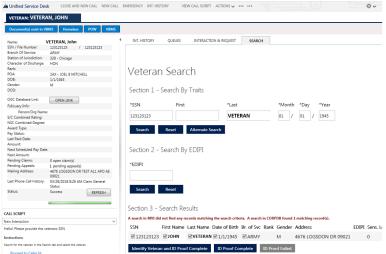# Status of Appeal
Job Aid

1) Once the record is accessed, you will see how many appeals are pending in the quick view pane.

2) Ensure appropriate ID Protocol is complete.
   a. Select Identify Veteran and ID Proof Complete or ID Proof Complete, as appropriate.

3) Ensure the fields for Caller's First Name, Caller's Last Name, Relationship, and Phone Number or No Phone # Available are populated.

4) Select Save.

5) Categorize the conversation with Request Type: Appeal; Request Sub Type: General Status. Select "Create Request."

6) Make sure to review **flashes** associated with the record. Remember, these appear as blue icons at the top of the screen. Flashes provide important information about an appeal or appellant and may impact your actions during the interaction.

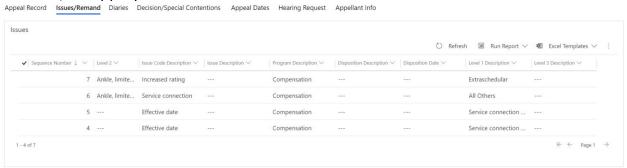7) Open the Appeal tab. Double click on the appeal for which you want status.

8) Review the information in the claim subtabs, other CRM/UD-O tabs, as needed, notes, and the mandatory script.

Appeal Record   Issues/Remand   Diaries   Decision/Special Contentions   Appeal Dates   Hearing Request   Appellant Info

Appeal Record: Provides information about DRO election/decisions, docket number, and location of file.

DRO ID	---	Docket #	2028570	File Store Loc Desc	81 Central Case Storage	Svc Org Rec Date	---
DRO Elected Date	2/20/2019	DRO Informal Hearing Ind	---	Chrg to Current Location	8/5/2020	Docket Date	7/13/2020
DRO Partial Grant/Denial Ind	D	DRO Ready to Rate Indicator	---	DRO Formal Hearing Ind	---	BVA Receive Date	8/5/2020
Appeal Action Type Desc	1 - Original						
Med Facility Code	---	Medical Facility Name	---				

Issues/Remand: Provides the contentions on the appeal and remand reasons, as appropriate.

Appeal Record   **Issues/Remand**   Diaries   Decision/Special Contentions   Appeal Dates   Hearing Request   Appellant Info

Issues

↻ Refresh 🔲 Run Report ∨ 🔳 Excel Templates ∨ ⋮

✔	Sequence Number ↓ ∨	Level 2 ∨	Issue Code Description ∨	Issue Description ∨	Program Description ∨	Disposition Description ∨	Disposition Date ∨	Level 1 Description ∨	Level 3 Description ∨
	7	Ankle, limite...	Increased rating	---	Compensation	---	---	Extraschedular	---
	6	Ankle, limite...	Service connection	---	Compensation	---	---	All Others	---
	5	---	Effective date	---	Compensation	---	---	Service connection ...	---
	4	---	Effective date	---	Compensation	---	---	Service connection ...	---

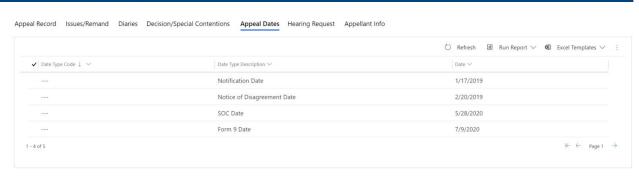1 - 4 of 7 |← ← Page 1 →

Diaries: Provides pertinent information to determine the appeal's status. Diaries for appeals function similarly to tracked items, suspense dates, and notes for claims.

Appeal Record   Issues/Remand   **Diaries**   Decision/Special Contentions   Appeal Dates   Hearing Request   Appellant Info

↻ Refresh 🔲 Run Report ∨ 🔳 Excel Templates ∨ ⋮

✔	Req Activity Description ∨	Response Notes Description ∨	Diary Description ∨	Assigned To ∨	Assigned ... ↓ ∨	Days to Complete ∨	Due Date ∨	Closed Date ∨	Status ∨	BVA/RO ∨
	---	---	READY TO RATE	DRO	7/16/2020	30	8/15/2020	7/16/2020	Closed	RO
	cert	---	SENT TO AUTHORIZ...	CERT	7/16/2020	7	7/23/2020	7/16/2020	Closed	RO
	---	---	FORM 9 RECEIVED	VSR	7/13/2020	30	8/12/2020	7/16/2020	Closed	RO
	SOC and deferred	---	SENT TO AUTHORIZ...	SOC	5/28/2020	7	6/4/2020	5/28/2020	Closed	RO

1 - 4 of 12 |← ← Page 1 →

Appeal Dates: Provides a history of the appeal concerning the dates of the original notification letter, NOD, SOC, VA Form 9, certification to BVA, remand from BVA, etc.
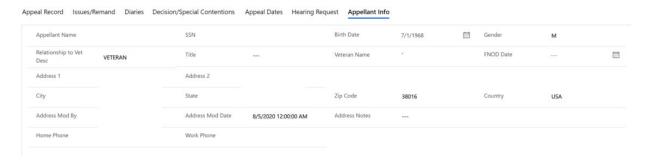
Hearing Requests: Provides information regarding scheduling for BVA hearings, if requested.

Appellant Info: Provides appellant's name and contact information.

9) Ensure any required claim development actions are completed.