

Department of Veterans Affairs

Mobile eBenefits (MeB)

Requirements Specification Document



April 2014

Version 1.1

Revision History

Note: The revision history cycle begins once changes or enhancements are requested after the Requirements Specification Document has been baselined.

Date	Version	Description	Author
March 12, 2014	1.0	Compilation of existing requirements documentation from the wiki and other source documents to meet required C&C documentation standards	[REDACTED] O.
April 18, 2014	1.1	Added Acceptance criteria for Launchpad	[REDACTED] O.

Artifact Rationale

The Requirements Specification Document (RSD) records the results of the specification gathering processes carried out during the Requirements phase. The RSD is generally written by the functional analyst(s) and should provide the bulk of the information used to create the test plan and test scripts. It should be updated for each increment.

The level of detail contained in this RSD should be consistent with the size and scope of the project. It is not necessary to fill out any sections of this document that do not apply to the project. The resources necessary to create and maintain this document during the life cycle of a large project should be acknowledged and clearly reflected in project schedules. Do not duplicate data that is already defined in another document or a section in this document; note in the section where the information can be found.

Instructions

Activity	New Capability (1)	Feature Enhancement (2)
Field Deployment (A)	Yes	Yes
Cloud/Web Deployment (B)	Yes	Yes
Mobile Application (C)	Yes	Yes

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1 Introduction

1.1 Purpose

The RSD specifies the functions, user stories, and technology that are to be implemented by the Mobile eBenefits (MeB) project. The purpose of the document is to capture and articulate the Functional and Non-Functional Requirements of the MeB application and associated explorers. The intended audience is the certifying bodies along with internal V & V teams to use during the application certification process.

1.2 Scope

The scope of this document is to consolidate and summarize the existing requirements documentation located on the wiki in several sections and attached documents into a single location for ease of use and readability.

1.3 References

- *DRAFT PWS: Draft Performance Work Statement MeB v2_53 032113 Baseline Agilex changes 032313.docx*
- *MeB Technical Proposal*
- *Mobile eBenefits System Design and Architecture.doc*
- *Compliance and Certification documents: [REDACTED] a [REDACTED] m [REDACTED]*
- *DS Login Guide (for software engineers): DS Logon 2 0 Guide v1 0 3.doc*
- *VA Mobile Device Style Guide: VA Final Mobile Style Guide.*
- *Web Service Change Request (WSCR) template.doc*
- *Benefits Gateway Services (BGS) Web Services.doc*
- *Security Framework Users Guide.pdf*
- *Claim Status Reference.xls*
- *DS Login Guide (for software engineers): DS Logon 2 0 Guide v1 0 3.doc*
- *VA Mobile Device Style Guide: VA Final Mobile Style Guide.*
- *VA Facility Locator Web Service Documentation: [REDACTED] webservices/fandl/documentation/fandl.cfm*
- *DoD Installation Locator: [REDACTED]*

2 Overall Description

2.1 Accessibility Specifications

Follow mobile standard 508 compliance best practices and 508 accessibility requirements.

2.2 Business Rules Specification

Please see the user story acceptance criteria for each mobile application appended to this document for applicable business rules.

2.3 Design Constraints Specification

Indicate any design constraints on the system being developed. Design constraints represent mandated design decisions.

Examples of design constraints include CCOW compliance, software languages, software process requirements, prescribed use of developmental tools, architectural and design constraints, purchased components, and class libraries.

2.4 Disaster Recovery Specification

Not applicable. All the information viewed from within the Mobile eBenefits application is provided via webservice interfaces to other systems and those disaster recovery procedures take precedence.

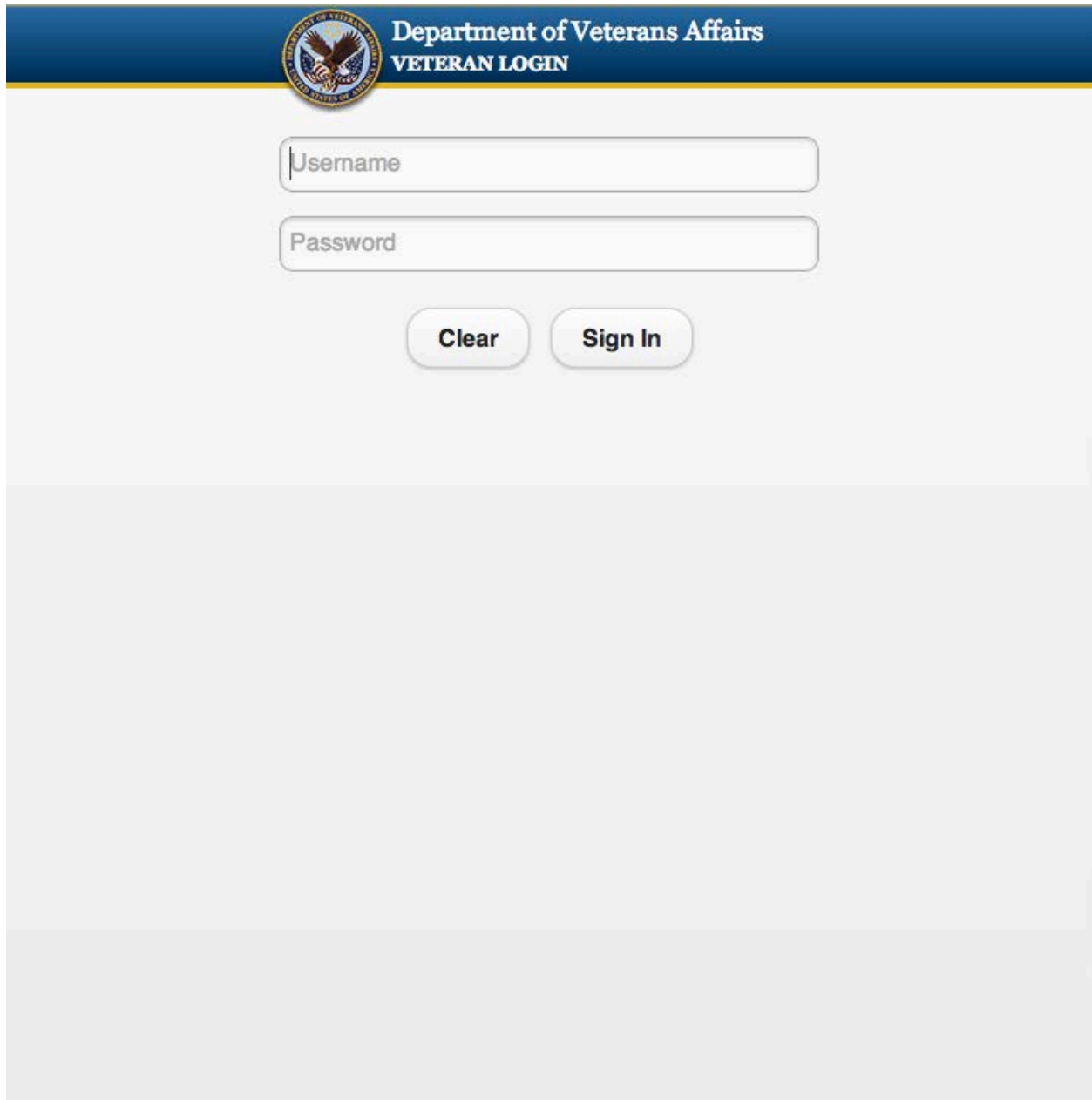
2.5 Graphical User Interface (GUI) Specifications

2.5.1 Mockups of Launchpad and Explorer Welcome Screens

Launchpad



DS Logon Screen



The image shows the Department of Veterans Affairs VETERAN LOGIN screen. At the top, there is a blue header bar with the Department of Veterans Affairs seal on the left and the text "Department of Veterans Affairs" and "VETERAN LOGIN" on the right. Below the header, there are two input fields: "Username" and "Password". Below these fields are two buttons: "Clear" and "Sign In". The background is a light gray gradient.

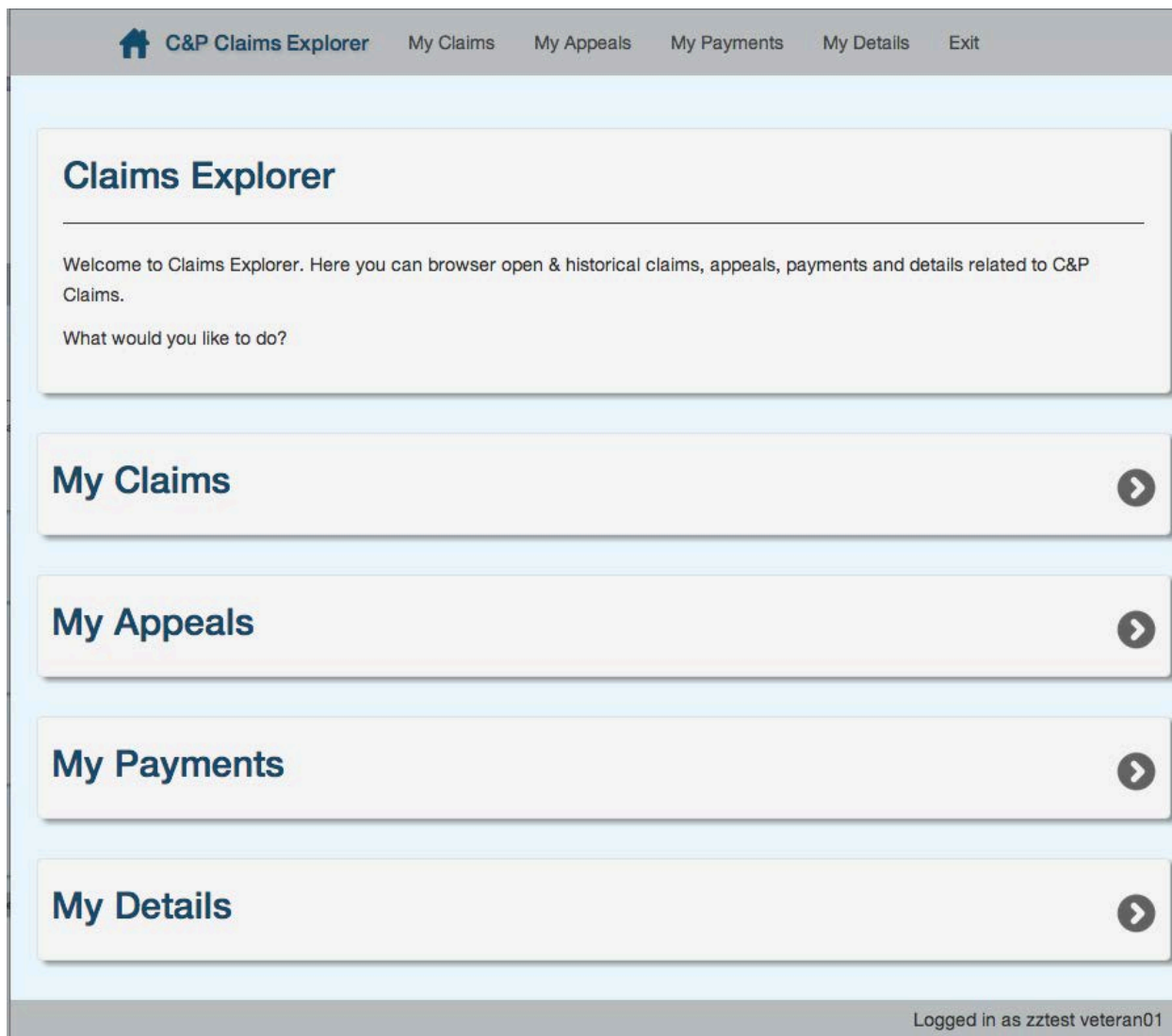
Department of Veterans Affairs
VETERAN LOGIN

Username

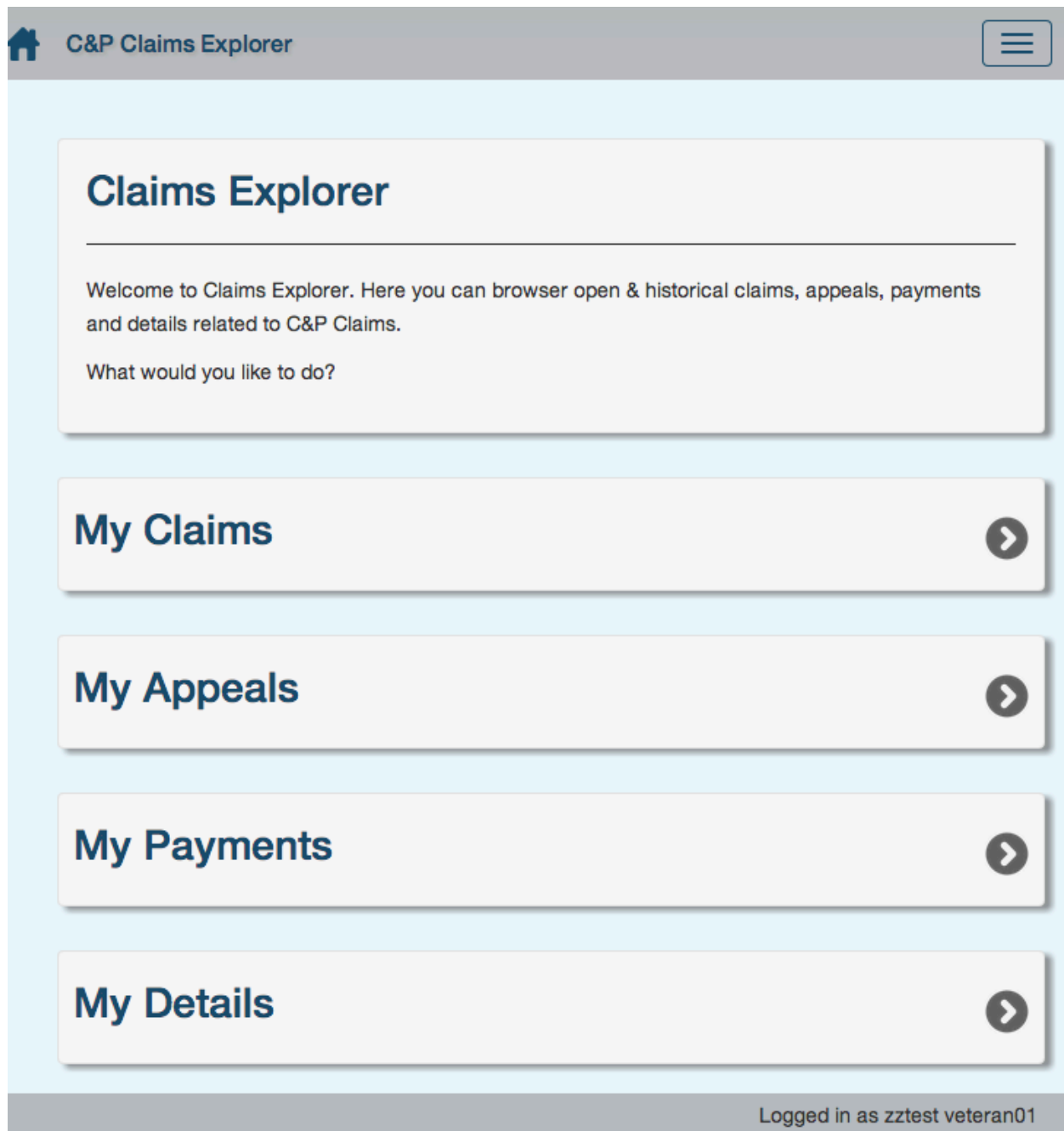
Password

Clear Sign In


Claims Explorer (Expanded menus)



Claims Explorer (Menus mimized into dropdown)



Loans Explorer

 [Loan Guaranty Explorer](#) [About Benefit](#) [Find Lender](#) [Find Realtor](#) [Refinance](#) [Exit](#)

Welcome

The VA helps Servicemembers, Veterans, and eligible surviving spouses become homeowners. We provide a home loan guaranty benefit and other housing-related programs to help you buy, build, repair, retain, or adapt a home for your own personal occupancy.

Continue to determine your eligibility for the **VA Home Loan Guaranty Benefit**


Next

Continue to determine your eligibility for the **Special Adaptive Housing Grant**

Next


Logged in as zztest veteran01


Education Explorer


 Education Explorer My Benefits My Enrollments My Payments Ask a Question Exit


Education Explorer

Welcome to the Education Explorer application. Here you can view items such as your benefits or enrollments. What would you like to do?

[View My Benefits](#) 


[View My Enrollments](#) 

[View My Payments](#) 


[Ask a Question](#) 


Logged in as zztest veteran01

Jobs Explorer


 Jobs Explorer Exit


Jobs Explorer

Welcome to the Jobs Explorer. Below you can search for available jobs based on location, job title, or military code. Throughout the application, you can select this icon  for more information.

 **Where**

city, state, country

 [Use current location](#)

 **What**

job title, keywords

Military

military job title or code

Filter By:


☒ Most Relevant

☐ Date Posted

Search


Logged in as zztest veteran01


FAQ Explorer


 [FAQ Explorer](#) [Search](#) [Browse Topics](#) [Most Popular](#) [Facility Locator](#) [Exit](#)


FAQ Explorer

Welcome to FAQ Explorer. Here you can find answers to the most frequently asked questions or locate a facility.
What would you like to do?

[Search By Keyword](#) 

[Browse Topics](#) 

[Browse Popular Articles](#) 

[Find a Facility](#) 

Logged in as zztest veteran01

2.6 Multi-divisional Specifications

Not applicable at this time.

2.7 Performance Specifications

This section should identify dynamic numeric specifications placed on the software or on human interaction with the software as a whole. Numerical specifications may include:

- *Application performance response of no greater than 5 seconds*
- *Pilot 1: Supports up to 45 simultaneous users*
- *Pilot 2: Supports up to 1000 simultaneous users*
- *100% accuracy of the content delivered*

2.8 Quality Attributes Specification

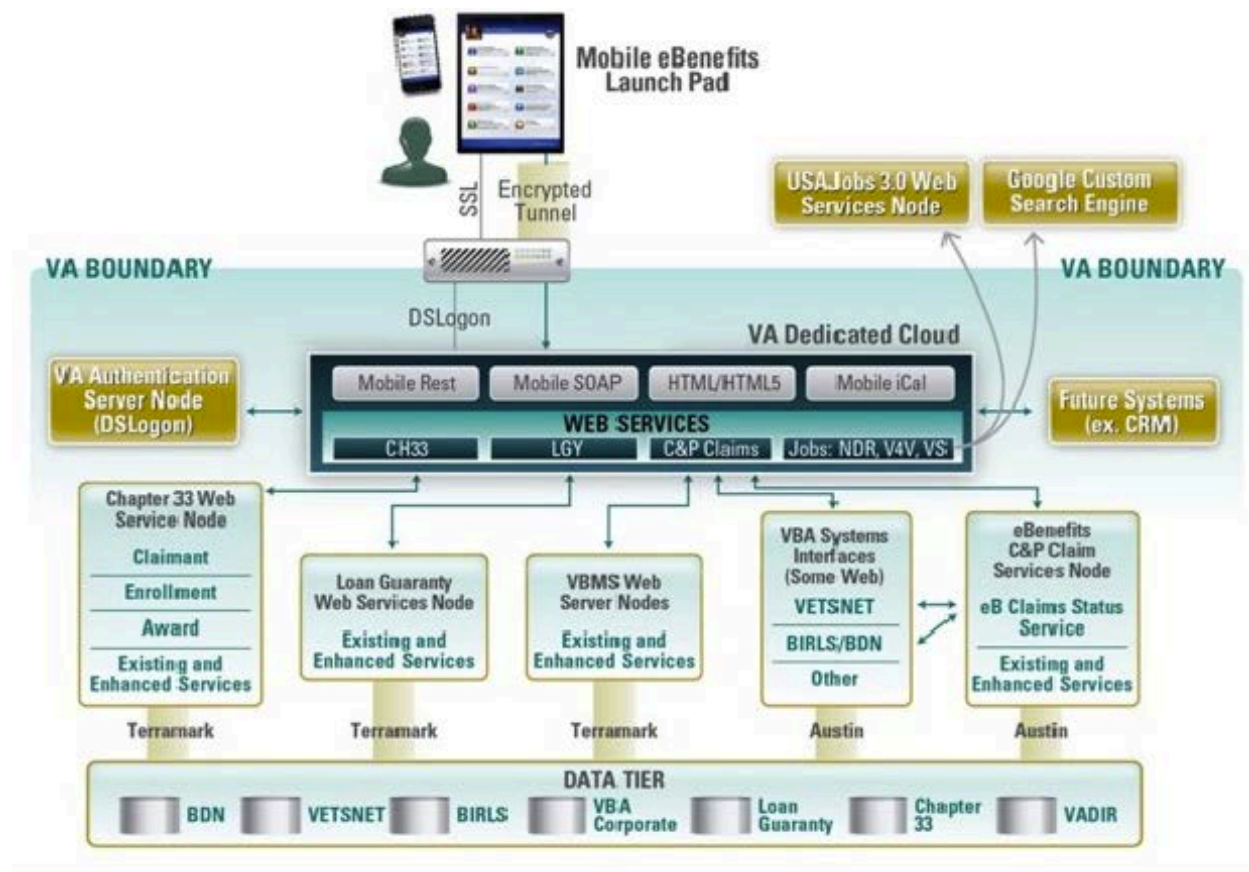
Not applicable at this time.

2.9 Reliability Specifications

The MeB solution will need to meet availability requirements as defined by the VA for this type of system.

2.10 Scope Integration

The following figure provides a diagram of the context in which MeB is to be deployed. For more detailed information, please refer to the MeB System Design & Architecture Document.



2.11 Security Specifications

2.11.1 Authentication Overview

Mobile eBenefits will reuse the HealthAdapter's Authorization Service to provide single sign-on capability to Veterans who access the various explorers within the Mobile eBenefits application.

When running in "Veteran" mode (Veteran Environment), the HealthAdapter protects its services by having users authenticate using their DS Logon credentials. DS Logon is a secure, self-service logon ID that allows Beneficiaries affiliated with the DoD or the VA access to several websites using a single username and password. DS Logon supports the Personnel Identity Protection (PIP) Directive and National Institute of Standards and Technology (NIST) e-Authentication guidance. It provides a high level of authentication assurance in situations where Common Access Card (CAC) authentication is not available.

Authenticating and identifying the user is accomplished using DS Logon as an authentication provider and by using IAM's SSOe service offering to establish the session between the user and the Mobile eBenefits application. The section below gives further detail on IAM SSOe.

2.11.2 IAM SSOe

IAM is the VA organization chartered for "Identity and Access Management". This group is responsible for identification of veterans, tracking their "preferences", and protecting access to veteran resources. One of the offerings that the HealthAdapter utilizes for "veteran" mode is IAM's SSOe (Single Sign On External) service which has been designed for veteran-facing web applications. The SSOe:

- provides Single Sign On functionality for external users
- provides the opportunity for an end user with a credential issued by one entity to be seamlessly authenticated into a partner entity without utilizing additional end user credential.

SSO will benefit every business line across the enterprise, increase veteran satisfaction, and provide additional opportunities to streamline a variety of business processes. For "Veteran" mode Mobile eBenefits will use DS Logon as the authentication provider/user credentials.

All traffic flows from the user's browser to the IAM WebSeal, acting as a reverse proxy, to the VA web applications. WebSEAL, part of the IBM Tivoli Access Manager product line, is a high performance, multi-threaded Web server that applies fine-grained security policy to the Tivoli Access Manager protected Web object space. WebSEAL can provide single sign-on solutions and incorporate back-end Web application server resources into its security policy.

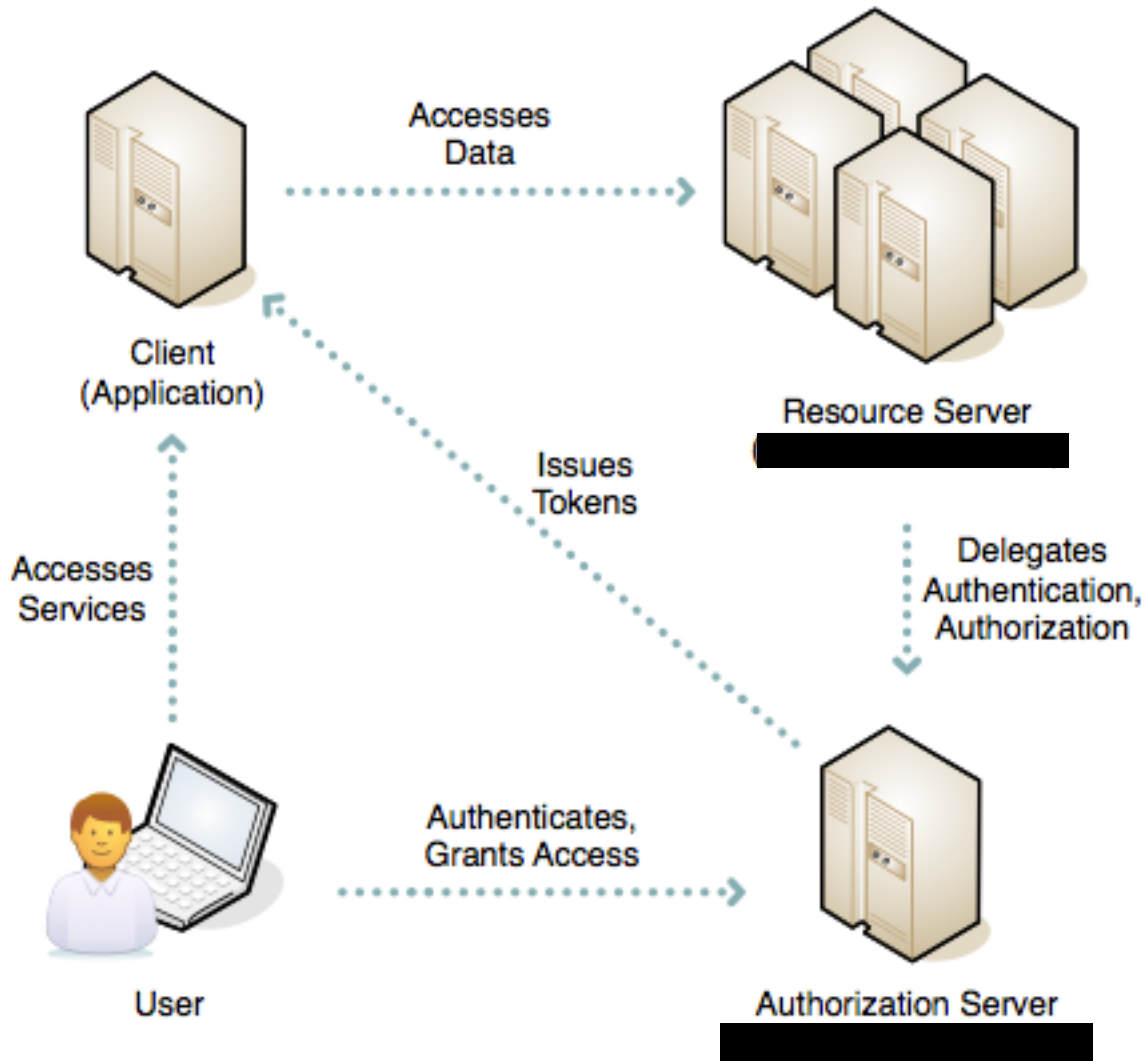
DS Logon, by policy, does not allow for credentials to be proxied through another system. That is, it would not be appropriate for users to enter their credentials into the Mobile eBenefits application directly, nor for the credentials to be sent to the HealthAdapter and then forwarded to DS Logon.

The approach laid out in this document augments the IAM SSOe offerings while ensuring that a mobile app and the HealthAdapter are never given direct access to the credentials. To accommodate this requirement the OAuth 2.0 protocol is used. This protocol is especially well-suited to applications that must share data while still ensuring that the user access credentials are not shared with other systems. The diagram below illustrates the roles that are involved in an OAuth 2.0 secured environment.

The role of the "Client Application" is the Mobile eBenefits application. The Authorization Server role is handled both by the HealthAdapter Authorization Service as well as WebSeal and DS Logon.

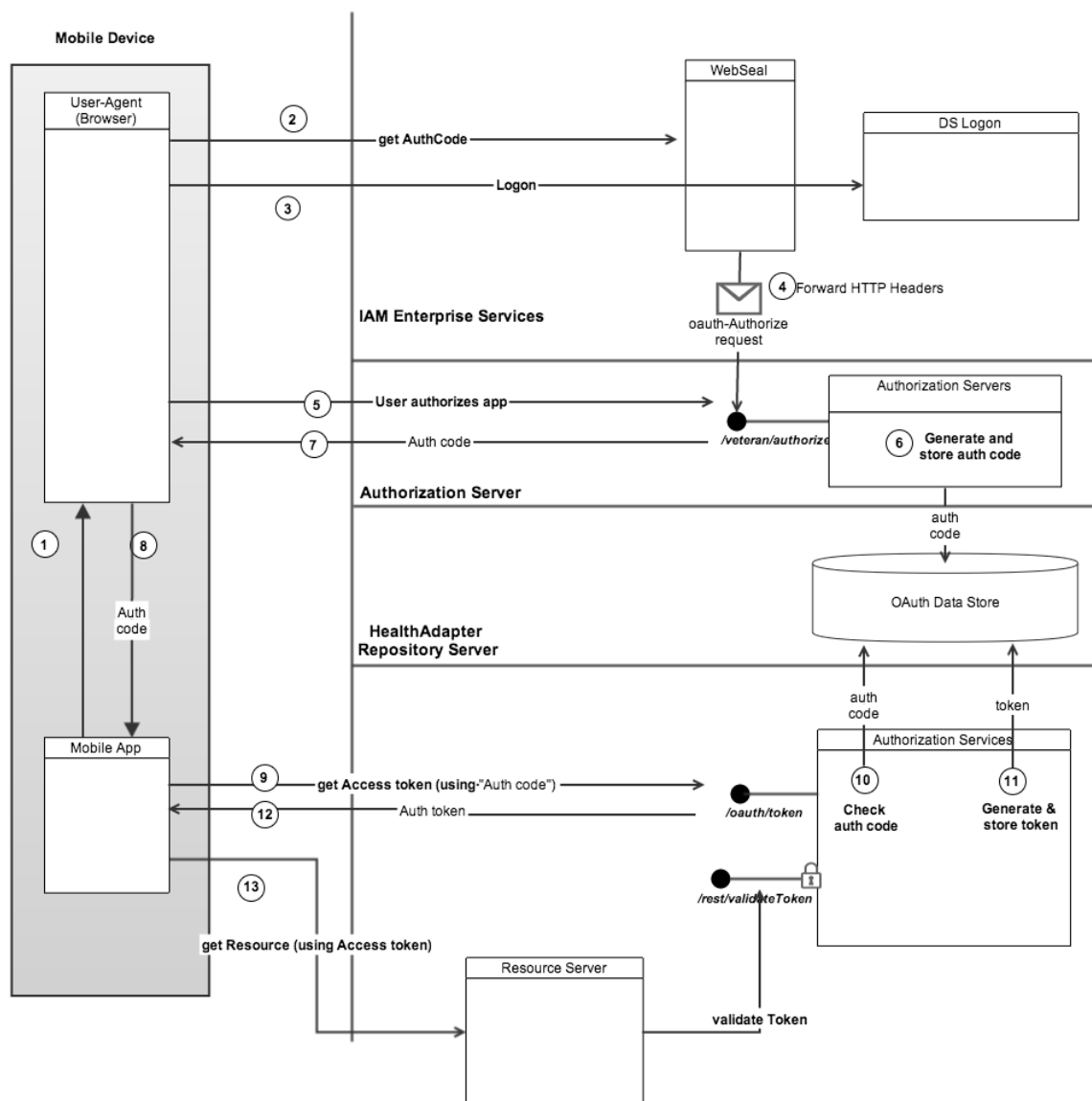
The Authorization Server, receives a forwarded request through WebSeal when a successful DS Logon has been executed by the user. Within OAuth a trust relationship is established between applications so that a request for an OAuth authentication code, received through a trusted system, is accepted by the target system based on that pre-existing trust relationship. In the specific case of Mobile eBenefits the two systems that maintain the trust relationship are WebSeal and the HealthAdapter Authorization Services. The HealthAdapter Authorization Services trust WebSeal as being a credible provider of authentication via the DS Logon service. Consequently a request from WebSeal to establish an authorization code is accepted by the Authorization Server. This then results in the generation of an authorization access code by the Authorization Server which is stored within the Authorization Server's local data store. This code, sent back through the web browser, is then used by the application to obtain an access token. That token is sent with all requests to the Resource Server (Mobile eBenefits REST service requests) to ensure that the current user has been successfully authenticated and is authorized to access the data being requested.

See the Workflow section below for more specific details on the implementation of authentication within the Mobile eBenefits/HealthAdapter environment.



2.11.3 Workflow

At a high level, the integration between the Mobile eBenefits application, WebSEAL, DS Logon, Authorization Server and the Authorization Service works as shown in the following diagram:



Once the app has been launched, the user then clicks "logon". This causes the app to perform an "openURL" on the "oauth-authorize" resource, which launches the Mobile eBenefits browser (note that this is *not* an embedded browser) acting in the OAuth role as the user-agent [**#1 in diagram**]. The browser attempts to perform an HTTP GET [**#2 in diagram**] to the Authorization Server by going through the WebSEAL interface. This request includes the "client_id" of the application requesting access to the user's data resources. I.e. the application the user is logging into.

Because the browser is not authenticated, WebSEAL does not forward the request to the Authorization Server but instead returns a HTTP 302, redirecting the browser to the DS Logon Authentication Page [**#3 in diagram**].

