VETBIZ.gov

VETERANS IN BUSINESS-STILL SERVING AMERICA

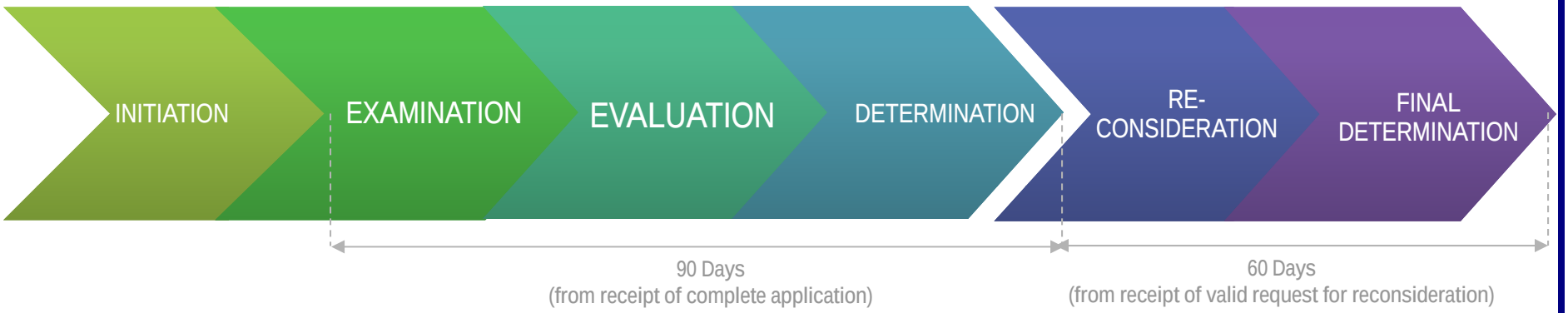
Verification Process

US DEPARTMENT OF VETERANS AFFAIRS ★ CENTER FOR VETERANS ENTERPRISE

Department of Veterans Affairs (VA)

VetBiz Verification Program

Center for Veterans Enterprise (CVE) Verification Process - Stages



INITIATION

Veteran submits complete application with supporting documentation and CVE confirms Veteran status

EXAMINATION

CVE conducts initial examination of the application and supporting documentation

EVALUATION

CVE performs detailed evaluation of the business for eligibility into program

DETERMINATION

CVE issues eligibility decision on application

RECONSIDERATION

Veteran appeals for reconsideration of CVE's denial decision

FINAL DETERMINATION

CVE issues decision on Veteran's appeal

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Department of Veterans Affairs (VA)

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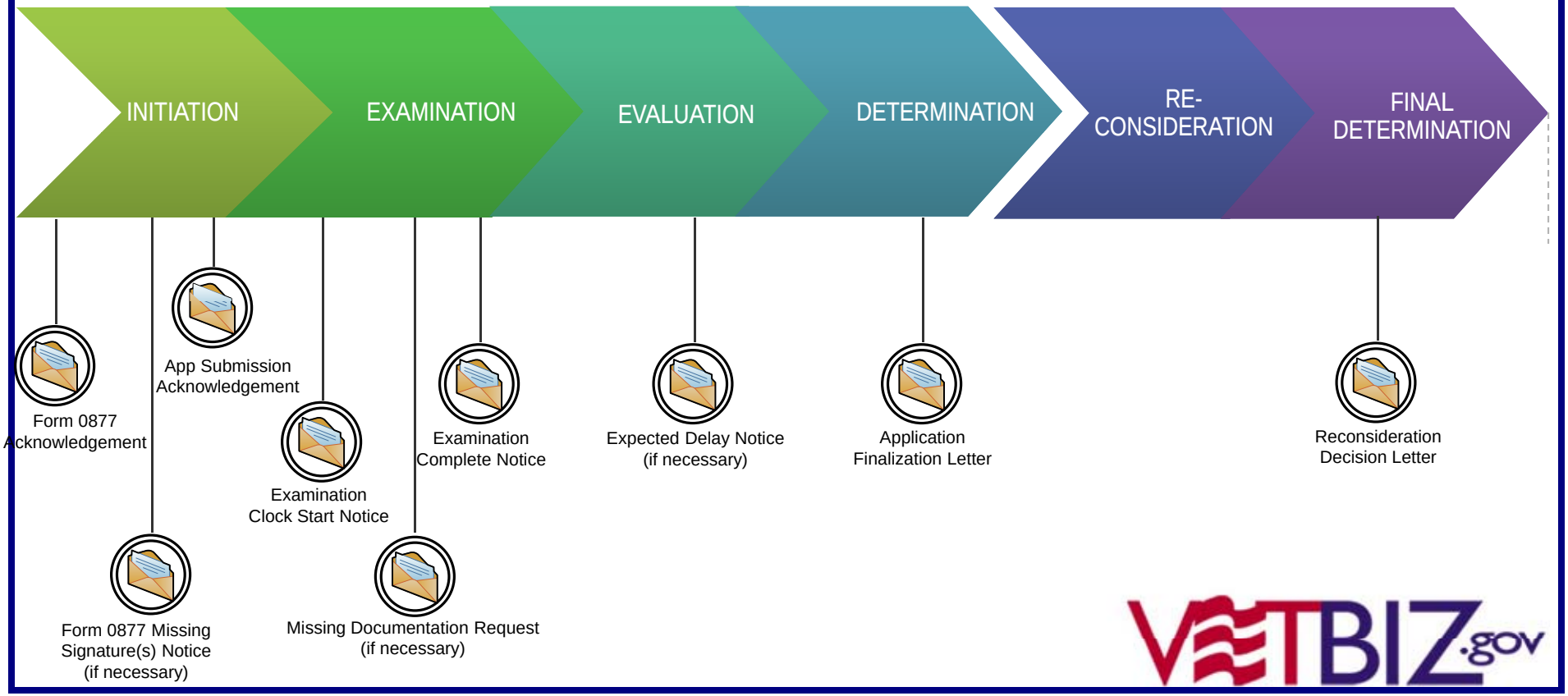
Center for Veterans Enterprise (CVE) Verification Process - Communication



