



“Clock” Processing Time Fact Sheet

Summary:

To provide clarification regarding **calendar days** versus **processing days** relating to verification application processing time.

Discussion:

By regulation, the Center for Verification and Evaluation (CVE) has 60 days when practicable to process an application for verification. In order to ensure that Veterans’ expectations are met, it is important to understand how processing time is calculated. The processing “clock” does not start until CVE confirms a complete application has been submitted. An application is considered to be complete when CVE confirms all required documents have been uploaded into the VetBiz Vendor Information Pages (VIP) profile. Application processing time is largely dependent upon the applicant’s timeliness in submitting all required documents.

During the Intake Phase of the process, an applicant has the option to submit all required documents up front, or to submit a smaller set of documents called the Pre-Application documents. If the applicant elects to only submit the Pre-Application documents initially, CVE will review these documents during the Pre-Application Review (PAR) Phase to identify any early potential eligibility issues. Once any PAR issues have been resolved, the applicant is then required to submit all remaining required documents needed to complete a

full assessment of eligibility. After CVE confirms all required documents have been submitted, the application is moved to the Assessment Phase and the regulatory processing clock starts.

At any point **prior to receiving a final determination**, the **processing clock will stop** if CVE determines that clarifying information is needed to evaluate the application. The processing clock restarts once the applicant provides the requested clarifying information.

Quickly access VA verification application resources via [Verification Assistance](#).

For more information about VA Small and Veteran Business Programs, visit <https://www.va.gov/osdbu>.

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