The user enters credentials into the DS Logon Authentication Page and submits. Once successful, WebSEAL forwards or redirects [**#4 in diagram**] the oauth-authorize request to the Authorization Server (this includes information as to the identity of the user such as the user's EDIPI). The Authorization Server's oauth-Authorization Endpoint trusts the forward/redirect call from WebSEAL (because of the use of mutual TLS authentication).

Ordinarily an OAuth 2.0 authorization service asks the user to approve the app to access their data resources **[#5 in diagram]**. However with this implementation explicit user approval is not required. Instead, the Authorization Service uses a configurable list, through Spring OAuth Security, to indicate those client IDs that are implicitly accepted by the user who is logging in. A login request for access to any application in the list will result in an automatic approval of the application. The client ID of the requesting application was sent as part of the originating login request. See the Client Registration section below for more details.

Once this approval has occurred the Auth server generates and stores an authorization code **[#6 in diagram]** and redirects the browser to the Mobile eBenefits Launch Pad application **[#7 in diagram]**. An OAuth authorization code is a short-lived code that signifies that the user has been authenticated and that access to the protected resource can be allowed. The Authorization Server then performs a redirect to a URL including the authorization code (launchpad://?authcode=XXX) **[#8 in diagram]**. This causes the device to perform an HTTP POST against the token resource **[#9 in diagram]**, passing in the authorization code and client_id. After the Authorization Service validates the authorization code against the OAuth Data store **[#10 in diagram]** it then generates and returns an access token to the app **[#11,12 in diagram]**. Validation of the authorization code includes verifying that the client ID stored in the OAuth data store matches the client ID on the HTTP POST request. The client's secret key is also passed in the POST request and validated by the Authorization Service. (See the OAuth Access Token section below for details of the request.) The Authorization Service also stores the information related to the token (user, expiration).

Once the user has logged in, the access token is always required as an HTTP header (HTTP Authorization Header) **[#13]** for any of the Mobile eBenefits REST services. Those resource servers invoke the Authorization Service to validate the token.

When a second application, such as the Loan Explorer, needs to login, it will attempt to access the "Authorization Endpoint" (via WebSEAL). Because there is an existing session between the mobile device and WebSEAL, the browser is able to access the authorization endpoint without prompting the user to authenticate a second time.

At the conclusion of the authentication process, users will be known by the identifier associated with their DS Logon account, which is their DoD identifier (EDIPI).

Note:

- the user-agent is the mobile browser, not an embedded browser within the app
- in #2 the browser attempts to access a resource via WebSEAL, and because the browser is not authenticated, the browser is redirected to DS Logon Authentication page
- (Logoff: mobile app invokes service on OAuth provider, which invalidates the token. Ideally, there is an HTTP call that can be made which will logoff the browser-webseal connection AND redirect back to the mobile app).

2.11.4 Client Registration

Registration of the client application must be performed before any use of the HealthAdapter Authorization Services can be made. Registration includes adding the application as an OAuth client in the Authorization Services client repository. The following information is required:

1. Client ID
2. Redirect Uri
3. List of resources that app needs to access. (Note: restriction of access to specific resources is still in exploratory state)

Once the information is provided, the HealthAdapter team will handle the registration step and will share the client secret information with the application. This is a one-time process. Application developers should make sure the client secret is kept confidential. Additionally access to the client secret should be configurable as it will be different for every environment.

2.11.5 Authorization Grant

This section gives further details on the mechanics of receiving an authorization grant from WebSEAL, DS Logon and the Authentication Server.

The first step in using OAuth is getting the authorization grant - the authorization code mentioned in the workflow above. The authorization grant is a credential representing the user's authorization to access protected resources. This code is then used by the client to obtain an access token. To request the authorization grant, the application developer should invoke this endpoint with the Query parameters listed in the code block shown below. The authorization endpoint then prompts the user to login and their user credentials are validated by the authentication services. Upon successful login, the authorization services redirect the request to the `redirect_uri` specified in the query parameter along with the authorization grant code. This Authorization grant is used to retrieve the OAuth access token for the user.

```
[REDACTED]
```

Query Parameters:

```
[REDACTED]
```

Note: state is the random key used by the app to make sure no one interrupted the authorize call.

Example:

The Authorization grant request from the Launch Pad app is formatted as shown below.

```
GET [REDACTED]
```

Response will be as follows:

```
[REDACTED]
```

```
Expires: Thu, 01 Jan 1970 00:00:00 GMT
Cache-Cont
Location: [REDACTED]
Content-La
Date: Tue, 05 Jun 2012 18:06:29 GMT
Connection: close
```

Note: The authorization grant is the value of the "code" query string parameter within the Location Header.

2.11.6 Oauth Access Token

The second step is to retrieve the user's access token using the authorization code that was granted in the previous step. The application should POST the access token request with the client id, secret and authorization grant. The access token returned by this step will be saved by the application in memory on the user's device and transmitted in all later requests to the REST resource servers.

Access Token EndPoints

Note: These are Agilex env endpoints. Will be replaced with MAE endpoints

```
[REDACTED]
```

Example Request

```
POST [REDACTED]

Headers:
Content-Type application/x-www-form-urlencoded

POST Body:
client_id=clientId
state=mystateid
scope=read
client_secret=client_secret
response_type=token
code=aXRymb
grant_type=authorization_code
redirect_uri=app_redirect_uri
```

Access Token Response will be as follows:

```
[REDACTED] OK
[REDACTED] gth: 187
[REDACTED]

Content-Type: application/json
Date: Tue, 05 Jun 2012 18:10:27 GMT
Connection: close
{
  [REDACTED]
  [REDACTED]
  [REDACTED]
}

Note: refresh_token is not being supported. access_token should be used in
all the calls.
```

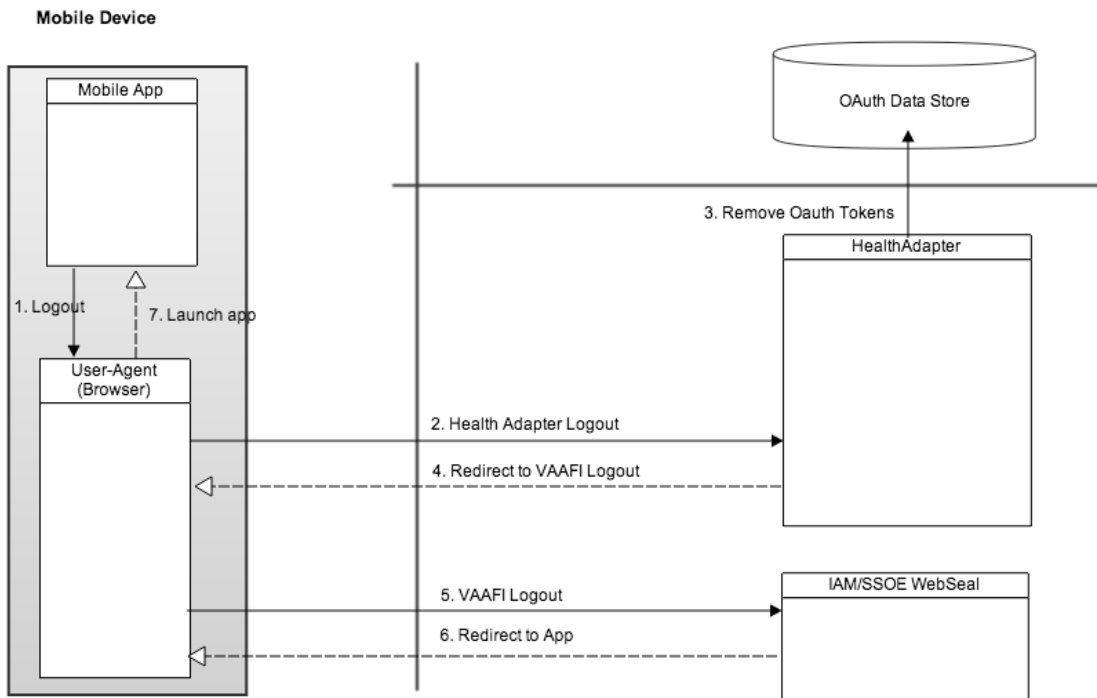
2.11.7 Authentication Level

During the authentication process, a check is made to ensure that the user has the appropriate authentication level. The different levels are described below.

DS Logon Account Type	Level	Allow Access
Basic Account	1	No
Premium Account	2	Yes

Logout

When the user logs out of Mobile eBenefits, the application will remove the OAuth token, http session and it will logout from SSOE by redirecting the logout request to the SSOE/VAAFI logout URL. After successful logout, the user request will be redirected to the Launch Pad from SSOE/VAAFI.



Deleting Tokens and Logout

An HTTP DELETE request with Authorization header with access token should be made that endpoint to delete the tokens belonging to the user on logout.



After making a delete request, access token should be removed on the client side and the Authentication logout URL should be called from the browser. That will remove the session associated with authentication provider. The logout URL should be retrieved from resource directory with title "logout".

The logout endpoint for provider will be [REDACTED]

[REDACTED]

[REDACTED]

In production environment:

This would be VAAFI Logout URL and this is configured as part of production set up.

3 MeB Explorer Functional Specifications

3.1 Claims Explorer “Summary & Details” Overview

The following defines the display items for both the Claim Summary and Claim Detail screens of the Claim Explorer App. There is no detail view for a historical claim since the data is the same as what is presented in the summary view. Definitions for each display field that is an enumeration or computed field is provided at the end of the page.

The data for both the Claim Summary and Claim Details screens is obtained from the BEP (Benefits Enterprise Portal) EBenefitBnftClaimStatusWebService web service (excluding the "Never Received" items). The EBenefitsBnftClaimStatusWebService::findBenefitClaimStatusBySSN method is used to obtain the summary information by the veteran's SSN. The result is a list of claims containing both open and historical claims, each uniquely identified with a benefitClaimId contained within the BenefitClaimDTO objects describing each returned claim. A distinction between open and historical claims is made using the definitions for both defined below. The detail information for a given claim from the summary results is obtained using the EBenefitsBnftClaimStatusWebService::findBenefitClaimDetailsByBnftClaimID using the benefitClaimId as the input.

The BEP TrackedItemService web service is used to obtain the "Never Received" items for the detail view. The TrackedItemService::findTrackedItems method is used to find items for a specific open claim using the claim's benefitClaimId as input. The result is a benefitClaim object that contains a list of developmentItem's. The "Never Received" items are determined by filtering the list of developmentItems for those that match the definition below. Each resulting developmentItem represents a "Never Received" item.

Method Inputs

EBenefitsBnftClaimStatusWebService::findBenefitClaimStatusBySSN

Name	Required	Comments
ssn	Y	Social Security Number of Logged in User

EBenefitsBnftClaimStatusWebService::findBenefitClaimDetailsByBnftClaimID

Name	Required	Comments
bnftClaimID	Y	claimId obtained from the summary information for the specific claim in which to show details

Definitions

Term	Definition
------	------------

Term	Definition
Open Claim	Claim Phase != Complete
Historical Claim	Claim Phase = Complete Bisrat described claimCloseDt >= "Cut off Date" OR claimCloseDt = NULL (the second condition does not seem to make sense). Cut off Date = 01/01/2008
"Items Never Received"	acceptDt is a non-Null valid date (acceptDt represents the date when the unreceived tracked Item was closed. The receiveDt is used to track when Items were received.) "Never Received Items" are the development items that have a non-null valid acceptDt
Current Phase	The BenefitClaimDetailsDTO returns a list of bnftClaimLcStatus objects which contain the current and historical phases for the claim. Each bnftClaimLcStatus object contains the phaseChngDT, which can be used to determine the current phase by choosing the most recent change date. The list is returned in decending sort order, so the current phase is the first bnftClaimLcStatus object returned in the response.

Claim Summary Data Dictionary

Display Item	Web Service	Method	Web Service Field	Type	Received Format	Display Format
Claim Received	EBenefitsBnftClaimStatusWebService	findBenefitClaimStatusBySSN	claimDt	String	YYYY-MM-DD	MM/DD/YYYY
Claim Type	EBenefitsBnftClaimStatusWebService	findBenefitClaimStatusBySSN	claimStatusType	String	See "Claim Types"	Append "Claim" to the claim type, i.e. "Compensation Claim", "Dependency Claim", or "Compensation and Pension Claim"
Status	EBenefitsBnftClaimStatusWebService	findBenefitClaimStatusBySSN	phaseType Note: this is really to display the Claim Phase, not the Claim Status as the	String	See "Claim Phases"	Displayed only for Open Claims

Display Item	Web Service	Method	Web Service Field	Type	Received Format	Display Format
			label indicates			
Updates	EBenefitsBnftClaimStatusWebService	findBenefitClaimStatusBySSN	attendanceNeeded decisionNotificationSent developmentLetterSent appealPossible earliestEvidenceDueDate latestEvidenceRecdDate	Computed	See "Attention Needed" See "Decision Notification Sent" See "Development Letter Sent" See "Appeal Possible" YYYY-MM-DD YYYY-MM-DD	Display all Updates that are True in a list format See Business Rule for "Update Value"
Estimated Completion Date	EBenefitsBnftClaimStatusWebService	findBenefitClaimStatusBySSN	minEstClaimCompleteDt maxEstClaimCompleteDt	String	YYYY-MM-DD	MM/DD/YYYY to MM/DD/YYYY Displayed only for Open Claims Display as a range when both dates are not Null Display the available date

Display Item	Web Service	Method	Web Service Field	Type	Received Format	Display Format
						(without "to") if only one date is not Null Display a message "At this time, your Regional Office is unable to provide an estimated completion date for this type of claim." if both dates are Null
Date Closed	EBenefitsBnftClaimStatusWebService	findBenefitClaimStatusBySSN	claimCloseDt	String	YYYY-MM-DD	MM/DD/YYYY Displayed only for Historical Claims

Claim Details Data Dictionary

General Information Fields

Display Item	Web Service	Method	Web Service Field	Type	Received Format	Display Format
Claim Received Date	EBenefitsBnftClaimStatusWebService	findBenefitClaimDetailsByBnftClaimID	claimDt	String	YYYY-MM-DD	MM/DD/YYYY

Display Item	Web Service	Method	Web Service Field	Type	Received Format	Display Format
Estimated Completion Date	EBenefitsBnftClaimStatusWebService	findBenefitClaimDetailsByBnftClaimID	minEstClaimCompleteDt maxEstClaimCompleteDt	String	YYYY-MM-DD	MM/DD/YYYY to MM/DD/YYYY Displayed only for Open Claims Display as a range when both dates are not Null Display the available date (without "to") if only one date is not Null Display a message "Date is Not Available" if both dates are Null

Display Item	Web Service	Method	Web Service Field	Type	Received Format	Display Format
Current Phase	EBenefitsBnftClaimStatusWebService	findBenefitClaimDetailsByBnftClaimID	bnftClaimLcStatus::phaseType	String	See "Claim Phases" Note: the descriptive text that defines each process is the same as that listed on the My Details page for "Claims Process"	As Received
Phase Start Date	EBenefitsBnftClaimStatusWebService	findBenefitClaimDetailsByBnftClaimID	bnftClaimLcStatus::phaseChngDt	date Time	XMLGregorianCalendar	MM/DD/YYYY
Estimated Phase Completion Date	EBenefitsBnftClaimStatusWebService	findBenefitClaimDetailsByBnftClaimID	bnftClaimLcStatus::maxEstClaimCompletedDt bnftClaimLcStatus::minEstClaimCompletedDt	String	YYYY-MM-DD There may be multiple bnftClaimLcStatus elements in the response. Each represent a phase in the lifecycle of the claim. The current phase is found by choosing the first bnftClaimLcStatus element in the response.	MM/DD/YYYY to MM/DD/YYYY Displayed only for Open Claims Display as a range when both dates are not Null Display the available date (without "to") if only one date is

Display Item	Web Service	Method	Web Service Field	Type	Received Format	Display Format
						not Null Display a message "Date is Not Available" if both dates are Null
Next Step	EBenefitsBnftClaimStatusWebService	findBenefitClaimDetailsByBnftClaimID	bnftClaimLcStatus::phaseType claimStatus	Computed Field	See "Next Step Requirement" page: Next Steps Requirement	See "Next Step" Rule
Claimed Disabilities	EBenefitsBnftClaimStatusWebService	findBenefitClaimDetailsByBnftClaimID	contentions	String	Comma delimited list, i.e contention1,contention2,contention3	Display items as a list
Office of Jurisdiction	EBenefitsBnftClaimStatusWebService	findBenefitClaimDetailsByBnftClaimID	regionalOfficeJrsdctn	String	Length = 50	
Mailing Address	EBenefitsBnftClaimStatusWebService	findBenefitClaimDetailsByBnftClaimID	wsyswwn::addressLine1 wsyswwn::addressLine2 wsyswwn::addressLine3 wsyswwn::city wsyswwn::state wsyswwn::zip	String	Field Length = 35 Field Length = 35 Field Length = 35 Field Length = 30 Field Length = 2 Field Length = 5	Display the addresses as: address Line1 address Line2 address Line2 City,

Display Item	Web Service	Method	Web Service Field	Type	Received Format	Display Format
						State Zip Note: Don't display blank address lines when the address Line = NULL
POA	EBenefitsBnftClaimStatusWebService	findBenefitClaimDetailsByBnftClaimID	Poa	String	Length = 60	

"Items Needed From You" Fields

These are returned in the benefitClaimDetailsDTO::wwsnfy object

Display Item	Web Service	Method	Web Service Field	Type	Received Format	Display Format
Description	EBenefitsBnftClaimStatusWebService	findBenefitClaimDetailsByBnftClaimID	wwsnfy::items	String	Length = 50	
Date Requested	EBenefitsBnftClaimStatusWebService	findBenefitClaimDetailsByBnftClaimID	wwsnfy::dateOpen	String	YYY Y- MM- DD	MM/DD/YYYY
Due Date	EBenefitsBnftClaimStatusWebService	findBenefitClaimDetailsByBnftClaimID	wwsnfy::suspendDt	String	YYY Y- MM- DD	MM/DD/YYYY
Follow-up Date	EBenefitsBnftClaimStatusWebService	findBenefitClaimDetailsByBnftClaimID	wwsnfy::followUpDts	String	YYY Y- MM- DD	MM/DD/YYYY

"Items Needed from Others" Fields

These are returned in the benefitClaimDetailsDTO::wwd object

Display Item	Web Service	Method	Web Service Field	Type	Received Format	Display Format
Third Party Name	EBenefitsBnftClaimStatusWebService	findBenefitClaimDetailsByBnftClaimID	wwd::thirdPartyName	String	Length = 2000	
Description	EBenefitsBnftClaimStatusWebService	findBenefitClaimDetailsByBnftClaimID	wwd::items	String	Length = 50	
Date Requested	EBenefitsBnftClaimStatusWebService	findBenefitClaimDetailsByBnftClaimID	wwd::dateOpen	String	YYY Y-MM-DD	MM/DD/YYYY
Due Date	EBenefitsBnftClaimStatusWebService	findBenefitClaimDetailsByBnftClaimID	wwd::suspendDt	Computed	YYY Y-MM-DD	MM/DD/YYYY
Follow-up Date	EBenefitsBnftClaimStatusWebService	findBenefitClaimDetailsByBnftClaimID	Wwd::followUpDts	Computed	YYY Y-MM-DD	MM/DD/YYYY

"Items Received" Fields

These are returned in the benefitClaimDetailsDTO::wwr object

Display Item	Web Service	Method	Web Service Field	Type	Received Format	Display Format
Description	EBenefitsBnftClaimStatusWebService	findBenefitClaimDetailsByBnftClaimID	wwr::items	String	Length = 50	
Date Requested	EBenefitsBnftClaimStatusWebService	findBenefitClaimDetailsByBnftClaimID	wwr::dateOpen	String	YYY Y-MM-DD	MM/DD/YYYY
Date Received	EBenefitsBnftClaimStatusWebService	findBenefitClaimDetailsByBnftClaimID	wwr::dateRcvd	String	YYY Y-MM-	MM/DD/YYYY

Display Item	Web Service	Method	Web Service Field	Type	Received Format	Display Format
					DD	

"Items Never Received" Fields

These are obtained from the TrackedItemService web service

Display Item	Web Service	Method	Web Service Field	Type	Received Format	Display Format
Description	TrackedItem Service	findTrackedItems	benefitClaim::developmentItem::shortNm	String	Length = 200	
Date Requested	TrackedItem Service	findTrackedItems	benefitClaim::developmentItem::ReqDt	dateTime	XMLGregorianCalendar	MM/DD/YYYY
Date Closed	TrackedItem Service	findTrackedItems	benefitClaim::developmentItem::acceptDt	dateTime	XMLGregorianCalendar	MM/DD/YYYY

Computed Fields

Update Values

Display Text	Rule	Comments
Evidence Needed From You	BenefitClaimDTO::attentionNeeded = YES	Open Claims Only
Status Has Changed	BenefitClaimDTO::phaseChngDt > "the last date I logged in"	Open Claims Only
Evidence Requested is Past Due	BenefitClaimDTO::earliestEvidenceDue < TODAY	Open Claims Only
New Evidence Received	BenefitClaimsDTO::latestEvidenceRecdDate > "the last date I logged in"	Open Claims Only
Decision Notification Sent	BenefitClaimsDTO::decisionNotificationSent = 'YES'	Open and Historical Claims
Development Letter Sent	BenefitClaimsDTO::developmentLetterSent = 'YES'	Open and Historical Claims
Appeal is Possible	BenefitClaimsDTO::appealPossible = 'YES'	Historical Claims

Display Text	Rule	Comments
		Only

Enumerations

Claim Types

The following are common values that may be used for test data. It is not a comprehensive list of all potential Claim Types.

Value
Compensation
Compensation and Pension
Administrative Review
Dependency

Claim Phases

Value
Claim Received
Under Review
Gathering Evidence
Review of Evidence
Preparation for Decision
Pending Decision Approval
Preparation for Notification
Complete

Appeal Possible

Value
No
Yes

Attention Needed

Value
No
Yes

Decision Notification Sent

Value
No
Yes

Development Letter Sent

Value
No
Yes

3.1.1 Claims Explorer Appeals Overview

The Appeals Explorer will have only a Summary page. The summary page will include a listing of current and historical appeals. The summary page will also include Contact Info. There will be no detail screen for appeals because the historical data for both screens is the same and the detail information for current appeals has been consolidated to be shown on the summary screen.

The data for the Appeal Summary screen is obtained from the VIERS Appeals web service. The findAppeals method is used to obtain the summary information by SSN. The result is a list of appeals containing both current and historical appeals, each uniquely identified with an AppealKey. The AppealKey is then used to find more appeal details using the getAppeal method. A distinction between current and historical appeals is made based on the Appeal Status (see definitions defined below).

Business Rules

Term/Rule	Definition
Current Appeal	"Appeal Status" != "HIS" (Historical) <i>Note: "UC:18 Access board of Veterans' Appeals Status" document (page 27) states "The system shall include all current appeals (where the status of the appeal is 'Active')." The</i>

Term/Rule	Definition
	<p><i>eBenefits' selection criteria instead filters for status != historical</i></p> <p><i>Note: Chose to implment the same selection logic as eBenefits, as filtering based on "Appeal Status = 'ACT' (Active)' would also filter out current Non-BVA appeals and it duplicates the results shown in eBenefits</i></p>
Historial Appeal	<p>"Appeal Status" = "HIS" (Historical)</p> <p><i>Note: "UC:18 Access board of Veterans' Appeals Status" document (page 27) states "The system shall include all historical appeals where: 1) the 'Date of BVA Decision' >= 01/01/2000 and 2) the status of the appeal is "Historical". The eBenefits' selection criteria implemented in SQL code provided by the eBenefits team does not include the BVA decision date, but only queries for appeals with status = historical. We chose to follow the eBenefits implementation in order to stay consistent with the eBenefit's website.</i></p>
No Current Appeals Found	Display "Our records show that you currently do not have an appeal at BVA. Contact your local VA office for information about the status of your case."
No Historical Appeals Found	Display "Our database reflects that you have no appeals that have been completed and previously decided by BVA since january 1, 2000. Contact your local VA office for information about prior cases."
BVA Appeal	Current Progress != "Appeal Pending"
Non-BVA Appeals	Current Progress = "Appeal Pending"

Inputs

findAppeals

Name	Required	Comments
SSN	N	Set to Veteran's SSN
FirstName	N	Set to Null
LastName	N	Set to Null
DateOfBirth	N	Set to Null
City	N	Set to Null
State	N	Set to Null

getAppeal

Name	Required	Comments
------	----------	----------

Name	Required	Comments
AppealKey	Y	Set to AppealKey received from findAppeals for specific appeal desired.

eBenefits Screen Shots

- eBenefits Appeals Data Screen Shots (with Appeals Data): [EBN Mob BVA \(\).docx](#)
- eBenefits Appeals Data Screen Shots (with No Appeals Data): [EBN Mob BVA No Info.docx](#)

eBenefits Design Documents

- Appeals Requirements: [Eben REQ UC18 Access Board of Veterans' Appeals Status Rel 2.4 Rev 5.2.doc](#)
- Search Criterial and Summary of Progress Definition: [Selection Criteria.docx](#)
- Defineds VACOL columns and logic for determining Progress Value: [Board of Veterans Appeals eBenefits Specs v3.doc](#)
- eBenefits' SQL Code: [eBenefit's SQL Code.txt](#)

VIERS Appeals Service Documents

- [VIERS CRM-Appeals Interface Control Document ver 2 0.docx](#)
- [Appeals RequestResponse.xsd](#)
- [Appeals LDM.XSD](#)
- [Appeal.wsdl](#)

3.1.2 Claims Explorer Payment Overview

The following defines the requirements for the display items for both the Payment Summary and Payment Detail screens of the Claim Explorer App. Definitions for each display field that is an enumeration or computed field is provided at the end of the page.

The summary list for the user's payment history is obtained using the `PaymentInformationService::retrievePaymentSummaryWithBDN` method. This returns a list of payments with a "paymentID" attribute that can be used to uniquely identify each payment. Payment details containing a payment's adjustments is retrieved with the `PaymentInformationService::retrievePaymentDetail` method using the paymentId as the input.

The payment summaries will be displayed on the summary page in two grids. The top grid will show completed payments and the bottom grid will show returned payments.

Web Service Method Parameters

retrievePaymentSummaryWithBDN

Name	Required	Comments
ParticipantID	Y	eBenefit sets this to the veteran's participantId (participantVetID obtained from ClaimantWebService::findGeneralInformationByFileNumber)
FileNumber	Y	eBenefit sets this value to SSN
PayeeCode	Y	eBenefit sets this value to "00"

retrievePaymentDetail

Name	Required	Comment
PaymentId	Y	Set value to PaymentId obtained from PaymentInformationService::retrievePaymentSummaryWithBDN method for payment of interest Note: See business rule below concerning PaymentId
FbtlId	N	eBenefit sets this to Null (BGS Group confirmed it should be left blank)

Business Rules

Rule	Definition
Payment Addresses	The payment address field either displays the EFT (Electronic Fund Transfer) details or the mailing address of the issued check. Which address to display is based on which is present in the returned response with non-null values. The EFT information for a direct deposit is returned in the "EFTAddress" tag and the mailing address for a check is returned in the "checkAddress" tag.
Return Checks	A payment has been returned if the "ReturnPayment" tag is present and the "ReturnReason" and "ReturnDate" attributes both != NULL.
Displaying Payment Adjustments and Gross Amount	Payment adjustments are present if the paymentAdjustment element is present and has non-Null values. Display payment adjustment data (Gross Payment, Total Modifications, and individual Payment Adjustments) for only those Payment Types indicated with a "Yes" in the table provided in the "Payment Type" document listed in the VA References below AND there exist non-Null payment modifications. If the "Net Payment" amount retrieved from the service does not match the "sum of the Gross Payment and all Payment Modifications" (i.e., net payment \neq gross payment + total payment modifications), only display 'Net Payment Amount', and hide both the 'Gross Payment Amount' and 'Total Modifications'.
PaymentId	The PaymentId value may not necessarily be sent in the summary response. Assume there is payment modifications only if the PaymentId element is present and non-Null.

Completed Payment Summary Data Dictionary

Display Item	Web Service	Method	Web Service Field	Type	Received Format	Display Format
Date	PaymentInformationWebService	retrievePaymentSummaryWithBDN	paymentDate	dateTime	XMLGregorianCalendar	MM/DD/YYYY
Amount	PaymentInformationWebService	retrievePaymentSummaryWithBDN	paymentAmount	Decimal	Number (15,2)	\$xx,xxx.xx
Type	PaymentInformationWebService	retrievePaymentSummaryWithBDN	paymentType	String	See "Payment Types"	
Method	PaymentInformationWebService	retrievePaymentSummaryWithBDN	checkAddress tag addressEFT tag	Computed		Display "Mailed Check" if the checkAddress element is present with non-Null attributes Display "Direct Deposit" if the addressEFT element is present with non-Null attributes

Returned Payment Summary Data Dictionary

Display Item	Web Service	Method	Web Service Field	Type	Received Format	Display Format
Date	PaymentInformationWebService	retrievePaymentSummaryWithBDN	paymentDate	dateTime	XMLGregorianCalendar	MM/DD/YYYY
Amount	PaymentInformationWebService	retrievePaymentSummaryWithBDN	paymentAmount	Decimal	Number (15,2)	\$xx,xxx.xx
Type	PaymentInformationWebService	retrievePaymentSummaryWithBDN	paymentType	String	See "Payment	

Display Item	Web Service	Method	Web Service Field	Type	Received Format	Display Format
					Types"	
Method	PaymentInformationWebService	retrievePaymentSummaryWithBDN	checkAddress tag addressEFT tag	Computed		Display "Mailed Check" if the checkAddress element is present with non-Null attributes Display "Direct Deposit" if the addressEFT element is present with non-Null attributes
Returned Date	PaymentInformationWebService	retrievePaymentSummaryWithBDN	returnPayment::returnDate	dateTime	XMLGregorianCalendar	MM/DD/YYYY Display only for returned payments

Payment Detail Data Dictionary

Payment General Information Fields

Display Item	Web Service	Method	Web Service Field	Type	Received Format	Display Format
Date	Same as Summary Data					
Net Amount	Same as Summary Data					

Type	Same as Summary Data					
Method	Same as Summary Data					
Gross Amount	PaymentInformationWebService	retrievePaymentDetail	paymentAdjustments::grossPaymentAmount	Decimal	Number (9,2)	\$xx,xxx.xx
Total Modifications	PaymentInformationWebService	retrievePaymentDetail	paymentAdjustment::adjustmentAmount paymentAdjustment::adjustmentOperation	Computed Total Modifications = Sum of payment adjustments	Number (9,2) Number (9,2)	If Total Modifications >= 0: \$xx,xxx.xx If Total Modifications < 0: - \$xx,xxx.xx

Returned Payment Fields

Display Item	Web Service	Method	Web Service Field	Type	Received Format	Display Format
Returned Date	PaymentInformationWebService	retrievePaymentSummaryWithBDN	returnPayment::returnDate	StringdateTime	XMLGregorianCalendar	MM/DD/YYYY
Check/Trace Number	PaymentInformationWebService	retrievePaymentSummaryWithBDN	returnPayment::checkTraceNumber	String	Length = 17	

Payment Adjustment Fields

Sort Criteria: The list of payment adjustments is to be sorted by 1) Modification Amount (descending), 2) Modification Type (ascending)

Display Item	Web Service	Method	Web Service Field	Type	Received Format	Display Format
Amount	PaymentInformationWebService	retrievePaymentDetail	paymentAdjustment::adjustmentAmount	Decimal	Number (15,9)	If adjustmentOperation =

Display Item	Web Service	Method	Web Service Field	Type	Received Format	Display Format
			paymentAdjustment::adjustmentOperation			"Increase": \$xx,xxx.xx If adjustmentOperation = "Decrease": - \$xx,xxx.xx
Type	PaymentInformationWebService	retrievePaymentDetail	paymentAdjustment::adjustmentType	String		
Reason	PaymentInformationWebService	retrievePaymentDetail	paymentAdjustment::adjustmentReason	String		

Check Address Fields

Display Item	Web Service	Method	Web Service Field	Type	Received Format	Display Format
Recipient	PaymentInformationWebService	retrievePaymentSummaryWithBDN	checkAddress::addressLine1	String	Length = 17	If adjustmentOperation = "Increase": \$xx,xxx.xx If adjustmentOperation = "Decrease": - \$xx,xxx.xx
Mailing Address	PaymentInformationWebService	retrievePaymentSummaryWithBDN	checkAddress::addressLine2 checkAddress::addressLine3 checkAddress::addressLine4 checkAddress::addressLine5 checkAddress::addressLine6 checkAddress::zip	String String String String String String	Length = 17 Length = 12 Length = 17 Length = 17 Length = 17 Length	Up to 6 lines of address data is stored depending on what is needed. The First line is always the Name. After that it just depends on the amount

Display Item	Web Service	Method	Web Service Field	Type	Received Format	Display Format
			dode	ng String	= 17 Length = 5	<p>of information assigned. The City/State information should always be the last populated field in the list.</p> <p>Examples:</p> <p>addressLine 1: JACK WALTHER</p> <p>addressLine 2: 9th STREET N</p> <p>addressLine 3: TAMPA FL</p> <p>addressLine 4 <<NULL>></p> <p>addressLine 5 <<NULL>></p> <p>addressLine 6: <<NULL>></p> <p>Or</p> <p>addressLine 1: JACK WALTHER</p> <p>addressLine 2: 9th STREET N</p> <p>addressLine 3: SUITE</p>

Display Item	Web Service	Method	Web Service Field	Type	Received Format	Display Format
						12 addressLine 4: TAMPA FL addressLine 5: <<NULL>> addressLine 6: <<NULL>> Or even addressLine 1: JACK WALTHER addressLine 2: CUSTODIAN OF addressLine 3: JOHN SMITH addressLine 4: 9 th STREET N addressLine 5: SUITE 12 addressLine 6: TAMPA FL

Bank Information Fields

Display Item	Web Service	Method	Web Service Field	Type	Received Format	Display Format
Bank	PaymentInformationWebService	retrievePaymentSummaryWithBDN	addressEFT::bankName	String	Length = 9	

Display Item	Web Service	Method	Web Service Field	Type	Received Format	Display Format
Name						
Bank Account	PaymentInformationWebService	retrievePaymentSummaryWithBDN	addressEFT::accountNumber	String	Length = 17	Display only last four digits of account number

Enumerations

The following enumerations define valid values and display text for fixed lists related to payment data.