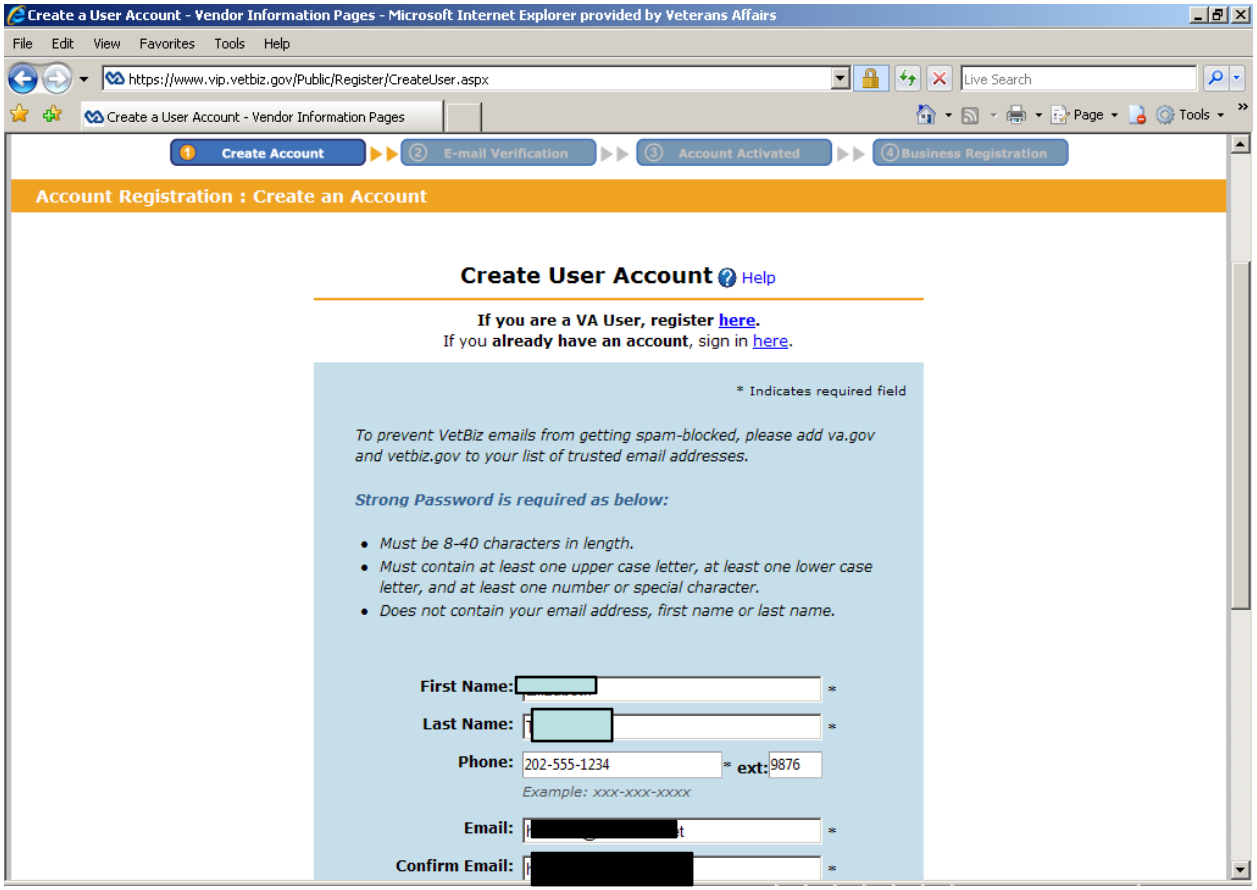
Initiation – Prerequisites

- Read the “Guide for Applicants” on VetBiz.gov
- Review 38 CFR 74 for ownership and control criteria
- Review the Verification Assistance Briefs on VetBiz.gov for more clarity on issues and requirements
- Register in the Central Contractor Registry (ccr.gov)
- Gather all the documentation for your business type and scan them to a separate folder on your computer (this will make it easier during the submission process)
