**Department of Rehabilitation Vocational Rehabilitation Connections**

**Frequently Asked Questions (FAQs) for Consumers**

# **Verification of Goods and Services (VGS) FAQs**

1. **Why did I get this verification email?**

* The email “Requesting Verification that Goods/Service Were Received” was sent to confirm that all the goods/services authorized by your Counselor were received.

1. **When will I receive an email asking me to verify the items I receive?**

* Depending on the type of good or service, 14-28 days after the authorization is issued.

1. **How long do I have to respond to the VGS notification?**

* Respond as soon as possible, so your DOR Counselor knows you have the good or service authorized.

1. **My needs have changed, and I no longer need a good/service. How do I cancel a good/service that has been authorized?**
   * Contact your Counselor/Service Coordinator or DOR staff and let them know.
2. **The good I received is broken or does not function as intended (e.g., clothes that do not fit, training equipment that does not work). What should I do?**

* Contact your Counselor/Service Coordinator or DOR staff and let them know.

1. **What is my next step after I verify goods/services received?**

* Your role in the VGS process is done for this purchase.