Payment Types

The following are common values that can be used for test data. A complete list is provided in the Payment Types document listed under VA References below. According to the document only the two Payment Types indicated here are to display payment modifications.

Value	Display Payment Modifications
Compensation & Pension - Recurring	Y
Compensation & Pension - One Time	N
Irregular - C&P	Y

VA References

- Payment Types Table: [Payment Types.docx](#)

3.1.3 Claims Explorer, "My Details" Overview

The "My Details" page will provide information about the "Claims Process", the "Appeals Process", and "Payment Information" to the veteran. The sections will consist of the static text provided below.

Method Inputs

ClaimantService::findGeneralInformationByFileNumber

Name	Required	Comments
fileNumber	Y	Social Security Number of Logged in User

Personal Information

Display Item	Web Service	Method	Web Service Field	Type	Received Format	Display Format
POA	ClaimantService	findGeneralInformationByFileNumber	powerOfAttorney	String		
Local VA Office of Jurisdiction	ClaimantService	findGeneralInformationByFileNumber	stationOfJurisdiction	Documentation states this field is Numeric, but sample response shows a string.		

Claims Process

Phase	Description
Claim Received	Your claim has been received by the VA. If you applied online with VONAPP Direct Connect, you should see receipt of your claim in your list of Open Claims below within one hour. If you applied through the U.S. mail, please allow standard delivery time plus one week for us to process and record receipt of your claim.
Under Review	Your claim has been assigned to a Veterans Service Representative and is being reviewed to determine if additional evidence is needed. If we do not need any additional information, your claim will move directly to the "Preparation for Decision"

Phase	Description
	phase.
Gathering Evidence	The Veterans Service Representative will request evidence from the required sources. VA may request evidence from you, a medical professional, a government agency, or another authority. It is common for claims to return to this phase, should additional evidence be required.
Review Of Evidence	We have received all required evidence. Upon further review, if it is determined that more evidence is required, your claim will be sent back to the "Gathering of Evidence" phase.
Preparation for Decision	The Veterans Service Representative is preparing documents explaining the recommended decision. If more evidence or additional information is required, your claim will be returned to a previous phase.
Pending Decision Approval	A final award approval is granted upon review of the recommended decision. If more evidence or additional information is required, your claim will be returned to a previous phase.
Preparation for Notification	The Veterans Service Representative submitted your claim to an Authorizer who will review the VA's decision to ensure its accuracy. If your claim is not accurate, it will return to the previous phase.
Complete	The VA has sent a decision packet to you by U.S. mail. The packet includes detailed information explaining your decision or award. Please allow standard mailing time for your packet to arrive before contacting the VA call center.

Appeals Process

Phase	Description
Appeal Pending	You have initiated an appeal, but at this point your case is still with the local VA office that made the decision on your case. If you have questions about your appeal, please contact that office or your representative, if you have one.
Administrative Case Processing	After BVA receives your case, it is processed and stored in a secure location until it is assigned to a Veterans Law Judge (VLJ) based on your docket number, which identifies your place in the line of cases to be decided by BVA.
With VSO	This indicates that your Veterans Service Organization (VSO) representative has your claims file for review.
With VLJ	This indicates that a Veterans Law Judge has your claims file and will take appropriate action on your appeal.
Pending Dispatch	This indicates that the Veterans Law Judge made a decision on your appeal, and that BVA will mail the decision to you soon.
Decision & Claims	This indicates that BVA mailed the decision to you (and your representative, if

Phase	Description
File Dispatch	any) and transferred your case to another location. Please refer to your Appeal Detail screen for further information about the specific location of your case.

Appeals Contact Information

Item	Text
1	“For general questions about BVA appeals, contact the BVA Ombudsman at [REDACTED]
2	“Trouble viewing your BVA Appeal Status? Contact eBenefits Customer Support at [REDACTED]”
3	“Corrections to information on your BVA Appeal Status? Contact the Veterans Information Office [REDACTED]

Appeals Evidence Information

Text	
<u>General Info</u>	“If you submit any evidence directly to BVA and do <u>not</u> want BVA to remand the case (i.e. send it back) to the local VA office to consider this evidence first, you must send us a waiver. For additional information about waivers, please refer to <u>FAQs</u> .” (‘FAQs’ URL = [REDACTED])
<u>Where to Send Info</u>	“Where should you send what BVA needs? Board of Veterans’ Appeals 811 Vermont Avenue, N.W. Washington, DC 20420 or fax to: 202-565-4720”

Payment Information

Heading	Text	Screen Shot
About Payments	<p>Disclaimer: Detailed information about some benefits payments may not be available online. For example, payments made in amounts less than \$1 for direct deposit or \$5 for mailed checks will not be displayed in your online payment history. Gross payments and modifications will display only for recurring and irregular compensation payments. If you have questions about payments made by VA, please call the VA Help Desk at 1-800-827-1000.</p> <p>Payment Dates: VA pays Compensation and Pension benefits on the first of each month for the previous month. But if the first falls on a weekend or holiday, payment is the last business day of the previous month. Example: In 2010, May 1 is a Saturday, so benefits would be paid on April 30 (Friday).</p> <p>Before Reporting Non-Receipt: Please wait at least 3 business days (Monday-Friday) before reporting non-receipt of a payment as check tracing cannot be initiated before that period. To report non-receipt after 3 business days, call 1-800-827-1000 with your Social Security Number or VA Claim Number, your</p>	About Payments.pdf

Heading	Text	Screen Shot
	address, and (for direct deposit payments) your account information.	
Return Payments	<p>Six Years Available: Returned payment information is available for 6 years from the date the payment was issued.</p> <p>If Check is Found: If the original check is found or received, you must return the original check to the Treasury Department and await receipt of the replacement check. If both checks are negotiated, then you will be responsible for the duplicate payment. You will receive a letter from the Debt Management Center with instructions concerning collection.</p>	Return Payments.pdf

Disclaimers

Disclaimer
<p>Always maintain original records of all correspondence with VA: This website is designed for convenience purposes to provide you with information about the status of your case. However, please be advised that the most accurate information about your VA benefits comes from the correspondence that you receive directly from VA. Therefore, you should always maintain copies of all correspondence with VA for your personal files/records.</p> <p>Do not disclose user name and password information: To further secure your privacy, do not disclose your user name or password to anyone. When you are finished using this website, it is recommended that you log out or close your internet browser.</p> <p>Understand the nature and limitations of the eBenefits website: The data reflected in the Historical Claim table only dates back to 2008. The data reflected in the BVA Appeals table only dates back to 2000. Consult with your own personal records of correspondence from VA if you have a historical claim completed prior to 2008 or a BVA appeal completed prior to 2000.</p>

Application Information

The application is to display the following values in the My Details Page:

Item
Application Name
Application Version

3.2 Mobile VA Loan Guaranty Benefits Explorer

The Contractor shall develop a VA Loan Guaranty (LGY) Service Mobile Application that will interface with the web services available from the WebLGY and Specially Adapted Housing, Special Housing Adaptation (SAHSHA) systems.

This mobile app will allow registered Service Members and Veterans to acquire their eligibility and entitlement status for a VA home loan based on information that is supplied from the WebLGY and SAHSHA systems.

This Mobile Application shall provide:

1. The ability to view their eligibility and entitlement for the VA home loan benefit;
2. submit a request for a certificate of eligibility when the system cannot do it automatically;
3. Apply for restoration of their VA home loan entitlement based on information that they supply during that session;
4. The ability to print or e-mail their certificate of eligibility;
5. Submit an application for the Specially Adapted Housing Grant;
6. Check the status of the Grant; and
7. Check the status of their SAH Claim by interfacing with the Compensation claim status check services that are a predecessor to a SAH Grant Approval.

The mobile application shall also provide benefit explorer capabilities on how to obtain a home loan, how to refinance their home loan to reduce the interest rate, and where and how to request supplemental servicing in the event they become delinquent on their home loan. The data needed for this app will leverage existing eBenefits services.

3.2.1 LGY Benefit

The Loan Guaranty Explorer application will provide veterans the ability to determine their Loan Guaranty Benefit eligibility. Eligibility for the benefit is based on service and allows them to get a VA Loan through an authorized mortgage lender if they qualify for the loan. The application will also allow veterans whose eligibility can not be determined from the existing information in the VA's system to apply online. Finally, in those cases when applicable, the application will also allow the veteran to apply to restore his/her existing entitlement that has been used on a previous VA loan.

The workflow of the Loan Guaranty Explorer applications is captured in the attached pdf document. It outlines five scenarios that a veteran may be taken through. These are categorized into three main areas: 1) an Eligible veteran, 2) a veteran with an in progress application for eligibility, and 3) a veteran whose eligibility is undetermined.

Loan Guaranty Explorer Overview

The Loan Guaranty Benefits (LGY) application will use the LGY's SAHWebService web service to determine eligibility, apply for entitlement online, and POST uploaded documents.

LGY Web Services

SAHWebService::determineCoeEligibilityEdiPI

Name	Required	Comments
edipi	Y	Veteran's EDIPI returned from the Authentication Services (DS Login)

Name	Required	Comments
priorLoanIndicator	N	Set to 'NULL'
User	Y	Set to 'MOBILEAPP.BATCHUSER'

Loan Guaranty Explorer Workflow

The LGY Explorer is a web application that will determine a veteran's eligibility for the benefit, then step them through an information wizard to help them understand how to use their benefit, or all them to provide additional information if their eligibility is determined to be undetermined.

The [Workflow Diagram v1.0.png](#) illustrates the workflow following a call to the LGY Eligibility Engine using the determineCoeEligibilityEdiPI method. The result is either 1) finding the veteran is "Eligible" for the benefit, 2) finding the veteran has an existing COE application "In Progress", or 3) finding the veteran's eligibility is "Undetermined." The eligibility result is returned in the statusCode of the EligibilityDeterminationDTO object.

Status Codes

The following are valid values returned in the statusCode of the EligibilityDeterminationDTO object.

Value	Description
A	Eligible
U	Is Not Eligible/Unsuccessful
P	Pending
D	Denied

Definitions

Term	Definition
Eligible	statusCode = 'A'
In Progress	statusCode = 'P'
Undetermined	statusCode = 'U' or 'D'

References:

- Workflow Diagram: [Workflow Diagram v1.0.pdf](#)

LGY Workflow Scenarios:

3.2.2 Eligible Scenario

This scenario is will be followed when the LGY Eligibility Engine determines a veteran is Eligible for the LGY Benefit. The workflow is indended to guide the veteran thorough information web pages to educate them on the use of their benefit. The workflow asks two questions during execution to navigate the user to the information relevant to their situation. This guided navigation was originally to be implemented programmatically, but LGY does not have existing methods in their web services to provide the two boolean fields necessary to automate the decision routing. The informaiton necessary is knowing if the veteran is a 1st Time User of his/her benefit and whether all of their VA loans have been paid. The decision pionts are now implemented as direct questions to the veteran.

Web Page Content

Index	Page Name	Content	Comments
1.1	"Congratulations" Landing Page	Congratulations! VA has determined that you are eligible to participate in the Home Loan program. The reference number for your Certificate of Eligibility (COE) is 4986756. Any VA lender can obtain your COE for you when they are given the reference number. Your next step is to contact a VA lender to get pre-qualified for a VA loan. Have you used the VA Home Loan Guaranty Benefit before <NO> <YES>	Needs to be updated
1.2.1	About The Benefit	About the Benefit Allows you to obtain a home loan with no money down. There is no mortgage insurance add-on to the payment on VA loans. The benefit can be used more than one time. VA loans are assumable. The benefit never expires. The benefit may be used to purchase or refinance a primary residence and refinance an existing VA Home loan.	
1.2.2	Know Before You Owe	Know Before You Owe VA does not set the interest rate or closing costs you pay. It is advisable to shop your loan with at least 2 or 3 different lenders. The VA loan can be used to purchase or refinance a primary	

Index	Page Name	Content	Comments
		residence and can be used to refinance an existing VA loan. The loan cannot be used for a vacation home, investment property, or undeveloped land. VA does not cover any of your closing costs.	
1.2.3	Finding a Realtor		
1.2.4	Finding a Lender	Finding a Lender VA does not actually provide loans; you must use a lender that is approved to provide VA loans. VA does not recommend lenders, nor does VA provide a list of VA approved lenders. An Internet search is an ideal way of finding a VA lender.	Needs to be updated
1.3.1	Reusing Your Benefit	Reusing Your Benefit There is no limit to the number of times you may use the VA Home Loan benefit. Entitlement can usually be restored once the VA loan has been paid in full and the property that secured the VA loan has been disposed of (sold). It may be possible to obtain a second VA loan even if the current VA loan has not been paid in full or the property has not been disposed of. Discuss this possibility with a lender.	Needs to be updated
1.4.1	What Are You Interested In?		
1.4.2	About Refinancing		
1.4.3	About Remaining Entitlement		
1.4.4	Need Help		

3.2.3 LGY In Progress Scenario

This scenario will be followed when the LGY Eligibility Engine determines a veteran has a COE Application In Progress.

Web Page Content

Index	Page Name	Content	Comments
1.5.1	"In Progress" Landing Page	In Progress You have an application for a Certificate of Eligibility in progress. Please check back later for an updated status or contact the VA Eligibility Center at 1-888-768-2132 to determine if they are waiting on any additional documentation to complete your application.	

3.2.4 LGY Undermined Scenario

This scenario is will be followed when the LGY Eligibility Engine determines a veteran's eligibility is 'Undermined.' The workflow will allow the veteran to enter his/her tour data and allow the veterana to upload any supporting document if the submission of tour data was successful.

Web Page Content

Index	Page Name	Content	Comments
1.6.1	"Eligibility Undermined" Landing Page	Eligibility Undetermined We cannot issue you a Certificate of Eligibility(COE) for Home Loan Benefits based on the information we currently have available. Please complete an electronic application. Once you complete and submit your application, it will be reviewed by the VA Eligibility Center in Winston-Salem, North Carolina. Keep checking this site for status updates. If the COE is issued or additional information is needed, you will receive an email from the VA Eligibility Center.	Needs to be updated.
1.6.2	"Enter Tour Data" Online Application	TBD	
1.6.3	Appilcation Result	Application Result We received your application. Your reference # is <XXXX>.' Continue to upload supporting documents <Next Button>	Needs to be updated
1.6.4	Upload Documents	TBD	

Index	Page Name	Content	Comments
1.6.5	Service Errors	Web Service Error An error occurred while trying to process your application. Please contact the VA Eligibility Center at 1-888-768-2132 to discuss your eligibility.	Needs to be updated

3.2.5 COE Application

A veteran needs the ability to complete a COE application when their eligibility is undetermined or they would like to restore their entitlement. The COE application consists of three categories of information: Personal Information, Tour Data, and VA Loan Data. This information for the application needs to be collected in a form and consolidated into a single `CoeApplicationDTO` object. The `CoeApplicationDTO` will be the input parameter for the `insertCoeApplication` method that will be used to submit the application.

The following are the requirements pertaining to the online COE application. These requirements were derived by reviewing the existing eBenefits' online application and its source code. A brief summary of the [eBenefits' design](#) is provided as background in case the developer would like to better understand the application requirements. These requirements document what form data needs to be collected and how it maps back to the `CoeApplicationDTO` that needs to be submitted.

Web Services

The following methods are required to submit a COE application

Service	Method	Purpose
SAHWebServices	<code>insertCoeApplication</code>	Submit a COE application
SAHWebServices	<code>getDmdcPersonForProfile</code>	Provides personal information needed for the COE application (First Name, Last Name, Middle Name, SSN, and Date of Birth)

Method Inputs

insertCoeApplication

Name	Required	Type	Comments
<code>CoeApplicationDTO</code>	Y	object	NOTE: the <code>doSubmitApplication</code> method in the <code>CoeApplicationAction.java</code> class sets the <code>coeApplicationDTO.eligibilityRecordId =</code>

Name	Required	Type	Comments
			eligibilityDeterminationDTO.referenceNumber before calling the insertCoeApplication method (line 530).
portalId	Y	String	set to "MOBILEAPP.BATCHUSER"

Method Outputs

insertCoeApplication

Name	Required	Type	Comments
coeApplicationDTO	Y	Object	The object will be updated with the return values. The eligibilityRecordId will be populated after a successful submission of the COE application

References:

- LGY Source Code: [VeteranCoePortletCode.zip](#)

Form Screen Shots

Personal Information - US Address:

RESPONDENT BURDEN - This information is needed to help determine a veteran's qualifications for a VA guaranteed home loan. Title 38, U.S.C., section 3702, authorizes collection of this information. We estimate that you will need an average of 15 minutes to review the instructions, find the information, and complete this form. VA cannot conduct or sponsor a collection of information unless a valid OMB control number is displayed. You are not required to respond to a collection of information if this number is not displayed. Valid OMB control numbers can be located on the OMB Internet Page at www.reginfo.gov/public/do/PRAMain. If desired, you can call 1-800-827-1000 to get information on where to send comments or suggestions about this form.

Certificate of Eligibility Application - Personal Information

Personal Information
[REDACTED] please provide the information below.

What is your address?
Select a Location United States
Address Line 1 *
Address Line 2
City *
State *
Zipcode *

Contact Information
What is your email address?
Email Address*
Confirm Email Address*
What is your primary phone number?
Phone Number
Select a method for the VA to contact you
Contact Method *

Helpful Hints
* Red Asterisk indicates a required field

Fields have been populated with data based on your entries during the registration process or your latest updates to your profile.

For "Select method for VA to contact you": If US Postal Mail is selected, mailing address is required to be entered. If telephone is selected primary phone is required to be entered.

NEXT Click Next to continue the Certificate of Eligibility Application

Personal Information – IA Address:

What is your address?

Select a Location	International Address ▼
Address Line 1 *	<input type="text"/>
Address Line 2	<input type="text"/>
City/Town *	<input type="text"/>
State/Province *	<input type="text"/>
International Postcode *	<input type="text"/>
Country *	<input type="text"/>

Contact Information

What is your email address?

Email Address *	<input type="text"/>
Confirm Email Address *	<input type="text"/>

What is your primary phone number?

Phone Number	<input type="text"/>
--------------	----------------------

Select a method for the VA to contact you

Contact Method *	<input type="text"/>
------------------	----------------------

NEXT

Click Next to continue the Certificate of Eligibility Application

Personal Information - OS Address:

What is your address?

Select a Location

Military Over Seas ▼

Address Line 1 *

Address Line 2

Over Seas City *

State/Province *

Zipcode *

Contact Information

What is your email address?

Email Address*

Confirm Email Address*

What is your primary phone number?

Phone Number

Select a method for the VA to contact you

Contact Method *

NEXT

Click Next to continue the Certificate of Eligibility Application

Tour Information (Default):

Certificate of Eligibility Application - Active / Reserve Tour Data

Are you currently on active duty? *

Have you already completed one or more periods of active duty? *

(Include any periods served as a member of the Selected Reserve or National Guard activated for duty under Title 10 USC. Exclude periods of active duty for training (ADT) or AGR service)

Are you currently serving in the Selected Reserve or National Guard? *

Have you already completed one or more periods of service in the Selected Reserve or National Guard? *

Were you discharged, retired or separated from service because of a disability? *

BACK

NEXT

Click Next to continue the Certificate of Eligibility Application

Tour Information

(Expanded):

Have you already completed one or more periods of active duty? *

Yes ▼

(Include any periods served as a member of the Selected Reserve or National Guard activated for duty under Title 10 USC. Exclude periods of active duty for training (ADT) or AGR service)

Enter each period of active duty service below by clicking Add Tour. If you had a break(s) in service, please list each period separately (click Save Tour to add the tour and enter another)

Add Tour

Date Entered (mm/dd/yyyy) *

Date Released (mm/dd/yyyy) *

Service Number if different from SSN

Branch of Service *

Last Name used if different than current name

Officer / Enlisted *

Save Tour

Saved Tours:

No Tours Saved

Are you currently serving in the Selected Reserve or National Guard? *

Yes ▼

Date Entered (mm/dd/yyyy) *

Branch of Service *

Have you already completed one or more periods of service in the Selected Reserve or National Guard? *

Yes ▼

Add Tour

Date Entered (mm/dd/yyyy) *

Date Released (mm/dd/yyyy) *

Branch of Service *

Last Name used if different than current name

Save Tour

Saved Tours:

No Tours Saved

Were you discharged, retired or separated from service because of a disability? *

Yes ▼

BACK

NEXT

Click Next to continue the Certificate of Eligibility Application

Tour Information (Expanded with Saved Tours):

Certificate of Eligibility Application - Active / Reserve Tour Data

Are you currently on active duty? *
Yes

Enter tour information. By entering a tour, you may be required to provide support for the tour.
Date Entered Active Duty (mm/dd/yyyy) *
01/01/2010
Branch of Service *
Navy

Have you already completed one or more periods of active duty? *
Yes

(Include any periods served as a member of the Selected Reserve or National Guard activated for duty under Title 10 USC. Exclude periods of active duty for training (ADT) or AGR service)

Enter each period of active duty service below by clicking Add Tour. If you had a break(s) in service, please list each period separately (click Save Tour to add the tour and enter another)

Add Tour

Date Entered (mm/dd/yyyy) *
Date Released (mm/dd/yyyy) *
Service Number if different from SSN
Branch of Service *
Last Name used if different than current name
Officer / Enlisted *

Save Tour

Saved Tours:

Entered	Released	Service Num	Branch	Alt. Last Name	Officer/Enlisted
01/01/2010	01/01/2011				Officer

Are you currently serving in the Selected Reserve or National Guard? *
Yes

Date Entered (mm/dd/yyyy) *
01/01/2010
Branch of Service *
Army

Have you already completed one or more periods of service in the Selected Reserve or National Guard? *
Yes

Add Tour

Date Entered (mm/dd/yyyy) *
Date Released (mm/dd/yyyy) *
Branch of Service *
Last Name used if different than current name

Save Tour

Saved Tours:

Entered	Released	Branch	Alt. Last Name
01/01/2001	01/01/2011	Army	

Were you discharged, retired or separated from service because of a disability? *

BACK
NEXT

Click Next to continue the Certificate of Eligibility Application

Helpful
* Red A field

Loan Information:

Certificate of Eligibility Application - Prior VA Loan Information

Normally VA receives notification from the lender that a loan has been paid, but this does not always happen. To prevent delays, it is advisable to provide evidence that the prior loan has been paid in full with your application. **The next screen will provide you the opportunity to upload your documentation.**

Have you ever had a VA home loan? *

Do you now own any home(s) that you purchased or refinanced with a VA guaranteed loan? *

Please provide the following information about the home(s) you still own

Street Address *	<input type="text"/>
City *	<input type="text"/>
State *	<input type="text"/>
County *	<input type="text"/>
Date of Loan (mm/yyyy)	<input type="text"/>
Loan Status	<input type="text"/>

Do you want your entitlement restored to refinance this home (cash out refinance)? *

Are you applying for a Certificate of Eligibility because you plan to refinance an existing VA loan to obtain a lower interest rate without receiving any cash proceeds (IRRRL/Streamline)? *

Do you want your entitlement restored to use on a different home? *

Do you intend to sell this home before closing on your next VA guaranteed home loan? *

Are you applying for a Certificate of Eligibility to determine the amount of home loan entitlement you have available for another VA loan without restoring entitlement used for this home? *

Click to add loan. If entering only one loan, submit the form using the 'Next' button below

Loans Entered:

Click Next to continue the Certificate of Eligibility Application

3.2.5.1 COE Application Mappings

This page describes how the CoeApplication domain model object is built and populated through the user interface.

The CoeApplicationDTO object is the input to the insertCoeApplication method. This object contains all the form information. The object consists of atomic elements for the individual form fields and one array of CoeApplicationTourDTO objects to hold all the tour information and one array of CoeApplicationLoanDTO objects to hold all the loan information. The tables below describe the source of form data for each CoeApplicationDTO, CoeApplicationTourDTO, and CoeApplicationLoanDTO elements.

CoeApplication Mappings

CoeApplication Element	COE Form Element, Domain Object or Constant	Comments
activeDutyIndicator	TourData:activeDutyInd	
activeReserveOrGuardInd	TourData:activeReserveOrGuardInd	
birthDate	Applicant.dateOfBirth	Populate from the Applicant domain model object rather than requiring the user to enter this data
claimsFileNumber	NULL	Not set in CoeApplicationAction.translateToDTO
completedToursInd	TourData:completedToursInd	
contactMethodCode	PersonalData::Contact Method	
contactPhone	PersonalData::Phone Number	StringFormatter.unformatPhone
createDate	NULL	Not set in CoeApplicationAction.translateToDTO
createUserPortalId	NULL	Not set in CoeApplicationAction.translateToDTO
disabilityIndicator	Tour Data:separatedServiceInd (task create to refactor form element to disabilityIndicator)	Not set in CoeApplicationAction.translateToDTO. Kavitat stated this should be set.
eligibilityRecordId	ApplicantStatus.referenceNumber	Populate from the ApplicantStatus

CoeApplication Element	COE Form Element, Domain Object or Constant	Comments
		domain model object retrieved from the REST services
email	PersonalData::Email Address	
id	NULL	Not set in CoeApplicationAction.translateToDT O
mailToAddressOne	PersonalData::Address Line 1	
mailToAddressTwo	PersonalData::Address Line 2	
mailToAttention	NULL	Not set in CoeApplicationAction.translateToDT O
mailToCareOf	NULL	Not set in CoeApplicationAction.translateToDT O
mailToCity	PersonalData:: US Type: US Address::City OS Type: OS Address::Over Seas City IA Type: IA Address::City/Town	
mailToState	PersonalData: US Type: US Address::State OS Type: OS Address::State/Province IA Type: IA Address::State/Province	
mailToZip	PersonalData::Zipcode	
mailToZipSuffix	PersonalData::Zipcode Ext	
refinanceQuestion	NULL	Not set in CoeApplicationAction.translateToDT O
reserveOrGuardInd	TourData:reserveOrGuardInd	

CoeApplication Element	COE Form Element, Domain Object or Constant	Comments
restorationQuestion	NULL	Not set in CoeApplicationAction.translateToDTO
separatedServiceInd	Unneeded domain model element. This is already mapped by the disabilityIndicator above.	
ssn	Applicant.ssn	Populate from the Applicant domain model object rather than requiring the user to enter this data
vaHomeOwnIndicator	LoanData::ownVaHomeInd	
vaLoanIndicator	LoanData::priorLoanInd	
vetAddressOne	PersonalData::Address Line 1	
vetAddressTwo	PersonalData::Address Line 2	
vetCity	PersonalData:: US Type: US Address::City OS Type: OS Address::Over Seas City IA Type: IA Address::City/Town	Note: the CoeApplicationAction.translateToDTO method incorrectly sets the OS City to the US City. This is an error. Kavitha stated we should map it correctly
vetCountryCode	PersonalData: US Type: NULL OS Types: NULL IA Type: IA Address::Country	
vetFirstName	Applicant.firstName	Populate from the Applicant domain model object rather than requiring the user to enter this data
vetInternationalPostCode	International Postcode	Note: the CoeApplicationAction.translateToDTO method does not set this elementt, even though the IA address has Postal Code. This is an error (Note the CoeApplicationBean incorrectly labled its element addressOsPostCode even though it is the IA that has the Postal Code). Kavitha stated we should map it

CoeApplication Element	COE Form Element, Domain Object or Constant	Comments
		correctly.
vetLastName	Applicant.lastName	Populate from the Applicant domain model object rather than requiring the user to enter this data
vetMiddleName	Applicant.middleName	Populate from the Applicant domain model object rather than requiring the user to enter this data
vetPhoneNumber	NULL	Not set in CoeApplicationAction.translateToDT O
vetState	PersonalData: US Type: US Address::State OS Type: OS Address::State/Province IA Type: IA Address::State/Province	
vetSuffixName	Applicant.suffixName	Populate from the Applicant domain model object rather than requiring the user to enter this data
vetZip	PersonalData::Zipcode	the CoeApplicationAction.translateToDT O method set this to the Zipcode value regardless of the address type. This means the Postal Code for IA address types is not captured. Verify this is an error
vetZipSuffix	PersonalData::Zipcode Ext	Note: the CoeApplicationAction.translateToDT O method set this to the ZipSuffix value regardless of the address type. There is no equivalent ZipSuffix for IA address types. This is an error. Kathitha stated we should map it correctly.
loans	CoeApplicationLoan[]	see CoeApplicationLoan requirements below
tours	CoeApplicationTour[]	see CoeApplicationTour requirements

CoeApplication Element	COE Form Element, Domain Object or Constant	Comments
		below

CoeApplicationLoan Mappings

A CoeApplicationLoan domain model object holds the information for each saved loan. The collection of CoeApplicationLoans is stored in the CoeApplication.loans element (see above)

CoeApplicationLoan Element	COE Form Element	Comments
cashOutRefinanceIndicator	"What Would You Like to Do"::Question#1	
cashOutRestorationIndicator	"What Would You Like to Do"::Question#3	
coeApplicationId	NULL	Not set in CoeApplicationLoan.translateToDTO
homeSellIndicator	"What Would You Like to Do"::Question#4	
IrrlIndicator	"What Would You Like to Do"::Question#2	
lin	NULL	Not set in CoeApplicationLoan.translateToDTO
loanDate	Loan/Property Data::Date of Loan	
loanStatus	Loan/Property Data::Loan Status	
noRestorationEntitlementIndicator	"What Would You Like to Do"::Question#5	
propertyAddressOne	Loan/Property Data::Street Address	
propertyAddressTwo	NULL	Not set in CoeApplicationLoan.translateToDTO
propertyCity	Loan/Property Data::City	
propertyCounty	Loan/Property Data::County	

CoeApplicationLoan Element	COE Form Element	Comments
propertyOwned	NULL	Not set in CoeApplicationLoan.translateToDTO
propertyState	Loan/Property Data::State	
propertyZip	NULL	Not set in CoeApplicationLoan.translateToDTO
propertyZipSuffix	NULL	Not set in CoeApplicationLoan.translateToDTO

CoeApplicationTour Mappings

A CoeApplicationTour object is need for each saved tour or saved reserve/guard service, as well as one for Active Duty information and one for Reserve/Guard service information. The collection of CoeApplicationTours is stored in CoeApplication.tours element (see above)

CoeApplication Tour Element	COE Form Element				Comments
	Active Duty	Completed Tour	Reserve/Guard	Completed Reserve/Guard Service	
activeDutyPoints	NULL	NULL	NULL	NULL	
branchOfService	Active Duty Information::Branch of Service	Completed Tour Data::Branch of Service	Selected Service / National Guard Information:Branch of Service	Completed Selected Service / National Guard Data::Branch of Service	
coeApplicationId	NULL	NULL	NULL	NULL	
disabilityIndicator	NULL	NULL	NULL	NULL	
enteredOnDuty	Active Duty Information::Date Entered Active Duty	Completed Tour Data::Date Entered	Selected Service / National Guard Information::Date Entered	Completed Selected Service / National Guard Data::Date Entered	
inactiveDutyPoints	NULL	NULL	NULL	NULL	

rankCode	NULL	Completed Tour Data::Officer/Enlisted	NULL	NULL	
recordOrigin	NULL	NULL	NULL	NULL	
releasedActiveDuty	NULL	Completed Tour Data::Date Released	NULL	Completed Selected Service / National Guard Data::Date Released	
serviceLastName	NULL	Completed Tour Data::Last Name used if different than current name	NULL	Completed Selected Service / National Guard Data::Last Name used if different than current name	
serviceNumber	NULL	Completed Tour Data::Service Number if different from SSN	NULL	NULL	
serviceType	"A"	"A"	"R"	"R"	

3.2.5.2 LGY Benefits Design

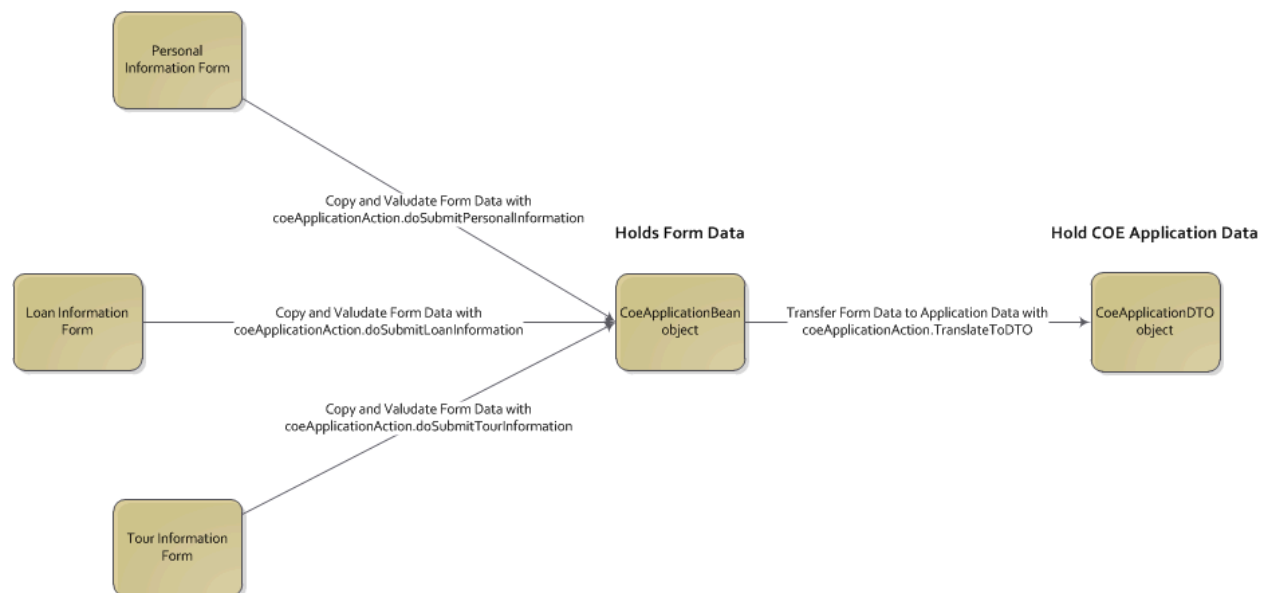
The eBenefits application gathers the COE application information in four separate forms, processed by the following JSP files: `coePersonalInformation.jsp`, `coeTourInformation.jsp`, `coeLoanInformation.jsp`, and `coeDocUpload.jsp`. Upon submission of each form, the application processes the form data and collects it a single `CoeApplicationBean`. The `CoeApplicationBean` will contain all the data from the forms once all have been successfully submitted.