- Compare the business documents to the criteria in 38 CFR 74, and ensure that there are no clerical errors on the documentation.

Initiation – Getting started

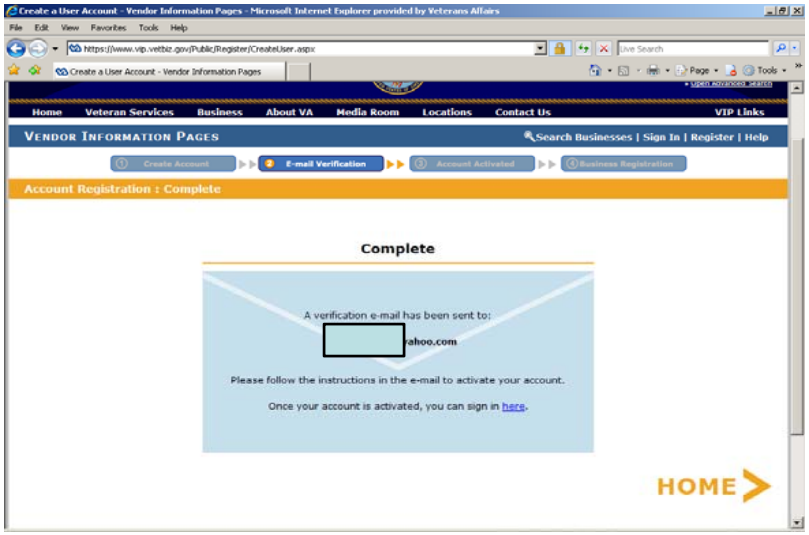
- Go to www.VetBiz.gov and click “Submit your Application”

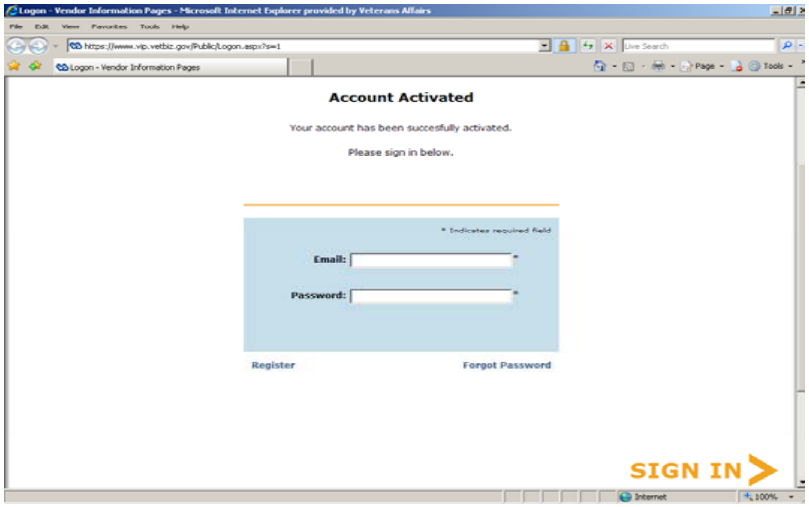
Initiation – Create a user account



Scroll to the bottom of the page and click “Create User”

