

Veteran Health Identification Card (VHIC 4.5)

User Guide



Volume 2 - Reports

**Department of Veterans Affairs
Office of Information and Technology (OI&T)**

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1. Introduction

1.1. Purpose

The purpose of this User Guide is to provide general system information, as well as accessibility and user roles with the VHIC application. This User Guide will provide a detailed walkthrough of creating Veteran Health Identity Card requests using the VHIC application. This User Guide will also provide the detailed steps on how VHIC Administrators can deactivate all of the VHICs associated to a selected Veteran.

1.1.1. Organization of the Manual

This User Guide is divided into three sections to allow you to quickly obtain the information you need.

The first section will provide an overview of what a VHIC is and what the eligibility requirements are, and the various user roles and their accessibility within the VHIC application.

In order to be able to receive a VHIC, a Veteran must meet the following eligibility criteria:

- Be eligible for VA medical benefits
- Be enrolled in the VA Healthcare system
- Be Level 2 proofed at a VA medical facility
- Veteran identity must be recognized in the Master Veteran Index (MVI), which is managed by the Identity and Access Management (IAM) of the VA

The second section will walk the user through the steps needed to access the VHIC application, as well as some general guidelines on using the VHIC application.

The third section will provide information on the different reports available to VHIC Associates and the types of metrics that can be obtained. There are four tabs for each of the reports that can be generated:

- **Veteran** – direct report to search for a Veteran
- **Card** – includes Request Totals, Status, Multiple Requests, History, and Replacement
- **Print Services** – includes Summary, Detail, and No EDIPI
- **Auditing** – provides information on all User's activity in the system

Reports can be exported in PDF format, and there are a variety of search criteria available for each report.

1.1.2. Assumptions

This guide was written with the following assumed experience/skills of the audience:

- User has basic knowledge of the operating system (such as the use of commands, menu options, and navigation tools).
- User has been provided the appropriate active roles, menus, and security keys required for the VHIC application.

- User is using Internet Explorer to do their job of either Creating VHIC Card Requests, Running Reports, or Deactivating VHICs depending on user roles.
- User has validated access to the VHIC application.
- User has completed any prerequisite training.

1.1.3. Disclaimers

1.1.3.1. Software Disclaimer

This software was developed at the Department of Veterans Affairs (VA) by employees of the Federal Government in the course of their official duties. Pursuant to title 17 Section 105 of the United States Code this software is not subject to copyright protection and is in the public domain. VA assumes no responsibility whatsoever for its use by other parties, and makes no guarantees, expressed or implied, about its quality, reliability, or any other characteristic. We would appreciate acknowledgement if the software is used. This software can be redistributed and/or modified freely provided that any derivative works bear some notice that they are derived from it, and any modified versions bear some notice that they have been modified.

1.1.3.2. Documentation Disclaimer


The appearance of external hyperlink references in this manual does not constitute endorsement by the Department of Veterans Affairs (VA) of this Web site or the information, products, or services contained therein. The VA does not exercise any editorial control over the information you may find at these locations. Such links are provided and are consistent with the stated purpose of the VA.

1.1.4. Documentation Conventions

This manual uses several methods to highlight different aspects of the material.

- Various symbols are used throughout the documentation to alert the reader to special information. The following table gives a description of each of these symbols:

Table 1: Documentation Symbols and Descriptions

<i>Symbol</i>	<i>Description</i>
	NOTE: <i>Used to inform the reader of general information including references to additional reading material</i>

- Descriptive text is presented in a proportional font (*as represented by this font*).
- “Screenshots” of computer online displays (i.e., character-based screen captures/dialogs) and are shown in a non-proportional font and enclosed within a box. Also included are Graphical User Interface (GUI) Microsoft Windows images (i.e., dialogs or forms).
- User’s responses to online prompts (e.g., manual entry, taps, clicks, etc.) will be **[boldface]** type and enclosed in brackets.

1.2. National Service Desk Contact Information

The support contact information documented herein are intended to restore normal service operation as quickly as possible and minimize the adverse impact on business operations, ensuring that the best possible levels of service quality and availability are maintained.

The following table lists the contact information needed by site users for troubleshooting purposes. Support contacts are listed by description of the incident escalation, and contact information (phone number and options to select).

