


IRIS HOME PAGE:

The screenshot shows the IRIS Home Page of the Department of Veterans Affairs. At the top, there is a navigation bar with links for VA Home, About VA, Organizations, Apply Online, Find a Facility, and Contact VA, along with a search box. Below this is a dark blue sidebar with a vertical menu of links: Contact the VA Home, Frequently Asked Questions (FAQs), FAQ Help, Education Benefits Inquiries, Board of Veterans Appeals, Ask a Question, Paperwork Reduction Act Notice, Toll Free Numbers for Contacting VA, Find a VA Facility, and VA Home. The main content area has a dark red header with the text 'INQUIRY ROUTING & INFORMATION SYSTEM (IRIS)'. Below the header is a warning message: 'Warning! Our goal is to respond to your inquiry within 5 business days. If you are experiencing a medical emergency or in need of immediate crisis counseling, please go to your nearest medical facility Emergency Room or call 911. This web site is not intended to provide medical diagnosis or emergency care.' The main content area contains several sections, each with a blue arrow icon: 'Frequently Asked Questions (FAQs)' with a search prompt; 'Education Benefits Inquiries' with a link to WAVE; 'Board of Veterans Appeals' with a link to the appeals page; 'Ask a Question' with a link to submit questions; 'Paperwork Reduction Act Notice' with a link to the notice; 'Toll Free Numbers for Contacting VA' with a link to the toll-free numbers; and 'Find a VA Facility' with a link to the facilities locator. At the bottom right of the main content area, there is a notice: 'OMB Number: 2900-0619, Estimated Burden: 10 minutes, Expiration Date: 11/30/2007'. Below this is a paragraph of text explaining the Paperwork Reduction Act of 1995. At the very bottom of the page, there is a footer with links for Español, VA Forms, Facilities Locator, Contact the VA, Frequently Asked Questions (FAQs), Privacy Policy, Web Policies & Important Links, Annual Performance and Accountability Report, Freedom of Information Act, Small Business Contacts, Site Map, USA.gov, White House, and USA Freedom Corps. The date 'Reviewed/Updated Date: April 7, 2007' is also present.

# IRIS CUSTOMER ENTRY FORM

**DEPARTMENT OF VETERANS AFFAIRS**

[VA Home](#) | [About VA](#) | [Organizations](#) | [Apply Online](#) | [Find a Facility](#) | [Contact VA](#) |

**Contact the VA Home** | **INQUIRY ROUTING & INFORMATION SYSTEM (IRIS)**

**Frequently Asked Questions (FAQs)**

**FAQ Help**

**Education Benefits Inquiries**

**Board of Veterans Appeals**


**Ask a Question**

**Paperwork Reduction Act Notice**

**Toll Free Numbers for Contacting VA**

**Find a VA Facility**

**VA Home**

 **Department of Veterans Affairs** | **IRIS CUSTOMER ENTRY FORM**

**Warning!** Our goal is to respond to your inquiry within 5 business days. If you are experiencing a medical emergency or in need of immediate crisis counseling, please go to your nearest medical facility Emergency Room or call 911. This web site is not intended to provide medical diagnosis or emergency care.

**Before** you begin, please try to be as accurate as possible in deciding which one of topics below is most closely related to the issue you want VA to address. This is for your benefit. Proper selection will prevent lost time for VA to re-route your message to the appropriate office.

You will **not** find **Education Benefits** listed as a topic at this web site. You should immediately go to the Education Benefits web site: [Education \(GI Bill\) Benefits Questions](#) for any education related issues such as eligibility, payment, or certification.

If this is a request to submit a **Change of Address**, please return to "[Search for FAQs](#)," select "Change of Address", and follow the instructions accordingly.

**Thank you.**

**1. \*What Type of Inquiry Is This?**

- Status of Claim
- Question
- Complaints about lack of courtesy or service received from VA
- Compliment
- Suggestion

**2. \*Select a Topic**

Select a Topic

VA Form 0873  
DEC2005

OMB Number: 2900-0619  
Estimated Burden: 10 minutes  
Expiration Date: 11/30/2007

**The Paperwork Reduction Act of 1995** requires us to notify you that this information collection is in accordance with the clearance requirements of section 3507 of the Paperwork Reduction Act of 1995. We may not conduct or sponsor, and you are not required to respond to, a collection of information unless it displays a valid OMB number. We anticipate that the time expended by all individuals who must complete this form will average ten (10) minutes. This includes the time it will take to read instructions, gather the necessary facts and fill out the form. This collection of information is intended to fulfill the need identified by the Department of Veterans Affairs (VA) to categorize your question, complaint, compliment, or suggestion and collect the necessary information to respond to it. Results will be used to automatically route your inquiry to the appropriate person in the VA, which will help ensure that you receive a response in a timely manner. Use of this form is voluntary and failure to participate will have no adverse effect of benefits to which you might otherwise be entitled.

[Español](#) | [VA Forms](#) | [Facilities Locator](#) | [Contact the VA](#) | [Frequently Asked Questions \(FAQs\)](#)  
[Privacy Policy](#) | [Web Policies & Important Links](#) | [Annual Performance and Accountability Report](#)  
[Freedom of Information Act](#) | [Small Business Contacts](#) | [Site Map](#)  
[USA.gov](#) | [White House](#) | [USA Freedom Corps](#)

Reviewed/Updated Date: February 23, 2007



Contact the VA Home

Frequently Asked Questions (FAQs)

FAQ Help

Education Benefits Inquiries

Board of Veterans Appeals

Ask a Question

Paperwork Reduction Act Notice

Toll Free Numbers for Contacting VA

Find a VA Facility

VA Home

## INQUIRY ROUTING & INFORMATION SYSTEM (IRIS)

### Department of Veterans Affairs IRIS CUSTOMER ENTRY FORM

You have selected the following topic for your question:

#### Compensation & Pension Benefits

If you have not checked yet, you can find FAQs for this topic [in our FAQs](#).