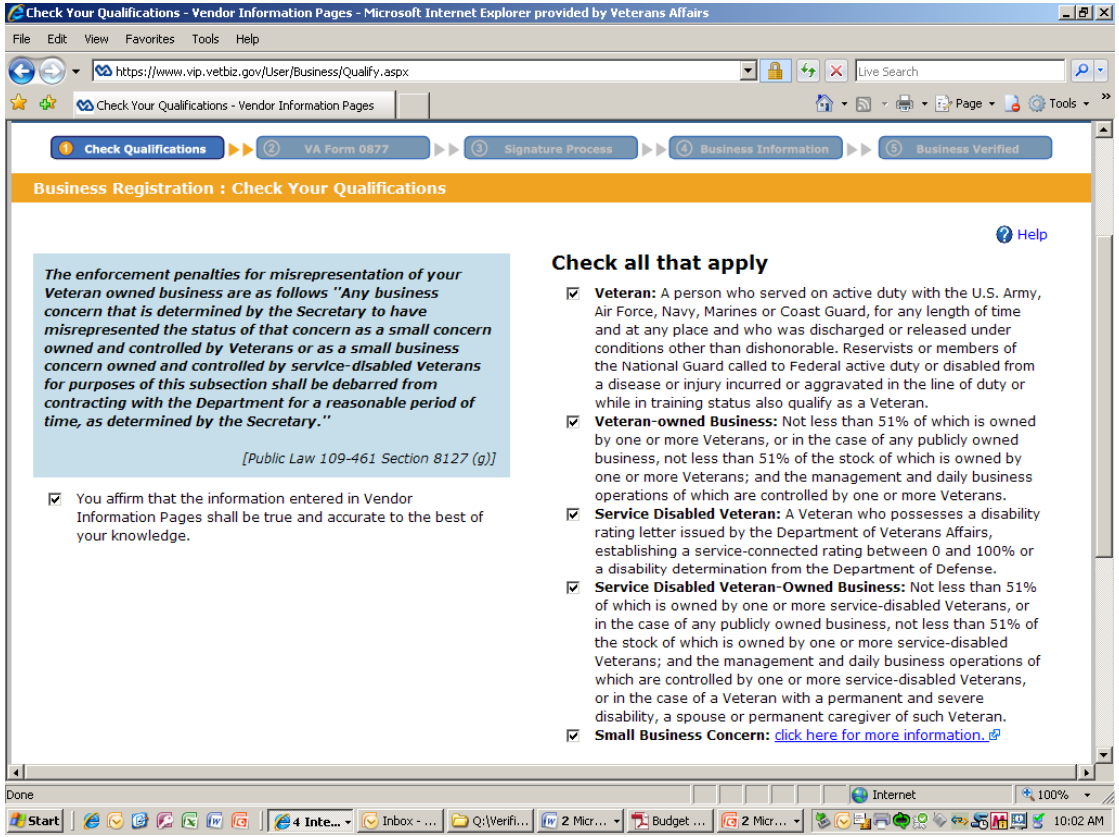
Initiation – Activate account





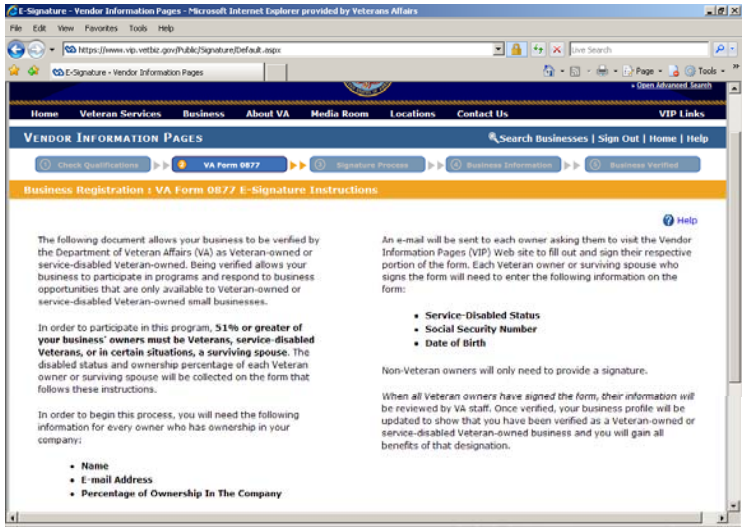
- Go to the email that you indicated and click the link in the message.
- This will cause a pop-up screen that asks you to sign in
- Sign in using the email address and password created in the first step

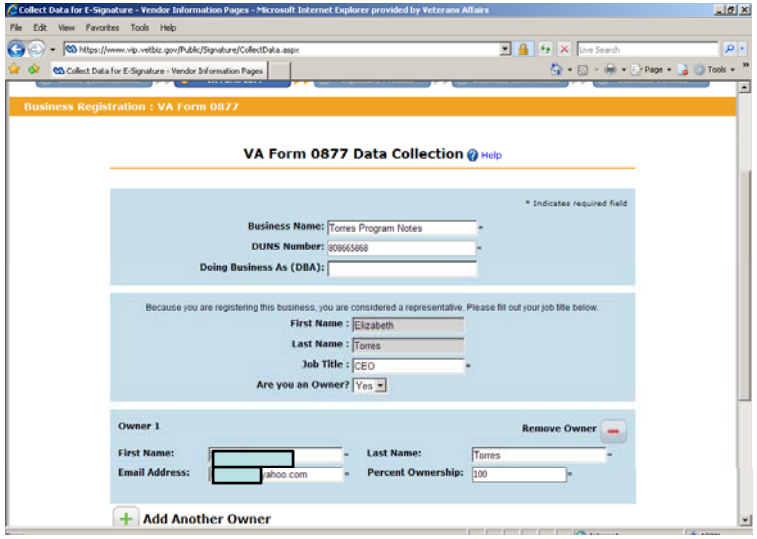
Initiation – Check qualifications



- Check all boxes that apply to your business.
- If you are SDVOSB, all five boxes will be checked.
- Click “next”

