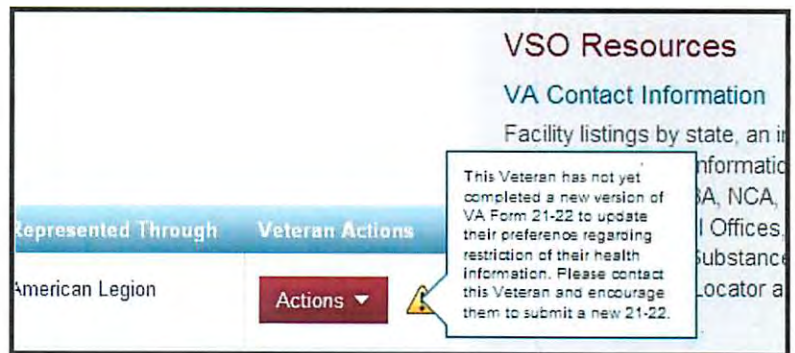


7332 WARNING ICON – TROUBLESHOOTING

STAKEHOLDER ENTERPRISE PORTAL (SEP)

IDENTIFYING THE ERROR

This warning icon indicates that the “Auth’d POA Access” drop down within the Veteran’s Corporate record is either blank or indicates “no.” If the Veteran has any restrictions listed on their VA Form 21-22 (Section 7332, Title 38, U.S.C. [Sections 12 and 13 of the form]), then the VSO will be unable to access anything except the Veteran’s payment history.



Note: This icon is not related to the checkbox in VBMS to view the Veteran’s e-folder.

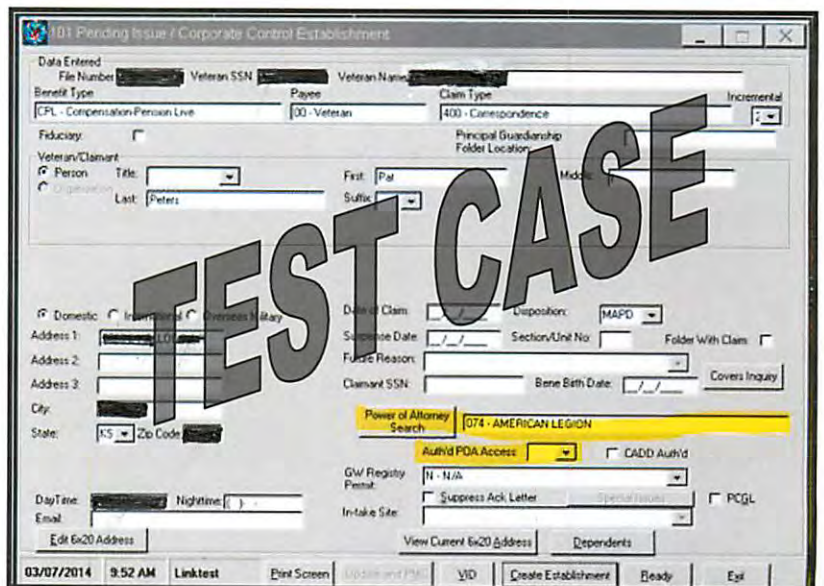
RESOLUTION

To resolve this issue the VSO must contact their Regional Office. Ensure first that the Veteran has no restrictions on their VA Form 21-22. If necessary, provide the RO employee with a new VA Form 21-22 indicating that there are no restrictions.

Ask for the establishment of an EP 400 Correspondence. And have the highlighted drop down box changed to “YES,” [box is highlighted]

Once the end product has been established, it can be cleared automatically.

This should fix the issue of viewing the Veteran within SEP. If issues continue, please contact the EVSS Help Desk: EVSShelpdesk@sra.com



U.S. Department of Veterans Affairs



Stakeholder Enterprise Portal