Table 2: National Service Desk Contact Information

Issue	Contact Info
If you have authentication problems	National Service Desk at 855-673-4357 and then select option #6, option #1.
Have trouble accessing VHIC software	National Service Desk at 855-673-4357 and then select option #4, option #1.
Have trouble using VHIC software	National Service Desk at 855-673-4357 and then select option #3, option #3
Have issues proofing a Veteran	National Service Desk at 855-673-4357 and then select option #3, option #3
All other VHIC problems	National Service Desk at 855-673-4357 and then select option #4, option #1.

2. Veteran Health Identification Card – What is it?

The VHIC serves as an identification mechanism for Veterans that are enrolled in the VA Healthcare system and supports efficiencies at VA medical facilities throughout the United States. Although not required by Veterans to receive medical care at a VA facility, it does enable Veterans to check in for VA appointments more quickly. The VHIC system is a web-based application that VHIC associates use to issue VHICs to enrolled Veterans.

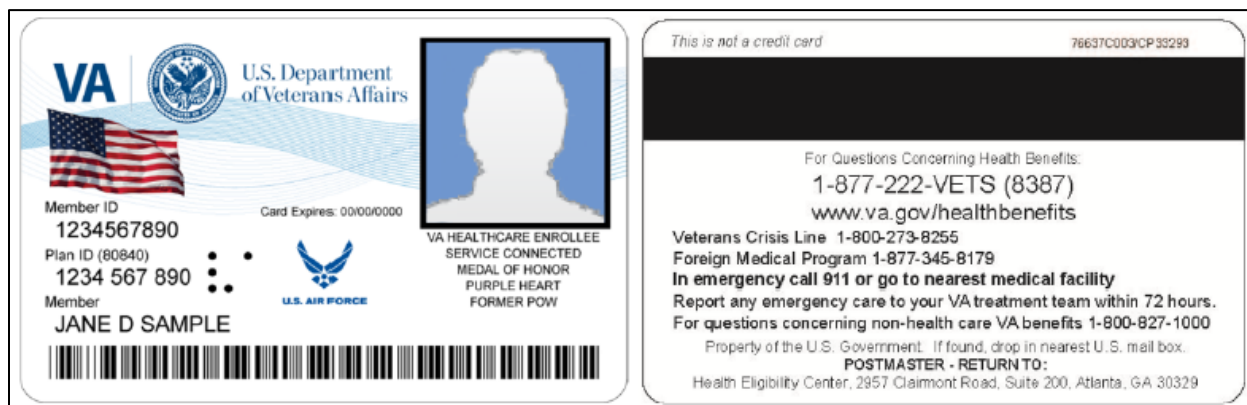


Figure 2-1: Example of what the VHIC looks like

2.1. Accessing the VHIC Application

VHIC is a web-based application that users will access via a web browser. The recommended browser is Internet Explorer (currently version 9). The VHIC URL is <https://vic.iam.va.gov/VIC/faces/index.jsf> and is **case sensitive** – it must be entered exactly as shown. After successfully logging in to the VHIC application, users should bookmark this site for easy access in the future. Instructions on how to do just that can be found here: <http://windows.microsoft.com/en-us/internet-explorer/add-view-organize-favorites#ie=ie-11-win-7>.

The best time to bookmark the site is after the user is in the application itself rather than attempting to bookmark the Login screen.

2.2. Browser

Once users are logged into their VA desktop, they will access VHIC using Internet Explorer (IE) by either entering the URL listed above or via the bookmark saved during an earlier session. Please do **NOT** use the *Refresh* button at the top of your browser window if you mistype the VHIC URL. The *Refresh* button will redirect you to the VA website. Please re-enter the VHIC URL and try again.

2.2.1. Browser Incompatibility Issue

In some instances, users may experience image misplacement or misalignment. This is most likely due to the current browser compatibility settings. You will want to ensure that the browser is not set to Compatibility View.

Examples of Image Misplacement and Other Misalignments:

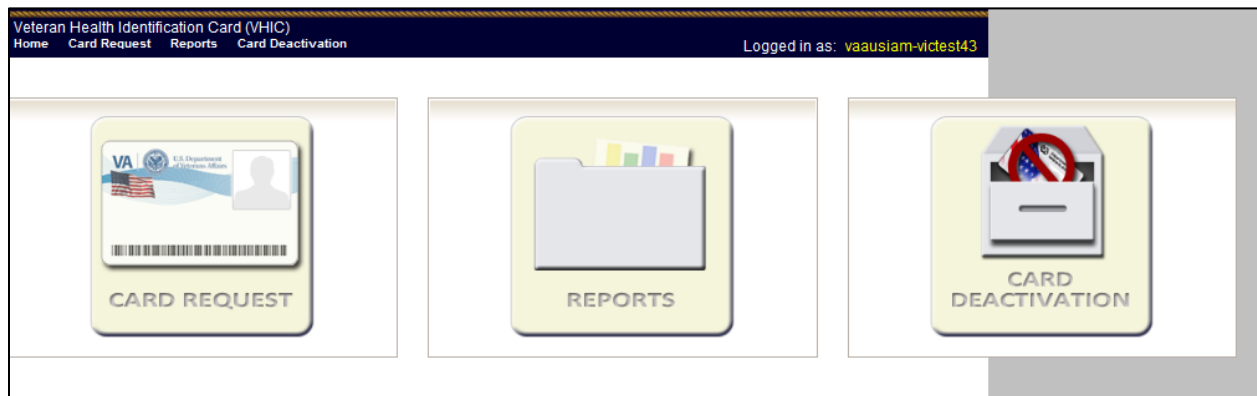


Figure 2-2: Oversized icon buttons on the Home Screen

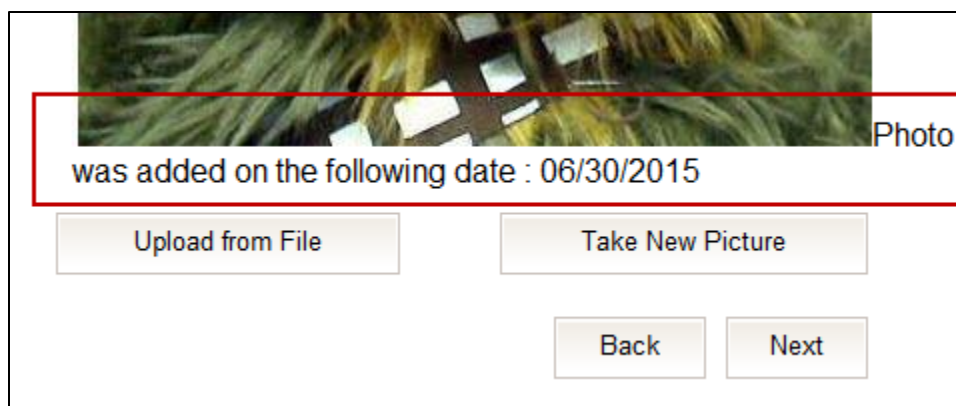




Figure 2-3: Words wrapping around the displayed photo on Step 3

Veteran Card Details




Name as it will appear on card:
ASHLEY WECK

Address card will be mailed to:
ASHLEY WECK
23551 AVENIDA LA CAZA UNIT 132
COTO DE CAZA, CA 92679-3955 USA



Replacement Reason:
Lost

Content on the right is shifted down



Service Connected	Y	Card Number	
Medal of Honor	Y	Member ID	2013070902
Purple Heart	Y	ICN	1008532456V343881
Prisoner of War	Y	Plan ID	7346-243-588

Figure 2-4: Content on the right of the Step 6 screen is shifted down

Card Request Totals Report

Site Selection

National ☐

☐ VISN

☒ Facility

VISN

- 1 - VA New England Health Care System
- 10 - VA Healthcare System of Ohio
- 11 - Veterans in Partnership
- 12 - VA Great Lakes Healthcare
- 15 - VA Heartland Network
- 16 - South Central VA Healthcare
- 17 - VA Heart of Texas Healthcare
- 18 - VA Southwest Healthcare

Facilities

- 101 - CENTRAL OFFICE
- 102 - TOPEKA (DATA PROCESSING CNTR)
- 103 - CAPITAL REGION DATA CTR (CRDC)
- 104 - AUSTIN FINANCE CENTER
- 104HC - HEALTHCARE CLAIMS PROCESSING
- 105 - VBA MORTGAGE LOAN
- 112 - OFFICE OF ENTERPRISE DEVLPMNT
- 116 - EIE/OFFICE OF ENTERPRISE DEV

Date Range

Start Date

End Date

Figure 2-5: Both the VISN and Facility selection lists are displayed and shifted to the right

If you are experiencing misalignment issues, follow these steps to verify/update your browser compatibility settings:

1. With Internet Explorer open, right click in the blue area at the top of the browser window.
2. Click on Command Bar to display the Command Tool Bar.

