- Veterans in receipt of compensation who would like to add the following types of dependents can be processed under the following Customer Relationship Management Unified Desktop Optimization (CRM/UD-O) procedures:
 - Spouse
 - Minor biological child
 - Minor stepchild
- □ Veteran is rated 30% or more
- $\hfill\square$ Dependent is not currently on the award

After completing the search and ID proofing for the Veteran inquirer, review the **Veteran Profile** tab to verify the dependent is not already on the award:

Munified Service Des	K CLOSE AND NEW CALL NEW CALL EME	IGENCY INT. HISTORY VIEW CALL SCRIPT ACTIONS \checkmark CLAIMS AWARDS PAYMENT	ADDL TABS
			APPEALS
VETERAIN: IRA VRIVIE	TATES A		NOTES
Name:	VRMHAYES, IRA	INT. HISTORY INTERACTION & REQUEST	MIL HIST
SSN / File Number: Branch Of Service: Station of Jurisdistions	666551414 / 60002838 MARINES (M)	HIDE INTERACTION SHOW INTERACTION	RATINGS
Character of Discharge: POA:	HON 074 - AMERICAN LEGION	Buono John at 12/9/2016 11:00:26	DENIALS
DOB: Gender:	1/12/1923 M	Duono, John at 12/ 3/2010 11:00.20	EXAMS & APPTS
DOD:		Details	LEGACY PAYMENTS
OGC Database Link:	OPEN LINK	Interaction Details	BIRLS
Flashes:	CADD - Written Requests Only : Document(s) exist in VBMS	Caller First Name IRA Caller Last Name VRMHAYES	INTERACTION Veteran(Self)
Fidicuary Info:		No Phone # Avail.	VETERAN PROFILE (800) 555-1212
S/C Combined Rating:	40	Additional Details	VET. HISTORY
NSC Combined Degree:	70		
Award Type:	CPL-Compensation/Pension Live	General	
Pay Status:	Authorized		
Amount:	\$827.36	Active	
Next Scheduled Pay Date	8027.50	TCOTO -	
Next Amount:		Appeals	Decumente Verification
Pending Claims:	2 open claim(s)	Claim	General Status
Pending Appeals:	0 pending appeal(s)	Correspondence and Forms	SOC / SSOC Questions
Mailing Address:	1940 SERGEANT DR 127 CORNER OF TREE BLAINBURG WV WV 84222	Dependent Maintenance eBenefits	Verify NOD / Form 9 received Withdraw Issue
Last Phone Call History:	12/09/2016 1:00 PM Dependent Maintenance Add Spouse	Fiduciary FNOD FOIX (Parent Act	
Status:	Success REFRESH	General Benefits Information for VBA	
CALL SCRIPT		Ghost Call/Disconnected Call Media Inquiries Concert Reports Information for VHA	
Next Steps	•	General Benefit Information For NCA	

Dependents on the Veteran's award are located in the **Dependents** tab:

NT. HISTORY	CLAIMS	INTERACTION	& REQUEST	VETERAN PROFILE					
CLOSE 🛛 🖻	FLOAT								
		N PROFILE - YES, IF	RA H.						
Veteran P	rofile Inte	eraction History	Dependents	Relationshi	ps Flashes	POA	Fiduciary		
Ptcpnt ID	First	Middle	Last	SSN	SSN Verified Statu Related 1	o Vet Relationship	Proof of Dependency G	Gender Curr Relate Status ↑ DOB	
Ptcpnt ID	First	Middle	Last VRMHAYES	SSN 555224426	SSN Verified Statu Related t	o Vet Relationship I	Proof of Dependency G	Gender Curr Relate Status ↑ DOB	/1/1966
Ptcpnt ID 500075245 500119069	First DOTTY CHILD	Middle RUTH	Last VRMHAYES ONE	SSN 555224426 769873495	SSN Verified Statu Related t N N	o Vet Relationship I Spouse Child	Proof of Dependency G	iender Curr Relate Status ∱ DOB 1 11/	/1/1966 29/2015
Ptcpnt ID 500075245 500119069 500121495	First DOTTY CHILD ELANA	Middle RUTH J	Last VRMHAYES ONE JOSEP	SSN 555224426 769873495 123126565	SSN Verified Statu Related t N N N	o Vet Relationship I Spouse Child Child	Proof of Dependency G	iender Curr Relate Status 🛧 DOB 1 11/ 7/	/1/1966 29/2015 14/2015
Ptcpnt ID 500075245 500119069 500121495 500132127	First DOTTY CHILD ELANA DAVID	Middle RUTH J	Last VRMHAYES ONE JOSEP VRMHAYES	SSN 555224426 769873495 123126565 666442322	SSN Verified Statu Related t N N N N	o Vet Relationship I Spouse Child Child Child	Proof of Dependency G	iender Curr Relate Status ↑ DOB 1 11/ 7/ 3	/1/1966 29/2015 14/2015 /1/2016
Ptcpnt ID 500075245 500119069 500121495 500132127 500132228	First DOTTY CHILD ELANA DAVID JUSTIN	Middle RUTH J	Last VRMHAYES ONE JOSEP VRMHAYES VRMHAYES	SSN 555224426 769873495 123126565 666442322 777311122	SSN Verified Statu Related 1 N N N N N	o Vet Relationship I Spouse Child Child Child Child	Proof of Dependency G	iender Curr Relate Status ↑ DOB 11/ 11/ 3 3	/1/1966 29/2015 14/2015 /1/2016 /6/2016
Ptcpnt ID 500075245 500119069 500121495 500132127 500132228 500139321	First DOTTY CHILD ELANA DAVID JUSTIN SAMSUNG	Middle RUTH J	Last VRMHAYES ONE JOSEP VRMHAYES VRMHAYES VRMHAYES	SSN 555224426 769873495 123126565 666442322 777311122 666331212	SSN Verified Statu Related 1 N N N N N N	o Vet Relationship I Spouse Child Child Child Child Child Child	Proof of Dependency G	iender Curr Relate Status ↑ DOB 1 11/ 7/ 3 3/	/1/1966 29/2015 14/2015 /1/2016 /6/2016 13/2016

If the dependent is not listed on the Veteran's award, click on the **Interaction & Request** tab to initiate an interaction. Select **Dependent Maintenance**, select dependent **Sub Type**, and select **Create Request**:

W Unified Service Desk CLOSE AND NEW CALL NEW CALL EMERGENCY INT. HISTORY VIEW VETERANE IRA VRMHAVES X NIT. HISTORY INTERACTION & REQUEST VETERAN PROFILE HIDE INTERACTION SHOW INTERACTION RAUME	w Call Script Actions V Claims awards payments Addil Tabs V ***	
Select Request Type Appeals Com Correspondence and Forms Dependent Mantenance Benefits Filociany FNOD FO/VP/Pracy Act General Benefits Information for VBA General Benefits Information for VBA General Benefits Information for VHA General Benefits Information For NCA Net Valor Callis Sensitive File Septement 2-Debts Special Issues Suicide Call Threat Call Update Information	Add Adopted Children Add Marke Children Add Spusse and Minor Children Elevated/Follow-Up Other: Dependents Submitted van Form 674 Submitted van Form 674 Submitted van Form 676 Supported Personnel Action Required	
	Create Request (Button)	Ţ

The Notice of Action (NOA) script must be read to the inquirer and populates before a dependent can be added:

