

Right Now Web

You are here

We are here
to help you
find your way



VETERANS BENEFITS ADMINISTRATION



U.S. Department
of Veterans Affairs

Overview: Right Now Web (RNW)

- **Questions are submitted through the GI Bill web site.**
- **Each inquiry is electronically assigned to the Regional Processing Office (RPO) of jurisdiction.**
- **Every RNW web inquiry is reviewed and responded to as soon as possible with a 5 day maximum standard.**



GI Bill Website



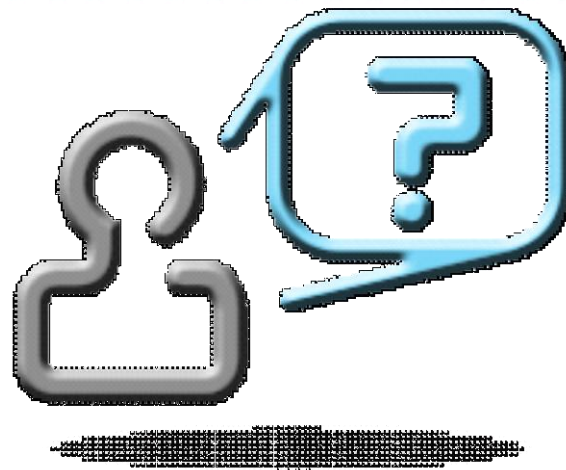
The GI Bill Website provides a FAQ section which may answer many questions, eliminating the need to submit a new question.

FAQs



New Question?

**Can't locate the answer
in the FAQ section of the
GI Bill Website?**



**Let VA find the answer
for you.....Click submit
a question.**

Submit a Question

Fire Away....

[Home](#)[Answers](#)[Ask a Question](#)[Your Account](#)

Submit A Question To Our Support Team.

Subject *

Question *

Attach Documents

Product *

 ▼

Category

 ▼

What Happens Next?



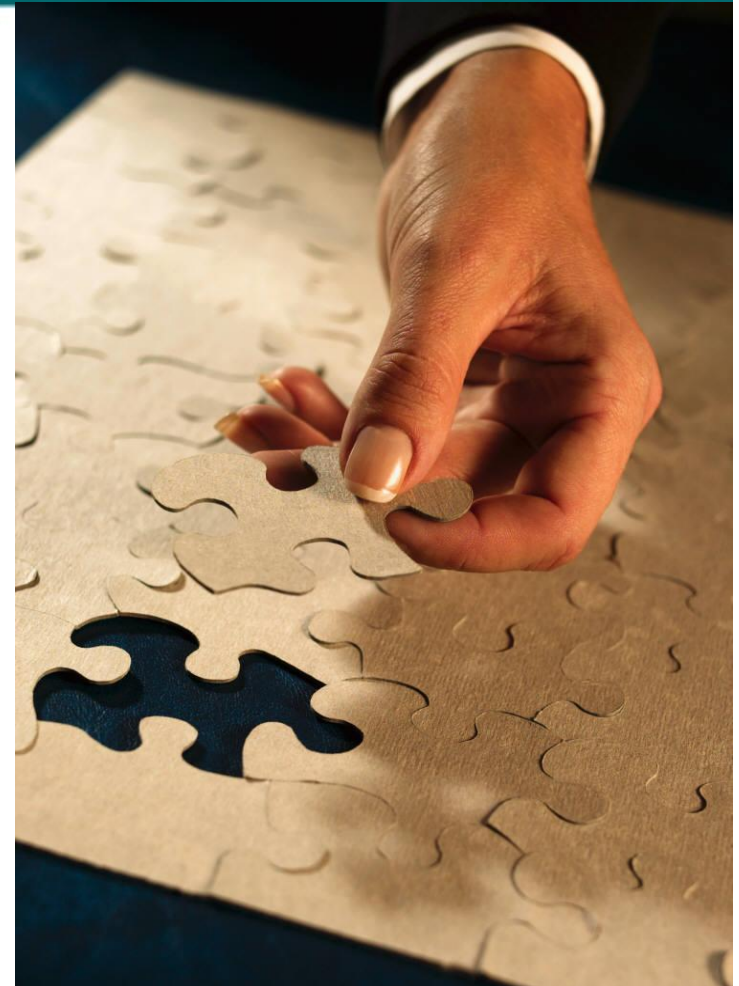
RNW Inquiry Assigned

Each inquiry is electronically routed to the RPO with jurisdiction over the claim.



We're Here With A Response

- **Inquiries are reviewed in the order received to help ensure the response falls within the 5 day standard.**
- **The reviewing agent responds electronically to each inquiry with the resolution.**
- **Each additional Customer response generates an update to the original inquiry that will also require a reply from VA.**





FY13 Workload by the Numbers



Atlanta RPO

Original Inquiries Received - 24,165

Updated Inquiries Received - 5,868

Total Inquiries Resolved - 27,796



FY13 Workload by the Numbers

Buffalo RPO

Original Inquiries Received - 39,950

Updated Inquiries Received - 14,255

Total Inquiries Resolved - 52,717



FY13 Workload by the Numbers

Muskogee RPO

Original Inquiries Received - 85,334

Updated Inquiries Received - 20,751

Total Inquiries Resolved - 103,234



FY13 Workload by the Numbers



Saint Louis RPO

Original Inquiries Received - 51,625

Updated Inquiries Received - 15,257

Total Inquiries Resolved - 66,540

Questions?