The `VeteranCoePortlet.java` portlet receives each form and calls methods in `CoeApplicationAction.java` to process and validate the data and copy the form data to the `CoeApplicationBean`. The method for each form is determined by the value of the hidden form element `veterancoeaction` set in each form. It is the `CoeApplicationAction.java` file that contains the business logic for interpreting the form data.

The final application data is reviewed and submitted from the `coeReview.jsp` page. The submit button on the page results in the `VeteranCoePortlet.java` calling the `coeApplicationAction.doSubmitApplication` method. This method does three things:

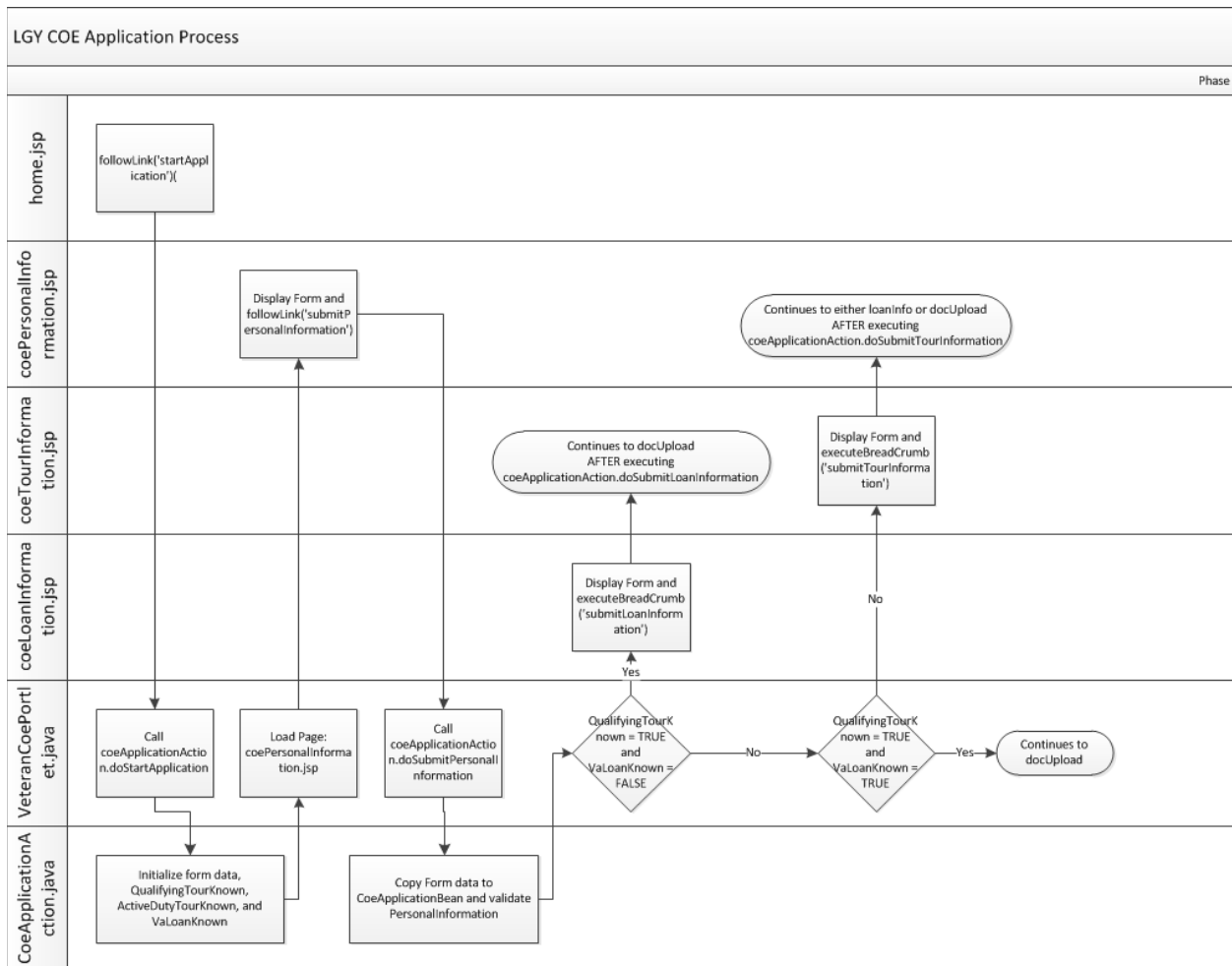
1. calls `translateToDTO` to translate the form data in the `CoeApplicationBean` to a `CoeApplicationDTO` object
2. sets the `eligibilityRecordId` of the `CoeApplicationDTO` to the `referenceNumber` in the veteran's `eligibilityDeterminationDTO` object
3. calls `insertCoeApplication` with the `CoeApplicationDTO` object as its parameter holding the form data

The overall flow of the data from the forms to the `CoeApplicationDTO` that is submitted is illustrated in the following figure:



eBenefits' Application Flow

The following swimlane diagram is a partial illustration of the process. It begins with the user initiating the application process from the home.jsp page. This action causes the portlet to call the doStartApplication method in the coeApplicationAction object. This method initializes some form data and sets three boolean attributes of the CoeApplicationBean: qualifyingTourKnown, activeDutyTourKnown, and vaLoanKnown. These values are set based on corresponding indicators in the veteran's determineEligibilityDTO. They are used later in the application process to skip sections of the application based on if the values are TRUE, indicating the system already has this information and can be skipped in the application process. This is illustrated by the conditional statements in the diagram.



3.2.5.3 LGY UI Forms

LGY Form Disclaimers

The application requires the following disclaimers to be presented before the application.

Header Information

The following information needs to precede the disclaimers (see screenshot):

OMB Approved No. 2900-0086
Respondent Burden: 15 minutes

PRIVACY ACT NOTICE

VA will not disclose information collected on this form to any source other than what has authorized under the Privacy Act of 1974 or Title 38, Code of Federal Regulations 1.576 for routine uses (for example: the authorized release of information to Congress when requested for statistical purposes) identified in the VA system of records, 55VA26, Loan Guaranty Home, Condominium and Manufactured Home Loan Applicant Records, Specially Adapted Housing Applicant Records, and Vendee Loan Applicant Records - VA, and published in the Federal Register. Your obligation to respond is required in order to determine the qualifications for a loan.

RESPONSE BURDEN

This information is needed to help determine a veteran's qualifications for a VA guaranteed home loan. Title 38, U.S.C., section 3702, authorizes collection of this information. We estimate that you will need an average of 15 minutes to review the instructions, find the information, and complete this form. VA cannot conduct or sponsor a collection of information unless a valid OMB control number is displayed. You are not required to respond to a collection of information if this number is not displayed. Valid OMB control numbers can be located on the OMB Internet Page at [target="_blank" href="get information on where to send comments or suggestions about this form.](#)

Screenshot of eBenefits' Disclaimer

PRIVACY ACT NOTICE - VA will not disclose information collected on this form to any source other than what has been authorized under the Privacy Act of 1974 or Title 38, Code of Federal Regulations 1.576 for routine uses (for example: the authorized release of information to Congress when requested for statistical purposes) identified in the VA system of records, 55VA26, Loan Guaranty Home, Condominium and Manufactured Home Loan Applicant Records, Specially Adapted Housing Applicant Records, and Vendee Loan Applicant Records - VA, and published in the Federal Register. Your obligation to respond is required in order to determine the qualifications for a loan.

RESPONDENT BURDEN - This information is needed to help determine a veteran's qualifications for a VA guaranteed home loan. Title 38, U.S.C., section 3702, authorizes collection of this information. We estimate that you will need an average of 15 minutes to review the instructions, find the information, and complete this form. VA cannot conduct or sponsor a collection of information unless a valid OMB control number is displayed. You are not required to respond to a collection of information if this number is not displayed. Valid OMB control numbers can be located on the OMB Internet Page at www.reginfo.gov/public/do/PRAMain. If desired, you can call 1-800-827-1000 to get information on where to send comments or suggestions about this form.

LGY Personal Data Form

The personal data collected on the form consists of address information and contact information.

Note: the validation rules were derived by reviewing `coeApplicationAction.java` (`validatePersonalInformation`) and `Utilities.java`

Validation Architecture Rules

- Values that are unconditionally required or unconditionally optional are enforced within the UI layer
- Maximum length rules are enforced within the UI layer
- Formatting rules for phone numbers, ZIP codes, e-mail addresses, etc. are enforced in the UI layer unless otherwise noted in the requirements
- Values that are limited to a static set are enforced within the UI layer
- Cross-field validation rules such as 'Required field if "Contact Method" = "P"' are enforced within the UI layer if the values are on the same physical page. If the values are on separate pages then cross-field validation can only be performed on the second page. I.e. the page where the dependent value is entered. In these cases it is preferable to also enforce validations within the services/domain model layer.

Address Information

The address can be in one of three forms: United States (US), Overseas (OS), and International Address (IA). The user is required to select their location so that the application knows what type of address information to collect. The application needs to adjust the fields to collect the appropriate address information based on the address location.

Address Location Code

Field	Required	Max Length	Format	Rules	CoeApplicationDTO Element	Comments
Address	Y	N/A	Choice	Display	N/A	This information is

Field	Required	Max Length	Format	Rules	CoeApplicationDTO Element	Comments
Location Code			List: Address Location Codes	the address fields associated with the Address Location Code Selected: US, OS, or IA		not represented in the CoeApplicationDTO

US Address

Field	Required	Max Length	Format	Rules	CoeApplicationDTO Element	Comments
Address Line 1	Y	50			vetAddressOne mailToAddressOne	
Address Line 2	N	50			vetAddressTwo mailToAddressTwo	
City	Y	50			vetCity mailToCity	
State	Y	N/A	Choice List: US States		vetState mailToState	
Zipcode	Y	5		5 numeric digits / no spaces	vetZip mailToZip	
Zipcode Ext	N	4		4 numeric digits / no spaces	vetZipSuffix mailToZipSuffix	

OS Address

Display Name	Required	Max Length	Format	Rules	CoeApplicationDTO Element	Comments
Address Line	Y	50			vetAddressOne	

Display Name	Required	Max Length	Format	Rules	CoeApplicationDTO Element	Comments
1					mailToAddressOne	
Address Line 2	N	50			vetAddressTwo mailToAddressTwo	
Over Seas City	Y	N/A	Choice List: OS Cities		vetCity mailToCity	
State/Province	Y	N/A	Choice List: OS States		vetState mailToState	
Zipcode	Y	5			vetZip mailToZip	Note: Different from US Zip Code, as it is not checked for being a valid US zip code
Zipcode Ext	N	4			vetZipSuffix mailToZipSuffix	

IA Address

Display Name	Required	Max Length	Format	Rules	CoeApplicationDTO Element	Comments	
Address Line 1	Y	50			vetAddressOne mailToAddressOne		
Address Line 2	N	50			vetAddressTwo mailToAddressTwo		
City/Town	Y	50			vetCity mailToCity		
State/Province	Y	42			vetState mailToState		
International Postcode	Y	20			vetInternationalPostCode	Note: the eBenefits	

Display Name	Required	Max Length	Format	Rules	CoeApplicationDTO Element	Comments	
						web site does not capture this data. This is an error. Kavitha has stated we should capture the information.	
Country	Y	N/A	Choice List: Countries		vetCountryCode		

Contact Information

Display Name	Required	Max Length	Format	Rules	CoeApplicationDTO Element	Comments
Email Address	Y	50		Validate email contains "@" then a "." Must equal entered "Confirm Email Address"	email	
Phone Number	N	13	eBenefits web site formats it as "(xxx) xxx-xxxx" after entry	Required field if "Contact Method" = "P" Validate contains only numeric digits	contactPhone	

Display Name	Required	Max Length	Format	Rules	CoeApplicationDTO Element	Comments
Contact Method	Y	N/A	Choice List: Contact Methods		contactMethodCode	

Choice Lists

Address Location Codes

Value	Description
US	United States
OS	Military Overseas
IA	International Address

OS Cities

Value	Description
APO	APO
FPO	FPO

OS States

Value	Description
AE	AE
AA	AA
AP	AP

US States

Value	Description

Value	Description

Countries

Value	Description

Contact Methods

Value	Description
E	Email
P	Phone
M	US Postal Mail

LGY Tour Data From

The tour data collected depends on the user's response to several questions. Additional information is requested when the answer to these questions is "Yes."

Note: the validation rules were derived by reviewing `coeApplicationAction.java` (`validateTourInformation`) and `Utilities.java`

Validation Architecture Rules

- Values that are unconditionally required or unconditionally optional are enforced within the UI layer
- Enforcement of rules that require that date values must be in the past or in the future are enforced within the UI layer
- Maximum length rules are enforced within the UI layer
- Formatting rules for phone numbers, ZIP codes, e-mail addresses, etc. are enforced in the UI layer unless otherwise noted in the requirements
- Values that are limited to a static set are enforced within the UI layer
- Cross-field validation rules such as 'Required field if "Contact Method" = "P"' are enforced within the UI layer if the values are on the same physical page. If the values are on separate pages then cross-field validation can only be performed on the second page. I.e. the page where the dependent value is entered. In these cases it is preferable to also enforce validations within the services/domain model layer.
- The Business Rules below are enforced within the services layer

Tour Data Questions (Indicators)

The following questions are required. The application needs to prompt for additional information for those questions below that have "Additional Information." The fields for the additional information is defined in the "Additional Form Information" section below

Name	Question	Required	Format	Additional Information	CoeApplication DTO Element	Comments
activeDutyInd	Are you currently on active duty?	Y	Choice List: Indicator Values	Active Duty Information	activeDutyIndicator	
completedToursInd	Have you already completed one or more periods of active duty? * (Include any periods served as a member of the Selected Reserve or National Guard activated for duty under Title 10 USC. Exclude periods of active duty for	Y	Choice List: Indicator Values	Completed Tour Data		

Name	Question	Required	Format	Additional Information	CoeApplication DTO Element	Comments
	training (ADT) or AGR service)					
activeReserveOrGuardInd	Are you currently serving in the Selected Reserve or National Guard?	Y	Choice List: Indicator Values	Selected Service / National Guard Information		
reserveOrGuardInd	Have you already completed one or more periods of service in the Selected Reserve or National Guard?	Y	Choice List: Indicator Values	Completed Selected Service / National Guard Information		
separatedServiceInd (sched for refactor to "disabilityIndicator")	Were you discharged, retired or separated from service because of a disability?	Y	Choice List: Indicator Values	if yes then we must populate disabilityIndicator		

Additional Form Information

Active Duty Information

Field	Required	Max Length	Format	Rules	CoeApplicationDTO Element	Comments
Date Entered Active Duty	Y	N/A		Must be a valid date in the PAST	enteredOnDuty	
Branch of Service	Y	N/A	Choice List: Branches of Service		branchOfService	

Completed Tour Data

The user should be able to enter as many tours as needed

Field	Required	Max Length	Format	Rules	CoeApplicationTour DTO Element	Comments
Date Entered	Y	N/A		Must be a valid date in the PAST	enteredOnDuty	
Date Released	Y	N/A		Must be a valid date in the PAST	releasedActiveDuty	
Service Number if different from SSN	N	9		Must be a valid number (integer)	serviceNumber	
Branch of Service	Y	N/A	Choice List: Branches of Service		branchOfService	

Field	Required	Max Length	Format	Rules	CoeApplicationTour DTO Element	Comments
Last Name used if different than current name	N	40			serviceLastName	
Officer/Enlisted	Y	N/A	Choice List: Officer/Enlisted		rankCode	

Selected Service / National Guard Information

Field	Required	Max Length	Format	Rules	CoeApplicationDTO Element	Comments
Date Entered	Y	N/A	N/A	Must be a valid date in the PAST	enteredOnDuty	
Branch of Service	Y	N/A	Choice List: Branches of Service		branchOfService	

Completed Selected Service / National Guard Information

The user should be able to enter as many tours as needed

Field	Required	Max Length	Format	Rules	CoeApplicationTourDTO Element	Comments
Date Entered	Y	N/A	Must be a valid date in the PAST		enteredOnDuty	
Date Released	Y	N/A	Must be a valid date in the PAST		releasedActiveDuty	
Branch of	Y	N/A	Choice		branchOfService	

Field	Required	Max Length	Format	Rules	CoeApplicationTourDTO Element	Comments
Service			List: Branches of Service			
Last Name used if different than current name	N	40			serviceLastName	

Business Rules

Overall Tour Rules

The following rules apply to each loan (should be validated upon saving each loan)

Rule Id	Description	Condition	Message
1	Active Duty Tour Minimum	Require at least one Tour if the user indicated they have "completed one or more periods of active duty", i.e. completedToursInd = "Yes"	Let's discuss the best way to implement this. eBenefits shows each of the fields as being required.
2	Reserve/Guard Service Minimum	Require at least one Tour if the user indicated they have "completed one or more periods of service in the Selected Reserve or National Guard", i.e. reserveOrGuardInd = "Yes"	

Choice Lists

Indicator Values

Code	Description
N	No
Y	Yes

Branches of Service

Code	Description
1	Army
2	Navy
3	Air Force
4	Marine Corps
5	Coast Guard
6	Other
7	Other Qualifies

Officer/Enlisted

Value	Description
O	Officer
E	Enlisted

LGY Loan Data Form

The loan portion of the COE application consists of the user being asked two Yes/No questions in sequence. The loan portion is complete if/when the user's response is "No." The user is asked additional information if both responses are "Yes." The additional information consists of property/loan information for properties the user currently owns that have/had a VA loan associated with them. The user shall be allowed to enter as many loans as necessary.

Note: the validation rules were derived by reviewing `coeApplicationAction.java` and `Utilities.java` files

Validation Architecture Rules

- Values that are unconditionally required or unconditionally optional are enforced within the UI layer
- Enforcement of rules that require that date values must be in the past or in the future are enforced within the UI layer
- Maximum length rules are enforced within the UI layer
- Formatting rules for phone numbers, ZIP codes, e-mail addresses, etc. are enforced in the UI layer unless otherwise noted in the requirements
- Values that are limited to a static set are enforced within the UI layer
- Cross-field validation rules such as 'Required field if "Contact Method" = "P"' are enforced within the UI layer if the values are on the same physical page. If the values are on separate pages then cross-

field validation can only be performed on the second page. I.e. the page where the dependent value is entered. In these cases it is preferable to also enforce validations within the services/domain model layer.

- The Business Rules below are enforced within the services layer

Loan Data Questions (Indicators)

The following questions are required. The application needs to prompt for additional information if the response to both questions is "Yes." The fields for the additional information is defined in the "Additional Form Information" section below.

Name	Question	Required	Additional Information	CoeApplicationDTO Element
priorLoanInd	Have you ever had a VA home loan?	Y	If "Yes", the next question is presented. if "No", the Loan Data entry is complete (Do not ask the next question)	vaLoanIndicator
ownVaHomeInd	Do you now own any home(s) that you purchased or refinanced with a VA guaranteed loan?	Y if the response to the above question is "Yes" N if the response to the above question is "No"	If "Yes", the user is asked to enter additional Information (see Additional Information section) If "No", the Loan Data entry is complete	vaHomeOwnIndicator

Additional Information

The user should be able to enter as many blocks of additional information as needed to record each of their VA Loan in which they still own the property. Each block of loan data consists of the "Loan/Property Data" fields and the responses to the five "What Would You Like to Do" questions.

Loan/Property Data

Field	Required	Max Length	Format	Rules	CoeApplicationLoanDTO Element	Comments
Street Addresses	Y	35			propertyAddressOne	

Field	Required	Max Length	Format	Rules	CoeApplicationLoanDTO Element	Comments
City	Y	35			propertyCity	
State	Y	N/A	Choice List: States		propertyState	
County	Y	35			County	
Date of Loan	N	N/A	MM/YYYY Y	Valid MM/YYYY Y date in the PAST	loanDate	
Loan Status	N	N/A	Choice List: Loan Status		loanStatus	

"What Would You Like to Do" Questions

Question Id	Question	Required	Valid Values	Additional Information	CoeApplicationLoanDTO Element
1	Do you want your entitlement restored to refinance this home (cash out refinance)?	Y	Choice List: Question Response	See Rules Below	cashOutRefinanceIndicator
2	Are you applying for a Certificate of Eligibility because you plan to refinance an existing VA loan to obtain a lower interest rate without receiving any cash proceeds (IRRRL/Streamline)?	Y			IrrlIndicator
3	Do you want your entitlement restored to use on a different home?	Y			cashOutRestorationIndiciator

4	Do you intend to sell this home before closing on your next VA guaranteed home loan?	Y			homeSellIndiciator
5	Are you applying for a Certificate of Eligibility to determine the amount of home loan entitlement you have available for another VA loan without restoring entitlement used for this home?	Y			noRestorationEntitlementIndicator

Business Rules

Individual Loan Rules

The following rules apply to each loan (should be validated upon saving each loan)

Rule Id	Description	Condition	Message
1	No more than ONE question can have a response of "Yes"	Check that only one of the 5 questions has a Yes response	You may not answer 'Yes' to more than one question for each loan property. Ensure that 'Yes' is selected for only one question per loan property.
2	Only ONE loan may indicate it is a Cash-out Refinance (Question #1)	If the response to question #1 is Yes, then no other saved loan can	You may not request a cash-out refinance for more than one loan property. Ensure that 'Yes' is answered to this question for only one loan property within the application.

Rule Id	Description	Condition	Message
		have a Yes response to question #1	
3	Only ONE loan may indicate it is a One-Time Restoration (Question #3)	If the response to question #3 is Yes, then no other saved loan can have a Yes response to question #3	<p>You may not request a restoration of entitlement for use on a different home for more than one loan property.</p> <p>Ensure that 'Yes' is answered to this question for only one loan property within the application.</p>
4	One-time Restoration and Cash-out Refinances on different homes	No two loans can have both question #1 and question #3 set to Yes	<p>You may not request both a cash-out refinance and a restoration of entitlement for use on a different home within the same application.</p> <p>Ensure that 'Yes' is selected for only one of these questions for all loan properties in the application.</p>

All Loan Rules

The following rules apply to the entire loan application (should be validated when saving the loan information)

Rule	Description	Message
At Least One VA Home Loan Entered	If the user answers "Yes" to the question "Do you now own any home(s) that you purchased or refinanced with a VA guaranteed loan?", then	Present the "Required field" error messages for all required fields as would result if the user tried to save

Rule	Description	Message
	the user must save at least on VA loan	the loan with no data entered.

Choice Lists

Question Response

Value	Description
Y	Yes
N	No
U	Unsure

Loan Status

Value	Description
P	Paid In Full
A	Active

Loan Results Page

The COE application is used in both the Eligible and Undetermined workflows. The only difference is that in the Undetermined workflow, the user is given the option of uploading supporting documents after the application is submitted. As such, the success message to present following the submission of the application will be different depending on the workflow. The body text for the results page for both scenarios is provided in the table below.

Results Displayed

Results Page Message

Condition	Message
Undetermined Scenario (with document upload option)	<p>Your electronic application has been submitted. Your reference number is: <referenceNumber>.</p> <p>You will be notified via e-mail once a determination has been made. You may also log back into eBenefits to check the status of your application.</p>

Condition	Message
	<p>Supporting documentation may be required for your application, such as your DD-214 showing your service record or a HUD-1 showing the sale of a previous home.</p> <p>Continue if you would like to upload supporting documents <Next Button></p>
Eligible Scenario (without document upload option)	<p>Your electronic application has been submitted. Your reference number is: <referenceNumber>.</p> <p>You will be notified via e-mail once a determination has been made. You may also log back into eBenefits to check the status of your application.</p> <p><Home Button></p>

3.2.5.4 LGY Document Upload Overview

The following defines the requirements for uploading a document associated with a Veteran's Loan Guaranty Benefit Application. In summary, the application should allow the veteran to browse for an existing file on their mobile device and send it to the Loan Guaranty system. The application will use the *insertEligibilityCorrespondence* method to post the file selected by the Veteran. The application should restrict the user to select only files of the type listed below.

The file upload page will provide the fields that describe the file being uploaded and a table showing all previously uploaded files. The table needs to be refreshed each time a new file is upload so that the file is also shown in the table upon a successful upload. See the attached screenshots to see how the eBenefits web site has implemented the upload page.

The action of submitting a document will either be Successful or a Failure. A successful result should cause the upload page to refresh and allow the Veteran to upload another document. The summary table will show the newly uploaded table. A failure should result in the "Upload Error Page" being displayed, with a "Back" button allowing the user to upload another file.

NOTE: WE ARE NOT IMPLEMENTING THE "PREVIOUSLY UPLOADED DOCUMENT TABLE" DESCRIBED IN THE REQUIREMENTS, JUST THE UPLOAD FEATURE.

Method Inputs

SAHWebService::insertEligibilityCorrespondence

Name	Required	Type	Comments
------	----------	------	----------

Name	Required	Type	Comments
referenceNumber	Y	String	referenceNumber returned in the Veteran's EligibilityDeterminationDTO when eligibility was determined
portalId	Y	String	Set to "MOBILEAPP.BATCHUSER"
documentTypeCode	Y	String	A selection from the valid Document Types listed below (it is the Code that is sent, not the description)
description	Y	String	A user specified description
filename	Y	String	The file's name
file	Y	base64Binary	The byte array that represents the file data

SAHWebService::getEligibilityCorrespondence

Name	Required	Type	Comments
referenceNumber	Y	String	referenceNumber returned in the Veteran's EligibilityDeterminationDTO when eligibility was determined
portalId	Y	String	Set to "MOBILEAPP.BATCHUSER"

Method Outputs

SAHWebService::insertEligibilityCorrespondence

Name	Description
Return	"Y" = Success "N" = Failure

SAHWebService::getEligibilityCorrespondence

Name	Description
EligibilityCorrespondenceDTO[]	An array of EligibilityCorrespondenceDTO objects. Each object represents one file that has been previously uploaded

Document Types

Restrict the user to select one of the following document types to categorize the type of file he/she is uploading.

Code	Description
50	Other
51	HUD 1
52	DD 214
53	Legal Document

File Types

File uploads shall be restricted to the following file types

File Type
pdf
doc
docx
xlsx
xls
tif
tiff
gif
jpg
jpeg
png

Upload Web Page

Upload Information

This provides the detail information about the file being uploaded

Display Item	Description	Format	Value	Type	Display Format	Required
--------------	-------------	--------	-------	------	----------------	----------

Display Item	Description	Format	Value	Type	Display Format	Required
Document Type	User selected document type	Pick-list of valid Document Types	Document Type Code	String	Document Type Description	Y
Description	User entered description of the file	Text		String		Y

Summary of Previously Uploaded Documents

This is a table showing all the previously uploaded files associated with this Veteran (associated by ReferenceNumber)

Display Item	Web Service	Method	Web Service Field	Type	Received Format	Display Format
Id	SAHWebService	getEligibilityCorrespondence	id	String		
Document Type	SAHWebService	getEligibilityCorrespondence	documentType	String	Document Type Code	Document Type Description
CorrespondenceType	SAHWebService	getEligibilityCorrespondence	correspondenceType	String	???	???
Description	SAHWebService	getEligibilityCorrespondence	description	String		
Date	SAHWebService	getEligibilityCorrespondence	createDate	String	MM/DD/YYYY	MM/DD/YYYY

Upload Web Page Content

Section	Text
Header	Upload Documents
Body	<p>Please upload any available supporting documents for your COE application. This can include your DD-214 showing your service record, a HUD-1 showing the sale of a previous home, legal documents, or other relevant documents.</p> <p>Select “Submit” to upload your first document. You may continue to upload additional documents by selecting “Add Another Document”.</p> <p>You will have completed the application process when you complete uploading your documents.</p>

References:

- Upload Web Page:

VA Home Loan Certificate of Eligibility

[Eligibility Status](#)

Certificate of Eligibility - Upload Documents

Document Type *

Select a document type ▾

Description *

Upload File *

Browse...

No file selected

Upload File

Correspondence History

Id	Document Type	Correspondence Type	Description	Date
----	---------------	---------------------	-------------	------

- Upload Web Page with Document Type drop-down expanded:

VA Home Loan Certificate of Eligibility

[Eligibility Status](#)

Certificate of Eligibility - Upload Documents

Document Type *
Description *
Upload File *

Select a document type

Select a document type
HUD 1
Legal Document
DD 214
Other

Upload File

Correspondence History

Id	Document Type	Correspondence Type	Description	Date
----	---------------	---------------------	-------------	------

3.2.5.5 LGY View COE

The following defines the requirements for viewing an eligible veteran's COE following an eligibility determination. The application shall provide a means for the veteran to click a link, which will retrieve their COE and display it using the web browser's built-in capabilities for viewing PDF files.

The application will use the *getCoeFile* method to retrieve the COE file. The method returns the file encoded in base64Binary format. The method requires as inputs the referenceNumber and security key included in the veteran's eligibilityDeterminationDTO that was returned when determining the veteran's eligibility with the *determinaneCoeEligibilityEdiPI* method.

Method Inputs

SAHWebService::getCoeFile

Name	Required	Type	Comments
eligibilityRecordId	Y	Long	referenceNumber returned in the Veteran's EligibilityDeterminationDTO when eligibility was determined
key	Y	String	securityKey returned in the Veteran's EligibilityDeterminationDTO when eligibility was determined

Method Outputs

SAHWebService::getCoeFile

Name	Description
correspondenceDisplayDTO	Object representing the COE to view

Object Definitions

correspondenceDisplayDTO

Element	Description
file	base64Binary encoded file
filename	name of the file
contentType	mime type of the file

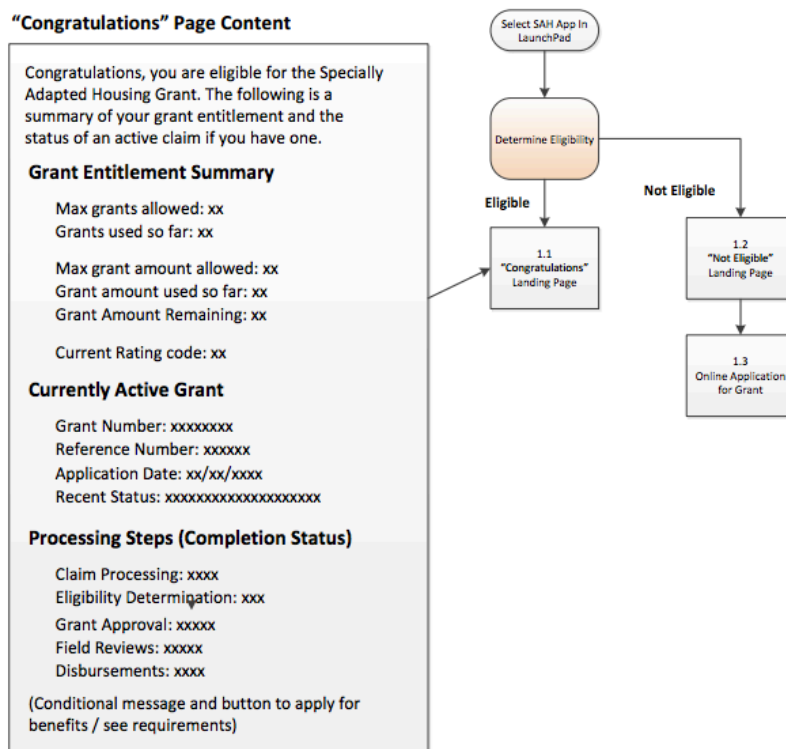
3.2.6 SAH Grant

SAH is a VA grant that allows an eligible veteran to adapt his/her property to help with disabilities, i.e. install wheelchair ramps, etc. The mobile SAH application will provide the veteran with his/her eligibility for the SAH Grant. Eligible veterans will be given the opportunity to apply for the grant. A veteran can use the grant a fixed number of times and provides the veteran with a fixed amount of money. An eligible veteran can apply for the grant as long as he/she has not exceeded the maximum number of usages of the grant or the maximum amount available for the grant.