NT. HISTORY	CLAIMS	VETERAN PROF	ILE AWARDS	S PAYMENTS	s						
		YES, IR	RA H.								
Veteran Pr	rofile Inte	eraction History	Dependents	Relati	ionships	Flashes	POA	Fiduciary			
epender	nts								_		
Ptcpnt ID	First	Middle	Last	SSN	Message fo	r the Caller		X	Gender	Curr Relate Status 个	DOB
Ptcpnt ID 600075245 500119069	First DOTTY CHILD	Middle RUTH	Last VRMHAYES ONE	SSN 555224426 769873495	Message fo I am a VA informati primary p	r the Caller employee who is autho on or statements that m urpose for gathering th	rized to receive or request (ay result in a change in you s information or statement	evidentiary ur VA benefits. The t is to make an	Gender	Curr Relate Status 🛧	DOB 1/1/1966 11/29/2015
Ptcpnt ID 600075245 600119069 600121495 500132127	First DOTTY CHILD ELANA DAVID	Middle RUTH J	Last VRMHAYES ONE JOSEP VRMHAYES	SSN 555224426 769873495 123126565 666442322	Message fo I am a VA informatie primary p eligibility programs	r the Caller employee who is autho on or statements that m urpose for gathering thi determination. It is subj with other agencies.	rized to receive or request ay result in a change in you s information or statement ect to verification through	evidentiary ur VA benefits. The t is to make an computer matching	Gender	Curr Relate Status 🛧	DOB 1/1/1966 11/29/2015 7/14/2015 3/1/2016
Ptcpnt ID 600075245 600119069 600121495 500132127 500132228	First DOTTY CHILD ELANA DAVID JUSTIN	Middle RUTH J	Last VRMHAYES ONE JOSEP VRMHAYES VRMHAYES	SSN 555224426 769873495 123126565 666442322 777311122	Message fo I am a VA informati primary p eligibility programs	r the Caller employee who is autho on or statements that m urpose for gathering thi determination. It is subj with other agencies.	rized to receive or request ay result in a change in you s information or statement ect to verification through	evidentiary ur VA benefits. The t is to make an computer matching OK	Gender	Curr Relate Status ↑	DOB 1/1/1966 11/29/2015 7/14/2015 3/1/2016 3/6/2016
Ptcpnt ID 600075245 600119069 600121495 600132127 500132228 500139321	First DOTTY CHILD ELANA DAVID JUSTIN SAMSUNG	Middle RUTH J	Last VRMHAYES ONE JOSEP VRMHAYES VRMHAYES VRMHAYES	SSN 555224426 769873495 123126565 666442322 777311122 666331212	Message fo I am a VA informati primary p eligibility programs	r the Caller employee who is autho on or statements that m upose for gathening thi determination. It is subj with other agencies.	rized to receive or request ay result in a change in you s information or statement ect to verification through	evidentiary ur VA benefits. The t is to make an computer matching OK	Gender	Curr Relate Status 🛧	DOB 1/1/1966 11/29/2015 7/14/2015 3/1/2016 3/6/2016 3/13/2016

The **Dep. Main.** tab will open and display the **Dep. Maintenance** and **Dep. Main List**. **Dep. Main List** tab shows a list of actions associated with the Veteran:

Unified Service Desk	CLOSE AND NEW CA	ILL NEW CALL E	MERGENCY I	NT. HISTORY VIEW CALL	SCRIPT ACTIONS 🗸	CLAIMS AWARDS	PAYMENTS ADDL.	TABS 🗸 🛛 🚥		
VETERAN: IRA VRMHA	YES ×									
INT. HISTORY	VETERAN PROFILE	DEP. MAIN.	AWARDS	PAYMENTS CLAIMS						
SUBMIT DEPENDENT	S CANCEL 🛛 CLOSE	E								
DEP. MAINTENANCE	DEP. MAIN. LIST	_								
SUBMIT DEPENDENT	rs cancel 🔀 clos	E								
DEPENDENT MAIN		N								
VRMHA	AYES, IRA	- Depe	enden	t Maintenar	ice					
Conoral Info	rmation									*
General Inio										
Claim Date	12/9/2016									
Title	A									
First Name	IRA			Middle Name	HAMILTON			Last Name	VRMHAYES	
Suffix	🔒 JR									
SSN	666551414			DOB	01/12/1923			VA File Number	60002838	
Day Time Phone	8005551212			Night Time Phone	8555551212			Email	🔒 newemail@va.gov	
Marital Infor	mation									
Marital Status *	Married Widowed					Times Married				
	Divorced Ma	rried								
Last Name	Never Married					Marriage End	DOB			
VKMHAYES	DUTTY	555224426	Y	8/2//2014			1/1/1966			٣
Activity Status	Open									
open										6

The **Marital Status** field is mandatory and must be filled in, even if a Spouse is not being added at point of call. Select the correct marital status from the popup menu:

ERAN: IRA VRMHA	YES ×					
INT. HISTORY	VETERAN PROFILE DEP. MAIN. AWARDS	PAYMENTS CLAIMS				
SUBMIT DEPENDENT	S CANCEL 🛛 CLOSE					
DEP. MAINTENANCI	DEP. MAIN. LIST					
SUBMIT DEPENDEN	TS CANCEL 🔀 CLOSE					
DEPENDENT MAI	NTENANCE : INFORMATION					
VRMHA	YES, IRA - Dependen	t Maintenar	ICE			
General Info	ormation					
Claim Date *	12/9/2016					
Title	•					
First Name	IRA IRA	Middle Name	AMILTON		Last Name	VRMHAYES
Suffix	🔒 JR					
SSN	666551414	DOB	01/12/1923		VA File Number	60002838
Day Time Phone	8005551212	Night Time Phone	8555551212		Email	newemail@va.gov
Marital Info	mation					
Marital Status *	Married Widowed Divorced Married			Times Married		
Last Name	Separated Never Married			Marriage End DOB		
VRMHAYES	DOTTY 555224426	8/27/2014		1/1/196	56	
Activity Status	Open					