#### Your Contact Information - This Information is Required

\*Form of Address:

\*First Name:

Middle Initial:

\*Last Name:

Email Address:

\*How would you like your question answered?

**Note:** Please remember, the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and VA privacy regulations do not permit us to return information containing personal identifiers or medical data via electronic messaging. That type of information will be transmitted via telephone or regular mail.

\*Select method for VA to respond to this question:

\*Telephone Number:

\*Street:

\*City:

\*State:

\*ZIP/Postal Code:

\*Country:

\*Are you the veteran?

Yes

No (Please complete the Veteran Information section)

#### Veteran Information (Optional)

First Name:   
Middle Initial:   
Last Name:   
Street:   
City:   
State:   
ZIP/Postal Code:   
Country:

Social Security Number:  [Privacy Act](#)

Service Number (If different from Social Security Number):  
 [Privacy Act](#)

#### Question Section

\*Please click on this link, <https://iris.va.gov/vafiles/jurisdictions/jurisdictions.htm> to verify the state or office within the state that serves your area. When finished, close the page and click on your routing option from the list below.

\*Is this question regarding:

Claim Number (if known)

Please ask your question or describe the issue in detail in the space below. If the question, or issue, is about a disability, please be specific as to the type of disability(ies) or the issue(s). If you have multiple claims for benefits pending and want the status, please tell us which claim this is about.

Please do not re-enter your name, file number, or social security number in the message box below. You should have already given us that information in the form above.

Please click on the "Submit" button *JUST ONE TIME*. There may be a delay as long as 25 seconds while your information is routed electronically to the appropriate office. Again, please *click only once*. Processing is complete when your screen changes to an acknowledgement from VA that your message has been received.

Automatic Acknowledgement of Inquiry by VA (appears on customer screen after inquiry is submitted.)

The screenshot shows the VA Department of Veterans Affairs website. The header includes the VA logo and the text "UNITED STATES DEPARTMENT OF VETERANS AFFAIRS". A navigation menu contains links for "VA Home", "About VA", "Organizations", "Apply Online", "Find a Facility", "Contact VA", and a search box. A sidebar on the left lists various services like "Frequently Asked Questions (FAQs)", "Education Benefits Inquiries", and "Ask a Question". The main content area is titled "INQUIRY ROUTING & INFORMATION SYSTEM (IRIS)" and displays a confirmation message: "Your Message has been Received". The message text reads: "Hello. This confirms receipt of the electronic message you just sent to the Department of Veterans Affairs (VA). The reference number for your question is '070411-000245'. You should also receive an e-mail message confirming the office to which your message was routed. You should expect a reply within 5 workdays." At the bottom, there are links for "Español", "VA Forms", "Facilities Locator", "Contact the VA", "Frequently Asked Questions (FAQs)", "Privacy Policy", "Web Policies & Important Links", "Annual Performance and Accountability Report", "Freedom of Information Act", "Small Business Contacts", "Site Map", "USA.gov", "White House", and "USA Freedom Corps". A footer note states "Reviewed/Updated Date: May 23, 2006".

Message sent to customer's e-mail address to acknowledge receipt; also provides the mechanism to update the inquiry.

The screenshot shows a confirmation message with the following text: "Your 'Question' has been routed to the 'VA Web Operations Team' group." "The Department of Veterans Affairs has received your 'Question'. You should expect a response from us within 5 business days." "Your inquiry number is '070411-000245' as shown in the link below. If you wish to update this inquiry with any additional information or questions before we send an answer to your inquiry, please click on the link below to add more information." Below this text is a blue hyperlink: "[Click here to update inquiry](#)". At the bottom, a note reads: "Do NOT click on the Reply button that appears in the upper part of your screen because VA will not be able to link to your inquiry to be able to help you. Please allow adequate time for us to respond to your inquiry. Thank you."

E-Mail message received by IRIS inquirer that contains a link to the response from VA.

Cc:  
Subject: Department of Veteran Affairs - Reply to your Question [Inquiry: 070411-000245]

Recently you submitted an electronic message through the Dept. of Veterans Affairs (VA) web site. Please click on the link below to view the VA response to your message. The link is composed of many text characters and will usually run to more than one line depending on your screen settings.

If this issue is not resolved to your satisfaction, you may reopen it within the next 31 days.

[Click here to view your response](#)

This inquiry will remain open for thirty-one days from the date of this message. DO NOT REPLY TO THIS MESSAGE USING THE REPLY BUTTONS ON YOUR EMAIL SYSTEM. Further questions about this inquiry can be attached by clicking on the Update button. If you contact us about this issue again, please reference this inquiry number.

New questions or inquiries can be submitted at <https://iris.va.gov> at anytime

Response message that appears when the link from message response e-mail is clicked.

UNITED STATES  
DEPARTMENT OF VETERANS AFFAIRS

VA Home | About VA | Organizations | Apply Online | Find a Facility | Contact VA | Search

Contact the VA Home

**INQUIRY ROUTING & INFORMATION SYSTEM (IRIS)**

Test message for OMB example....

Discussion Thread

**Response (Department of Veterans Affairs)** 04/11/2007 12:36 PM  
Response to test message.

**Veteran Inquirer** 04/11/2007 12:34 PM  
Test message for OMB example.

[Update Inquiry](#)

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