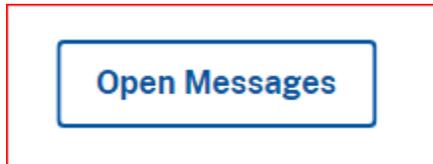


## EXTERNAL GUIDANCE FOR myTTB MESSAGING

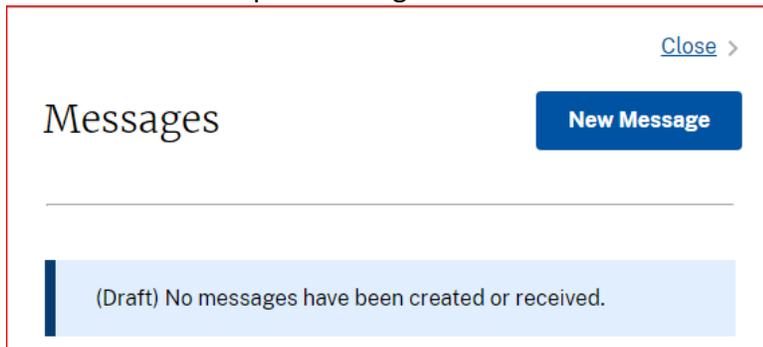
NOTE: Messages are claim specific. Please do not use for system errors or general questions.

### How to send a message to TTB

1. While viewing a specific claim, an external user will see a button named “Open Messages”.



2. Click the “Open Messages” button. Click the “New Message” to create a new message.



3. A new message window will open. Select a reason for your message from the dropdown. Then type your message in the message box. Then click send.

### New Message

Reason

Payment Status/Question

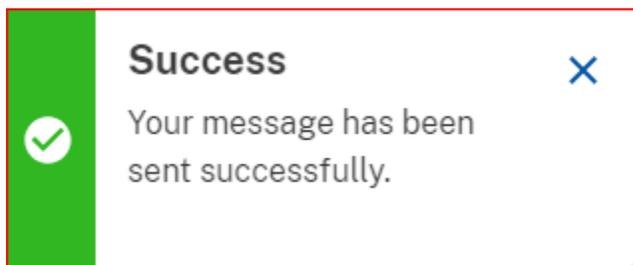
Message

I have not received my refund for this claim.

45 / 1000 characters allowed

**Send**

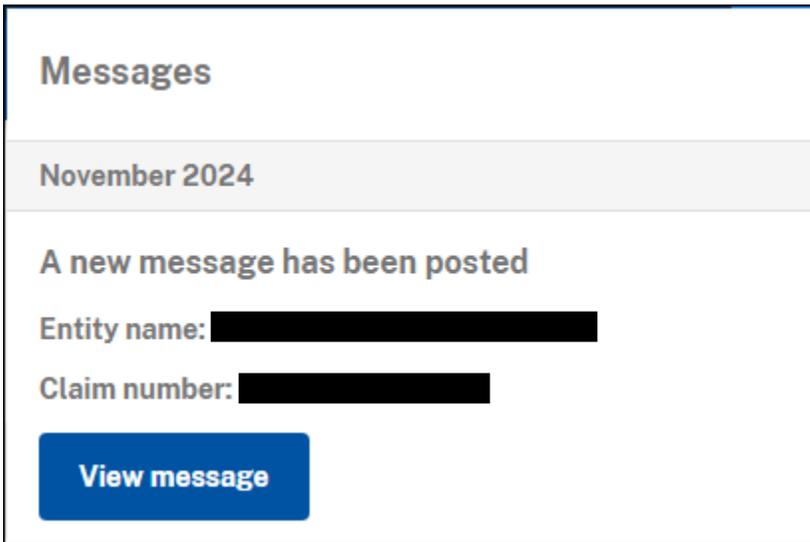
4. You will receive a success toast. A notification will be sent to TTB that you have submitted a message. If you receive an error message, please contact our TTB call center help desk.



5. When TTB responds, you will see a message notification when you log in to myTTB. If you are already logged in, you may have to refresh your browser.



6. Click on the Messages icon, then the View Message button to view the message.



7. You will see the reply from TTB. If you would like to reply to TTB, type your message and click the Send button.



November 7, 2024 1:02 PM

### Missing Claim Attachments

Please upload the .csv file for this claim.

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Enter your reply

I have uploaded the file as requested.

38 / 1000 characters allowed

**Send**

Cancel