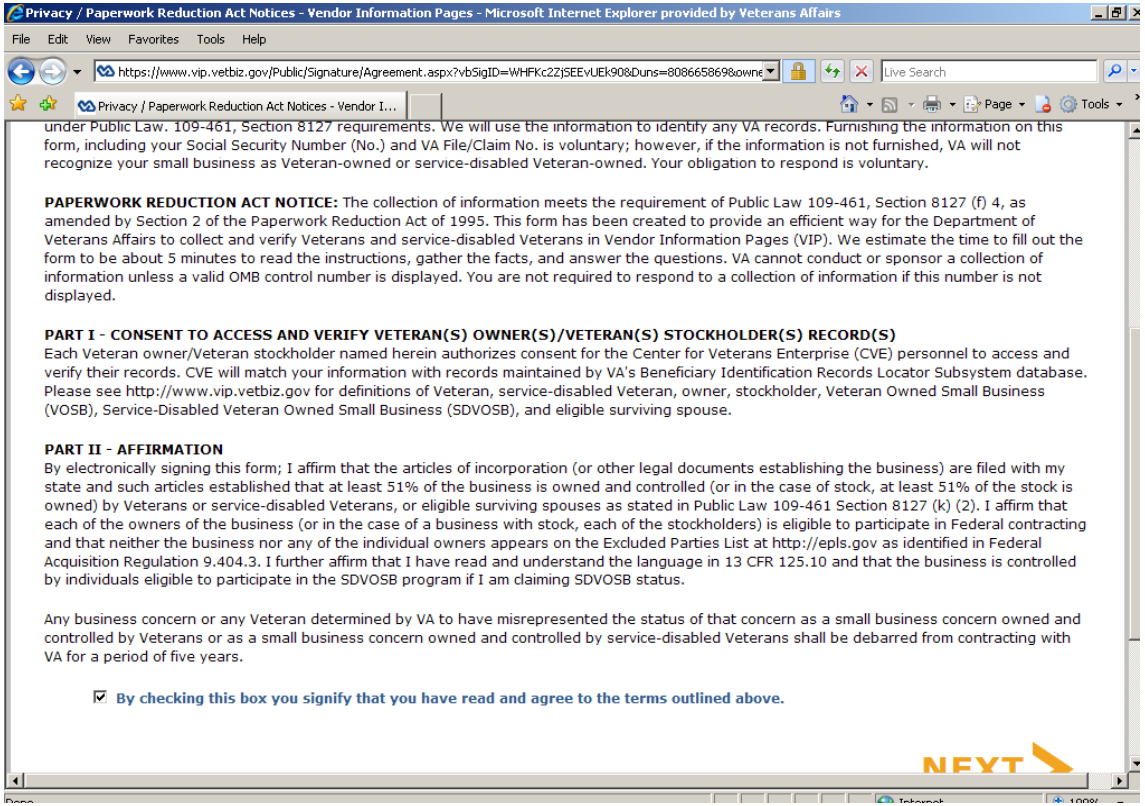
Initiation – VAF 0877





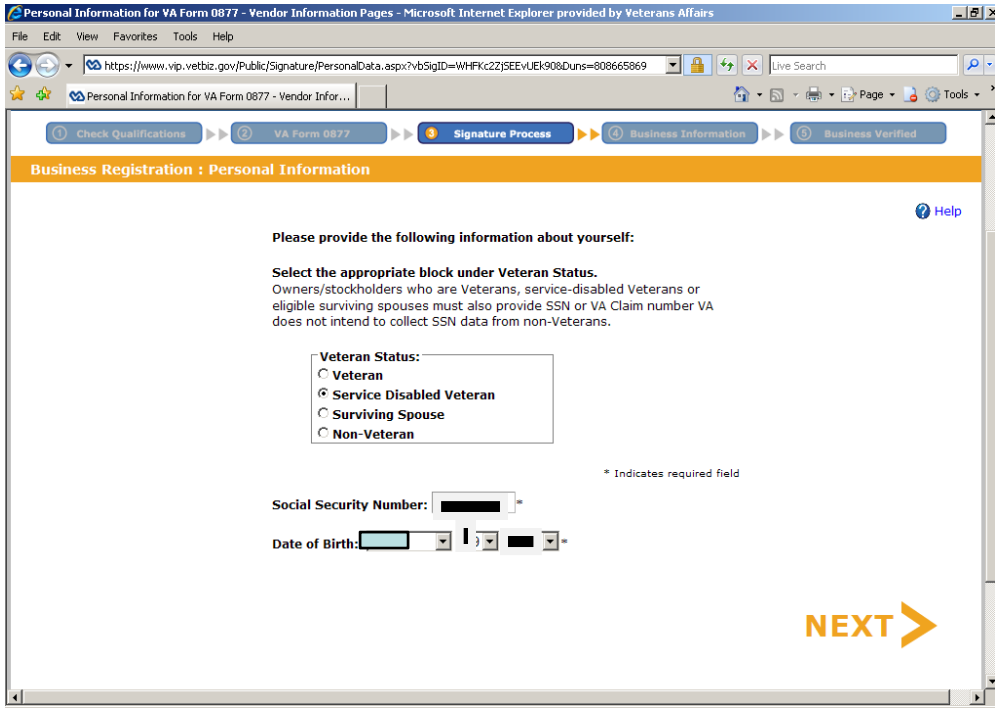
- Read the VAF 0877 e-signature instructions, click “next”
- Fill out the form.
- If multiple owners, click “Add Another Owner”
- When all owners are added, click “next”