To add a new dependent, click on the plus (+) sign on the right side of the pane. Note – if the **Dependents** section is not visible, scroll down the tab or collapse the **General Information** and/or **Marital Information** sections until Dependents section is visible:

RAN: IRA VRM	MHAYES ×					
NT. HISTORY	VETERAN PR	OFILE DEP. MAIN	. AWARDS PAYMEN	ITS CLAIMS		
UBMIT DEPEN	DENTS CANCEL	CLOSE				
DEP. MAINTEN	ANCE DEP.	MAIN. LIST				
SUBMIT DEPEN	DENTS CANCEL	CLOSE				
DEPENDENT I	MAINTENANCE : I	NFORMATION				
	AVES	IRA - De	pendent Ma	intenance		
VIXIVII			.pendent ma	internance		
Depende	nts					
repende						
SSN	First Name	Last Name	Dependent Relationshi	DOB Award	In Maintenance	
123126565	ELANA	JOSEP	Dependent Child	7/14/2015 N	System	
123145155	COOKIE	HAYES	Dependent Child	7/1/2015 Y	System	
					Sustan	
777311122	JUSTIN	VRMHAYES	Dependent Child	3/6/2016 Y	system	
777311122 666331212	JUSTIN SAMSUNG	VRMHAYES VRMHAYES	Dependent Child Dependent Child	3/6/2016 Y 3/13/2016 Y	System	
777311122	JUSTIN SAMSUNG	VRMHAYES VRMHAYES	Dependent Child Dependent Child	3/6/2016 Y 3/13/2016 Y	System	
777311122 666331212 1 - 4 of 7	JUSTIN SAMSUNG	VRMHAYES VRMHAYES	Dependent Child Dependent Child	3/6/2016 Y 3/13/2016 Y	System	
777311122 666331212 1 - 4 of 7	JUSTIN SAMSUNG	VRMHAYES VRMHAYES	Dependent Child Dependent Child	3/6/2016 Y 3/13/2016 Y	system	
777311122 6666331212 1 - 4 of 7 Summary of A	JUSTIN SAMSUNG ctions	VRMHAYES VRMHAYES	Dependent Child Dependent Child	3/6/2016 Y 3/13/2016 Y	system	14 4
777311122 666331212 1 - 4 of 7 Summary of A	JUSTIN SAMSUNG	VRMHAYES VRMHAYES	Dependent Child Dependent Child	3/6/2016 Y 3/13/2016 Y	system	нч
777311122 666331212 1 - 4 of 7 Summary of A	JUSTIN SAMSUNG ctions	VRMHAYES VRMHAYES	Dependent Child Dependent Child	3/62/016 Y 3/13/2016 Y	system	нч
777311122 666331212 1 - 4 of 7 Summary of A	JUSTIN SAMSUNG ctions	VRMHAYES VRMHAYES	Dependent Child Dependent Child	3/6/2016 Y 3/13/2016 Y	system	H 4
777311122 666331212 1 - 4 of 7 Summary of A /eteran A	JUSTIN SAMSUNG ctions	VRMHAYES VRMHAYES	Dependent Child Dependent Child	3/6/2016 Y 3/13/2016 Y	system	H 4
777311122 666331212 1 - 4 of 7 Summary of A ■ /eteran <i>A</i> ctivity Status	JUSTIN SAMSUNG ctions	VRMHAYES VRMHAYES	Dependent Child Dependent Child	3/6/2016 Y 3/13/2016 Y	system	Н 4

A **New Dependent** window will open. Fill all mandatory fields (*asterisk) and select **Save & Close**:

		-		(<u> </u>							
fied Service De	sk CLOSE AN	ND NEW C	🦪 Dependent: New Depend	lent - Microsoft Dynamics	CRM - Internet Explorer				- • •		
			Au 🌨 🛛 Nour	Dependent			θor	🚽 Buono, John 🔵	1 21 ?		
ERAN: IRA VRM	HAYES ×		AN V II New	Dependent				CRMUDO		al Replace	
INT HISTORY	VETERAN DRO	ELE	SAVE SAVE & C	CLOSE						ige	
			Save	e & Close (ALT+S)						G Editing	
SUDIVILI DEPEND	ENTS CANCEL		DEPENDENT : INF	e and close this Dependent						ġ.	9
DEP. MAINTENAI	NCE DEP. N	AAIN. LIST	Now Dor	andent	1					· ·	•
SUBMIT DEPEND	DENTS CANCEL	🔀 CLO	NUW DU	Jenueni	J						
DEPENDENT M	AINTENANCE : IN	IFORMAT	Dependent Maintena	VRMHAYES, IRA - Depen	ident Maintenance						
VRMH	AYES	IRA	Conoral								
VIXIVII	1/ (1 2 3)	11 (7 (General								
Dopondor	ate		Dependent Relations	Dependent Child		Maintenance Typ	pe * 🗎 Add				
Dependen	115		Dependent General Inf	formation							
			(C))	122224567	D00.*	12/4/2016					
SSN	First Name	Last	2214	125224307	DOB	12/4/2010					
123126565	ELANA	JOSEP	First Name*	John	Middle Name	N	Last Name *	VRMHayes			
123145155	COOKIE	HAYES									
777311122	JUSTIN	VRMH	Dependent Ch	ild							
666331212	SAMSUNG	VRMH	Age 18-23 & In Schoc	No	Previously Married	No				-	
			Relationship *	Biological	Seriously Disabled	No					
1 - 4 of 7			Child Place of Birth								
			child Flace OF Dirth								
Summary of Act	tions		City *	Somewhere	State "	VA	Country *	USA	Q		
			Child Current Address								
			Lives with Vet	Yes	Child Primary Phone						
											r
Votoran A	ddrocc										
veteran A	aaress		Statur	A							:
Activity Status	Open		Active	Acuve						, v	
Open									ell		
						-					

Add Dependent OFO-NCC September 2021

The new dependent will be listed in the **Dependents** list as Add. Select the next page if the added dependent is not located on the first page:

4										- d ×
Munified Service De	sk CLOSE AN	ND NEW CALL NEW CALL	EMERGENCY INT. H	HISTORY VIEW CALL SCRIP	r ACTIONS 🗸 CLAI	VIS AWARDS	PAYMENTS	ADDL. TABS 🗸		
VETERAN: IRA VRM	IHAYES ×									
INT. HISTORY SUBMIT DEPEND DEP. MAINTENA SUBMIT DEPEND DEPENDENT N VRMH	VETERAN PRO ENTS CANCEL NCE DEP. N DENTS CANCEL MAINTENANCE : IN	FILE DEP. MAIN. CLOSE MAIN. LIST CLOSE FORMATION IRA - Dep	awards i	_{PAYMENTS CLAIMS} Maintenance	2					
Depender	nts	'								+
SSN	First Name	Last Name	Dependent Rela	tionshi DOB↓ Aw	vard In Maintenand	e				· ·
123224567	John	VRMHayes	Dependent Child	12/4/2016	Add					
666331212	SAMSUNG	VRMHAYES	Dependent Child	3/13/2016 Y	System					
777311122	JUSTIN	VRMHAYES	Dependent Child	3/6/2016 Y	System					
666442322	DAVID	VRMHAYES	Dependent Child	3/1/2016 Y	System					
1 - 4 of 8 Summary of Ac	tions									H ∢ Page1 ►
Veteran A Activity Status Open	ddress Open									×
🕘 🙆 [1 🕎 🤇	🧑 🔲 🛛	4					▲ 🛱 Φ) and 11:10 AM 12/9/2016

SUBMIT DEPENDENTS CANCEL	CLOSE		
DEP. MAINTENANCE DEP.	MAIN. LIST		
SUBMIT DEPENDENTS CANCEL	CLOSE		
DEPENDENT MAINTENANCE : I	IFORMATION		
	Dependent Mai	ntenance	
General Information			
Marital Information			
Dependents			
SSN First Name	Last Name Dependent Relatio	nshi DOB Award In Maintenance	
987654321 Momma	Tybb Spouse	1/1/1975 Add	
	4		
5 - 5 of 5			M ∢ Page
5 - 5 of 5			H 4 Page
5 - 5 of 5 Summary of Actions			H 4 Page
5-5 of 5 Summary of Actions			H 4 Page
5 - 5 of 5 Summary of Actions ⊇			H 🕻 Page