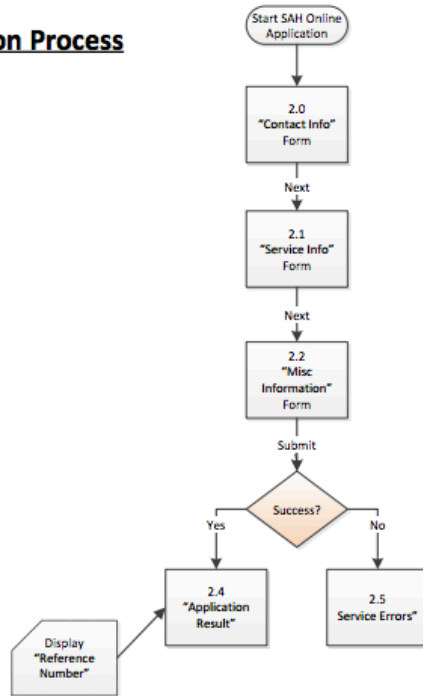
The mobile SAH application has two features: 1) determine a veteran's eligibility for the grant, and 2) allow a veteran to apply for the grant. The workflow for the application is composed of two scenarios: 1) Eligible and 2) Ineligible. Eligible veterans will be provided with the status of their active grant if one exists and will be given the opportunity to apply to use the grant if they have remaining benefits available. Ineligible veterans will be notified they may not be eligible for the grant and will be given the opportunity to apply for the grant. These features are captured in the workflow diagram and user acceptance tests provided below.

Workflow Diagrams:

- SAH Grant Workflow Diagram: [SAH Workflow Diagram v0.5.pdf](#)



SAH Online Application Process



User Acceptance Tests:

- User Acceptance Tests: [SAH User Acceptance Tests v1.0.pdf](#)

Source Code:

- SAH Portlet Code: [SAHPortletCode.zip](#)
- SAHPortletGrantInfo: [SAHPortletGrantInfo.java](#)
- String Formatter Utility: [StringFormatter.java](#)

3.2.6.1 SAH Workflow

The Special Adaptive Housing application will use the LGY's SAHWebService web service to determine eligibility and apply for the SAH Grant online. Eligibility is determined using the *isVeteranEligible* method, which returns a Boolean value indicating "Yes" or "No." The application will follow the Eligible workflow for eligible veterans and the Ineligible workflow for ineligible veterans. This is illustrated in the workflow diagram.

Web Services

The following method is required to determine SAH eligibility:

Service	Method	Purpose
SAHWebServices	isVeteranEligible	Determine a veteran's eligibility for the SAH Grant

Method Inputs

SAHWebService::isVeteranEligible

Name	Required	Type	Comments
EDIPI	Y	Long	
LoginId	Y	String	Set to "MOBILEAPP.BATCHUSER"

Method Outputs

SAHWebService::isVeteranEligible

Name	Description
Return	Boolean value indicating veteran's eligibility

References:

- SAH Web Services WSDL: [SAHWebService.wsdl](#)
- SAH Web Services XSD: [SAHWebService.xsd](#)

3.2.6.1.1 SAH Eligible Scenario

The following defines the information displayed for an Eligible veteran on the "Congratulations" web page. The information is a summary of the veteran's entitlement and status on his/her existing active grant (if any). The congratulations page also provided the veteran the opportunity to apply for the SAH when appropriate. The navigation to the SAH application is conditioned on the data returned from the summary and activeGrant methods. The logic for determining when to provide access to the application and what message to display is provided below.

Web Services

The following methods are required for the SAH requirements

Service	Method	Purpose
SAHWebServices	summary	Returns a summary of the user's grant entitlement
SAHWebServices	activeGrant	Returns the active grant associated with the user

Method Inputs

SAHWebService::summary

Name	Required	Type	Comments
SSN	Y	String	value returned from get DmdcPersonForProfile
Login ID	Y	String	set to "MOBILEAPP.BATCHUSER"
First Name	Y	String	value returned from get DmdcPersonForProfile
Last Name	Y	String	value returned from get DmdcPersonForProfile
Date of Birth	N	String	Set to NULL

SAHWebService::activeGrant

Name	Required	Type	Comments
SSN	Y	String	value returned from get DmdcPersonForProfile
Login ID	Y	String	set to "MOBILEAPP.BATCHUSER"
First Name	Y	String	value returned from get DmdcPersonForProfile
Last Name	Y	String	value returned from get DmdcPersonForProfile
Date of Birth	N	String	Set to NULL

Method Outputs

SAHWebService::summary

Name	Description
SahPortletGrantInfo	Object containing a summary of the user's entitlement

SAHWebService::activeGrant

Name	Description
SahPortletGrantInfo	Object containing information about the user's active grant

Data Dictionary

Display Item	Web Service	Method	Web Service Field	Type	Received Format	Display Format
Max Grants Allowed	SAHWeb service	summary	SAHPortletGrantInfo::maxUsages			"0" if null
Grants Used So Far	SAHWeb service	summary	SAHPortletGrantInfo::grantNumberAvailed			"0" if null
Max Grant Amount Allowed	SAHWeb service	summary	SAHPortletGrantInfo::maxAmountAH SAHPortletGrantInfo::maxAmountPH	Computed see maxGrant Amount below		\$xx,xxx
Grant Amount Used So Far	SAHWeb service	summary	SAHPortletGrantInfo::moneyAmountAvailed			"0" if null \$xx,xxx
Grant Amount Remaining	SAHWeb service	summary	SAHPortletGrantInfo::moneyAmountRemainingTotal			"0" if null \$xx,xxx
Current Rating code	SAHWeb service	summary	SAHPortletGrantInfo::ratingCode			"N/A" if null
Grant Number	SAHWeb service	active Grant	SAHPortletGrantInfo::grantNumber			
Reference Number	SAHWeb service	active Grant	SAHPortletGrantInfo::referenceNumber			"Application Not Found" if null
Application Date	SAHWeb service	active Grant	SAHPortletGrantInfo::applicationDate		DD-MON-YY	DD/MM/YYYY
Recent Status	SAHWeb service	active Grant	SAHPortletGrantInfo::grantStatusLongDescription			
Claim Processing	SAHWeb service	active Grant	SAHPortletGrantInfo::claimStatus			

Display Item	Web Service	Method	Web Service Field	Type	Received Format	Display Format
Eligibility Determination	SAHWeb service	active Grant	SAHPortletGrantInfo::eligibilityStatus			
Grant Approval	SAHWeb service	active Grant	SAHPortletGrantInfo::grantApprovalStatus			
Field Reviews	SAHWeb service	active Grant	SAHPortletGrantInfo::fieldReviewStatus			
Disbursements	SAHWeb service	active Grant	SAHPortletGrantInfo::disbursementStatus			

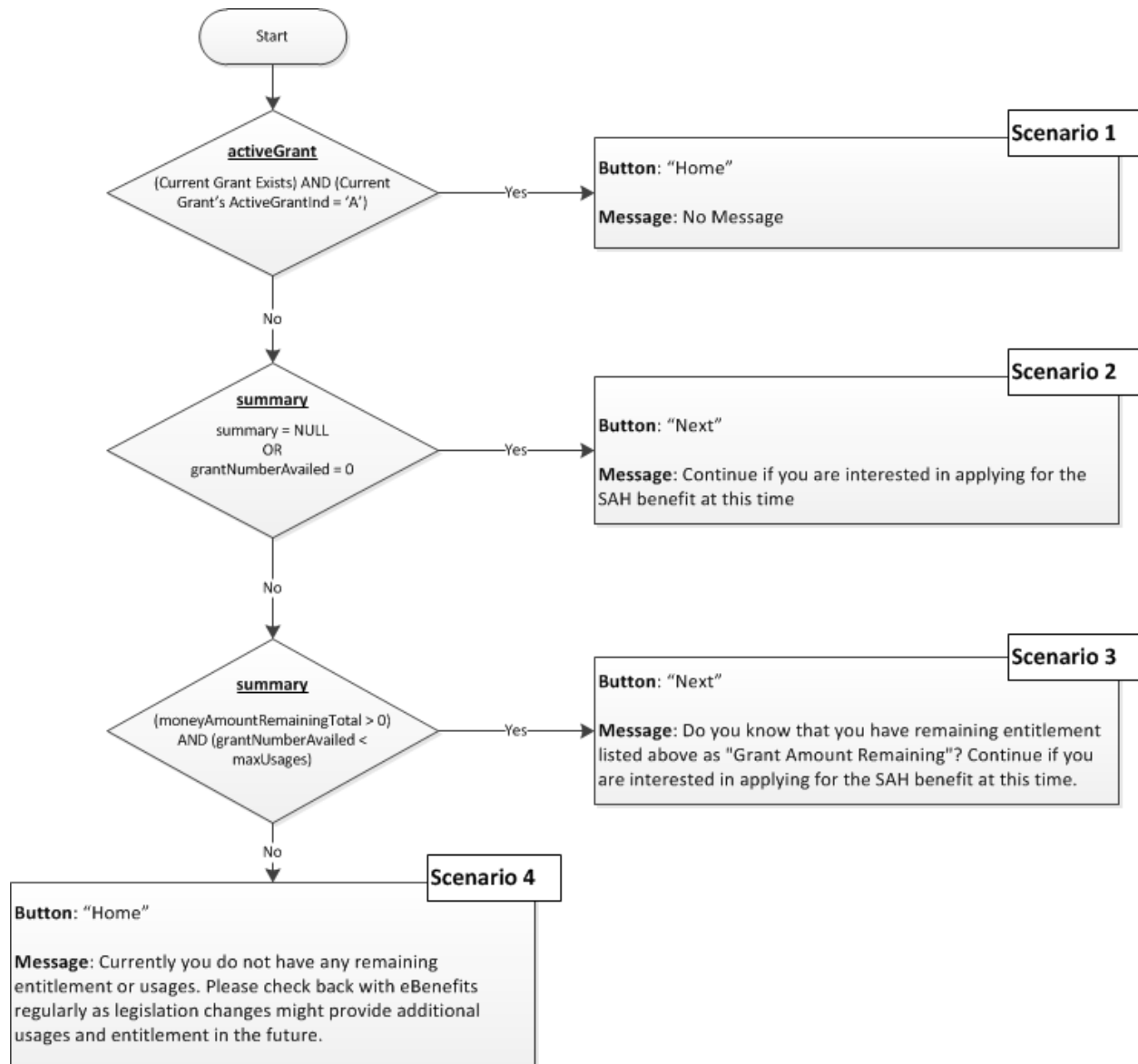
Computed Values

Value	Rule
maxGrantAmount	<pre> maxGrantAmount = ""; if (maxAmountAH() != null) { maxGrantAmount += maxAmountAH() + " (AH Type Grant) or "; } else { maxGrantAmount += "0 (AH Type Grant) or "; } if (maxAmountPH() != null) { maxGrantAmount += maxAmountPH() + " (PH Type Grant)"; } else { maxGrantAmount += "0 (PH Type Grant) "; } </pre>

Navigation to SAH Application

The Congratulations page has a button at the bottom of the page. This button will either be "Home" or "Next." The next button is to take the veteran to the SAH application process. The four scenarios describing which navigation and the text to display are presented in the following table. The logic for determining each scenario is illustrated in the flowchart below. It uses data returned from the summary and activeGrant methods. The condition "Current Grant Exists" means the SahPortletGrantInfo object returned from activeGrant is not Null.

Scenario Id	Scenario	Message
1	Veteran has a current active Grant	"No message shown"
2	Veteran has never applied for the Grant	Continue if you are interested in applying for the SAH benefit at this time
3	Veteran has remaining entitlement and usages left	Do you know that you have remaining entitlement listed above as "Grant Amount Remaining"? Continue if you are interested in applying for the SAH benefit at this time.
4	Veteran has no remaining entitlement nor usages left	Currently you do not have any remaining entitlement or usages. Please check back with eBenefits regularly as legislation changes might provide additional usages and entitlement in the future.



3.2.6.1.2 SAH Ineligible Scenario

The Ineligible scenario informs the veteran that they "may not qualify for the benefit" and allows them to apply for the benefit if they feel they meet the grant's requirements. The ineligible scenario landing page consists of the body text below and a Next button. There is no data presented on the web page.

Web Page Content

Description	Value
"Next" Button	You may continue with the application process if you feel you meet these requirements.

Description	Value
Text	
Body Text	<p>You may not be qualified for this benefit.</p> <p>If you are a servicemember or Veteran with a permanent and total service connected disability, you may be entitled to a Specially Adapted Housing (SAH) or Special Housing Adaptation (SHA) grant if you meet the qualified disabilities listed below:</p> <p>SAH Grant</p> <p>Loss of or loss of use of both legs, OR Loss of or loss of use of both arms, OR Blindness in both eyes having only light perception, plus loss of or loss of use of one leg, OR The loss of or loss of use of one lower leg together with residuals of organic disease or injury, OR The loss of or loss of use of one leg together with the loss of or loss of use of one arm, OR Certain severe burn injuries, OR The loss of or loss of use of one or more lower extremities due to service on or after September 11, 2001, which so affects the functions of balance or propulsion as to preclude ambulating without the aid of braces, crutches, canes, or a wheelchair</p> <p>SHA Grant</p> <p>Blindness in both eyes with 20/200 visual acuity or less, OR Loss of or loss of use of both hands, OR Certain severe burn injuries Certain severe respiratory injuries</p>

3.2.6.2 SAH Grant Application

A veteran needs the ability to complete an application for a SAH Grant when their eligibility is undetermined or they want to apply for a grant when eligible. The application consists of three categories of information: Contact Information, Service Information, and Other Information (Grant, Medical, POA, and Comment). This information for the application needs to be collected in a form and consolidated into a single GrantApplicationDTO object. The GrantApplicationDTO will be the input parameter for the processExternalApplication method that will be used to submit the application.

The following are the requirements pertaining to the online SAH Grant application. These requirements were derived by reviewing the existing eBenefits' online application and its source code. These requirements document what form data needs to be collected and how it maps back to the GrantApplicationDTO that needs to be submitted.

Web Services

The following methods are required to submit an SAH grant application

Service	Method	Purpose
SAHWebServices	processExternalApplication	Submit an SAH Grant application
SAHWebServices	getDmdcPersonForProfile	Provides personal information needed for the COE application (First Name, Last Name, Middle Name , SSN, and Date of Birth)

Method Inputs

processExternalApplication

Name	Required	Type	Comments
GrantApplicationDTO	Y	object	NOTE: the <i>doSubmitApplication</i> method in the <i>CoeApplicationAction.java</i> class sets the <i>coeApplicationDTO.eligibilityRecordId = eligibilityDeterminationDTO.referenceNumber</i> before calling the <i>insertCoeApplication</i> method (line 530). This explains why the <i>GrantApplicationDTO.referenceNumber = determineEligibilityDTO.referenceNumber</i> in the mapping table.
LoginID	Y	String	set to "MOBILEAPP.BATCHUSER"
ipaddress	Y	String	set to 10.224.127.228

Method Outputs

processExternalApplication

Name	Required	Type	Comments
GrantApplicationDTO	Y	Object	The object will be updated with the return values.

References:

- LGY Source Code: [SAHPortletCode.zip](#)
- SAHPortletGrantInfo: [SAHPortletGrantInfo.java](#)
- StringFormatter Class: [StringFormatter.java](#)

3.2.6.2.1 SAH Form Screen Shots

- Contact Information - US Address: [SAH Contact Info - US.png](#)

Applicant's Contact Information

What is the applicant's contact information and address where correspondence should be sent?

Select Location *
United States ▼

Address Line 1 * Address Line 2

City * State * Zip Code *
 -

Phone Number 1 * Phone Number 2 Phone Number 3

Email Address

- Contact Information - IA Address: [SAH Contact Info - IA.png](#)

Applicant's Contact Information

What is the applicant's contact information and address where correspondence should be sent?

Select Location *
International Address ▼

Address Line 1 * Address Line 2

City * State/Province * International Postcode *

Country *
 ▼

Phone Number 1 * Phone Number 2 Phone Number 3
(Country)-(Area)-(Phone)-(Extension) (Country)-(Area)-(Phone)-(Extension) (Country)-(Area)-(Phone)-(Extension)
 - - - - - - - - -

Email Address

- Contact Information - OS Address: [SAH Contact Info - OS.png](#)

Applicant's Contact Information

What is the applicant's contact information and address where correspondence should be sent?

Select Location *

Military Over Seas ▼

Address Line 1 *

Address Line 2

Over Seas City*

APO ▼

State/Province *

AE ▼

Zip Code *

-

Phone Number 1 *

(Country)-(Area)-(Phone)-(Extension) ▼

-

Phone Number 2

(Country)-(Area)-(Phone)-(Extension) ▼

-

Phone Number 3

(Country)-(Area)-(Phone)-(Extension) ▼

-

Email Address

- Service Information (Default): [SAH Service Info -\(not expanded\) US.png](#)

New Grant Application | Step 2 of 3

[SAH Information](#) | [Application Step 1](#) | Application Step 2

Applicant's Service Information

Does the applicant have a VA Claim file number?

What is Applicant's Branch of Service?

☐ Army
 ☐ Navy
 ☐ Air Force
 ☐ Coast Guard
 ☐ Marines
 ☐ Other

What are the Applicant's Service Serial Number(s), if known?

<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	

What was Applicant's Method of Separation From Service?

When did Applicant Enter Active Service, if known?

 (mm/dd/yyyy)

Where did Applicant Enter Active Service, if known?

Is Applicant currently Active Duty?

When was Applicant Released From Active Duty?

 (mm/dd/yyyy)

Where was Applicant Released From Active Duty?

Next

Click Next to enter the last step of the application process

- Service Information (Expanded): [SAH Service Info -\(expanded\) US.png](#)

[Home](#)
[About](#)
[Help](#)
[Contact](#)
[Feature List](#)
[I am a](#)

A Service of the Department of Veterans Affairs and the Department of Defense

[Log out](#)

[apply for BENEFITS](#)
[view my STATUS](#)
[access my DOCUMENTS](#)
[browse benefits LINKS](#)
[career CENTER](#)
[my personal DASHBOARD](#)
[search](#)

The following features will be unavailable from Saturday, 26 October at 1900PM ET to Saturday, 26 October at 2200PM ET: Appeal Status, Benefits Explorer, C&P Claims Status, Download VA Letters, Find or View Your Power of Attorney Representative, Update Direct Deposit & Contact Information, VA Payment History, VONAPP Direct Connect (VDC). We apologize for any inconvenience.

The following features will be unavailable on Sunday, 27 October from 1500 - 1900 ET: submit forms online for Disability Compensation, Benefits Based on PTSD, and Benefits Based on Unemployability; and upload documents for C&P Claims Status. We apologize for any inconvenience.

eBenefits will be unavailable from Sunday, 27 October from 0800 ET to 1400 ET for system maintenance. We apologize for any inconvenience.

Specially Adapted Housing Grant Application and Claim Status

OMB Approved No. 2900-0132
Respondent Burden: 10 minutes

New Grant Application | Step 2 of 3

[SAH Information](#) | [Application Step 1](#) | Application Step 2

Applicant's Service Information

Does the applicant have a VA Claim file number?

☐ Yes

What is the Claim File Number?

What VA Regional Office has the Claim File?

What is Applicant's Branch of Service?

☐ Army
☐ Navy
☐ Air Force
☐ Coast Guard
☐ Marines
☐ Other

What are the Applicant's Service Serial Number(s), if known?

What was Applicant's Method of Separation From Service?

When did Applicant Enter Active Service, if known?

(mm/dd/yyyy)

Where did Applicant Enter Active Service, if known?

Is Applicant currently Active Duty?

☐ Yes

When was Applicant Released From Active Duty?

(mm/dd/yyyy)

Where was Applicant Released From Active Duty?

[Next](#) Click Next to enter the last step of the application process

eBenefits Links

eBenefits Home

About eBenefits

Policies

Partners

Contact Us

Veterans Affairs Links

VA Home

VA Web Policies & Important Links

VA Forms

VA Facility Locator

Contact the VA

About VA

KnowVA

FAQs

VA Privacy Policy

VA Site Map

Inspector General

Directives

Regulations & Guidance Documents

VA Freedom of Information Act

Small Business Contacts

NO Fear Act Data

Section 508 Accessibility

MyHealthvet

More Related Links

Forms.gov

DoD Forms

White House

USA.gov

Regulations.gov

GovBenefits.gov

Expect More

Serve.gov

DefenseLIRC

DoD Freedom of Information Act (FOIA)

- Other Information (Default): [SAH Grant Info -\(not expanded\) US.png](#)

New Grant Application | Step 3 of 3

[SAH Information](#) | [Application Step 1](#) | [Application Step 2](#) | Application Step 3

Grant Information

What was the Date of Applicant's Injury?

(mm/dd/yyyy)

Has Applicant Applied for Disability Compensation?

Have You Made a Previous Application for Specially Adapted Housing? *

Have you made previous application for home improvement and structural alteration grant?*

Have you previously received a Specially Adapted Housing grant?*

Medical Information

Is Applicant confined to a nursing home or medical care facility? *

What is the name and address of the medical facility?

Power Of Attorney Information

Does applicant have a Power of Attorney? *

What is the name, address and telephone number of the Power of Attorney?

Is there any other information you would like us to know?

I am applying for assistance in acquiring specially adapted housing or special home adaptation grant because of the nature of my service-connected disability. I understand that there are medical and economic features yet to be considered before I am eligible for this benefit, and that I will be notified of the action taken on this application as soon as possible. I also understand that each is a one time benefit and certify that I have not received either benefit, unless otherwise indicated above.

- Other Information: (Expanded Part 1): [SAH Grant Info Part 1-\(expanded\) US.png](#)
New Grant Application | Step 3 of 3

[SAH Information](#) | [Application Step 1](#) | [Application Step 2](#) | Application Step 3

Grant Information

What was the Date of Applicant's Injury?

(mm/dd/yyyy)

Has Applicant Applied for Disability Compensation?

Yes

When did Applicant Apply for Disability Compensation? (mm/dd/yyyy)

Where did Applicant Apply for Disability Compensation?

ALBUQUERQUE

Have You Made a Previous Application for Specially Adapted Housing? *

Yes

When did Applicant previously apply for Specially Adapted Housing?(mm/dd/yyyy)

Where did Applicant previously apply for Specially Adapted Housing?

Have you made previous application for home improvement and structural alteration grant?*

Yes

When was the previous grant application made?(mm/dd/yyyy)

Where did you apply for the grant?

Have you previously received a Specially Adapted Housing grant?*

Yes

When was the grant received?(mm/dd/yyyy)

Medical Information

Is Applicant confined to a nursing home or medical care facility? *

Yes

What is the name and address of the medical facility?

Name*

Address Line 1*

Address Line 2

City*

State*

Zip Code*

-

- Other Information: (Expanded Part 2): [SAH Grant Info Part 2-\(expanded\) US.png](#)
Specially Adapted Housing Grant Application and Claim Status

Is Applicant confined to a nursing home or medical care facility? *

Yes ▾

What is the name and address of the medical facility?

Name*

Address Line 1*

Address Line 2

City*

State*

Zip Code* -

Power Of Attorney Information

Does applicant have a Power of Attorney? *

Yes ▾

What is the name, address and telephone number of the Power of Attorney?

Power of Attorney Name*

Address Line 1*

Address Line 2

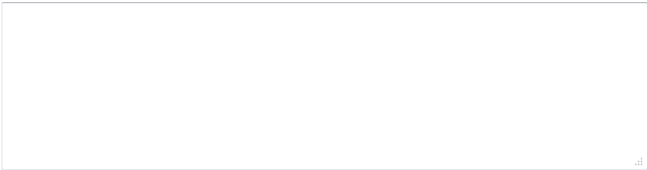
City*

State*

Zip Code* -

Phone Number

Is there any other information you would like us to know?



I am applying for assistance in acquiring specially adapted housing or special home adaptation grant because of the nature of my service-connected disability. I understand that there are medical and economic features yet to be considered before I am eligible for this benefit, and that I will be notified of the action taken on this application as soon as possible. I also understand that each is a one time benefit and certify that I have not received either benefit, unless otherwise indicated above.

Submit Application

3.2.6.3 SAH DTO Mappings

The GrantApplicationDTO object is the input to the processExternalApplication method. This object contains all the SAH form information. The object consists of atomic elements for the individual form fields. The table below describe the source of form data for each element of the GrantApplicationDTO object.

GrantApplicationDTO Mappings

GrantApplicationDTO Element	SAH Form Element	Comments
activeDutyInd	ActiveDutyInd	
activeDutyReleaseDate	ActiveDutyReleaseDate	
activeDutyReleaseLctn	ActiveDutyRelaseLocation	
activeServiceEnterDate	EnterActiveDutyDate	
activeServiceEnterLocation	ActiveServiceEnterLocation	
applicationReceivedDate		
applicationStatusInd		
birthDate	DmdcPersonDTO.dateOfBirth	
branchOfServiceIndAirForce	BranchOfServiceAirForceInd	
branchOfServiceIndArmy	BranchOfServiceArmyInd	
branchOfServiceIndCoastGuard	BranchOfServiceCoastGuardInd	
branchOfServiceIndMarines	BranchOfServiceMarinesInd	
branchOfServiceIndNavy	BranchOfServiceNavyInd	
branchOfServiceIndOther	BranchOfServiceOtherInd	
branchOfServiceIndOtherDesc	BranchOfOtherServiceDescription	
CFileInd	ClaimFileInd	
CFileNumber	ClaimFileNumber	
CFileStationNumber	ClaimStationNumber	
cityName	US::City, if Location is US IA::City, if Location is IA OS::Over Seas City, if Location is OS	

comments	OtherInfo	
createdByInd		
disabilityApplicationDate	DisabilityApplicationDate	
disabilityApplicationInd	DisabilityCompensationInd	
disabilityApplicationStationNumber	DisabilityApplicationStationNumber	
email	Email Address	
firstName	DmdcPersonDTO.firstName	
foreignPostalCode	IA::International Postcode, if Location = IA	
injuryDate	InjuryDate	
ipAddress	(Set to a constant - Any IP address is valid)	
lastName	DmdcPersonDTO.lastName	
mailingAddressOne	Address Line 1	
mailingAddressTwo	Address Line 2	
mailingCountryCode	IA::Country, if Location = IA	
mailingLocationIndicator	Location Indicator	
medicalFacilityAddress1	Medical Facility::Address Line 1	
medicalFacilityAddress2	Medical Facility::Address Line 2	
medicalFacilityCity	Medical Facility::City	
medicalFacilityInd	Medical Facility::MedicalCareInd	
medicalFacilityName	Medical Facility::Name	
medicalFacilityStateCode	Medical Facility::State	
medicalFacilityZipCode	Medical Facility::Zipcode	
medicalFacilityZipCodeSuffix	Medical Facility::Zip Extension	
middleName	DmdcPersonDTO.middleName	
phoneNumberOne	US:Phone Number 1, if Location = US OS:Phone Number 1, if Location = OS IA:Phone Number 1, if Location = IA	

phoneNumberOneAreaCode	OS:Phone Area Code 1, if Location = OS IA:Phone Area Code 1, if Location = IA	
phoneNumberOneCountrycode	OS:Phone Country Code 1, if Location = OS IA:Phone Country Code 1, if Location = IA	
phoneNumberOneExtension	OS:Phone Extension 1, if Location = OS IA:Phone Extension 1, if Location = IA	
phoneNumberOneTypeCode	US::Phone Type 1, If Location = US OS::Phone Type 1, if Location = OS IA::Phone Type 1, if Location = IA	
phoneNumberThree	US:Phone Number 3, if Location = US OS:Phone Number 3, if Location = OS IA:Phone Number 3, if Location = IA	
phoneNumberThreeAreaCode	OS:Phone Area Code 3, if Location = OS IA:Phone Area Code 3, if Location = IA	
phoneNumberThreeCountrycode	OS:Phone Country Code 3, if Location = OS IA:Phone Country Code 3, if Location = IA	
phoneNumberThreeExtension	OS:Phone Extension 3, if Location = OS IA:Phone Extension 3, if Location = IA	
phoneNumberThreeTypeCode	US::Phone Type 3, If Location = US OS::Phone Type 3, if Location = OS IA::Phone Type 3, if Location = IA	
phoneNumberTwo	US:Phone Number 2, if Location = US OS:Phone Number 2, if Location = OS IA:Phone Number 2, if Location = IA	
phoneNumberTwoAreaCode	OS:Phone Area Code 2, if Location = OS IA:Phone Area Code 2, if Location = IA	
phoneNumberTwoCountrycode	OS:Phone Country Code 2, if Location = OS IA:Phone Country Code 2, if Location = IA	
phoneNumberTwoExtension	OS:Phone Extension 2, if Location = OS IA:Phone Extension 2, if Location = IA	
phoneNumberTwoTypeCode	US::Phone Type 2, If Location = US	

	OS::Phone Type 2, if Location = OS IA::Phone Type 2, if Location = IA	
poaAddress1	POA::Address Line 1	
poaAddress2	POA::Address Line 2	
poaCity	POA::City	
poaInd	POA::POAInd	
poaName	POA::Name	
poaPhoneNumber	POA::Phone Number	
poaStateCode	POA::State	
poaZipCode	POA::Zipcode	
poaZipCodeSuffix	POA::Zip Extension	
portalId	Set to "MOBILEAPP.BATCHUSER"	
previousOtherGrantDate	PreviousOtherGrantDate	
previousOtherGrantInd	PreviousOtherGrantInd	
previousOtherGrantLocation	PreviousOtherGrantStationNumber	
priorUsageFoundIndicator		
provinceName	IA::State/Province, if Location = IA	
receivedDate		
referenceNumber		
rejectReasonCode		
sahAgentId		
sahApplicationDate	SAHApplicationDate	
sahApplicationInd	SAHApplicationInd	
sahApplicationStationNumber	SAHApplicationStationNumber	
sahGrantReceivedDate	SAHGrantReceivedDate	
sahGrantReceivedInd	SAHGrantRecievedInd	
seperationMethodInd	MethodOfSeparation	

srvcSerialNo1	ServiceSerialNumber1	
srvcSerialNo2	ServiceSerialNumber2	
srvcSerialNo3	ServiceSerialNumber3	
srvcSerialNo4	ServiceSerialNumber4	
srvcSerialNo5	ServiceSerialNumber5	
ssn	DmdcPersonDTO.ssn	
stateCode	US::State, if Location = US OS::State/Province, if Location = OS	
suffixName	DmdcPersonDTO.suffixName	
zipCode	US::Zipcode, if Location = US OS::Zipcode, if Location = OS	
zipCodeSuffix	US::Zipcode Ext, if Location = US OS::Zipcode Ext, if Location = OS	

3.2.6.4 SAH UI Forms

SAH Form Disclosures

The application requires the following disclaimers to be presented before the application.

Header Information

The following information needs to precede the disclaimers (see screenshot):

OMB Approved No. 2900-0132
Respondent Burden: 10 minutes

PRIVACY ACT NOTICE

VA will not disclose information collected on this form to any source other than what has been authorized under the Privacy Act of 1974 or Title 38, CFR 1.576 for routine uses (for example: Authorizing release of information to Congress when requested for statistical purposes) identified in the VA system of records, 55VA26, Loan Guaranty Home, Condominium and Manufactured Home Loan Applicant Records, Specially Adapted Housing Applicant Records, and Vendee Loan Applicant Records - VA, published in the Federal Register. Your obligation to respond is required to obtain or

retain benefits. Giving us your SSN account information is mandatory. Applicants are required to provide their SSN under Title 38, CFR 3.809. The VA will not deny an individual benefits for refusing to provide his or her SSN unless the disclosure of the SSN is required by a Federal Statute of law in effect prior to January 1, 1975, and still in effect.

RESPONSE BURDEN

We need this information to determine or verify your eligibility for a specially adapted housing or special home adaptation grant. Title 38, U.S.C. 2101(a) or 2101(b) allows us to ask for this information. We estimate that you will need an average of 10 minutes to review the instructions, find the information, and complete this form. VA cannot conduct or sponsor a collection of information unless a valid OMB control number is displayed. Valid OMB control numbers can be located on the OMB Internet Page at [REDACTED] to get information on where to send comments or suggestions about this form.

SAH Contact Info Form

The contact information collected on the form consists of address information and an email address.

Note: the validation rules were derived by reviewing SahApplicationAction.java and Utilities.java

Address Information

The address can be in one of three forms: United States (US), Overseas (OS), and International Address (IA). The user is required to select their location so that the application knows what type of address information to collect. The application needs to adjust the fields to collect the appropriate address information based on the address location.