Initiation – Agreement to the terms



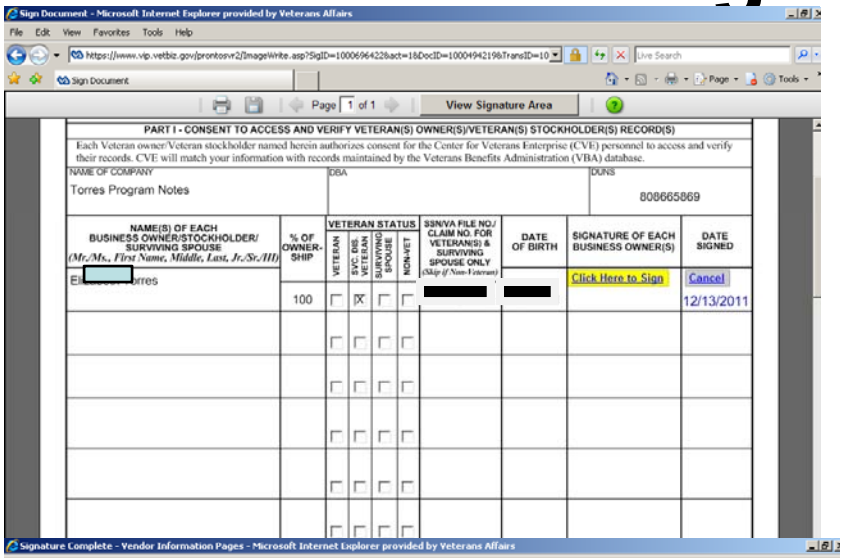
- Carefully read the text on the next screen.
- Check the box to signify that you have read and agree to the terms outlined above
- Click “next”

Initiation – Personal Information



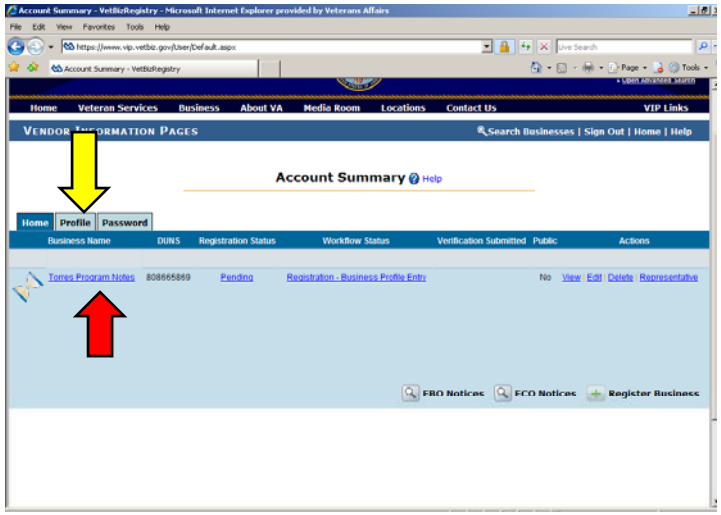
- Enter your personal information.
- This is used to check Veteran and service-connected disability status in the Beneficiary Identification Records Locator Subsystem (BIRLS) database

