

VA



U.S. Department  
of Veterans Affairs

# View your VA payment history: Product Guide

Making it easier for Veterans to see their history of payments, including returns.

[VA.gov/va-payment-history/payments/](https://va.gov/va-payment-history/payments/)

# What is this?

The View Payment History tool is a straightforward view task that allows a Veteran to view any payments they have received from the VA as well as the relevant details around that. Also included on this page are the listing of any returned payments, if any

Target launch date is end of November 2020.

## Who can access?

View your VA payment history is currently available to any LOA3 (eBenefit Premium) users. While other users can currently login on a Veterans behalf, it is not anticipated that this will be possible on VA.gov until Roles and Relationships are finalized. Other non-ID.me login methods should be valid.

## How can users access?

This feature is accessible for testing within the staging environment at this url: <https://staging.va.gov/va-payment-history/payments/> in any modern browser.

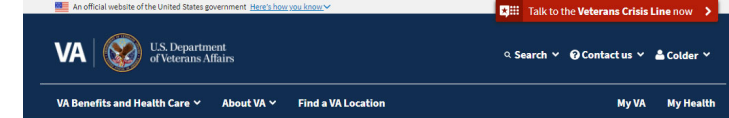
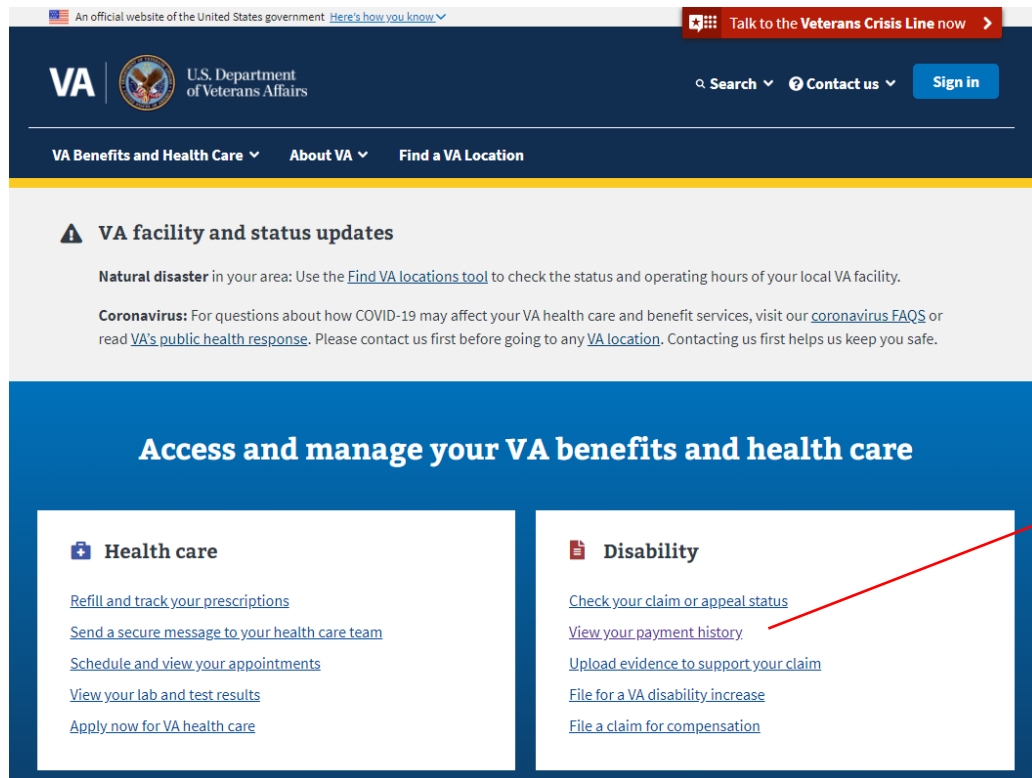
There may be a few different pathways that a Veteran can get to this page, but it will be primarily positioned per IA off the root of the site on the front page:

Static landing page - instructions on required documents and information [va.gov/va-payment-history/](https://va.gov/va-payment-history/)

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# Navigating to Payment History

Currently, browsing to this from the VA.gov home page should bring the user to the authenticated landing page seen to the right which should answer some general questions about the tool as well as present the login button to gain access.



## View your VA payment history

Find out how to view your VA payment history online.

### You'll need to sign in to eBenefits to view your payment history.

To use this feature, you'll need a Premium **DS Logon** account. Your My HealtheVet or ID.me credentials won't work on the eBenefits website. Go to eBenefits to sign in, register, or upgrade your **DS Logon** account to Premium.

[Go to eBenefits to view payments](#)

Next slide  
after login

## What VA payment information can I view when I sign in?

If you're a Veteran, you'll see a history of your past VA payments for:

- Disability compensation
- Pension benefits
- Education benefits

If you're the survivor of a Veteran or service member, you'll see a history of your past VA payments for:

- Survivors pension benefits
- Survivors' and Dependents' Educational Assistance (Chapter 35 benefits)
- Dependency and Indemnity Compensation (DIC)

## When can I expect my first disability compensation payment?

If your decision notice shows at least a 10% disability rating, you'll get your first payment within 15 days.

