

# Tyler's Veteran's Benefits (TVB) Quick Reference Guide

## Adding and viewing Communications

**Step 1.** From the Veteran's splash page click **Add Vet Comm**

John Deere  
Veteran Number: VET-VB-00000015    Claim Count: 0

Veteran Status: Active    DOB:    VA File Number: 123889754    SSN: xxx-xx-9754    POA:    Combined Disability %:

VA Benefits Claims  
[Login](#)

Email: Runslikeadeer@gmail.com  
Mobile phone: 336 - 867 - 5309  
Evening phone: 336 - 867 - 5309  
Daytime phone: 336 - 867 - 5309  
Address: 220 Riddle Circle  
Advance, SC 27284  
SSN: ... - ... - 9754

**Add Vet Comm**  
Add Veteran Communication

**Add Note**  
Add Quick Note

**New Claim**  
Create New Claim

**View Notes**  
View Notes

**View Comm Log**  
View Communications

**View Claims**  
View Claims

**Documents**  
View Documents

**Ratings**  
View Ratings

**Awards**  
View Awards

**Step 2.** A new page to enter the communication will populate and have the first 2 fields pre-populated. Enter the **Subject** and the communication you wish to log and click **Save** to complete the process.

Communication Type \*    Outbound

Communication Method \*    Other

Subject \*

Description

[Save](#)    [Cancel](#)



**Step 3.** To view all communications for the veteran return to the **Veteran's Splash** page and click the tile that says **View Comm Log**. Below is an example of viewing the Communication log from this Tile.

<a href="#">« Documents</a> <a href="#">Associated Ratings</a> <a href="#">Associated Awards</a> <a href="#">Claims</a> <a href="#">Notes</a> <a href="#">Comm Log</a> <a href="#">»</a>						
Date	Method	Log Number	Type	Subject	Created By	Description
05/24/2024	Phone	COM-00003	Inbound	Called to let veteran know rating was completed	Phillips, Dale	Rating is completed
05/24/2024	Email	COM-00004	Inbound	Email from Veteran	Phillips, Dale	Hi Dale, when you have a moment can you call me and discuss my new rating with me?

**Step 4.** While in this page, users can also jump to view Documents, Claims and other pages within the veteran folder.

### Special Notes:

- The traditional method of adding communications is still available and can be accessed by clicking on the blue **Edit Veteran** Button from the Veterans Splash Page
- A general communication can be created from the following:  
**TVB Column—Action—New Communication**