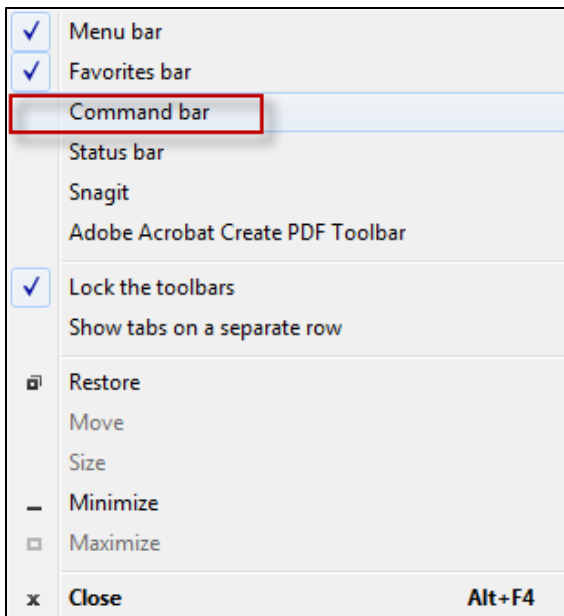


Figure 2-6: Internet Explorer's Toolbar Menu

3. Click on the Tools menu button.



Figure 2-7: Tools Menu button

4. Click on Compatibility View Settings.

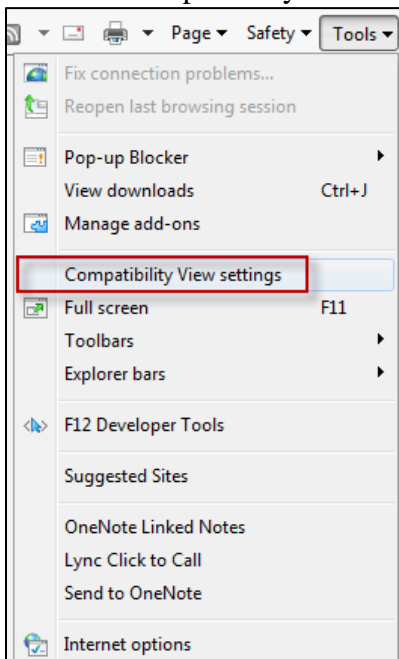


Figure 2-8: Tools drop-down menu

5. Uncheck the box next to Display intranet sites in Compatibility View.

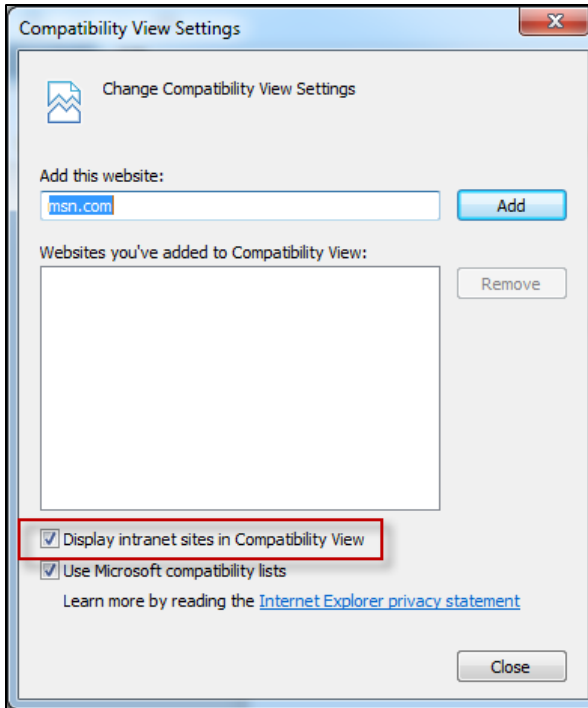


Figure 2-9: Compatibility View Settings screen

6. Click the Close button.

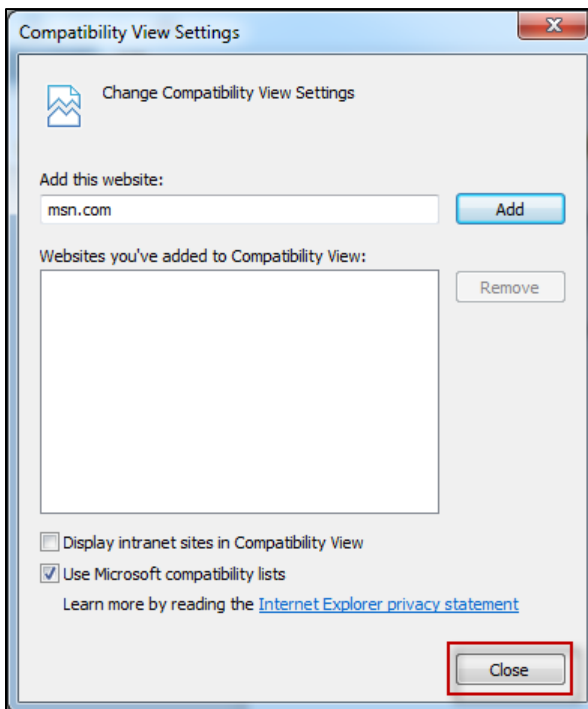


Figure 2-10: Compatibility View Settings Screen - Close



NOTE: Compatibility mode does need to be turned on in order to access other applications such as Notes in NUMI's CERMe and the Beneficiary Travel Dashboard. You can turn compatibility mode back on by following the above directions and checking the Display intranet sites in Compatibility View checkbox.

2.3. Proper Navigation of the VHIC Application

The best way to navigate through the VHIC application is to use the *Back* and *Next* buttons that are located at the bottom of each screen instead of using the Browser's built in Back button. Please do not use the *Back* button at the top of your browser window to navigate back to a previous screen; this will cause errors to occur.



Figure 2-11: VHIC Navigation Buttons

The VHIC user can also navigate to the different actions within the VHIC application by clicking on one of the navigation links located in the header near the top left of the screen. The user's assigned role will determine which links are available as seen below. To see the full home screens for each user role, refer to the [3.2 System Menu section](#).

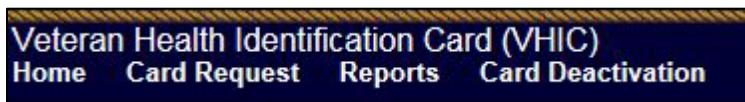


Figure 2-12: VHIC Administrator and VHIC Technical Administrator (Tier 3) menu

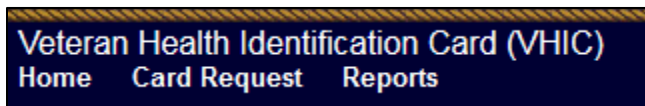


Figure 2-13: VHIC Associate and VHIC Supervisor menu

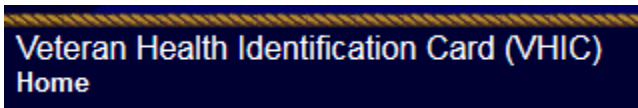


Figure 2-14: VHIC Auditor and VHIC Read-Only User menu

2.4. Roles within VHIC

The VHIC application is built to accommodate a specific set of pre-established user roles. During the provisioning process, the VHIC user will have a role assigned, which will determine what aspects of the VHIC application are available to them. The following breaks down the specific roles and the areas of access that accompany each role.