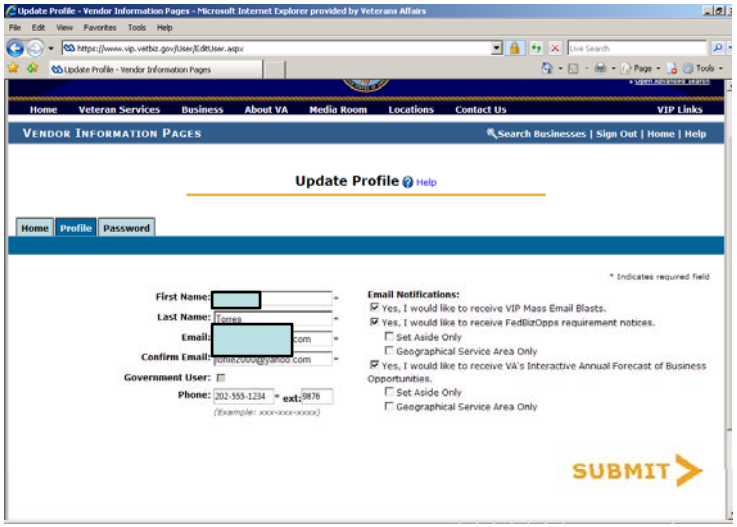
Initiation – Signing and submitting



- Click where indicated to sign
- On the next screen click “next” if you have viewed your completed VAF 0877

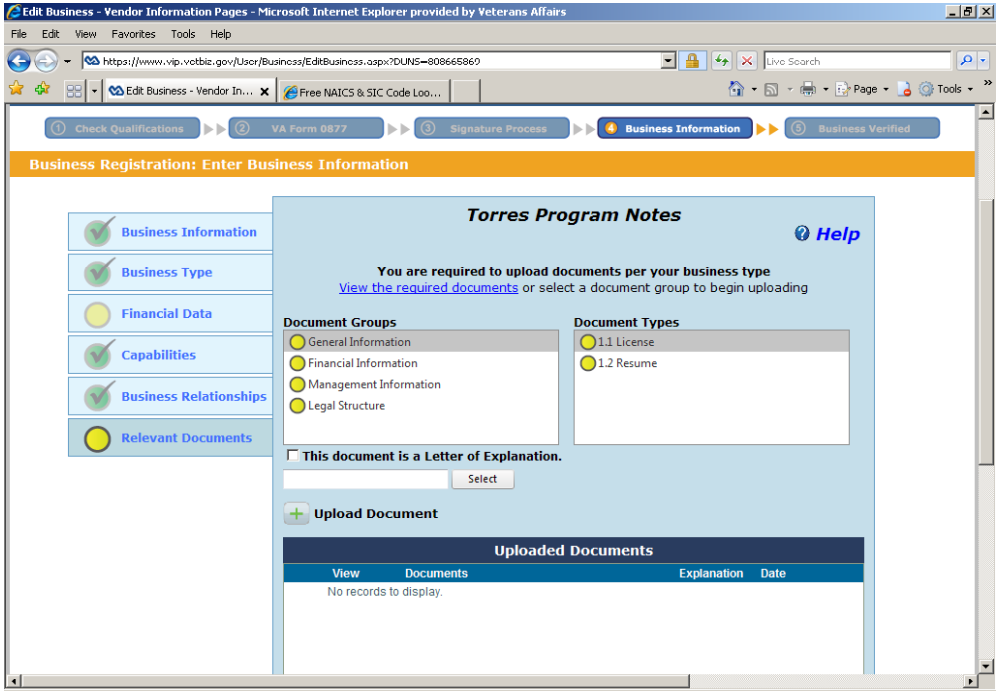
Initiation – Your profile





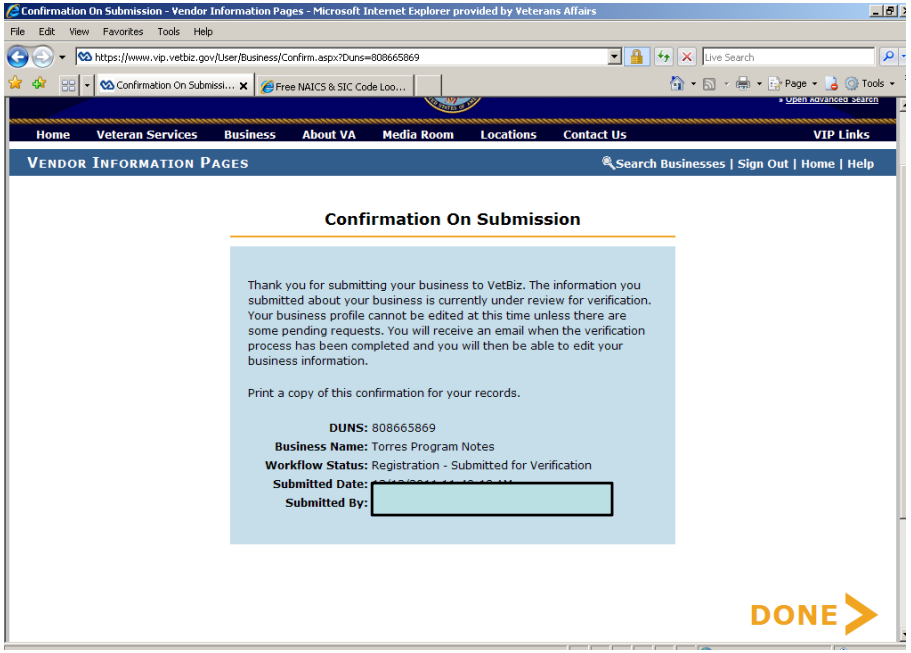
- Click on your business name (red arrow) to fill in business information
- Much of this information is pulled from your CCR profile.
- Click on the 'Profile' tab (yellow arrow)
- Set up your email notifications
- NOTE: all correspondence relating to your company will go to the email address used to register your company. Please ensure that it is correct.

