

Tyler's Veteran's Benefits (TVB)

Veteran Intake Queue

In 2025 the VFW partnered with MyVetBenefits (MVB) to allow their users to request VFW assistance with VA claims. These referrals come directly to TVB and are placed in the Veteran Intake Queue. To accept these referrals and have a TVB folder created, for the referral please follow these steps:

Step 1. From the TVB Column, go to Queues and Select **Veteran Intake**.

Step 2. The Veteran Intake Queue will appear and users will need to select referrals from their state

Step 3. Once a referral is clicked, contact will need to be made with the veteran to obtain the **Required Social Security Number** to complete creating the TVB Profile

Veteran	
Submission Date	07/17/2025
GUID	c9f0f895-fb98-3b91-99f5-1fd0297e236d
Full Name	UAT, Separated
Gender	
SSN *	<input type="text"/> - <input type="text"/> - <input type="text"/>

Step 4. With the SSN captured users will scroll to the bottom of the referral and click **Intake**

Character Of Service

Medals

Intake

Reject

Cancel

Step 5. Clicking Intake shows that the referral was successful and provides the user with the TVB Number for the newly created veteran folder.

Step 6. Users must go into the newly created veteran folder and update the Field Office section from VFW to **Their Field Office**.

Special Notes:

- Some referrals might come in from active-duty service members wanting to file a BDD claim. These referrals Are Still Handled By Your Office but are marked as BDD to provide insight into their claim needs.
- Clicking on the header at the top that says "State" allows you to group referrals by state showing all the referrals each state has.

