

## **WebLGY System Enhancements for Certificate of Eligibility (COE) Processing**

1. Purpose. The purpose of this Circular is to announce system enhancements to the Department of Veterans Affairs (VA) COE processing in WebLGY.
2. Background. VA processes over 1 million COE requests for active duty, and discharged Veterans each year. Currently, 64 percent of COE decisions are completed instantly. The WebLGY system enhancements will improve COE timeliness, and accuracy by matching requests more effectively with VA, and military records, and funding fee exemptions.
3. Enhancement Release. The enhancements to the VA WebLGY system will take place on November 19, 2017.
4. Eligibility Processing. The system will now require lenders to begin the eligibility process with specific data to identify any pending applications, or recent COE approvals. The search will require social security number and year of birth.
  - a. If there is a record match, lenders will be able to update the existing COE on file, upload additional documents, and print the COE, if necessary.
  - b. If there is not a record match, a link to create a new application will appear automatically. Required fields must be completed to continue processing the application. All new applications will require the lender to enter the Veteran's dates, and branch of service.
  - c. In the event the VA WebLGY system is not functioning, the lender should wait, and attempt to log in at a later time (approximately 30 minutes). The electronic application is the quickest, and most efficient manner to request a COE. However, if there are persistent system problems, please submit a helpdesk ticket for prompt assistance.
5. Rescission: This Circular is rescinded November 1, 2019.

By Direction of the Under Secretary for Benefits

Jeffrey F. London  
Director, Loan Guaranty Service

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