To add marital history for the newly added spouse, Right-click to select Refresh List or press F5 on keyboard in the **Marital Information** tab:

INT. HISTORY	DEP. MAIN.							
SUBMIT DEPENDENTS	CANCEL CLOSE							
DEP. MAINTENANCE	DEP. MAIN. LIST							
SUBMIT DEPENDENTS	CANCEL CLOSE							
DEPENDENT MAINT	TENANCE : INFORMATIO	N						
	C)ependent	Maintena	ance				
SSN	681166248		DOB	01/01/1960		VA File Number	681166248	
Day Time Phone	8008271000		Night Time Phone	8772946380		Fmail	a rtvbb43@gmail.com	
						Lindi		
Marital Inforr	nation						,	
Marital Inform	mation			Time	Marriad 3	Linur	,	
Marital Inforr Marital Status*	mation Married			Time	Married 3		,	
Marital Inforr Marital Status *	Married First Name	Spouse SSN ↑ Award	in Relationship B	Time Relationship E Marriage	Married 3 itart Marriage End	DOB		
Marital Inform Marital Status *	Married First Name MARY	Spouse SSN ↑ Award 1 555050363 N	In Relationship B 10/21/2015	Time Relationship E Marriage	Married 3 tart Marriage End	DO8 10/5/1975		
Marital Inform Marital Status * Last Name TYBB RAY	Married First Name MARY JANE	Spouse SSN ↑ Award 1 555050363 N 666524444 N	In Relationship 8 10/21/2015 1/29/2016	Time Relationship E Marriage	Married 3 tart Marriage End	DOB 10/5/1975 7/4/1980		
Marital Inform Marital Status * Last Name TYBB RAY	Married First Name MARY JANE	Spouse SSN ↑ Award SSS050363 N 666524444 N	in Relationship 8 10/21/2015 1/29/2016	Time Relationship E Marriage	Married 3 tart Marriage End	DO8 10/5/1975 7/4/1980		
Marital Inform Marital Status * Last Name TYBB RAY	Married First Name MARY JAINE	Spouse SSN & Award SSS050363 N 666524444 N	in Relationship 8 10/21/2015 1/29/2016	Time Relationship E Marriage	Married 3 start Marriage End Dpen ppen in a New Window Copy & Jink	DO8 10/5/1975 7/4/1980		
Marital Inform Marital Status * Last Name TYBB RAY	Married First Name MARY JAINE	Spouse SSN & Award SSS050363 N 666524444 N	in Relationship 8 10/21/2015 1/29/2016	Time Relationship E Marriage	Married 3 start Marriage End Dpen Dpen in a New Window Copy & Link small a Link	DO8 10/5/1975 7/4/1980		
Marital Inform Marital Status * Last Name TYBB RAY	Married First Name MARY JAINE	Spouse SSN & Award) 555050363 N 666524444 N	in Relationship 8 10/21/2015 1/29/2016	Time Relationship E Marriage	Married 3 start Marriage End Open Open in a New Window Copy a Link small a Link Print	DO8 10/5/1975 7/4/1980		
Marital Inform Marital Status * Last Name TYBB RAY	Married First Name MARY JANE	Spouse SSN 🛧 Award 1 555050363 N 666524444 N	in Relationship 8 10/21/2015 1/29/2016	Time Relationship E Marriage	Married 3 start Marriage End Open Open In a New Window Copy a Link: Print Refresh List	DO8 10/5/1975 7/4/1980		
Marital Inform Marital Status * Last Name TYBB RAY Dependents	Married First Name MARY JAINE	Spouse SSN & Award 555050863 N 666524444 N	in Relationship 8 10/21/2015 1/29/2016	Time Relationship E Marriage	Married 3 start Marriage End Open Open In New Window Copy & Link Smill & Link Print Refresh List	DO8 10/5/1975 7/4/1980		

Double-click the spouse in the **Marital Information** tab to add previous marital history. Fill all mandatory fields and select **Save & Close** (as previously shown):

