.portal.va.gov/sites/VRWKM/Pages/home.aspx>.
  6. The Mail Merge code will import the data into the document when it is printed from CWINRS.
- c. Editing a Local Template

To edit a customized form or letter, the user selects "Local Templates" from the Setup and Admin drop-down box, and clicks the Setup and Admin button. A list of all forms or letters in the Local for the user's RO will be displayed. To edit a customized form or letter, the user will:

- Select the template to edit by highlighting it in the grid
- Click the Edit button, which will open the Template document in Word
- Edit the Template document as needed
- Save the Template document by clicking the save icon in Word; do not use "save as" to save the document

d. Deleting a Local Template

To delete a customized form or letter, from the Navigator Screen, the user

selects the Custom Templates function from the Setup and Admin Module and clicks the Setup and Admin Icon. A list of all forms or letters in the RO Local Folder will be displayed. To delete a customized form or letter, the user will:

- Select the template to delete by highlighting it and right clicking with the mouse
- Click the Delete button; a message will be displayed asking the user to confirm that he/she wants to delete the template; click YES to delete
- The template will be removed from the Local Folder to the Backup folder, and the document listing will be removed from the document table

e. Using the Customized Forms and Letters

Custom forms and letters may be accessed through CWINRS from the Case Management Module forms and letters option. "Local" will display only locally created forms or letters.

## 2.35 Vendorization

Vendorization is the process which allows vendors to be entered into the FMS system. Vendorization is a prerequisite to processing a payment for schools, contractors and other vendors. Refer to M28R.V.B.3 for more information on the vendorization process.

## 2.36 Veterans Tracking Application (VTA)

VTA is a tracking application that enables VR&E Officers and other staff to search for Veterans or Servicemembers by SSN or name. The VTA site location is: <https://vta.va.gov/VTA>. The VTA Help Desk can be reached via email at [itsc@va.gov](mailto:itsc@va.gov) or by calling 1-855-NSD/HELP (option 3). VTA shows specific VBA Reports which include the following:

a. VBA Reports

1. Area Office Report

(a) The user will select Area from drop-down menu

(b) The user will select VBA facility from drop-down menu and click Go for a list of all records assigned to the station; each record can be accessed for details

2. Regional Loan Center (RLC) Report
3. VR&E Outreach Report (this is a printable report of Veterans assigned to stations and contains information as updated by VR&E)
4. VR&E DTAP One-time Report
5. VR&E Vocation/Education Usage Report
6. VR&E Coming Home To Work (CHTW) Report
7. VR&E Entitlement Report
8. Veterans Health Administration Severely Injured (VHA SI) not in VBA Report

b. Graphical Charts

This includes a bar graph that demonstrates the number of Veterans case managed by VBA offices.

c. Seriously Injured (SI) List

This includes a list of Veterans by VHA facility. (Report results are based on user permissions and may be restricted by VHA facility or Veterans Integrated Service Network [VISN].)

d. Transition Patient Advocate (TPA) Issues Report

The results of this report are based on user permissions and may be restricted by VHA facility or VISN. The report includes the following:

- Education – Need for VA Education Benefits Info; Need for VA Vocational Rehabilitation Info
- Employment – Employer-related Issues; Need for Employment
- Family/Community
- Financial
- Housing
- Legal

- Medical
- Mental Health
- Military Treatment Facility (MTF)
- Redeployment
- VA Healthcare
- VBA – Compensation; C&P Claim status; Need for Auto Grant Info, Traumatic Injury Protection Under Servicemembers' Group Life Insurance (TSGLI)
- Transportation
- Travel
- TriCare

## 2.37 Centralized Administrative Accounting Transaction System (CAATS)

### a. Access

CAATS is a web-based system owned by the Administrative and Loan Accounting Center (ALAC).

CAATS can be accessed at the following link:  
<https://vawww.caats.va.gov/login.aspx?ReturnUrl=%2f>.

Issues with access can be emailed to VBAALAC\_CAATSTEAM, which is searchable in the Outlook Global Address List.

To request new access, the user needs to submit a CAATS Employee Access Request Form. The form is available at:  
<http://vbaw.vba.va.gov/bl/20/cfo/MLAC/docs/CAATS%20Employee%20Access%20FORM.pdf>.

The employee's supervisor must submit the form to the VBA ALAC CAATS mailbox (CAATS.VBAMLA@va.gov). Once the request is received, the user will be contacted by ALAC with additional registration instructions.

### b. Contract Referrals and Transactions

CAATS is used to track contract referrals and transactions made on behalf of Veterans in the VR&E Program. The CAATS application is a web-based system that allows for electronic input and approval of transactions; provides an electronic audit trail; streamlines document and transaction processing; and produces transaction activity reports. VRCs use CAATS to initiate referrals for contract services which may also be delegated to administrative support staff by the supervisor to conduct the following:

- Complete Quality Assurance (QA) forms for each deliverable received
- Update or indicate if the deliverable report is accepted or rejected, requiring corrections by the Contractor
- Provide Initiator review and certification of invoices for payments
- Adhere to timeliness guidelines for reviewing deliverables, providing QA forms to the Contractor and certifying invoices

The Contracting Officer Representative (COR) uses CAATS to review and approve referral requests. This may also be completed by the primary COR's designee(s). The COR may review and certify invoices as the Approver, which is the level above Initiator, who may be the VRC or EC (case manager).

The Administrative Contracting Officer (ACO) issues task orders to ensure compliance with terms of the contract. A copy of the task order, Standard Form (SF) 1449, is sent to the contractor and a copy of the purchase order, (VAF 2237), is sent to ALAC for entry into CAATS.

The Voucher Auditor uses CAATS to approve payments for VetSuccess contracting invoices (as the role of Finance Approver). Following approval, the invoice is submitted to ALAC through CAATS into FMS. CAATS is the web-based front end to FMS. External VR&E Contractors use CAATS to create and submit invoices against referral orders created in CAATS.