If you don't get a payment within 15 days, please call the Veterans Help Line at [800-827-1000](tel:800-827-1000) (TTY: 711). We're here Monday through Friday, 8:00 a.m. to 9:00 p.m. ET.

## What should I do if I need to change my direct deposit or contact information?

Change your information in either of these ways

[Change your information online](#), or  
[Contact your nearest VA regional benefit office or eligibility office](#)

Change your address through your VA.gov profile

You can sign in to VA.gov and change your address and other contact information in your VA.gov profile. This will update your information across disability compensation, pension benefits, claims and appeals, Veteran Readiness and Employment (VRE), and VA health care.  
[Find out how to change your address on file with VA](#)

## Should I contact VA if I have other changes to my information?

Yes. It's important to update your information with us if you change your marital status, have a baby, adopt a child, or experience any other life change that could affect your rating or payment.

If you have a **disability rating of 30% or higher**, you may be able to add eligible dependents to your VA disability compensation to get a higher payment (also called a "benefit rate").  
[Find out how to add eligible dependents](#)

If your **disability gets worse**, you can file a claim for an increase in benefits.  
[File for a VA disability increase](#)

# Getting Started

Viewing the Payment History page is simple and has limited function at this time other than viewing a history of payments made and returned by the VA.

In the example to the right, there are two payments received for this user, and two payments that have been returned.

The service sends these fields to the frontend to be displayed:

## Payments:

pay\_check\_dt  
pay\_check\_amount  
pay\_check\_type  
payment\_method  
bank\_name  
account\_number

## Returned Payments:

returned\_check\_issue\_dt  
returned\_check\_cancel\_dt  
returned\_check\_amount  
returned\_check\_number  
returned\_check\_type  
return\_reason

[Home](#) > [View your VA payment history](#) > [View Payments](#)

## Your VA payments

You can check the status of your VA disability, pension, and education payments. You can also find information about any payments you returned.

### Payments you received

We pay benefits on the first day of the month for the previous month. If the first day of the month is a weekend or holiday, we pay benefits on the last business day before the 1st. For example, if May 1 is a Saturday, we'd pay benefits on Friday, April 30.

Displaying 1 - 2 of 2

Date	Amount	Type	Method	Bank	Account
July 15, 2015	\$50.00	Post-9/11 GI Bill	Direct Deposit	---	*****
July 15, 2015	\$50.00	Post-9/11 GI Bill	Direct Deposit	---	*****

**Note:** Some payment details might not be available online. For example, direct-deposit payments less than \$1 or check payments less than \$5, won't show in your online payment history. Gross (before deductions) payments and changes will show only for recurring and irregular compensation payments. If you have questions about payments made by VA, please call the VA Help Desk at [800-827-1000](tel:800-827-1000)

### Payments returned

Returned payment information is available for 6 years from the date the payment was issued.

Displaying 1 - 2 of 2

Issue Date	Cancel Date	Amount	Check #	Type	Reason
Nov. 25, 2012	Dec. 1, 2012	\$50.00	12365494	CH31 VR&E	Other Reason
Nov. 25, 2012	Dec. 1, 2012	\$50.00	12365494	Post-9/11 GI Bill	Other Reason

### What if I find a check that I reported missing?

If you reported a check missing and found it later, you must return the original check to the U.S. Department of the Treasury and wait to receive your replacement check. If you endorse both the original and replacement check, you'll get a double payment. If this happens, VA Debt Management Center will contact you about collection.

### What if I need to change my direct deposit or contact information?

Go to your profile to make updates to your contact and direct deposit information. Any changes you make in your profile will update across your disability compensation, pension, claims and appeal, VR&E, and VA health care benefits.

[Link to profile page](#)

### What if I'm missing a payment?

Please wait 3 business days (Monday through Friday) before contacting us to report that you haven't received a payment. We can't trace payments before then.


To report a missing payment, contact us at [800-827-1000](tel:800-827-1000). Please have the following information ready for the call: your address, Social Security number or VA claim number. If you receive payments through direct deposit, you'll need your bank account information too.

### What if I have questions?


You can call us at [800-827-1000](tel:800-827-1000). We're here Monday through Friday, 8:00 a.m. to 9:00 p.m. E.T.

# Error Handling: View Dependents

If the page does not see the data, a messaging window appears.



If the page cannot load the page (or part of a page) due to a system issue, a red messaging window appears with instructions on who to call.



## **We don't have a record of VA payments for you**

We can't find any VA payments made to you, or returned VA payments. Some details about payments may not be available online. For example, payments less than \$1 for direct deposit, or \$5 for mailed checks, will not show in your online payment history. If you think this is an error, or if you have questions about your payment history, please call [800-827-1000](tel:800-827-1000).

VA pays benefits on the first day of the month for the previous month. Please wait at least 3 business days (Monday-Friday) before reporting non-receipt of a payment.

## **! We're sorry. Something went wrong on our end**

Please refresh this page or check back later. You can also sign out of VA.gov and try signing back into this page.

If you get this error again, please call the VA.gov help desk at [844-698-2311](tel:844-698-2311) (TTY: [711](tel:711)).  
We're here Monday-Friday, 8:00 a.m.-8:00 p.m. ET.