

**SUBJECT: US Department of Veterans Affairs and UTSA Veteran Certification Office Processes**

For the US Department of Veterans Affairs (VA) and the UTSA Veteran Certification Office (VCO) there is no deadline or a specific date in which student veterans need to have their paperwork submitted for payment from the VA. VCO encourages the student to submit their documents as soon as they are registered for classes so that we can put them in que to be certified and on track to receive their monies as early as February 1 although this is determined by VA. Now, if the student waits until January or any time after to submit documents for certification they will not receive payment from VA until March 1 or later depending on when we submit their certification to VA and VA's processing time. Generally processing time is 5 - 7 working days for VCO then an additional 2-4 weeks for VA to process.

***VA allows retroactive payments which is why there are no set deadlines.***

In order to be certified by VCO and depending on the type of benefits they receive, at most, students have to submit the following: a certification request (each semester they want to use their benefits), a signed or updated degree plan (signed only if it is the first one they are submitting or if they change majors/minors), and a certificate of eligibility which they receive from VA or can access through their individual eBenefits account.

All Hazlewood Exemption users are processed through the Financial Aid Office.

Please understand the UTSA Veteran Certification Office is governed by UTSA rules and regulations in addition to the US Department of Veterans Affairs. If you ever encounter an issue while assisting a student, do not hesitate to contact our office and ask for a certifying official.

Cerise M. Edmonds  
School Certifying Official  
[Cerise.edmonds@utsa.edu](mailto:Cerise.edmonds@utsa.edu)

Matt Patterson  
School Certifying Official  
[matthew.patterson@utsa.edu](mailto:matthew.patterson@utsa.edu)

Veteran Certification Office  
McKinney Humanities Bldg 3.02.26  
One UTSA Circle  
San Antonio, TX 78249  
(210) 458-4540 Main Campus  
(210) 458-2077 Downtown Office  
VACertification@utsa.edu