

VA Correspondence & Activity Log

What happened, when did it happen, and is there anything I need to do next?

ADD THE NEXT EVENT. DON'T REWRITE THE PREVIOUS EVENT. If something changes, add a new dated entry. Preserving earlier entries lets the log show what happened over time.

[illegible]

TOOL 16 | VA CORRESPONDENCE & ACTIVITY LOG - CONTINUED

Date	Activity / Correspondence	From / To	Condition / Issue	What Happened	Action Needed	Due / Follow-Up Date	Status	Source / Saved Location

FOLLOW-UP: If an entry requires action, give it a due or follow-up date. When you complete the action, update the status and add a new dated entry when something new occurs. **Waiting** can be the correct status when you have completed your part.

CLOSE THE LOOP: When an activity changes information elsewhere in your system, update the appropriate tool. A new record may update Tools 2-4. A new submission should be captured in Tool 15. Condition-specific information may require updates to Tools 7-11. See 11A Closing the Loop Quick Reference.

This log records activity. It does not interpret claim status language, determine deadlines or appeal options, predict VA timelines, or decide what VA should do next. When you are unsure what a notice requires, use the notice itself, current official VA information, and/or an accredited representative as appropriate.