**3.12 VERIFICATION OF SERVICE - SERVICEPERSONS, VETERANS, AND DEPENDENTS.**

**a. Verification of Service.** To verify service, the VCE must use the proper data sources for the appropriate benefit, match any service information provided by a claimant to DoD/DHS information reported to VA, and resolve discrepancies with an original source document(s) obtained through the Defense Personnel Records Information Retrieval System (DPRIS), the claimant, and when necessary through written verification from the service department.

**b. Verification of Service and Documentation to Establish Eligibility.**

**1.** **Original Determinations.** All information reviewed to verify eligibility including the Veterans Information System (VIS) for all Servicepersons, Veterans and Transfer of Entitlement (TOE) claimants must be captured into the claimant’s TIMS folder. Data system screens or other evidence used that do not support eligibility must also be captured to support a denial (i.e. 30D screen indicating 04/Ineligible status for a Chapter 30 claim or a Chapter 33 claim to support not relinquishing Chapter 33). System screens (VIS, VID, 30D, and DoD) and source documents (DD214, Orders, DoD Response) must be placed into the claimant’s TIMS folder.

**NOTE:** Evidence of other Education benefits used must also be considered and captured into the file when found. (**Tip:** A BINQ VID, using the claimant’s SSN, not entered in the file number field, but under the social security number field will discover Chapter 35 benefits used by a claimant.)

**2.** **Supplemental Actions.** Each supplemental claim under all benefits (except Chapter 35/Fry) requires a review to ensure sufficient supporting service documentation is present in the file, if not, the VCE must add these documents along with any updated system information and ensure current eligibility is correct prior to processing any payments or notifying the claimant regarding eligibility. When VIS shows changes or no changes (no new service information) to eligibility, the VCE must still capture both the Military History and Education pages on every claim, including corrections. Additionally, when VIS or other service information reported from DoD/DHS has changed from the previous determination, the VCE must develop to DoD and the claimant for clarification. All documentation regarding eligibility and development must be captured into the claimant’s TIMS folder.

**c. Source Documents and of Data Sources.** In addition to the primary (eligibility and service information) sources of data for each benefit, additional sources should be considered to help determine cumulative evidence. Data Sources that are not in conflict and match information submitted to VA by a claimant on an application should be considered reliable.

**Generally**, there is little priority for ranking other than source documents over data sources. Whenever data sources are significantly discrepant or source documents are questionable, additional verification is required. Below is a list of additional sources.

* Certified Copy Member 4 of Veteran’s DD Form 214 showing character of discharge or suitable alternative (i.e. *Service 2* copy retrieved from DPRIS)
* DD From 215 - Correction to DD Form 214, Certificate of Release or Discharge from Active Duty
* Official Orders
* Statement of Service signed by a Commanding Officer
* DoD Response from a Service Point of Contact
* Veterans Information System (VIS)
* BDN/BIRLS
  + - VID Screen
    - LOC Screen
    - BDN 30D
    - BDN DoD
    - Education Master Records

**Generally**, the primary benefit eligibility source of data for each benefit is:

* Chapter 33: DD Form 214 and VIS [when] information not in conflict and matching other sources including the claimant’s application for benefits
* Chapter 33 TOE: VIS
* Chapter 30: 30D Screen
* Chapter 1607: VIS
* Chapter 1606: DoD Screen
* Chapter 32: M26/M27 Screens

**NOTE:** There are Character of Service Codes strictly used in BDN.

**BIRLS CHARACTER OF SERVICE CODES**

|  |  |
| --- | --- |
| **BIRLS ENTRY** | **DISCHARGE CERTIFICATE (DD214)** |
| **HON** | Honorable |
| **UHC** | General (Under Honorable Conditions; Not acceptable for Chapter 30 or 33) |
| **OTH** | Other Than Honorable |
|  | (May also be shown on DD 214 as Unsuitable or Bad Conduct) |
| **DIS** | Dishonorable Discharge |
| **UNK** | Unknown |
| **HVA** | Honorable for VA purposes (not shown on DD 214); entered only after administrative decision made (Will not entitle Veteran to Chapter 30 or Chapter 33) |
| **DVA** | Dishonorable for VA purposes (not shown on DD 214); entered only after administrative decision made |

The VCE should depend on the primary source documents of service as the authoritative source in the event of conflicting evidence. However, a primary source still may be insufficient evidence to establish eligibility. **Example:** A DD Form 214 for a member of the Reserves or National Guard that does not indicate the active duty authority (i.e. Title and Section) or an interpretable purpose may require further matching to determine if service is creditable under Chapter 33.

**NOTE:** In some situations, Veterans’ Benefits Management System (VBMS) may provide additional service information for claimant’s who may also have been approved for compensation or pension claims. VCEs can consider researching VBMS as appropriate.