Address Location Code

Field	Required	Max Length	Format	Rules	GrantApplicationDTO Element	Comments
Location Indicator	Y	N/A	Choice List: Address Location Codes	Display the address fields associated with the Address Location Code Selected: US, OS, or	mailingLocationIndicator	

Field	Required	Max Length	Format	Rules	GrantApplicationDTO Element	Comments
				IA		

US Address

Field	Required	Max Length	Format	Rules	GrantApplicationDTO Element	Comments
Address Line 1	Y	50		illegalCharacterConverter - see Utilities.java	mailingAddressOne	
Address Line 2	N	50		illegalCharacterConverter - see Utilities.java	mailingAddressTwo	
City	Y	50		illegalCharacterConverter - see Utilities.java	cityName	
State	Y	N/A	Choice List: US States		stateCode	
Zipcode	Y	5		validUsZipCode - see Utilities.java	zipCode	
Zipcode Ext	N	4		validUsZipCodeExt - see Utilities.java	zipCodeSuffix	

OS Address

Display Name	Required	Max Length	Format	Rules	GrantApplicationDTO Element	Comments
Address Line 1	Y	50		illegalCharacterConverter - see Utilities.java	mailingAddressOne	
Address Line 2	N	50		illegalCharacterConverter - see Utilities.java	mailingAddressTwo	
Over Seas City	Y	N/A	Choice List: OS Cities	illegalCharacterConverter - see Utilities.java	cityName	

Display Name	Required	Max Length	Format	Rules	GrantApplication DTO Element	Comments
State/Province	Y	N/A	Choice List: OS States		stateCode	
Zipcode	Y	5		validUsZipCode - see Utilities.java	zipCode	
Zipcode Ext	N	4		validUsZipCodeExt - see Utilities.java	zipCodeSuffix	

IA Address

Display Name	Required	Max Length	Format	Rules	GrantApplication DTO Element	Comments
Address Line 1	Y	50		illegalCharacterConverter - see Utilities.java	mailingAddressOne	
Address Line 2	N	50		illegalCharacterConverter - see Utilities.java	mailingAddressTwo	
City	Y	50		illegalCharacterConverter - see Utilities.java	cityName	
State/Province	Y	35		illegalCharacterConverter - see Utilities.java	provinceName	
International Postcode	Y	16		illegalCharacterConverter - see Utilities.java	foreignPostalCode	
Country	Y	N/A	Choice List: Countries		mailingCountryCode	

US Phone Numbers

Display Name	Required	Max Length	Format	Rules	GrantApplicationDTO Element	Comments
Phone Number 1	Y	14		Convert: Remove spaces, then unformatPhone - see StringFormatter.java Validate: validPhoneNumber - see Utilities.java	phoneNumberOne	
Phone Type 1	Y	N/A	Choice List: Phone Types		phoneNumberOneTypeCode	
Phone Number 2	Y (if Phone Type 2 is selected)	14		Convert: Remove spaces, then unformatPhone - see StringFormatter.java Validate: validPhoneNumber - see Utilities.java	phoneNumberTwo	
Phone Type 2	N	N/A	Choice List: Phone Types		phoneNumberTwoTypeCode	
Phone Number 3	Y (if Phone Type 3 is selected)	14		Convert: Remove spaces, then unformatPhone - see StringFormatter.java Validate: validPhoneNumber - see Utilities.java	phoneNumberThree	
Phone Type 3	N	N/A	Choice List: Phone		phoneNumberThreeTypeCode	

Display Name	Required	Max Length	Format	Rules	GrantApplicationDTO Element	Comments
			Types			

OS and IA Phone Numbers

Display Name	Required	Max Length	Format	Rules	GrantApplicationDTO Element	Comments
Phone Country Code 1	N	4		illegalCharacterConverter - see Utilities.java	phoneNumberOneCountrycode	
Phone Area Code 1	N	4		illegalCharacterConverter - see Utilities.java	phoneNumberOneAreaCode	
Phone Number 1	Y	10		Convert: remove spaces Validate: NONE	phoneNumberOne	
Phone Extension 1	N	4		illegalCharacterConverter - see Utilities.java	phoneNumberOneExtension	
Phone Type 1	Y	N/A	Choice List: Phone Types		phoneNumberOneTypeCode	
Phone Country Code 2	N	4		illegalCharacterConverter - see Utilities.java	phoneNumberTwoCountrycode	
Phone Area Code 2	N	4		illegalCharacterConverter - see Utilities.java	phoneNumberOneAreaCode	
Phone Number 2	Y (if Phone Type 2 is selected)	10		Convert: remove spaces Validate: NONE	phoneNumberTwo	

Display Name	Required	Max Length	Format	Rules	GrantApplicationDTO Element	Comments
Phone Extension 2	N	4			phoneNumberTwoExtension	
Phone Type 2	N	N/A	Choice List: Phone Types		phoneNumberTwoTypeCode	
Phone Country Code 3	N	4			phoneNumberThreeCountrycode	
Phone Area Code 3	N	4		illegalCharacterConverter - see Utilities.java	phoneNumberThreeAreaCode	
Phone Number 3	Y (if Phone Type 3 is selected)	10		Convert: remove spaces Validate: NONE	phoneNumberThree	
Phone Extension 3	N	4			phoneNumberThreeExtension	
Phone Type 3	N	N/A	Choice List: Phone Types		phoneNumberThreeTypeCode	

Email Address

Display Name	Required	Max Length	Format	Rules	GrantApplicationDTO Element	Comments
Email Addresses	N	50		validEmail - see Utilities.java	email	Note: eBenefits does not implement a "confirm email"

Display Name	Required	Max Length	Format	Rules	GrantApplicationDTO Element	Comments
						check" We should if not too much effort.

Choice Lists

Address Location Codes

Value	Description
US	United States
OS	Military Over Seas
IA	International Address

OS Cities

Value	Description
APO	APO
FPO	FPO

OS States

Value	Description
AE	AE
AA	AA
AP	AP

US States

Value	Description

Countries

Value	Description

Phone Types

Value	Description
H	Home
W	Work
C	Cell
F	Fax

SAH Service Info Form

The service information collected on the form consists of a series of questions concerning the veteran's service history.

Note: the validation rules were derived by reviewing SahApplicationAction.java and Utilities.java

Service Information

Several of the questions require additional information if a "Yes" is chosen as the response. The additional questions are indicated in the "Rules" column. These additional questions should be shown only after the user's response is "Yes." Otherwise, the additional questions are hidden.

Service Information Questions

Question #	Field	Question	Required	Max Length	Format	Rules	GrantApplicationDTO Element	Comments
1	ClaimFileInd	Does the	N	N/A	Choice List:	Prompt for additional	CFileInd	

		applicant have a VA Claim file number?			Yes/No Responses	Information		
2	BranchOfServiceAirForceInd	What is Applicant's Branch of Service?	N	N/A	Implemented as Check boxes for each indicator Values are 'T' and 'F'		branchOfServiceIndAirForce	
3	BranchOfServiceArmyInd		N	N/A			branchOfServiceIndArmy	
4	BranchOfServiceCoastGuardInd		N	N/A			branchOfServiceIndCoastGuard	
5	BranchOfServiceMarinesInd		N	N/A			branchOfServiceIndMarine	
6	BranchOfServiceNavyInd		N	N/A			branchOfServiceIndNavy	
7	BranchOfServiceOtherInd		N	N/A		If "Other" is selected, prompt for the "Branch of Other Service"	branchOfServiceIndOther	
8	ServiceSerialNumber1 ServiceSerialNumber2 ServiceSerialNumber3 ServiceSerialNumber4 ServiceSerialNumber5	What are the Applicant's Service Serial Number(s), if known?	N	9		Allow the user to enter up to five (5) service numbers Remove all non-numeric characters	srvcSerialNo1 srvcSerialNo2 srvcSerialNo3 srvcSerialNo4 srvcSerialNo5	
9	MethodOfSeparation	What was Appli	N	N/A	Choice List: Separati		seperationMethodInd	

		cant's Meth od of Separ ation From Servi ce?			on Method s			
10	EnterActiveDutyDate	When did Applicant Enter Active Service, if known?	N	N/A	MM/DD/YYYY	Must be a valid date in the PAST	activeServiceEnterDate	
11	ActiveServiceEnterLocation	Where did Applicant Enter Active Service, if known?	N	50		illegalCharacterConverter - see Utilities.java	activeServiceEnterLocation	
12	ActiveDutyInd	Is Applicant currently Active Duty?	N	N/A	Choice List: Yes/No Responses		activeDutyInd	
13	ActiveDutyReleaseDate	When was Applicant Released	N	N/A	MM/DD/YYYY	Must be a valid date in the PAST	activeDutyReleaseDate	

		From Active Duty ?						
14	ActiveDutyReleaseLocation	Where was Applicant Released From Active Duty ?	N	50		illegalCharacterConverter - see Utilities.java	activeDutyReleaseLctn	

Additional Information for Question #1

Question #	Field	Question	Required	Max Length	Format	Rules	GrantApplicationDTO Element	Comments
1.a	ClaimFileNumber	What is the Claim File Number?	N	10			CFileNumber	
1.b	ClaimStationNumber	What VA Regional Office has the Claim File?	N	N/A	Choice List: Station Locations		CFileStationNumber	

Additional Information for Question #7

Question #	Field	Question	Required	Max Length	Format	Rules	GrantApplicationDTO Element	Comments
7.a	BranchOfOtherServiceDescription	Please	N	100		illegalCharacterConverter	branchOfServiceIndOtherDes	

Question #	Field	Question	Required	Max Length	Format	Rules	GrantApplicationDTO Element	Comments
	n	describe the other branch of service				- see Utilities.java	c	

Choice Lists

Yes/No Responses

Code	Description
N	No
Y	Yes

BranchOfService Indicator Responses

Code	Description
F	No
T	Yes

Separation Methods

Code	Description
D	Discharged
R	Retired

Station Locations

Code	Description

SAH Miscellaneous Info Form

The Miscellaneous information collected on the form consists of a series of questions concerning the veteran's grant information, medical information, Power of Attorney, and other miscellaneous questions.

Note: the validation rules were derived by reviewing SahApplicationAction.java and Utilities.java

General Information

Several of the questions require additional information if a "Yes" is chosen as the response. The additional questions are indicated in the "Rules" column. These additional questions should be shown only after the user's response is "Yes." Otherwise, the additional questions are hidden.

Grant Information Questions

Question #	Field	Question	Required	Max Length	Format	Rules	GrantApplicationDTO Element	Comments
1	InjuryDate	What was the Date of Applicant's Injury?	N	N/A	MM/DD/YYYY	validDate - see Utilities.java	injuryDate	
2	DisabilityCompensationInd	Has Applicant Applied for Disability Compensation?	N	Choice List: Indicator Responses		Ask Additional Questions if Response is "Yes"	disabilityApplicationInd	
3	SAHApplicationInd	Have You Made a Previous Application for Specialty	Y	Choice List: Indicator Responses		Ask Additional Questions if Response is "Yes"	sahApplicationInd	

Question #	Field	Question	Required	Max Length	Format	Rules	GrantApplicationDTO Element	Comments
		Adapted Housing ?						
4	PreviousOtherGrantInd	Have you made previous application for home improvement and structural alteration grant?	Y	Choice List: Indicator Responses		Ask Additional Questions if Response is "Yes"	previousOtherGrantInd	
5	SAHGrantReceivedInd	Have you previously received a Specially Adapted Housing grant?	Y	Choice List: Indicator Responses		Ask Additional Questions if Response is "Yes"	sahGrantReceivedInd	

Medical Information Questions

Question #	Field	Question	Required	Max Length	Format	Rules	GrantApplicationDTO Element	Comments
6	MedicalCareInd	Is Applicant confined to a nursing home or	Y		Choice List: Y/N Responses	Prompt for the additional information for Medical Facility	medicalFacilityInd	

Question #	Field	Question	Required	Max Length	Format	Rules	GrantApplicationDTO Element	Comments
		medical care facility?				(see below) if the response is "Yes"		

Power of Attorney (POA) Questions

Question #	Field	Question	Required	Max Length	Format	Rules	GrantApplicationDTO Element	Comments
7	POAInd	Does applicant have a Power of Attorney?	Y		Choice List: Y/N Responses	Prompt for the additional information for POA (see below) if the response is "Yes"	poaInd	

Miscellaneous Questions

Question #	Field	Question	Required	Max Length	Format	Rules	GrantApplicationDTO Element	Comments
8	OtherInfo	Is there any other information you would like us to know?	N	500		illegalCharacterConverter - see Utilities.java Limit to 500 characters	comments	

Additional Questions

Additional Information for Disability Compensation Indicator (Question #2)

Question #	Field	Question	Required	Max Length	Format	Rules	GrantApplicationDTO Element	Comments
2.a	DisabilityApplicationDate	When did Applicant Apply for Disability Compensation?	N	N/A	MM/DD/YYYY	valid Date - see Utilities.java	disabilityApplicationDate	
2.b	DisabilityApplicationStationNumber	Where did Applicant Apply for Disability Compensation?	N	N/A	Choice List: Station Number		disabilityApplicationStationNumber	

Additional Information for Previous SAH Application Indicator (Question #3)

Question #	Field	Question	Required	Max Length	Format	Rules	GrantApplicationDTO Element	Comments
3.a	SAHApplicationDate	When did Applicant previously apply for	N	N/A	MM/DD/YYYY	validDate - see Utilities.java	sahApplicationDate	

Question #	Field	Question	Required	Max Length	Format	Rules	GrantApplicationDTO Element	Comments
		Specially Adapted Housing?						
3.b	SAHApplicationStationNumber	Where did Applicant previously apply for Specially Adapted Housing?	N	N/A	Choice List: Station Number		sahApplicationStationNumber	

Additional Information for Previous Other Grant Indicator (Question #4)

Question #	Field	Question	Required	Max Length	Format	Rules	GrantApplicationDTO Element	Comments
4.a	PreviousOtherGrantDate	When was the previous grant application made?	N	N/A	MM/DD/YYYY		previousOtherGrantDate	
4.b	PreviousOtherGrantStationNumber	Where did you apply	N	N/A	Choice List: Station Number		previousOtherGrantLocation	

Question #	Field	Question	Required	Max Length	Format	Rules	GrantApplicationDTO Element	Comments
		for the grant?						

Additional Information for Received SAH Grant Indicator (Question #5)

Question #	Field	Question	Required	Max Length	Format	Rules	GrantApplicationDTO Element	Comments
5.a	SAHGrantReceivedDate	When was the grant received?	N	N/A	MM/DD/YYYY		sahGrantReceivedDate	

Additional Information for Medical Facility

Question #	Question /Field	Required	Max Length	Format	Rules	GrantApplicationDTO Element	Comments
6.a	Name	Y	100		illegalCharacterConverter - see Utilities.java	medicalFacilityName	
6.b	Address Line 1	Y	50		illegalCharacterConverter - see Utilities.java	medicalFacilityAddress1	
6.c	Address Line 2	N	50		illegalCharacterConverter - see Utilities.java	medicalFacilityAddress2	
6.d	City	Y	50		illegalCharacterConverter - see Utilities.java	medicalFacilityCity	
6.e	State	Y	N/A	Choice List: States Code		medicalFacilityStateCode	

Question #	Question /Field	Required	Max Length	Format	Rules	GrantApplication DTO Element	Comments
				s			
6.f	Zipcode	Y	5		validUsZipCode - see Utilities.java	medicalFacilityZipCode	
6.g	Zip Extension	N	4		validUsZipCode Ext - see Utilities.java	medicalFacilityZipCodeSuffix	

Additional Information for Power of Attorney (POA)

Question #	Question/Field	Required	Max Length	Format	Rules	GrantApplication DTO Element	Comments
7.a	Name	Y	100		illegalCharacterConverter - see Utilities.java	poaName	
7.b	Address Line 1	Y	50		illegalCharacterConverter - see Utilities.java	poaAddress1	
7.c	Address Line 2	N	50		illegalCharacterConverter - see Utilities.java	poaAddress2	
7.d	City	Y	50		illegalCharacterConverter - see Utilities.java	poaCity	
7.e	State	Y	N/A	Choice List: States Codes		poaStateCode	
7.f	Zipcode	Y	5		validUsZipCode - see Utilities.java	poaZipCode	
7.g	Zip Extension	N	4		validUsZipCode Ext - see	poaZipCodeSuffix	

Question #	Question/Field	Required	Max Length	Format	Rules	GrantApplicationDTO Element	Comments
					Utilities.java		
7.h	Phone Number	N	14		Remove spaces, then unformatPhone (see StringFormatter.java), then validPhoneNumber (see Utilities.java)	poaPhoneNumber	

Choice Lists

Indicator Responses

Code	Description
N	No
Y	Yes
U	Unknown

Choice List: Y/N Responses

Code	Description
N	No
Y	Yes

Station Number

Code	Description

State Codes

Code	Description

SAH Confirmation Form

An application confirmation page will be presented to the user following the submission of the SAH application. The application will provide the user with his/her application's reference numbers.

Web Page Data

Item	Source
referenceNumber	The referenceNumber is obtained from the GrantApplicationDTO that is returned from submitting the grant application with the processExeternalApplication method.

Web Page Content

Item	Text
Heading	SAH Application Information
Body	Your reference number for your application is: <referenceNumber>. You should retain this reference number and will need to provide it to obtain further information about your application status.

3.3 Mobile Education Explorer

The Contractor shall develop an application that allows a Veteran to view the information that is available from the VA's GI-Bill/Chapter 33 (CH33) system using available web-services. A claimant will view information regarding their eligibility date, entitlement usage, delimiting date, and enrollment history. The app will reuse the business logic or current services in CH33 or current services that are available to , retrieve a calculated CH33 eligibility/entitlement based on data available from the CH33 system interfaces. The Veteran will also be allowed to submit a question through the GI Bill's "Submit-A-Question" system. All capability exposed by this application shall use operationally exposed web services that re-uses existing business logic within the CH33 system. The data needed for this app will leverage existing eBenefits services.

Overview

The Education Explorer App will have three main parts: "My Entitlement", "My Enrollments", and "My Payments". The entitlement information will provide the veteran with his/her Eligibility/Delimiting Dates, Original/Used/Remaining Entitlement, and Benefit Level. The enrollment information will provide the veteran with a list of his/her enrollments for each facility. This will include both the original enrollment and any amendments to the enrollment. The payment history will provide a history of a veteran's corporate and BDN payments, to include all payments, not just Education related payments.

References:

- Entitlement Information: [eBenefit EDY My Entitlement Screenshot.docx](#)




A Service of the Department
of Veterans Affairs and the
Department of Defense

Logout

apply for
BENEFITS

view my
STATUS

access my
DOCUMENTS

browse benefits
LINKS

my personal
DASHBOARD

search

Welcome

[My Personal Dashboard](#)
[Message Center \(1\)](#)
[Account Activity](#)
[Favorite Benefits Links](#)
[Recently Viewed](#)

Last Log In: Feb 13, 2012 9:12:59 AM

Education Enrollment Status

Entitlement Information

Name:	Post-9/11 GI Bill Eligibility Date: 12/10/2001 (Benefits cannot be paid prior to this date) Delimiting Date: 04/04/2023 (Benefits cannot be paid after this date) Benefit Level: 100%	Original Entitlement: 36 months and 0 days Used Entitlement: 17 months and 25 days Remaining Entitlement: 18 months and 4 days
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- Enrollment Information: [eBenefit EDY My Enrollments Screenshot.docx](#)

Enrollment History

This feature is not available if you are taking flight, on the job training, apprenticeship or correspondence training.

ility Code: 21822411

Enrollment Period: 06/25/2011 to 07/30/2011

Residence Hours	Distance Hours	Type of Change	Change Effective Date
3.0	0.0		
0.0	0.0	WITHDRAWAL	07/30/2011

Enrollment Period: 05/14/2011 to 06/18/2011

Residence Hours	Distance Hours	Type of Change	Change Effective Date
3.0	0.0		

Enrollment Period: 03/26/2011 to 04/30/2011

Residence Hours	Distance Hours	Type of Change	Change Effective Date
3.0	0.0		

Enrollment Period: 02/05/2011 to 03/12/2011

Residence Hours	Distance Hours	Type of Change	Change Effective Date
3.0	0.0		

3.3.1 My Entitlement page

The My Entitlement page will provide a summary of a veteran's Ch33 entitlement. It is equivalent to the "Banner Information" in the Ch33 LTS application. The data is available from the Ch33 *getClaimant* method. The method requires the veteran's SSN and returns a Claimant object that contains several subobjects.

Method Inputs

getClaimant

Name	Required	Type	Comments
SSN	Y	String	

Method Outputs

getClaimant

Name	Required	Type	Comments
Claimant	Y	Object	The Claimant object consists of the following subobjects: Person EligibilityPeriod EligibilityResults EntitlementResult BenefitLevel

My Entitlement Data Dictionary

Display Item	Web Service	Method	Web Service Field	Type	Received Format	Display Format
Eligibility Date		getClaimant	EligibilityPeriod::eligibilityDate	date		Display "Currently Disallowed" if the Disallowed Indicator is TRUE,

Display Item	Web Service	Method	Web Service Field	Type	Received Format	Display Format
						otherwise display the Eligibility Date in MM/DD/YY YY format.
Delimiting Date		getClaimant	EligibilityPeriod::delimitingDate	date		MM/DD/YYYY
Original Entitlement		getClaimant	EntitlementResult::originalEntitlement	int		
Used Entitlement		getClaimant	EntitlementResult::usedEntitlement	int		
Remaining Entitlement		getClaimant	EntitlementResult::remainingEntitlement	int		
Benefit Level		getClaimant	BenefitLevel::percentageBenefit	int		xxx%

Computed Values

Value	Rule
Disallowed Indicator	The Disallowed Indicator is TRUE if "the eligibility date is blank and there is zero original entitlement", otherwise it is FALSE.

References:

- [GetClaimant.wsdl](#)
- [GetClaimant Claimant.xsd](#)
- [GetClaimant InputSchema.xsd](#)
- [GetClaimant OutputSchema.xsd](#)

The My Enrollment page provides a listing of a veteran's authorized enrollments. The enrollments shall be listed and sorted by begin date in descending order. Each enrollment may have zero or

more amendments. The amendments shall be grouped with its corresponding original enrollment and sorted by effective date in descending order.

The enrollment information is obtained from the Ch33 *getEnrollment* method. It requires a veteran's SSN and returns an array of Enrollment objects. The Enrollment object contains enrollment elements and an array of Amendment objects and an OriginalEnrollment object.

Method Inputs

getEnrollment

Name	Required	Type	Comments
SSN	Y	String	

Method Outputs

getEnrollment

Name	Required	Type	Comments
EnrollmentList	Y	Array of Enrollment Objects	<p>The EnrollmentList object consists of an array of Enrollment objects that contain the following needed elements and subobjects:</p> <p>enrollmentBeginDate enrollmentEndDate enrollmentFacilityCode AmendmentList (array of Amendment subobjects) OriginalEnrollment (Subobject)</p>

My Enrollment Data Dictionary

Enrollment Information

Each enrollment will have the following header information:

Display Item	Web Service	Method	Web Service Field	Type	Received Format	Display Format
Yellow Ribbon	ch22	getEnrollment	Amendment[]:amendmentActualYellowRibbon	Computed:		Display the "Yellow

Display Item	Web Service	Method	Web Service Field	Type	Received Format	Display Format
Indicator			OriginalEnrollment::oeActualYellowRibbon	"Yellow Ribbon Indicator"		Ribbon" icon if the "Yellow Ribbon Indicator" is computed as TRUE
School Name	ch33	getEnrollment	enrollmentFacilityName	String		
Facility Code	ch33	getEnrollment	enrollmentFacilityCode	String		
Enrollment Begin Date	ch33	getEnrollment	enrollmentBeginDate	date	??	MM/DD/YYYY
Enrollment End Date	ch33	getEnrollment	enrollmentEndDate	date	??	MM/DD/YYYY
Residence Hours	ch33	getEnrollment	OriginalEnrollment::oeEnrolledHoursResidence	double		xx.x
Distance Hours	ch33	getEnrollment	OriginalEnrollment::oeEnrolledHoursDistance	double		xx.x

Amendment Information

Each enrollment may have zero or more amendments. Each amendment will have the following information:

Display Item	Web Service	Method	Web Service Field	Type	Received Format	Display Format
Effective Date		getEnrollment	Amendment::amendmentEffectiveDate	date	??	MM\DD\YYYY
Type		getEnrollment	Amendment::amendmentType	string		

Display Item	Web Service	Method	Web Service Field	Type	Received Format	Display Format
Residence Hours		getEnrollment	Amendment::amendmentEnrolledHoursResidence	double		xx.x
Distance Hours		getEnrollment	Amendment::amendmentEnrolledHoursDistance	double		xx.x

Computed Values

Value	Rule
Yellow Ribbon Indicator	The Yellow Ribbon Indicator is TRUE if any of the Yellow Ribbon Values != 0, otherwise the value is FALSE.

References:

- [GetEnrollment.wsdl](#)
- [GetEnrollment_EnrollmentList.xsd](#)
- [GetEnrollment_InputSchema.xsd](#)
- [GetEnrollment_OutputSchema.xsd](#)

3.3.2 My Payments Page

My Payments for the Education Explorer is identical to the "My Payments" functionality developed for the Claims Explorer.

3.3.3 Submit-A-Question Page

The application needs to provide the ability for a veteran to submit a question to the GI Bill's "Submit-A-Question" system. The system is an outsourced implementation of Oracle's RightNow system that has been customized by the VA.

The GI Bill's "Submit-A-Question" system is available at [REDACTED]

Approach

The current approach is to redirect the veteran to the mobile version of the GI Bill's "Submit-A-Question" system.

3.3.4 Education Messages

The following are the messages to display when the Education web services do not respond and when there is no data returned.

Messages

Condition	Message
Web Service Not Responding	<p>The Education Enrollment Status feature is currently not available.</p> <p>Our normal hours of operation are: Sunday to Friday from 6 a.m. EST to 10 p.m. EST and Saturday from 6 a.m. EST to 7 p.m. EST. There may be periodic downtime outside of these hours for maintenance. Please try again later.</p>
No Entitlement	<p>We cannot locate your entitlement information at this time. If you have recently applied for benefits, your claim may not have been processed yet. Please check again at a later date.</p>
No Enrollment	<p>We cannot locate your enrollment information at this time. Please ensure your school has submitted an enrollment certification to VA. Please check again at a later date.</p>

3.3.5 Glossary

Term	Definition
Facility Code	A code used by VA to identify training facilities.
Eligibility Date	The begin date of your eligibility period. Benefits are not payable before this date.
Delimiting Date	The end date of your eligibility period. Benefits are not payable on or after this date.
Original Entitlement	The amount of entitlement you were originally granted.
Used Entitlement	The amount of entitlement that you have used.
Remaining Entitlement	The amount of entitlement that you have left to use.

Term	Definition
Benefit Level	This is your eligibility percentage. It is based on the number of months served. To qualify for the full benefit of 100% you must have served at least 36 months.
Amendment Type	The type of change in your enrollment reported by your school.
Residence Hours	Credit hours that are taken in residence (in a classroom).
Distance Hours	Credit hours that are not taken in residence, such as independent study or on-line courses.
Yellow Ribbon	Your school contributed Yellow Ribbon funds for this enrollment.
Enrollment Begin Date	Date on which your enrollment for this period began.
Enrollment End Date	Date on which your enrollment for this period ended.
Effective Date	Date on which a change in your enrollment took effect.

3.4 Mobile Job Explorer App

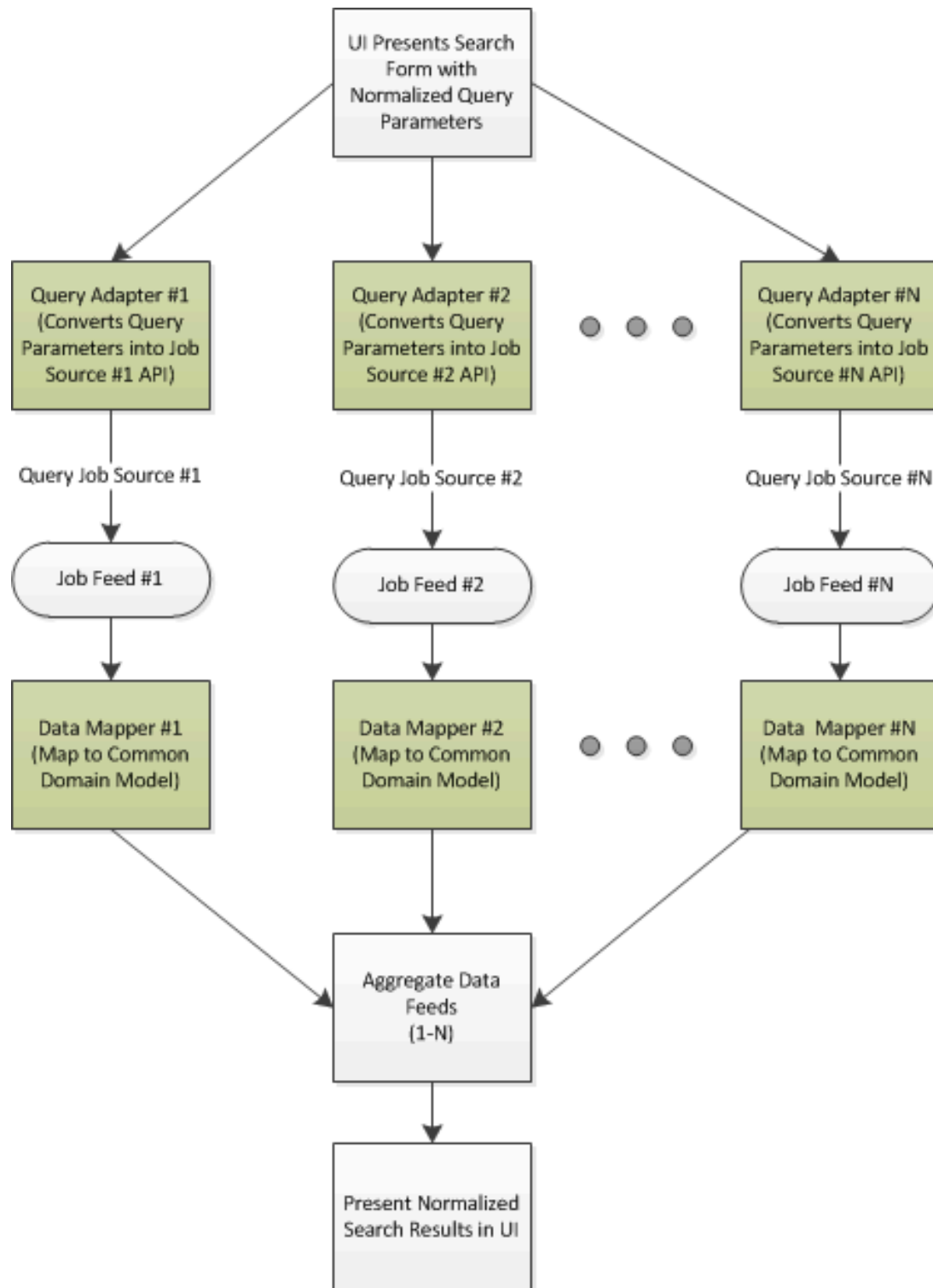
The Contractor shall develop a Job Explorer app to provide the capability for the Veteran to conduct job searches against federal employment search services that include the VA job bank [REDACTED] as well other Veteran-oriented search services (i.e. USAJOBS.gov [REDACTED]) that are compliant with the Schema.org job listing standards. This mobile app shall unify many of the services that are currently available through the VA for Vets, The National Resource Directory, and the VetSuccess Programs to provide the Veteran the capability to search for VA, Federal, and private sector jobs based on their current or supplied location. The search function shall provide the capability for the user to translate their Military Occupational Series (MOS) code into civilian experience equivalents. The tools that will be available to select, email, and print job opportunities shall be available. The data needed for this app will leverage existing eBenefits services. Technical documentation will include but may not be limited to descriptions technical requirements specific to the app, information related to Tier 1 and 2 support, and integration control documentation. In order to provide the best visual experience on the devices and platforms directed by VA, the Contractor shall work with Veterans and VA SME to ensure that the user is presented with a consistent view of information.

Overview

The intent of the Job Explorer application is to build a federated job search mobile application. This means the explorer support querying multiple job data feeds and consolidating the results into one unified presentation to the veteran. This will allow a veteran to search for all jobs matching his/her search parameters across all supported jobs boards at one time instead of performing the search sequentially across each job board.

In order to provide this functionality, the Job Explorer architecture provides a framework that allows new job feeds to be plugged in without the need to modify the front-end UI or back-end services. Basically, what is required is the development of a "Data Mapper" and "Query Adaptor" to support the new feed. The data mapper is responsible for converting the specifics of the job feed into the Job Explorer's domain model, thus providing a representation consistent with the rest of the application. The query adaptor is responsible for converting the veteran's search criteria into the API of the data feed, so a unified set of criteria can be shared among all data feeds. This framework is illustrated in Fig 1.

Fig 1. JOB Explorer Framework



For the pilot, the scope of the JOBS application will be limited to the vetSuccess job site. The JOBS Explorer will allow the veteran to search the vetSuccess jobs database by Company, Location, Keywords, and MOS. The application will present the search results by Date descending order and

allow the veteran to select any job to view its details. The workflow for the application is illustrated in Fig. 2 below.

The JOBS Explorer application will utilize the vetSuccess Feeds URL for querying the vetSuccess jobs database.

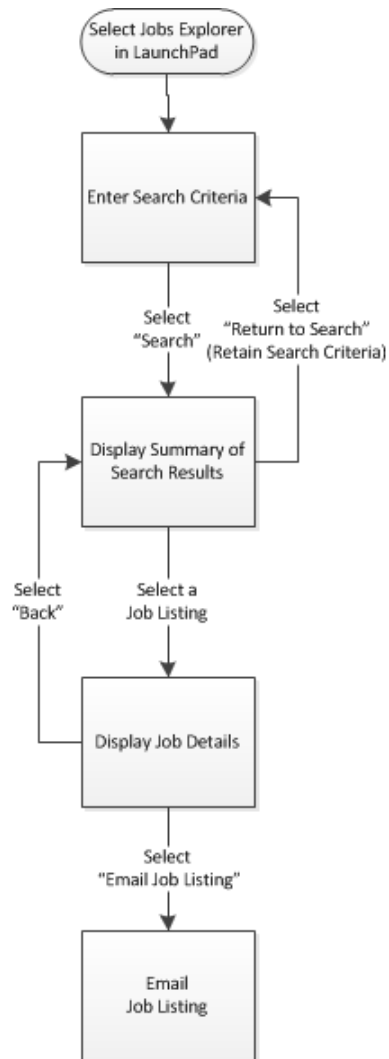


Fig 2. JOB Explorer Workflow

3.4.1 Job Search Inputs

The JOBS Explorer shall allow the veteran to search the vetSuccess Jobs database by Location, Keywords, and MOS (Military Occupational Series).

