



# Filing with TVB Tools

# Agenda

- Learning Objectives
- Key Resources
- Overview – Benefits Claims & Benefits Intake
- Practical Application
- Queues
- Questions

# Learning Objectives

- Familiarization with TVB Filing Tools (Benefits Claims & Benefits Intake)
- Familiarization with TVB Filing Tools Resources
- Hands On Demonstration & Practice with TVB Filing Tools
- Food for Thought – Tips and Techniques

# Key Resources

- [Upload to VA Quick Reference Guide \(Benefits Intake\)](#)
- [TVB Benefits Claims Guide](#)
- [TVB Training Guide](#)
- Enroll in ID.me or Login.gov to take advantage of the Benefits Claims filing tool.
  - Instructions for [ID.me](#)
  - Instructions for [Login.gov](#) (Validates with PIV)

# Practical Application

- TVB Test Site - <https://vbtndvs-uat.echo.tylerfederal.com>

# Benefits Claims – Food for Thought

- Check for POA & ITF First
  - Avoid Unnecessary Work Filing POA
  - Avoid Duplicate ITF
- Review Forms
- File Eligible Form Types Separately
  - 21-22
  - 21-0966
  - 21-526 (Accompanying Forms & Documents)
    - \*\*Populating Application Date in Claim Info
- Wait for a Success Message

# Benefits Intake – Food for Thought

- Review Forms
- Wait for Successful Filing
- Status Messages Are Your Friend – P. 26 of TVB Training Guide
- Check Yourself
  - Queues
  - Claim Package & VABI History

Status	What it means
Pending	<p>Initial status.</p> <p>Indicates no document package has been uploaded yet.</p> <p>Date of Receipt is not yet established with this status.</p>
Uploaded	<p>Indicates document package has been successfully uploaded (PUT) from your system to the API server but has not yet been validated.</p> <p>Date of Receipt is not yet established with this status. Any errors with the document package, such as having an unreadable PDF, may cause an Error status.</p>
Received	<p>Indicates document package has been received upstream of the API and is awaiting Processing.</p> <p>The VA Date of Receipt is set when this status is achieved.</p> <p>This is the final status in the sandbox environment unless further progress is simulated.</p>
Processing	<p>Indicates the document package is being validated, processed, and made ready to route and work.</p>
Success	<p>Indicates the document package has been successfully received within VA's mail handling system.</p> <p>Success is the final status for a small percentage of submitted packages with claim types, Veteran types, or exception processes that are not worked in VBMS. Most submissions reach a Success status within 1 business day. A small portion will take longer; some submissions may take up to 2 weeks to reach a Success status.</p>
VBMS	<p>Indicates this document package was successfully uploaded into a Veteran's eFolder within VBMS.</p> <p>On average, submissions reach VBMS status within 3 business days; however, processing times vary, and some submissions may remain in a Success status for several weeks before reaching a VBMS status.</p> <p>Some document packages are worked in VA systems other than VBMS. For these submissions, Success is the final status.</p>
Error	<p>Indicates that there was an error. Refer to the error code and message for further information.</p>
Expired	<p>After a POST request, there is a 15-minute window during which documents must be uploaded via a PUT request.</p> <p>An Expired status means the documents were not successfully uploaded within this 15-minute window. We recommend coding to retry unsuccessful uploads within 15 minutes using the same submission in case of connection issues.</p>

# Questions?





# Feedback Survey

## TDVS TVB Training & Technical Assistance Feedback Survey