Initiation – Upload documents



- Based on the business structure selected earlier, the list of required documents is here.
- Upload scanned documents for each required document
- If no document exists for that type (*i.e.* taxes for a new business), a letter of explanation is required.
- When your document is accepted, the yellow circle will turn green and display a check mark.
- Once all documents have been uploaded, click “submit”

Initiation - Submission



- You will then see a screen that confirms that you submitted the application.
- **This notice does not mean that the application is complete. All documents will be reviewed to see if they are sufficient for examination.**
- Once reviewed and determined sufficient, an email will be sent noting that the application is complete.
- **The 90-day processing time begins when the application is determined to be complete.**

Veteran status and service-connected disability are checked during the Initiation stage. The Veteran is alerted within 48 hours if there is an issue.

Examination

- CVE performs a document review of all information on the company
- Documents provided by applicant are examined and rated against the Risk Matrix
- Examiners contact the company for additional documentation, if needed, and to clarify questionable items in the documentation
- Upon completion of the examination, the examiner makes a recommendation of approve, deny, site visit or further review and returns the file to CVE.

Evaluation

- The CVE staff Quality Reviewer (QR) receives the file and reviews the documents and examination report to verify that the analysis was correct. If discrepancies are found, all documents are thoroughly checked.
- QR makes an approval, denial, or more evaluation required determination

Evaluation – Further review recommendation

- Applications recommended for further review go to the Risk Management Team
- Risk Team performs a detailed review of the entire file
- Further documentation may be requested and reviewed
- If required, a Site visit is scheduled

Evaluation – Site Visit

- If the Risk Management Team determines that a complete picture of the company can't be made based on the documentation submitted, a site visit is scheduled
- Site visit examiner does a complete review of the documentation before visiting the company
- Examiner makes recommendation to Risk Management team based on the results of the site visit.

Determination

- Once examination and site visits are complete, the evaluation team evaluates the file and makes a determination.
- All determinations are made by CVE Federal employees
- Denial recommendations are based on either a single point of failure (Critical on the Risk Matrix), or on a totality of circumstances
- The determination letter is signed and emailed to the Veteran within two business days.
- Approved companies have their verification logo turned on and now appear in VIP.
- Denied companies have 30 days to file a request for reconsideration

Request for Reconsideration (R4R)

- All requests for reconsideration (R4R) must be submitted according to the directions contained in the initial denial letter. **Submission via any other method will result in processing delays, as the submission will not enter the system properly.**
- Every R4R will receive a complete examination and evaluation of all documents, including the original documents and those submitted in support of the R4R.
- Site visits may occur to gain further clarification.
- Every R4R recommendation undergoes a review by VA's Office of the General Counsel or member of CVE management.

Request for Reconsideration

- If the Director, CVE, denies the application solely on issues not raised in the initial denial, the applicant may ask for a second reconsideration as if it were an initial denial. (38 CFR § 74.13)
- A final denial requires the participant to wait for six months before a new application will be processed (38 CFR § 74.14)

Quality Control Program

- 10% of all approval decisions are selected for a quality control check.
- The entire application is reviewed to ensure that the correct decision has been rendered.
- Approvals are subject to random QC review by OGC.

Verification Assistance Program

- Verification Assistance Briefs on VETBIZ
- Partnership with VSOs and other support organizations for counseling

Issues that may cause delays

- Submission of material or requests that are outside the accepted process
- Not checking the appropriate box for “status” on the VA Form 0877
- Not indicating percentage of ownership for each individual owner
- Ownership total does not equal 100%
- Not listing all owners
- Business name in Name of Company on VA Form 0877 doesn’t match the business name listed in the Vendor Information Pages profile
- Veteran’s name doesn’t match Veterans Benefit Administration records (Veteran record hasn’t been updated with VBA, *i.e*., name change due to marriage)
- The applicant does not provide complete, correct documentation.
- The applicant has an unusual ownership or management structure.
- The applicant has affiliation issues.
- The Veteran is unavailable or unresponsive to requests for further information.