Search Parameters

Field	Descriptive Text	Search Parameter
Where	City, State, Country	location
What	Job Title, Keywords	q
Military	Military Job Title or Code	moc

Multiple Strings In Search Parameters

Replace "Space" characters between search parameters with a "+" sign to duplicate the current behavior on the VetSuccess.jobs website. Note, the VetSuccess web site replaces multiple "space" characters with an equal number of "+" characters.

Search URL

The vetSuccess jobs database can be queried with the following parameterized URL with the search parameters described above. This returns the results in json format.

`http://vetsuccess.jobs/feed/json?q=<What>&location=<Where>&moc=<MOC>`

3.4.2 Job Search Results

The vetSuccess search results shall be listed in summary form by descending date_new order.

Summary View Fields

Field Label	json Element	Instructions
Date	date_new	Display as MM-DD-YYYY format
Job Title	title	Display full text
Location	location	Display full text
Description	description	Display the first X characters Note: the VetSuccess web site displays the first 200 characters or so. Thai-anh to determine what length is appropriate for our mobile implementation.

3.4.3 Job Search Details

The user shall be able to select a specific job listing in the summary view and see a detail description of the job listing.

Detail View Fields

Field Label	json Element	Instructions
Company	company	Display full text
Job Title	title	Display full text
Location	location	Display full text
Country	country	Display full text
Description	description	Display full text Note: The description is text in "Markdown" format. It is intended to be converted to HTML with the proper formatting. [REDACTED] [REDACTED]

eMail Link

The application shall provide the ability for the user to email a description of the job listing to a user-specified email address. The following describes the components of the email.

Email Component	Content
Subject	Company Job Title
Body	Location Country Description URL

3.5 Mobile FAQ Explorer App (PWS Description)

The FAQ Explorer app shall provide the Veteran with a number of informational features that are commonly used or requested. This mobile app shall utilize existing knowledge bases that allow users to find answers to frequently asked questions, or the nearest VA and DoD facility based on their current or a supplied location that are prevalently used and maintained by VA. Upgrades to these systems are in progress and multiple sources may need to be accessed to meet these

requirements. The display of the facility information shall include address, primary phone number, and a link to directions based on their device's Global Positioning System (GPS) or manual entry of a starting point. The user can also modify the information stored in the favorites list by adding contact information of the VA staff they will be interacting with at that facility. If the device has phone capabilities, selecting the contact number will result in the placement of a phone call to the facility. To address other informational needs, this app shall provide a framework for searching a database containing FAQs, allowing the Veteran to find specific answers to common questions. The data needed for this app will leverage existing eBenefits services.

Overview

The FAQ Explorer will be comprised of two main components. The first is the knowledgebase, which will leverage the VA's KnowVA FAQ web site. The KnowVA web site is powered by eGains Knowledge Agent product. It is a COTS application that the VA has configured to provide its FAQ repository. The approach will be to build a web-based front-end to provide capabilities to search the KnowVA FAQ via the eGains SOAP-based API. The VA and DoD Facility Locators will use existing VA and DoD web services to obtain facility information.

The FAQ Knowledgebase will utilize the eGain Web Service API to access the KnowVA FAQ content. The eGain Web Services API allows a client program to access data and perform operations on objects within the eGain Application. The API implementation follows standards for REST-based APIs. (mention whether access is authenticated or anonymous when determined). The API will be used to access the KnowVA FAQ content.

Global Values

The following are global values required throughout the eGain API:

- KnowVa Web Service URL for Pre-prod: <http://vaww.ppd.vrm.km.va.gov/system/ws/v11/ss/>
- KnowVA portalId: 1018

API Usage

- Clients must use the Content-Type header to indicate the format of any data sent with the web services call. The media types application/xml and application/json are supported.
- Clients must use the Accept header to indicate a desired response data format. The media types application/xml and application/json are supported.
- The Content-Type and Accept media types are usually the same but are not required to be.

Self-Service Session Lifecycle

Each web service call by a client is associated with a self-service session, which is in turn is associated with an eGain user license. Each active session consumes a license and a session is

active until it times out, is explicitly terminated, or it is logged out. A self-service web services session ID looks like a GUID, and is created by the server. It is returned to the client in an HTTP header.

The eGain Web Services platform creates and manages self-service sessions. Each self-service session consumes licenses. For tracking, reporting, and licensing purposes, you should ensure that a sequence of web service calls is associated with the same self-service session. This section discusses how you can ensure that sessions are correctly created, persisted, and closed.

The self-service session ID is passed back and forth from the client to the server using the X-egain-session header. If the header is not present in an incoming call, the web service will create a new self-service session and return it to the caller along with the response.

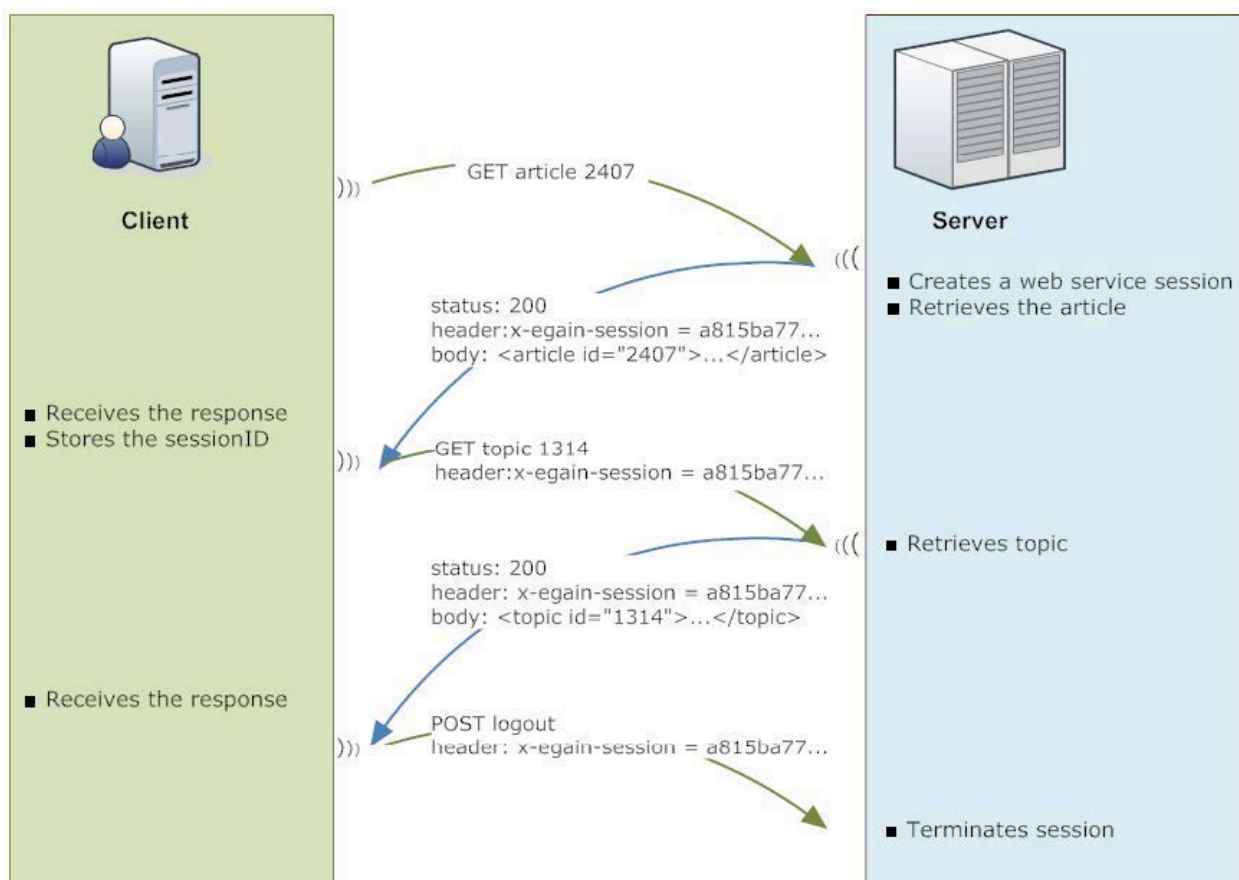
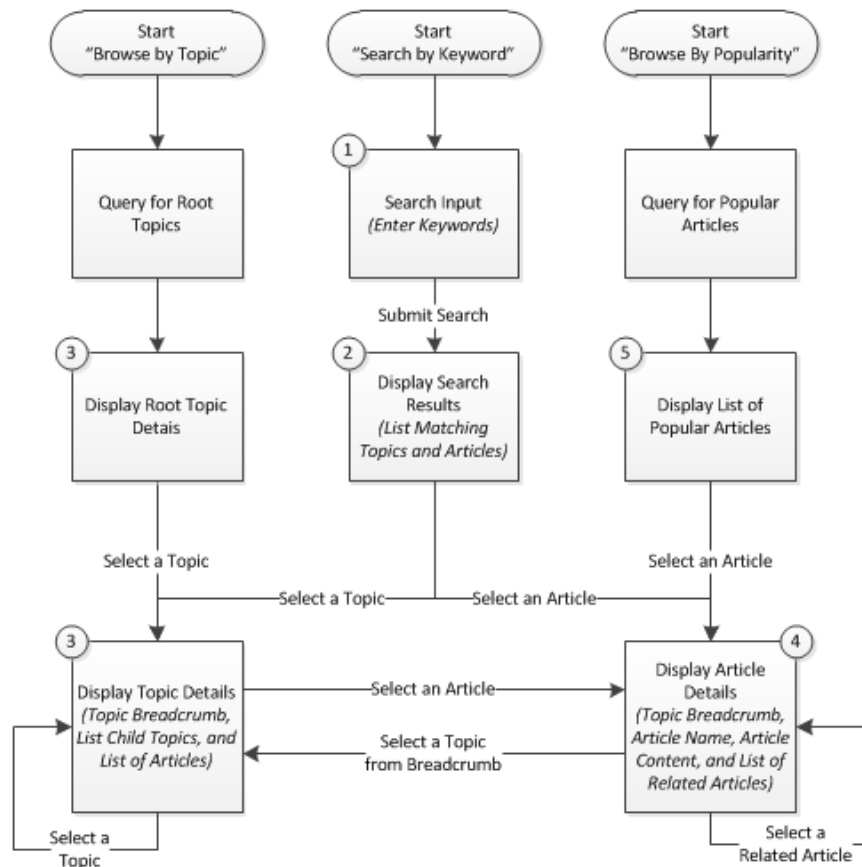


Fig 1: Sample life cycle of a self-service session

Workflow

The workflow for the FAQ Explorer is outlined in Figure 2. It illustrates the sequence of events for querying and displaying the results for the three features of the explorer: 1) Browse by Topic, 2) Search by Keyword, and 3) Browse by Popularity.



Web Pages:

1) **Search Input:** Allows user to enter a set of keywords to search for

2) **Search Results:** Displays a summary list of the search results. Results include matching topics and articles, with topic displayed for topics and article name and date modified for articles.

3) **Topic Details:** Displays the details for a single topic. The details include the topic's breadcrumb, the list of child topics, and the list of articles assigned to the topic

4) **Article Details:** Displays the details for a single article. The details include the article's topic breadcrumb, the topic's name, the topic's content, and a list of related articles.

5) **Popular Articles:** Displays the list of popular articles. The summary list includes the article's name and date last modified. *Note, this is equivalent to the "Search Results" page with no results for the topics section.*

References

- eGains Developer's Guide to Web Services API: [egain11_webservices_api.pdf](#)
- FAQ Explorer Workflow Diagram: [FAQ Workflow.vsd](#)

3.5.1 FAQ Components

The FAQ Components section describes requirements/capabilities that are common among one or more FAQ Features to be implemented. As such, the components have been described separately instead of duplicating the information where needed for each feature in which it is required.

The requirements for the FAQ Explorer are documented in the FAQ Features pages.

3.5.1.1 FAQ Browse By Topics Page

The Explorer shall allow the user to find an article by browsing by topic. This means the user will be able to traverse the topic tree, and at each node view the list of articles associated with that topic. Once a relevant article is found, the user will be able to select his/her desired article to see its details. The article's detailed view is described on the [FAQ Article Detail View](#) wiki page.

The "Browse By Topics" view shall have three sections. The first section shall show a breadcrumb trail from the Topic Tree's root to the currently selected topic. This breadcrumb trails shall allow the user to traverse back up the topic tree. The second section shall show the current topic's child topics, so the user can select one in order to continue traversing down the topic tree. The third section shall show the list of articles assigned to the currently selected topic, so the user can select an article to view once found.

Topic Tree

The topic tree for a given portalId is retrieved with the /topic request. It can be used to return the entire topic tree by setting the level parameter equal to -1. This is described on the [FAQ Retrieving Topics](#) wiki page.

Topic Tree's Data Dictionary

Display Item	Web Service	Method	Web Service Field	Type	Received Format	Display Format
Topic Name	eGains	/topic	name	string		
Topic ID	eGains	/topic	id	long		Not for display - used to fetch selected articles associated with each topic shown

Article List

The list of articles assigned to the currently selected topic can be retrieved using the /article request with its topicId set equal to the currently selected topic's Id. The following items shall be displayed per article.

Article Detail Information Data Dictionary

Display Item	Web Service	Method	Web Service Field	Type	Received Format	Display Format
Article	eGains	/article	name	string		

Display Item	Web Service	Method	Web Service Field	Type	Received Format	Display Format
Name						
Article Last Modified Date	eGains	/article	lastModifiedDate	xsd:dateTime	Date and Time Example: "07 Oct 2005 05:56:01.000 +0000"	Strip the time and show the date as MM/DD/YYYY

3.5.1.2 FAQ Search By Keywords

The Explorer shall allow the user to find an article by searching by keyword. This means the user shall be able to enter a list of keywords and the FAQ Explorer return a list of articles that match the entered criteria. Further, the user should be able to select a single topic among the top-level topics to restrict his/her search to articles assigned to the chosen topic. The user shall be given the choice of selecting "all topics" so as to not restrict the search by topic. The Explorer shall return a list of matching articles showing their title and date last modified. The user shall be able to select his/her desired article from the list to see its details. The article's detailed view is described on the [FAQ Article Detail View](#) wiki page.

The "Search By Keyword" view shall have two components. The first component is an input box to allow the user to enter his/her keywords. The second component shall be a drop-down list containing the top-level topics from the topic tree.

Web Services

The eGains API provides a /search request to search for articles by keyword and topic. The keywords are specified with the "q" parameter. The application shall concatenate the individual keywords with "+" signs to form the searchQuery. The user shall be allowed to enter a phrase enclosed in quotation marks in order to search for an exact phrase.

Service	Method	Purpose
eGains	<KnowVA_WebService_URL>/search?portalId= <i>portalId</i> &q= <i>searchQuery</i>	method returns all articles matching the searchQuery

Service	Method	Purpose
eGains	<KnowVA_WebService_URL>/search?portalId= <i>portalId</i> &q= <i>searchQuery</i> &topicId= <i>topicId</i>	method returns all articles matching the searchQuery and are assigned to topic with topicId= <i>topicId</i>

Method Inputs

Name	Required	Type	Comments
portalId	Y	long	The ID of the portal whose topics to access
topicId	N	long	The ID of the topic to which to restrict the search
pagenum	N	integer	The page number of the results to be returned
pagesize	N	integer	Specifies the number of results to be returned. <i>Note: The default value is set in the portal and is typically 10</i>
attribute	N	string	The fields of the article to be returned. The following fields will be used in this requirement: name <i>Note: All default fields will be returned if the attribute parameter is not specified.</i>

Specifying Keywords

Articles are retrieved by keywords using the /search request with the "q" parameter specified. The application shall allow the user to enter a string of keywords. The application shall concatenate the string of characters with "+" characters in order to form the searchQuery value for the "q" parameter. The user shall be allowed to enter a phrase by enclosing the phrase in double quotes.

The UI should allow the user to enter up to 250 characters.

Restrict By Topic

The user shall be able to specify a specific topic to restrict the search. The list of topics shall be presented in a drop-down list so the user can easily select from a list of valid topics. The list shall be populated from the topics at the root level of the topic tree. This is described on the [FAQ Retrieving Topics](#) wiki page, where the level parameter is set to a "0" value.

Results List

The list of articles meeting the search criteria is obtained with the /search request. The following items shall be displayed per article. The user shall have the ability to select a specify article to view its details. The requirements for viewing an article's details are described on the [FAQ Article Detail View](#) wiki page.

Name	Type	Comments
name	String	Name/Title of the article
lastModifiedDate	Date	Date article was last updated. Strip the time to show only the date
snippet	String	The snippet shall be displayed in italics and should be prepended and appended with "..." characters.

3.5.1.3 FAQ Select By Popularity

The Explorer shall allow the user to find an article by popularity, by presenting a list of the most popular articles in which to choose one of interest. The list shall include the article's name and the date it was list modified. The user should be able to select a single article to view its details. The article's detailed view is described on the [FAQ Article Detail View](#) wiki page.

Web Services

The eGains API provides a /dfaq request to search for the most popular articles. Optionally, the results can be restricted to a specific topic.

Service	Method	Purpose
eGains	<KnowVA_WebService_URL>/dfaq?portalId= <i>portalId</i> [&topicId= <i>topicId</i>]	Method retrieves the most popular articles from the specified portal.

Method Inputs

Name	Required	Type	Comments
portalId	Y	long	The ID of the portal whose topics to access
topicId	N	long	The ID of the topic to which to restrict the search
pagenum	N	integer	The page number of the results to be returned
pagesize	N	integer	Specifies the number of results to be returned. <i>Note: The default value is set in the portal and is typically 10</i>

Results List

The list of most popular articles shall be displayed in a summary view with the article's name (this is the only information returned by the REST request). The user shall have the ability to select a specify article to view its details. The requirements for viewing an article's details are described on the [FAQ Article Detail View](#) wiki page.

3.5.2 FAQ Mock Data (within development environment – prior to move to MAE 007/009)

Mock data has been extracted from the KnowVA eGains website. It was generated by requesting data using the eGains API REST request and capturing the response. The following describes the mock data's topic tree and associated articles.

Topic Tree

Figure 1 illustrates the topic hierarchy of the mock data. This is a subset of the KnowVA topic tree. Shown are the topic names and topicId's.

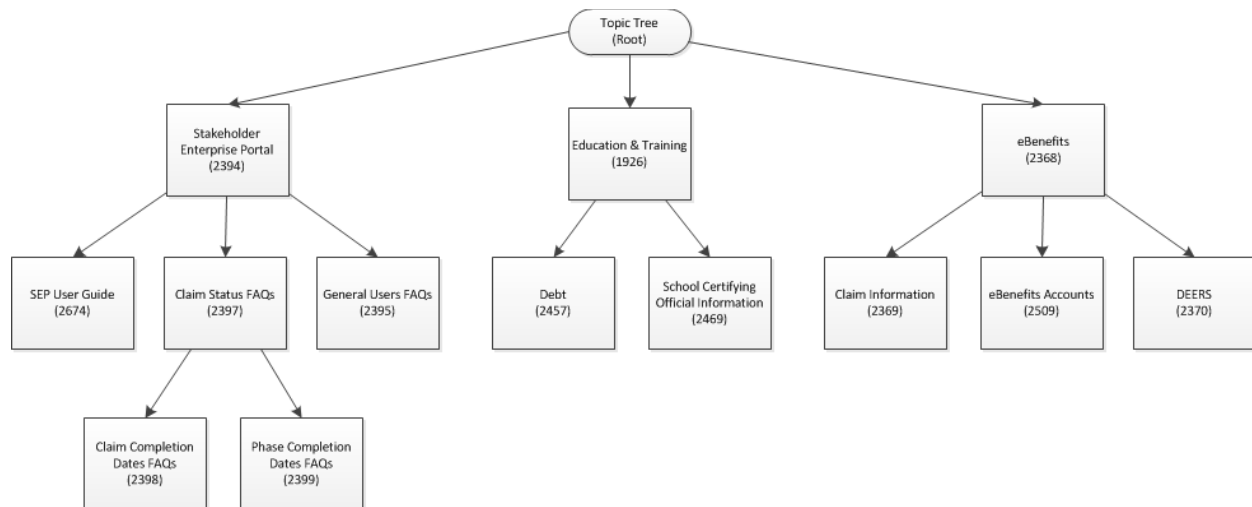


Fig. 1: Mock Data Topic Tree

Articles

Table 1 lists the available articles in the mock data. Each article is associated with one topic and may have related articles. The keyword search column indicates with keyword searches that will return the article.

Topic ID	Article ID	Related Articles	Keyword Search	Most Popular	Article Name
1926	6143	6154	NONE	Yes	Can I be eligible for two or more education benefits?
1926	6154	6134	NONE	Yes	Can I use my education benefits to pay for licensing and certification tests?
2457	6230	6236, 6268, 8499	Debt	Yes	Transferring debts between programs
2457, 2469	6140	NONE	NONE	No	Are VA Education Benefits Taxable?
2457	6232	NONE	NONE	No	What are mitigating circumstances?
2457	6236	6230, 6268, 8499	Debt	No	What causes debts with VA Education Programs
2457	6253	NONE	NONE	No	What is the 6 credit hour exclusion?
2457	6268	NONE	Debt	Yes	What steps does VA take to collect a debt under any GI Bill education program?

Topic ID	Article ID	Related Articles	Keyword Search	Most Popular	Article Name
2457	6277	NONE	Debt	No	Who do I contact about the debt on my account?
2457	6284	NONE	Debt	No	Why do I have a debt with the VA over tuition and fees paid to my school?
2457	8499	NONE	Debt	Yes	What if the debt was an error and was reported to a credit and/or debt collection agency?
2469	6172	NONE	Debt	No	How can my school enroll in ACH Direct Deposit, or change its ACH Direct Deposit Information?
2469	6174	NONE	Debt	No	How can my school refund VA?
2469	8494	6172, 6174	Debt	Yes	When is my school responsible for refunding VA?
2469	6151	8494, 6174, 6172	NONE	Yes	Can I receive credit for my military training?

Table 1: Mock Data Articles

3.5.3 FAQ Facility Locator

The FAQ Facility Locator will allow a veteran to search for either VA or DoD facilities. The search capabilities will be provided by existing web services for both DoD and VA facilities. Unique search parameters for each will be supported to account for the differences in the APIs. The results will be presented in a common UI that displays information similar to each type of facility (VA or DoD).

Facility Locator Results

The VA Locator service returns a list of VA Facilities, while the DoD Locator service returns a list of services on a DoD installation. To consolidate the results into one unified presentation, the application will display the following fields to the user in a list format. The specific mapping of the web service data to these fields for display is described for the VA at [FAQ VA Facility Results](#) and for the DoD at [FAQ DoD Facility Results](#).

Field	Description
Name	Name of the facility/service

Field	Description
Description	Description of the facility/service provided
Organization	Name of the division or installation of the facility/service
Location	Address of the facility/service
Phone	Phone Number of the facility/service
URL	URL to website describing the facility/service
Directions	Link to a Google map that provides a map and directions to the facility

3.5.3.1 FAQ VA Facilities

The VA Facility Locator is to provide the veteran with the ability to find nearby VA Facilities. The locator will return the contact information and a link to directions for each facility. The VA Facility Locator will use an existing VA web service that provides a listing of all VA facilities based on state and facility type.

Web Services

The following methods are required to get summary and detail information on VA facilities

Service	Method	Purpose
VA Facilities	GetFacsSummary_xml	method returns basic facility information in a string containing an XML packet
VA Facilities	GetFacsDetailByByFacID_xml	method returns detailed facility information in a string containing an XML packet

Method Inputs

GetFacsSummary_xml

This method returns a summary listing of all VA Facilities matching the search parameters

Name	Required	Type	Comments
fac_fld	Y	String	Specifies the search field Possible values are: Reg_id; Fac_ID; State

Name	Required	Type	Comments
fac_val	y	String	Specifies the search value
license	Y	String	license key obtained from VA

GetFacsDetailByFacID_xml

This method returns a detail description of the facility matching the FacID.

Name	Required	Type	Comments
fac_id	Y	String	Specifies the facility Id to search for
license	Y	String	license key obtained from VA

Method Outputs

GetFacsSummary_xml

The GetFacsSummary_xmlString returns an xFac XML packet. The packet contains three header elements and an array of results objects.

Note: There is an error in the documentation. I reviewed the a sample response to get the elements below.

Name	Type	Comments
criteria	string	search criteria
matches	string	size of the search result
order	string	description of the order of the search results
results.facs.fac_id	string	The database record ID for this facility
results.facs.fac_name	string	The facility's name
results.facs.reg_id	string	The database record ID of the region in which the facility is located
results.facs.state	string	The location of the facility
results.facs.fac_type_id	string	The type of the facility

GetFacsDetailByFacID_xml

The GetFacsDetailbyFacID_xmlString returns an xFac XML packet. The packet contains three header elements and a results object.

Name	Type	Comments
criteria	string	search criteria
matches	string	size of the search result
order	string	description of the order of the search results
results.facs.fac_name	string	The facility's name
results.facs.stationID	string	
results.facs.div_name	string	
results.facs.reg_name	string	
results.facs.address	string	
results.facs.city	string	
results.facs.state	string	
results.facs.zip	string	
results.facs.type_desc	string	
results.facs.phone_number	string	
results.facs.fandl_url	string	
results.facs.fac_interneturl	string	
results.facs.fac_intraneturl	string	
results.facs.fax	string	
results.facs.latitude	string	
results.facs.longitude	string	
results.facs.fac_id	string	
results.facs.showphoto	string	
results.facs.showmap	string	

Enumerations

Facility Type

id(s)	Description
0	All Types
15	VA Central Offices
8, 9	Benefits Office
6, 18	Cemetery
2, 7, 10, 11, 13, 14	Medical Facilities (ALL)
2, 7	Outpatient Clinic
14	VISN Office
10, 11	Hospitals
13	Vet Center

References:

- VA Facility Locator Web Service
Documentation: [webservices/fandl/documentation/fandl.cfm](#)

3.5.3.2 FAQ DoD Facilities

The DoD Facility Locator is to provide the veteran with the ability to find nearby DoD Facilities. The locator will return the installation information and a link to directions for each facility. The DoD Facility Locator will use an existing DoD web service that provides a listing of all DoD facilities based on either state or zip code and distance.

Web Services

The following methods are required to get summary and detail information on VA facilities

Service	Method	Purpose
DoD Facilities		method returns detailed facility information in

Method Inputs

MIContacts

This method returns a detail listing of all DoD Facilities matching the search parameters.

Note: The DoD facility locator service's results are not dependent on distance when search by state. As such, the requirements will be to set the distance to "0" when search by state. This is necessary as the locator requires the presence of the distance parameter and it can not be null (zero results are returned).

Name	Required	Type	Comments
invoke	Y		set to "getInfo"
partnerId	Y		set to "101"
partnerKey	Y		set to "9F46EFF9AE5A0A21824A21B0B4C0EBE6"
directoryId	Y		set to "0"
instId	Y		set to "0"
statId	N		Specifies State to search for (Use State Abbreviations)
postalCode	N		Specifies Zip Code to search for
radius	Y		Specifies distance in miles to search about the zip code <i>Note: Set to "0" when searching by state</i>

Example URLs:

By Zip Code: Zip Code = 23060, radius = 50 miles

[REDACTED]

By State: State = MD

[REDACTED]

Method Outputs

MIContacts

The MContacts method returns a single string containing a packet of data. The data is in XML format and is organized in a hierarchical format by Branch, Country, State, Installation, ServiceType, Contact, and Address. The application will list the installations.

Note: Contacts define specific service types on an installation, such as Barber Shop or Crisis Center. These entities are equivalent to a directory for what services are available on an installation. This is the information displayed on the DoD Installation Locator application. Displaying these instead of the installation may be considered as a future enhancement.

The following is a list of the relevant elements to be used in the FAQ Explorer's DoD Facilitator Locator.

Note: the Branch and Country elements for a given Installation are the Branch and Country elements enclosing the installation.

Name	Type	Comment
Branch.Name	String	Branch of Service in which the installation resides
Country.Name	String	Country in which the Installation resides
Country.State	String	State in which the Installation resides
Installation.Name	String	Installation's Name
Installation.Phone1	String	Installation's Phone Number
Installation.URL1	String	URL to Installation's web site
Installation.X	String	Latitude coordinate of the Installation
Installation.Y	String	Longitude coordinate of the Installation
Address.AddressLine1	String	
Address.AddressLine2	String	
Address.AddressLine3	String	
Address.AddressLine4	String	
Address.State	String	
Address.City	String	
Address.Postal	String	

References:

- DoD Installation Locator: 

4 Applicable Standards

Not applicable at this time.

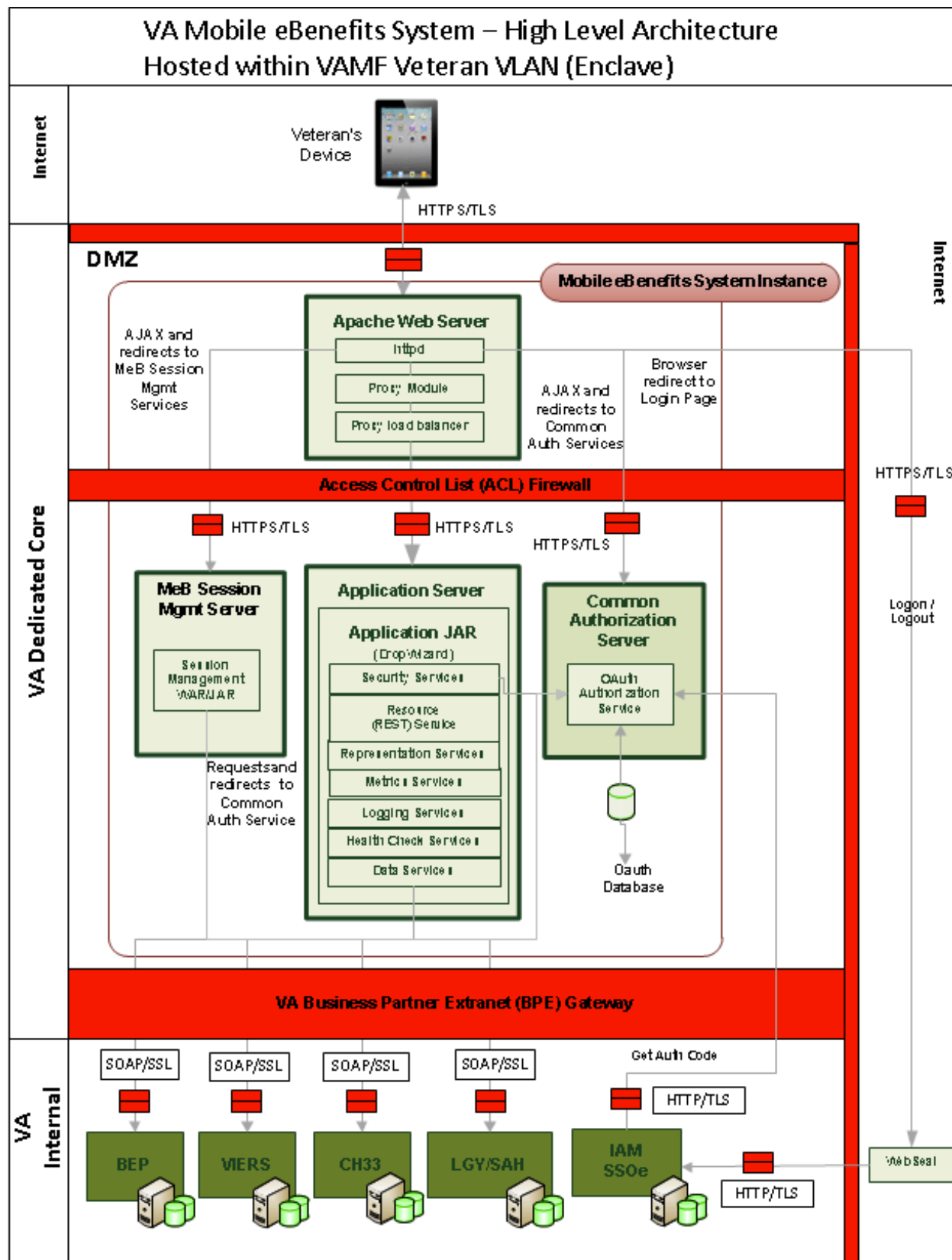
5 Interfaces

5.1 Communications Interfaces

Not applicable at this time.

