

MEMORANDUM FOR RECORD

TO: Madison County Board of Supervisors

THROUGH: Greg Higginbotham, County Administrator

FROM: Ann Johnson, Veterans Services Officer

DATE: September 8, 2026

SUBJECT: Request for Approval to Purchase VetPro Software

I respectfully request approval to purchase VetPro software for the Madison County Veterans Service Office.

VetPro is a veteran case management and claims processing system used by the Mississippi State Veterans Affairs Board and numerous County Veterans Service Offices throughout Mississippi and across the nation. The software streamlines VA claims processing by reducing repetitive data entry, maintaining centralized veteran records, generating VA forms, enabling electronic signatures, and providing direct electronic claim submission and tracking.

The proposed purchase has been discussed with the Madison County Information Technology Department. The IT Director has approved the installation and use of VetPro via email, contingent upon final approval by the Board of Supervisors.

Cost and Funding

- **VetPro Cost:** \$520.00
- **Available Veterans Services Contractual Services Funds:** \$1,433.00
- **Budget Amendment Required:** No

Return on Investment

VetPro is expected to provide a return on investment within **30 to 90 days** through increased efficiency and reduced administrative workload.

Benefits include:

- Reduced claim preparation and processing time.
- Increased capacity to serve more veterans without additional staffing.
- Reduced paper, printing, and storage expenses.
- Faster electronic submission of VA claims.
- Improved document management and claim tracking.
- More time available for direct veteran assistance and outreach activities.

Benefits to Madison County Veterans

Implementation of VetPro will help veterans receive assistance more quickly by improving claim preparation, submission, follow-up, and record management. This will result in faster service, fewer delays, and increased access to earned federal and state veterans benefits.

Benefits to Madison County

Approval of this request demonstrates the Board's commitment to supporting Madison County veterans while maintaining fiscal responsibility through the use of existing budgeted funds. By investing in a proven software solution already utilized by state and local veteran service agencies, the Board will improve operational efficiency, modernize service delivery, and enhance assistance provided to our veteran community. This investment reflects the Board's dedication to accountability, innovation, and quality public service.

Recommendation

Approve the purchase of VetPro software in the amount of \$520.00, to be paid from the Veterans Services Contractual Services budget.

Respectfully submitted,

Ann Johnson

Veterans Services Officer

Madison County, Mississippi



Quote

Panoramic Software Corp

Date: July 22, 2026
Invoice #: Quote
Customer ID: Madison County
MS

To: Madison County MS
Attn: Ann Johnson
146 West Center Street, P.O. Box 608
Canton, MS 39046
(601) 855-5518

Salesperson	Job	Shipping Method	Shipping Terms	Delivery Date	Payment Terms	Due Date
JH					Net 30	

Qty	Item #	Description	Unit Price	Discount	Line Total
1.00		VetPro Software User Licenses	\$ 520.00		\$ 520.00
1.00		Application Setup (MSVA App)	Fee Waived		-

Cost is annual and includes all customer support, training, onboarding and app set up.

Total Discount	
Subtotal	\$ 520.00
Sales Tax	
Total	\$ 520.00

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