S CANCEL CLO	OSE							
	OSE							
	TION							
	Depend	dent M	aintena	ince				
681166248		c	ЮВ	01/01/1960		VA File Number	681166248	
8008271000		,	light Time Phone	8772946380		Email	🖩 rtybb43@gmail.com	
			0.1.7			DOB		
First Name	Spouse SSN 1	Award In	Relationship B	Relationship E Marriage Sta	rt Marriage End	DOB		
First Name MARY	Spouse SSN / 555050363	N Award In	10/21/2015	Relationship E Marriage Sta	rt Marriage End	10/5/1975		
First Name MARY JANE	Spouse SSN / 555050363 666524444	Award In N N	10/21/2015 1/29/2016	Relationship E Marriage Sta	rt Marnage End	10/5/1975 7/4/1980		
First Name MARY JANE Momma	Spouse SSN / 555050363 666524444 987654321	Award In N N	10/21/2015 1/29/2016	Relationship E Marriage Sta 1/1/20	nt Marriage End	10/5/1975 7/4/1980 1/1/1975		
First Name MARY JANE Momma	Spouse SSN / 555050363 666524444 987654321 Momma	N N	Relationship B 10/21/2015 1/29/2016	Kelationship E Marnage Sta 1/1/20	nt Marnage End	10/5/1975 7/4/1980 1/1/1975		
	EPP. MAIN, US CANCEL SCL ENANCE: INFORMA © 681166248 © 8008271000 mation Married	er Mark ESI cance: Cance renance: INFORMATION Depend 681166248 8008271000 mation Married	a 681166248 attion B 8008271000 particel Married	CANCEL CONCEL COSE COSE	a concel Close co	e Married Concel ENANCE: INFORMATION Dependent Maintenance 0 01/01/1960 0 0	EVENANCE: INFORMATION Dependent Maintenance ostiti65248 OoB 01/01/1960 VA File Number ation Married Times Married 3	ENANCE: INFORMATION INGINITIME Phone INGINITIME P

Add Dependent OFO-NCC September 2021

After adding dependents, select the **Submit Dependents** tab:

TERAN: IRA VRM	IHAYES ×					
INT. HISTORY	VETERAN PRO	DFILE DEP. MAIN	I. AWARDS PAYMENT	S CLAIMS		
SUBMIT DEPEND	ENTS CANCEL	CLOSE				
DEP. MAINTENA	NCE DEP.	MAIN. LIST				
SUBMIT DEPEND	DENTS CANCEL	CLOSE				
DEPENDENT N	IAIN Su spe	endent Maintenance				
VRMF Depender	IAY A	PA - De	ependent Mai	ntenance		
SSN	First Name	Last Name	Dependent Relationshi	DOB ↓ Award	In Maintenance	
123224567	John	VRMHayes	Dependent Child	12/4/2016	Add	
666331212	SAMSUNG	VRMHAYES	Dependent Child	3/13/2016 Y	System	
777311122	JUSTIN	VRMHAYES	Dependent Child	3/6/2016 Y	System	
666442322	DAVID	VRMHAYES	Dependent Child	3/1/2016 Y	System	
1 - 4 of 8						
Summary of Ac	tions					
□						
\/_t A						
veterañ A	auress					
Activity Status	Open					
Open						

Once all dependents are added, close the **Dep. Main** tab:

A		- 07 - X
M Unified Service Desk CLOSE AND NEW CALL NEW CALL EMERGENCY INT. HISTORY VIEW CALL SCRIPT ACTIONS 🗸 CLAIMS AWARDS PAYMENTS ADDL TABS 🗸 🚥		
VFTFRAN: IRA VRMHAVFS ×		
INT. HISTORY VETERAN PROFILE DEP. MAIN. AWARDS PAYMENTS CLAIMS		
SUBMIT DEPENDENTS CANCEL 🔀 CLOSE		
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✓ Subject ↑ Cested Last Updated Status		T 0
VRIMHAYES (RA - Dependent Maintenance		
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		© ⊕ al 11:11 AM 12/9/2016

Add Dependent OFO-NCC September 2021

If additional dependency interactions are required, return to the **Dep Main.** tab, and select **Actions** and **Dep. Maintenance**:

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To confirm the dependent(s) were added successfully, check the **Claims** tab for a pending claim and/or **Notes** showing the action was entered:

Claims:

	VETERAN PR	ROFILE AWARDS	PAYMENTS	CLAIMS	D	EP. MAIN.															
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Claims Claim	n Associated	View Y												Se	arch for re	cords					
✓ Date of Claim ↓	Claim Status	Claim Description			EPC		Claimant	First Name	Claimant La	t Name	Pay	ee Type Co	de	Last A	Action Date						
12/9/2016	PEND	Phone Dependency	Adjustment Exception		151		IRA		VRMHAYES		00										
11/1/2016	PEND	Phone Dependency	Adjustment Exception		130		IRA		VRMHAYES		00										
8/1/2016		cibility Determina	tion		290		IRA		VRMHAYES		00					10/25/2010					
7/22/2016	CLR	opendency	Adjustment Exception		133		IRA		VRMHAYES		00					7/25/201					
7/7/2016	5 CLR	Ph. ncy	Adjustment		133		IRA		VRMHAYES		00					7/7/2010					
4/26/2016	CLR	Phone De	djustment Exception		132		IRA		VRMHAYES		00					7/25/2010					
4/12/2016	CLR	Phone Depende.	ent Exception		131		IRA		VRMHAYES		00					7/25/201					
3/18/2016	CLR	Phone Dependency	Ab		131		IRA		VRMHAYES		00					3/18/2010				14.4	D
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Notes:

VETERAN: IRA VRMHAYES X						
INT. HISTORY VETERAN PROFILE	AWARDS PAYMENTS CLAIMS	DEP. MAIN. NOTES X				
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All Notes Loaded, Please Refresh				Note Text contains:	Go	2 Refresh
Refreshed at 11:15:37 AM - Total: 110						Create Note
Created On ↑	 Created By 	- Person	~ RO	~ Туре	👻 Claim Id	¥
Pri, 12/9/2016 11:05:47 AM	USER, TEST (281TUSER06)	IRA VRMHAYES	328	Contact with Claimant		
UDO: Dependent Maintenance / Add Minor (Children for VRMHAYES, IRA H.	-				
Fri, 12/9/2016 10:50:16 AM	281RBPS	IRA VRMHAYES	317	Claim Development Note	600090732	
Auto Dependency Processing Reject Reason	 Submitted SSN/ First Name/ DOB does not match corporate reco 	d fo				
Pri, 12/9/2016 10:27:07 AM	USER, TEST (281TUSER06)	IRA VRMHAYES	328	Contact with Claimant		
UDO: Dependent Maintenance / Add Spouse	for VRMHAYES, IRA H.					
Thu, 12/8/2016 3:29:18 PM	USER, TEST (281TUSER06)	IRA VRMHAYES	328	Contact with Claimant		
UDO: Dependent Maintenance / Add Spouse	for VRMHAYES, IRA H.					
Y Thu, 12/8/2016 2:57:16 PM	USER, TEST (281TUSER06)	ÆS	328	Contact with Claimant		
UDO: Dependent Maintenance / Add Spouse	for VRMHAYES, IRA H.					
Y Thu, 12/8/2016 2:26:49 PM	USER, TEST (281TUSER06)	IRA VRMHAYES	328	Contact with Claimant		
UDO: Claim / General Status for VRMHAYES,	IRA H.					
Thu, 12/8/2016 2:21:10 PM	USER, TEST (281TUSER06)	IRA VRMHAYES	328	Contact with Claimant		
UDO: Dependent Maintenance / Add Spouse	for VRMHAYES, IRA H.					
Thu, 12/8/2016 1:12:18 PM	USER, TEST (281TUSER06)	IRA VRMHAYES	328	Contact with Claimant		
UDO: Dependent Maintenance / Add Adopte	d Children for VRMHAYES, IRA H.					
Thu, 12/8/2016 9:00:08 AM	USER, TEST (281TUSER06)	IRA VRMHAYES	328	Contact with Claimant		
UDO: Claim / General Status for VRMHAYES,	IRA H.					
Wed, 12/7/2016 12:31:53 PM	USER, TEST (281TUSER06)	IRA VRMHAYES	328	Contact with Claimant		
Letter Amount Letter Gross - Dependency an	d Indemnity Compensation updated. File #:Type: Letters/Documen	Request. Action: Letter. SOJ: 317 - St. Petersburg.				
The following letters were sent: Amount Lette	er Gross - Dependency and Indemnity Compensation was created b	undefined on 12/7/2016 12:31				
Wed, 12/7/2016 12:29:15 PM	USER, TEST (281TUSER06)	IRA VRMHAYES	328	Contact with Claimant		
1 - 100 of 110					<u><1></u> 2	Next Page

Reminder: If a note did not populate in CRM/UD-O, a required note must be entered indicating a dependent was added (i.e. Added Spouse for Joe Veteran)

Request to Add Dependent

Job Aid

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