

**NATIONAL EXECUTIVE COMMITTEE  
OF  
THE AMERICAN LEGION  
October 12-13, 2022  
Indianapolis, Indiana**

**Resolution No. 17: Improvement of the Travel Claims Process  
Origin: Veterans Affairs & Rehabilitation Commission  
Submitted by: Veterans Affairs & Rehabilitation Commission**

WHEREAS, During fall of 2020, the Veterans Health Administration (VHA) implemented the Beneficiary Travel Self-Service System (BTSSS) to provide timely processing and payment of travel reimbursements; and

WHEREAS, The price of gasoline has steadily increased, creating a financial hardship for veterans who must travel long distances for medical care and treatment; and

WHEREAS, Though BTSSS allows the veterans to submit a travel reimbursement claim through any mobile device or computer and receive a payment within five business days, veterans are having issues with the online portal and are unable to receive adequate assistance from VA staff; and

WHEREAS, The system uses Bing maps which may not be updated with the veteran's proper address causing an error with submitting the form; and

WHEREAS, Not all veterans have access to the internet; and

WHEREAS, Payments take months to process; and

WHEREAS, Veterans are unable to speak to a representative in real-time when they receive an error with the system and may become stressed and overwhelmed with the process; now, therefore, be it

**RESOLVED, By the National Executive Committee of The American Legion in regular meeting assembled in Indianapolis, Indiana, on October 12-13, 2022, That The American Legion calls on the Department of Veteran Affairs (VA) to provide real-time assistance with the current travel claim process, whether that is the Beneficiary Travel Self-Service System portal or another portal system; and, be it finally**

**RESOLVED, That VA provides alternative methods for VA travel reimbursement that demonstrates inclusivity to all veterans, such as the previously provided Kiosk Check-In System.**