5.2 Hardware Interfaces

The graphic below demonstrates the hardware interfaces for MeB:

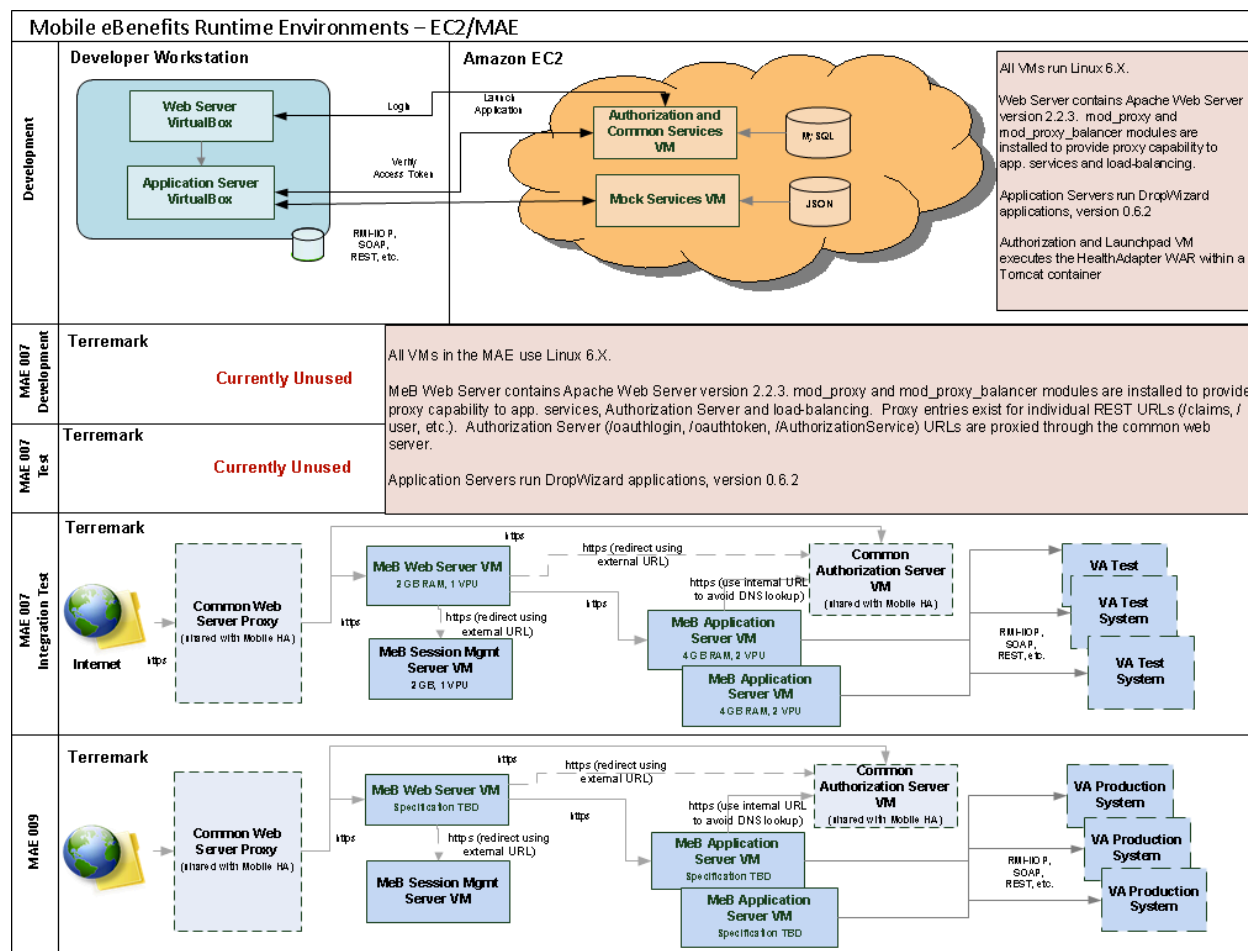


5.3 Software Interfaces

The Mobile eBenefits (MeB) Launchpad is a web application that is built and installed independently of the individual applications that are made available within it. The component applications are made visible through the Launchpad by adding descriptive information about each application's home page URL and icon to a dedicated Oracle database. The Launchpad Web Application Archive (WAR) file is installed within a Tomcat container running on its own server, separate from the individual MeB applications. Apache web server proxy entries are required to support the single-origin policy for browsers while allowing the applications to be physically deployed in separate servers.

The Launchpad also provides single sign on session management functions for login and logout. These functions access a common Authorization Service and via that service the IAM/DS Logon services. Once authenticated, via this logon process, the user may freely move between the Explorers that comprise the MeB application without having to log into each application individually. The Launchpad also supports a session timeout feature - currently set to 15 minutes - which is implemented via the Authorization Service.

Please reference the architecture diagram above in “Hardware Interfaces” and the following diagram for additional details:



under the Support Documentation heading for more details.

5.4 User Interfaces

User of the Mobile eBenefits application will interface with the application via Mobile Devices (Phones), Tablets, or Personal Computers. The application is designed to be cross-platform and browser compatible.

The following tables list the set of devices and browsers that are supported and/or usable with the Mobile eBenefits suite of explorers. Comments will indicate exceptions and clarifications as needed, especially for devices and browsers that are not explicitly required to be supported.

Device	OS Versions	Support Required by Contract?	Test Device Exists?	Comments
Apple iPhone	iOS 4.x, 5.x, 6.x, 7.x	Yes	Yes	iPhone 4s
Apple iPad	iOS 4.x, 5.x, 6.x, 7.x	Yes	Yes	iPad MD523LL/A
Android Phone	Android 4.x	Yes	Yes	
Android Tablet	Android 4.x	Yes	No	
Mac Desktop/Laptop	OS X 10.x	Not explicitly. The MeB app will function in a desktop browser although sizing issues may be noted as well as lack of support for certain keyboard operations such as tabbing.	Yes	See list of supported browsers below. Used for demo purposes only.
Windows Desktop/Laptop	Windows 7, 8	Not explicitly. The MeB app will function in a desktop browser although sizing issues may be noted as well as lack of support for certain keyboard operations such as tabbing.	Yes	See list of supported browsers below. Used for demo purposes only.
Windows Phone	Windows Phone OS 7.x, 8.x	No	No	

Browser	Versions	Support Required by Contract?	Verified by Formal Testing?	Comments
Android Browser	4.1.2	Yes	Yes	Version 4.1.2-I535VRBMF1
Chrome	17	Yes	Yes	Version 31.0.1650.57 (Mac OSX)
Firefox	12	Yes	Yes	Versions 22.0 (Mac OSX)
Internet Explorer	9,10	Yes	Yes	Versions:
Safari	5	Yes	Yes	Version 7.0 (9537.71) Mac OSX
Android Browser	2.3.4	No	Yes	Not fully compatible(top navigation did not remain fixed)

Additional Usability requirements:

ID	Requirement
	Individual Explorer Icons are visible on the LaunchPad
	Launchpad icon is visible on the Desktop/Device Homescreen if added.
	When authentication/authorization successful user can see username
	When authentication is successful, but not authorized, user is prompted with an Authorization screen
	Clicking the logout button ends the current authentication session - LaunchPad is the only app that has a logout button. All individual Explorers (Claims, Loans, Education, Jobs, FAQ) will implement an “Exit” button to ensure user goes to Launchpad to logout.
	When authentication is unsuccessful, user is notified
	System displays a "spinner" indicating processing is in progress
	Apps that utilize more than 1 view/screen presentation should have a "return to main screen" button (accessed from the top navigation bar as the “Home” icon. See Appendix “A.7” for screenshot example.
	Application session ends after specified elapsed time (timeout) – 15 minutes of inactivity.
	Apps that utilize VA data need to implement/support the automated timeout feature in the framework

ID	Requirement
	Opening any app that utilizes data retrieved from VA systems results in no display of user data until reauthentication occurs.
	Switching to an app that was previously open (and requires authentication), the user will be prompted for credentials prior to re-opening.
	Detect and properly handle browser manufacturer & version, orient the content to display properly on for all supported devices.
	All individual Explorers are easily viewable from a wide variety of devices, OS's and browsers (see table above for full list of supported devices and browsers).
	Devices should be equally usable in both Portrait and Landscape View. All buttons and actions should be selectable/possible from either perspective (landscape or portrait).
	Mobile devices with a horizontal width of less than 480 pixels will format the top navigation options into a single three line icon drop-down menu. All options contained in the top navigation bar will be accessible from this drop-down menu.
	Switching orientation of a device from Landscape to Portrait mode, or back, will seamlessly adapt the screen to the new orientation.

6 Legal, Copyright, and Other Notices

Not applicable yet, VA to provide Terms of Use.

7 Purchased Components

Server certificates and leased hardware in the 007 and 009 environments.

7.1 Defect Sources (TOP 5)

Mobile eBenefits application, defects by explorer.

1. JOBs Explorer: 8
2. Education Explorer: 13
3. FAQ Explorer: 23
4. *Claims Explorer: 34*
5. Loans Explorer: 91

8 User Class Characteristics

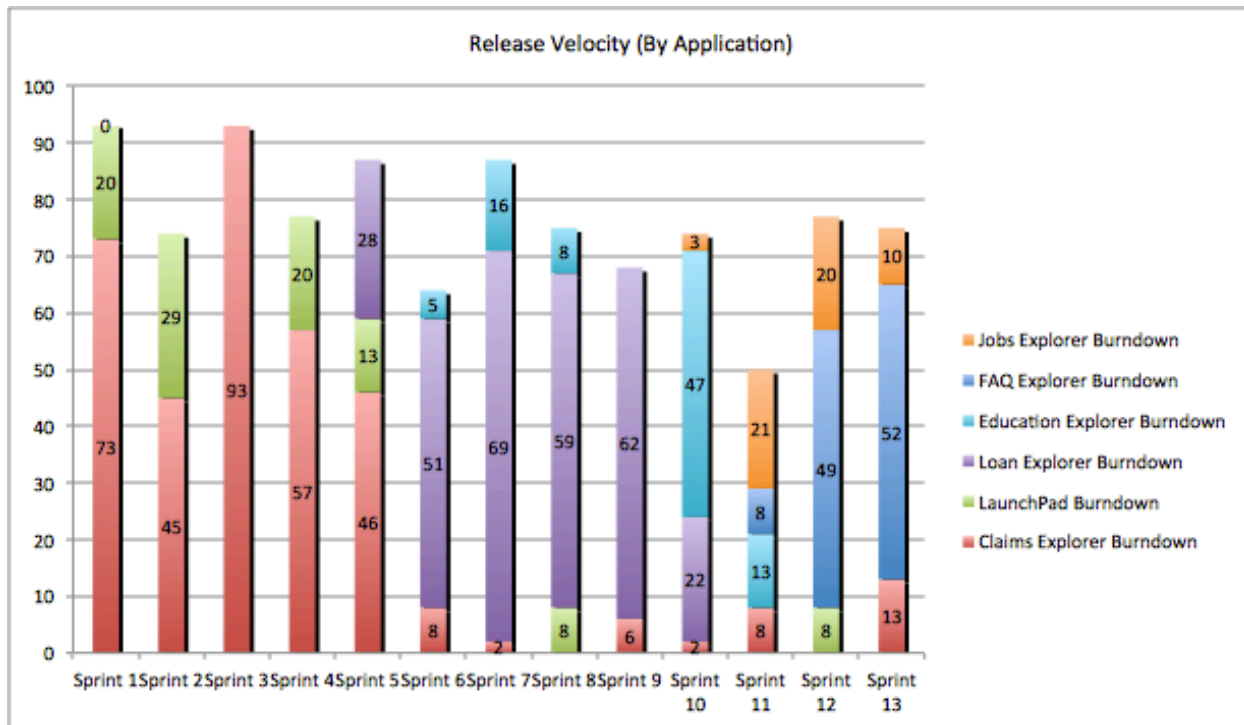
There is only one type of user for the Mobile eBenefits application and associated explorers: veterans with a DS Logon accounts.

9 Estimation

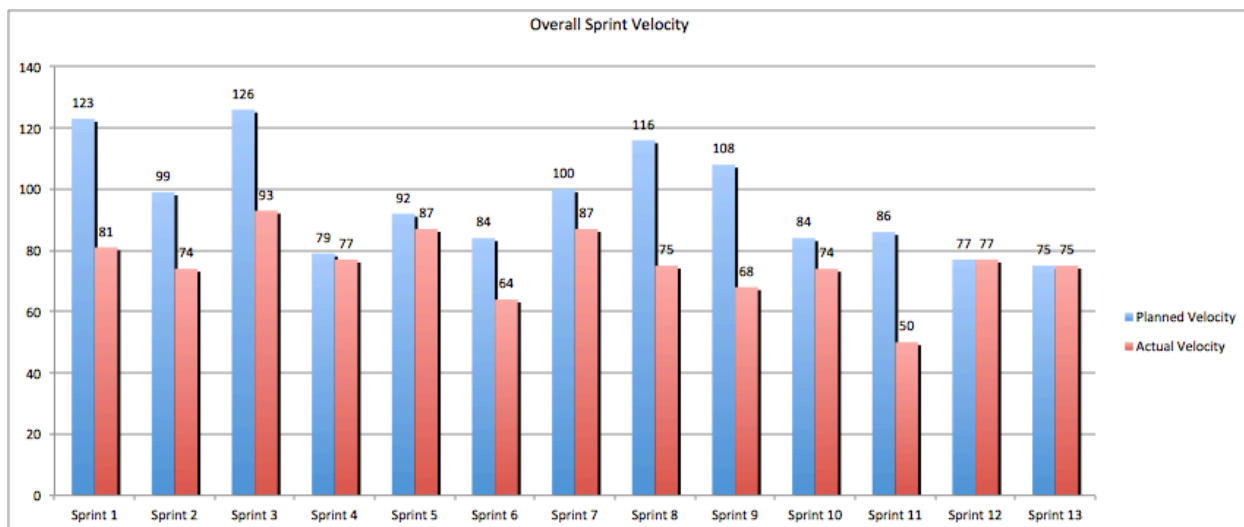
The contractor will use the agile with scrum methodology to develop the benefit apps. The use of agile practices enables incremental and iterative development to promote teamwork, collaboration, and process adaptability throughout the lifecycle of the project. As part of the agile methodology, Agilex will develop

capability improvements during each sprint period (i.e., 2 weeks). Agilex will perform continuous integration testing for each capability increment to be followed by live demonstration to the VA Program Manager (PM), CO, other VA staff, and the IPT, as designated by the COR. Project estimates for work are sized via Scrum “Story Points” accomplished by the team over the above-mentioned 2 week sprints.

Development planned work was broken down according to the following sprints and planned Explorer work:



The overall team velocity in story points executed is listed in the below table, where “Planned” was the original estimate on work to be accomplished and “Actual” was the actual work done.



10 Approval Signatures

REVIEW DATE: *<date>*

SCRIBE: *<name>*

Signed:

Integrated Project Team (IPT) Chair

Date

Business Sponsor

Date

IT Program Manager

Date

Project Manager

Date

Appendix A Use Case Specification

The following section provides details on the Acceptance Criteria prepared for the Mobile eBenefits explorers. These Acceptance tests are written in the Gherkin language and are presented logically, in easily read English statements of the following format:

Given (I, a user) meeting a certain “condition”

When (I, a user) does “something”

Then (I, a user) will see, activate, witness, etc. “something occur”.

The Acceptance Criteria are provided below in sections split up by Application Explorer and Feature.

A.1. Explorer Acceptance Criteria:

Feature: My Claims Summary

Scenario: No open claims found

Given I am a user with no open claims

When I view My Claims Summary

Then I should see the message "No open claims were found."

Scenario: No historical claims found

Given I am a user with no historical claims

When I view My Claims Summary

Then I should see the message "No historical claims were found."

Scenario: Open claims found

Given I am a user with open claims

When I view My Claims Summary

Then I will see a listing of all my open claims in descending order by Received Date

And the proper Received Date, Type, Phase, Minimum Estimated Completion Date, Maximum Estimated Completion Date and Updates are displayed for each

Scenario: Historical claims found

Given I am a user with historical claims

When I view My Claims Summary

Then I will see a listing of all my historical claims in descending order by Received Date

And the proper Received Date, Type, Completion Date, And Updates are displayed for each

Scenario: Evidence Requested is Past Due

Given an open claim

When there are tracked items needed from you with 'Due Date' < TODAY

Then I will see the Update "Evidence Requested is Past Due" at the top of the list

Scenario: Evidence Needed from You

Given an open claim

When there are tracked Items needed from you

Then I will see the Update "Evidence Needed from You"

And I see an "action required" icon associated with that claim

Scenario: Status Has Changed

Given an open claim

When the phase has changed since the last time I launched MCE

Then I will see the Update "Status Has Changed"

Scenario: New Evidence Received

Given an open claim

When tracked items have been received since the last time I launched MCE

Then I will see the Update "New Evidence Received"

Scenario: Decision Notification Sent

Given an open or historical claim

When the Decision Notification Sent field = 'YES'

Then I will see the Update "Decision Notification Sent"

Scenario: Development Letter Sent

Given an open or historical claim

When the Development Letter Sent field = 'YES'

Then I will see the Update "Development Letter Sent"

Scenario: Appeal is Possible

Given a historical claim

When the "Appeal Possible" field = 'YES'

Then I will see the Update "Appeal is Possible"

Feature: My Claims Details

Scenario: View Open Claim Details

Given I am a user with open claims

When I view the details page of an open claim

Then I will see the proper Claim Request Date, Estimated Claim Completion Date (min/max), Current Claim Phase, Phase Start Date, Estimated Phase Completion Date (min/max), Next Step, and a list of contentions displayed

And I will see a list of "Items Needed From Me" with proper Requested Date, Description, Due Date, and Follow-up Date are displayed

And I will see a list of "Items Needed Others" with proper Third-party Name, Due Date, Description, Requested Date, and Follow-up Date displayed

And I will see a list of "Items Received" with proper Requested Date, Description, and Received Date

And I will see a list of "Items Never Received" with proper Requested Date, Description, and Closed Date

And I will see "Additional Details" with proper Office of Jurisdiction, Mailing Address, POA, Link to Claims Process, and Disclaimers displayed

Feature: My Appeals Summary

Scenario: No open appeals found

Given I am a user with no open appeals

When I view My Appeals Summary

Then I will see the message "No open appeals were found."

Scenario: No historical appeals found

Given I am a user with no historical appeals

When I view My Appeals Summary

Then I will see the message “No historical appeals were found.”

Scenario: Open Appeals Found

Given I am a user with open appeals

When I view My Appeals Summary

Then I will see a listing of all my open appeals in descending order by Received Date

And the proper Received Date, Type, Current Progress, Progress Description, And Progress Date displayed for each appeal

Scenario: Historical Appeals Found

Given I am a user with historical appeals

When I view My Appeals Summary

Then I will see a listing of all my historical appeals in descending order by BVA Decision Date

And the proper BVA Decision Date displayed

Feature: My Payments Summary

Scenario: No Returned Payments Found

Given I am a user with no returned payments

When I view My Payments Summary

Then I will see the message “No payments were found” in the return payment listing

Scenario: Return Payments Found

Given I am a user with returned payments

When I view My Payments Summary

Then I will see a listing at the top with all my return payments displayed in descending order by payment return date

And the proper Payment Date, Payment Amount, Payment Type, Payment Method, and Returned Date displayed

Scenario: No Completed Payments Found

Given I am a user with no completed payments

When I view My Payments Summary

Then I will see the message “No payments were found” in the completed payment listing

Scenario: Completed Payments Found

Given I am a user with completed payments

When I view My Payments Summary

Then I will see a listing at the bottom for all my completed payments displayed in descending order by payment date

And the proper Payment Date, Payment Amount, Payment Type, and Payment Method displayed

Feature: My Payments Details

Scenario: View payment details - without Adjustments (Completed and Returned)

Given I am a user with payments

When I view the detail page for a payment without adjustments

Then I will see the proper Payment Date, Payment Type, Payment Net Amount, Payment Method, and Check Recipient Information / Banking Information displayed

Scenario: View payment details - with Adjustments (Completed and Returned)

Given I am a user with payments

When I view the detail page for a payment with adjustments

Then I will see the proper Payment Date, Payment Type, Payment Net Amount, Payment Method, and Check Recipient Information / Banking Information

And I will see a list of adjustments with proper Adjustment Amount, Adjustment Type, And Adjustment Reason displayed

And I will see the proper Gross Amount and Total Modification Amount displayed

Scenario: Payment details - Returned Payment

Given I am a user with returned payments

When I view the detail page for a returned payment

Then I will see all the information that is shown for a completed payment

And I will see the proper Returned Payment Date and Check/Trace Number displayed

Scenario: Payment Details - Direct Deposit

Given I am a user with direct deposit payments

When I view the payment detail page of a direct deposit payment

Then I will also see the proper Bank Name and the Bank Account Number displayed

Scenario: Payment details - Check

Given I am a user with check payments

When I view the payment detail page of a check payment

Then I will also see the proper Recipient Name and Mailing Address displayed

Feature: My Details

Scenario: My Details

Given I am a user

When I view My Details

Then I will see the proper Regional Office of Jurisdiction Name and POA displayed

And I will see the claim process described

And I will see the appeal process described

And I will see the payment information described

And I will see the disclaimers displayed

And I will see an option to provide feedback

Feature: LGY Determining Eligibility

Scenario: Eligible Veteran

Given I am an Veteran Eligible for the VA Home Loan Guaranty Benefit

When the application checks my eligibility

Then the application should inform me I am eligible

And allow me to view my COE

And give me the option to learn about using the benefit

Scenario: 1st Time Use of Benefit

Given I am an eligible veteran who has not used the benefit before

When the application determines I am eligible and I indicate I have not used the benefit before

Then the application should in sequence, present me with information for “Know before You Owe”, “Finding a Realtor”, and “Finding a Lender.”

Scenario: Repeat Use of Benefit and All VA Loans HAVE Been Paid In Full

Given I am an eligible veteran who has used the benefit before and has paid off all my VA Loans

When the application determines I am eligible and I indicate I have used the benefit before and paid off my VA loans

Then the application should provide me with information about “Reusing the Benefit”

And provide me with the ability to restore my entitlement if I have indicated I have sold my properties

Scenario: Repeat Use of Benefit and All VA Loans HAVE NOT Been Paid In Full

Given I am an eligible veteran who has used the benefit before and has not paid off all my VA Loans

When the application determines I am eligible and I indicate I have used the benefit before and have not paid off my VA loans

Then the application should provide me with choices to learn about “Refinancing”, “Remaining Entitlement”, and “Need VA Help.”

Scenario: In Progress Application

Given I am a Veteran with a COE application in progress

When the application checks my eligibility

Then the application should inform me that I have an application in progress

And provide contact information so I can call the Eligibility Center

Scenario: Eligibility Undetermined

Given I am a Veteran whose eligibility cannot be determined or has been Denied

When the application checks my eligibility

Then the application should inform me that my eligibility can’t be determined

And I should have the option of completing a COE application

And I should have the option of uploading supporting documents

Feature: COE Application and Restoration of Entitlement

Scenario: Application Successfully Submitted

Given I am a Veteran who would like to apply for my COE or Restore My Entitlement

When I indicate I would like to apply for my COE or restore my entitlement

Then the application should prompt me for my personal information, my tour information, and my loan information.

And the application should allow me to review and edit my inputted data

And the application should indicate that my application was successfully submitted after I choose to submit it

And the application should provide me with the reference number from the application

Scenario: Application Not Successfully Submitted

Given I am a Veteran who would like to apply for my COE or Restore My Entitlement

When I indicate I would like to apply for my COE or restore my entitlement

And I complete the required data entry and submit my data

And something went wrong with the submission of that data

Then the application should inform me that the submission was not successful.

Feature: Navigation

Scenario: Top-level Navigation

Given I am an eligible veteran using the Loan Guaranty Explorer

When I am interested in learning more about the program and how to use it

Then the application should provide me with a means to navigate directly to the “About the Benefit”, “Finding Realtor”, “Finding a Lender”, and “About Refinancing”

NOTE: Due to space limitations, the customer has agreed to the following short-form navigation menu names: “About Benefit”, “Find Lender”, “Find Realtor”, and “Refinance”

Feature: SAH Determining Eligibility

Scenario: Eligible Veteran

Given I am a Veteran eligible for the SAH Grant

When the application checks my eligibility

Then the application should inform me I am eligible

AND allow me to apply for the grant when appropriate (criteria described in Figure 1)

And provide me information on the status of my grant, which consists of the following data:

Grant Entitlement Summary

- Max grants allowed
- Grants used so far
- Max grant amount allowed
- Grant amount used so far
- Grant Amount Remaining
- Current Rating code

Currently Active Grant

- Grant Number
- Reference Number
- Application Date
- Recent Status

Processing Steps (Completion Status)

- Claim Processing
- Eligibility Determination
- Grant Approval
- Field Reviews
- Disbursements

Scenario: Not Eligible

Given I am a Veteran who is not eligible

When the application checks my eligibility

Then the application should inform me that "I may not be qualified"

And I should be presented with the conditions for eligibility

And I should be given the option to apply for the grant if I feel I meet the requirements

Feature: SAH Application

Scenario: Application Successfully Submitted

Given I am a veteran who wants to apply for the SAH grant

When I indicate to the application that I want to apply for the grant

Then I should be presented with a series of instructions helping me apply for the grant

And I should be allowed to enter/edit/submit my information into a set of forms to apply for the grant

And the application should indicate that my application was successfully submitted after I choose to submit it

And the application should provide me with the reference number from the application

Scenario: Application Not Successfully Submitted

Given I am a Veteran who would like to apply for the SAH Grant

When I indicate to the application that I want to apply for the grant

And I complete the required data entry and submit my data

And something went wrong with the submission of that data

Then the application should inform me that the submission was not successful.

Feature: EDU Benefit

Scenario: My Benefit for an Eligible Veteran

Given I am a Veteran Eligible for the Ch33 Education Benefit

When the application checks my benefit

Then the application should display the following information: Eligibility Date, Delimiting Date, Original Entitlement, Used Entitlement, Remaining Entitlement, and Benefit Level

Scenario: My Benefit for a Veteran Who's Entitlement Information Can't Be Located

Given I am a Veteran without prior Ch33 awards

When the application checks my benefit

Then the application should tell me "We cannot locate your entitlement information at this time. If you have recently applied for benefits, your claim may not have been processed yet. Please check again at a later date."

Feature: EDU Enrollment

Scenario: My Enrollments for an Eligible Veteran

Given I am a Veteran Eligible for the Ch33 Education Benefit

When the application checks my enrollments

Then the application should provide a list of all my authorized enrollments in descending order by start date

And each enrollment shall provide the enrollments original begin and end date, residence hours, and distance hours

And each enrollment shall provide a list of any amendments showing the amendment's effective date, type of amendment, and revised residence and distance hours.

Scenario: My Enrollments for a Veteran Who's Enrollment Information Can't Be Located

Given I am a Veteran without prior Ch33 awards

When the application checks my Enrollments

Then the application should tell me "We cannot locate your enrollment information at this time. Please ensure your school has submitted an enrollment certification to VA. Please check again at a later date."

Feature: My Payments Summary

Scenario: No Returned Payments Found

Given I am a user with no returned payments

When I view My Payments Summary

Then I will see the message "No payments were found" in the return payment listing

Scenario: Return Payments Found

Given I am a user with returned payments

When I view My Payments Summary

Then I will see a listing at the top with all my return payments displayed in descending order by payment return date

And the proper Payment Date, Payment Amount, Payment Type, Payment Method, and Returned Date displayed

Scenario: No Completed Payments Found

Given I am a user with no completed payments

When I view My Payments Summary

Then I will see the message “No payments were found” in the completed payment listing

Scenario: Completed Payments Found

Given I am a user with completed payments

When I view My Payments Summary

Then I will see a listing at the bottom for all my completed payments displayed in descending order by payment date

And the proper Payment Date, Payment Amount, Payment Type, and Payment Method displayed

Feature: My Payments Details

Scenario: View payment details - without Adjustments (Completed and Returned)

Given I am a user with payments

When I view the detail page for a payment without adjustments

Then I will see the proper Payment Date, Payment Type, Payment Net Amount, Payment Method, and Check Recipient Information / Banking Information displayed

Scenario: View payment details - with Adjustments (Completed and Returned)

Given I am a user with payments

When I view the detail page for a payment with adjustments

Then I will see the proper Payment Date, Payment Type, Payment Net Amount, Payment Method, and Check Recipient Information / Banking Information

And I will see a list of adjustments with proper Adjustment Amount, Adjustment Type, And Adjustment Reason displayed

And I will see the proper Gross Amount and Total Modification Amount displayed

Scenario: Payment details - Returned Payment

Given I am a user with returned payments

When I view the detail page for a returned payment

Then I will see all the information that is shown for a completed payment

And I will see the proper Returned Payment Date and Check/Trace Number displayed

Scenario: Payment Details - Direct Deposit

Given I am a user with direct deposit payments

When I view the payment detail page of a direct deposit payment

Then I will also see the proper Bank Name and the Bank Account Number displayed

Scenario: Payment details - Check

Given I am a user with check payments

When I view the payment detail page of a check payment

Then I will also see the proper Recipient Name and Mailing Address displayed

Feature: EDU GI Bill “Submit-A-Question”

Scenario: Submit-A-Question

Given I am Veteran who wants to submit a question to the GI Bill “Submit-A-Question” System

When I select the option to submit a question

Then the application should redirect me to the mobile version of the GI Bill’s “Submit-A-Question” system

And the application should indicate that I am being directed to a new web site and ask my confirmation

And the system should present the redirect web site in a new browser tab so I can remain in the Education Explorer app

Feature: Search VetSuccess Jobs Database

Scenario: Search by Keyword, Location, and MOC (Military Occupational Code)

Given I am a Veteran who would like to search the VetSuccess Jobs listings

When I indicate I would like to search the VetSuccess Jobs listings

Then the application should provide me with the ability to search by Keyword, Location, and MOC

Scenario: Summary Search Results

Given I am a Veteran who would like to search the VetSuccess Jobs listings

When I enter a successful VetSuccess search

Then the application should present me with a list of matching job listings sorted by Date in descending order

And the application should provide me with the ability to view the details of any selected job listing

Scenario: Detailed Search Results

Given I am a Veteran who would like to search the VetSuccess Jobs listings

When I select a specific Job listing from a VetSuccess search to review

Then the application should present me with the Job-listing's Date Entered, Title, Location, and Description

And the application should provide a link to the Job listing on the VetSuccess web site

Feature: Emailing a Job Listing

Given I am a Veteran who would like to email VetSuccess Job Listings

When I am viewing the details of a job listing and indicate I would like the information emailed

Then the application should allow me to enter in a valid email address as the recipient

And the application should set the Subject of the email to the Job listing's Company and Job Title

And the application should set the details of the job listing in the body of the email

And the application should send the email when I indicate it should be sent

Feature: Find Answers to Frequently Asked Questions

Scenario: Search by Keywords

Given I am a Veteran who would like to search the VA FAQ database by Keywords

When I navigate to the FAQ Explorer

Then the application should provide me with the ability to enter a question in free form text

And the application should allow me to select a question topic from a list to restrict the search

And the application should present me with a list of relevant articles when I submit my question

And the application should present the article when I select one from the list

Scenario: Browse by Topic

Given I am a Veteran who would like to browse the FAQ database by Topic

When I navigate to the FAQ Explorer

Then the application should present me with a list of topics

And the application should present me with a list of related articles when I select a specific topic

And the application should present the article when I select one from the list

Scenario: Browse by Popularity

Given I am a Veteran who would like to browse the VA FAQ database by the most popular articles

When I navigate to the FAQ Explorer

Then the application should provide me with the list of the most popular FAQ articles

And the application should present the article when I select one from the list

Scenario: View an Article

Given I am a Veteran who would like to view the contents of a specific article

When I select the article to view

Then the application should present the article's Content

Feature: Find Nearest VA/DoD Facility Based on Current GPS or Supplied Location

Note: The current VA Facility Locator service does not support searching by location/distance, so locating a nearby facility by GPS coordinates is not possible.

Scenario: Locate VA Facilities by State and Type

Given I am a Veteran who would like to find VA facilities of a specific type within a specified State

When I select the VA location service within the FAQ Explorer

Then the application should allow me to select a State

And the application should return a list of VA facilities meeting my criteria

And the application should allow me to filter the results by VA Facility Type

And each facility should contain its Name, Type, Description, Address, Primary Phone Number, and a Link to Directions from my current GPS location

Scenario: Locate DoD Facilities by Zip Code and Distance

Given I am a Veteran who would like to find DoD facilities within a specified distance from a specific zip code

When I select the DoD location service within the FAQ Explorer

Then the application should allow me to enter a zip code

And the application should allow me to specify a distance

And the application should return a list of DoD facilities meeting my criteria

And each facility should contain its Name, Branch, Address, Primary Phone Number, and a Link to Directions from my current GPS location

Scenario: Locate DoD Facilities by State and Distance

Given I am a Veteran who would like to find DoD facilities within a specified distance from a specific State

When I select the DoD location service within the FAQ Explorer

Then the application should allow me to select a state

And the application should allow me to specify a distance

And the application should return a list of DoD facilities meeting my criteria

And each facility should contain its Name, Branch, Address, Primary Phone Number, and a Link to Directions from my current GPS location

Scenario: Placing a Phone Call to a Facility's Contact

Given I am a Veteran who would like to call one of the nearest VA facilities

When the application presents a list of nearest VA facilities resulting from my inquiry

Then the application should allow me to place a call to the primary contact number of the VA facility I selected if my mobile device has phone capabilities

Feature: Launchpad

Scenario: User who has not logged in

Given I am a Veteran who is not logged in

And I access the Launchpad and attempt to access one of the Explorers or links

When I select one of the component Explorers

Then I will be redirected to a DS Logon prompt and can't access the individual Explorers until I have logged in successfully

Scenario: User who logs in successfully

Given I am a Veteran who has logged in via DS Logon

When I select one of the component Explorers

Then I will be able to freely navigate to that Explorer and between the various component Explorers without having to log in again (as long as the user remains authenticated and does not log out or time out (15 minute inactivity)).

Scenario: User who logs out after being successfully logged in

Given I am a Veteran who was logged in via DS Logon with an active session

When I select the logout button

Then I will be see that I am logged out and any further attempt to navigate to any of the Explorers or links will result in a redirect to the DS Logon page.

A.2. Appendix B



Larger version of the above image may be viewed here:

[display/MEB/Launchpad](#)

Template Revision History

Date	Version	Description	Author
March 2014	1.0	Compilation of existing requirements documentation from the wiki and other source documents to meet required C&C documentation standards	