The U.S. Department of Veterans Affairs (VA)'s Digits-to-Digits (D2D) service allows Veteran Service Organizations (VSOs) to submit electronic Veteran claims from their individual Claims Management Systems (CMS) directly into VA's Veterans Benefits Management System (VBMS) decreasing the claim submission process to less than 30 minutes.

More than 60 percent of VSOs utilize their own CMS portals, and are now using D2D.

Access the D2D Service as a VSO:

- Ensure that you are accredited by VA’s Office of General Counsel. (Search your accreditation here: http://www.va.gov/ogc/apps/accreditation/index.asp.)
- Sign a Memorandum of Understanding.
- Sign a Data Transfer Agreement.
- Complete a Customer Intake Survey.
- Have a CMS configured and tested in accordance with D2D’s technical specifications.

Submit any of the following forms, along with associated documents:

- 21-22 - Appointment of Veterans Service Organization as Claimant's Representative
- 21-526EZ - Application for Disability Compensation and Related Compensation Benefits
- 21-0966 - Intent To File A Claim For Compensation
- 21-0958 - Notice of Disagreement
- 21-4502 - Application for Automobile or Other Conveyance and Adaptive Equipment

Additional forms coming soon
**Digits to Digits (D2D) Facts Sheet**

**Resources:**
- Information about D2D can be found on the VA Center for Innovation (VACI) web site. The VACI web site contains business and technical resources on the D2D service, and is the method of information exchange between D2D and its VSO partners. Please bookmark the site as it will be continuously updated: [http://www.innovation.va.gov/program-d2d.html](http://www.innovation.va.gov/program-d2d.html).
- VA values the input of our VSO partners. Participate in monthly and weekly online calls.
- Contact the D2D staff at **D2D.VBACO@va.gov**.
- You may also use the Stakeholder Enterprise Portal (SEP) web tool in conjunction with D2D to check claim status. Together, D2D and SEP offers VSOs the full spectrum of the VA’s Veterans claims management services. To learn more about SEP, visit: [https://www.sep.va.gov/](https://www.sep.va.gov/)

**To help VA process the claim faster:**
- Submit Fully Developed Claims (FDCs) on behalf of Veterans and survivors. By filing a FDC, all supporting evidence is provided at once permitting VA to issue a decision faster. To learn more about FDCs, visit: [http://www.benefits.va.gov/fdc/](http://www.benefits.va.gov/fdc/)
- Ensure you have a 21-22 (POA) submitted before you submit ANY other form.
- To avoid data validation errors, ensure all the required data and attachments are included.

**Help Desk Support for Technical Issues:**

- VSO encounters issue, and calls CMS vendor
- Tier 1: CMS vendor creates ticket with National Service Desk (NSD)
- Tier 2: D2D team troubleshoots and routes the ticket to appropriate sub systems
- Tier 3: Issue s worked to resolution.

**In case of an Outage:**
D2D will email weekly system maintenance and, when applicable, unscheduled outage notifications to D2D VSOs users.

Contact us: www.va.gov 1-800-827-1000