If, while utilizing the VHIC application, a user finds they do not have access to items they feel they should have access to or find that they have access to items they should not, based on the definitions listed below, the VHIC user should report this information to their VHIC Supervisor who, in turn, should verify that the proper role has been assigned.

2.4.1. VHIC Associate

The VHIC Associate role shall be assigned to individuals responsible for processing card requests and resolving card request issues. Associates have the ability to create card requests and have access to a limited number of reports.

2.4.2. VHIC Supervisor

The VHIC Supervisor shall automatically inherit all access and privileges given to the VHIC Associate. The VHIC Supervisor role is allowed to submit a request for user access to the VHIC application. VHIC Supervisors have the ability to create card requests and have access to all available reports (excluding national versions).

2.4.3. VHIC Administrator

The VHIC Administrator role shall be assigned to individuals responsible for the creation and maintenance of all other VHIC accounts/roles. The VHIC Administrator shall automatically inherit privileges given to the VHIC Supervisor. Administrators have the ability to create card requests and have access to all available reports.

2.4.4. VHIC Technical Administrator (Tier 3)

The VHIC Technical Administrator (Tier 3) automatically inherits all access and privileges given to the VHIC Program Administrator. Technical Administrators (Tier 3) have the ability to create card requests and have access to all available reports as well as access to the Administration page.

2.4.5. VHIC Auditor

The VHIC Auditor role shall be assigned to users with read-only access to the VHIC System. The VHIC Auditor does not have the ability to create card requests, but does have access to all available reports (excluding national versions unless otherwise noted).

2.4.6. VHIC Read-Only User

The VHIC Read-Only User role shall be assigned to users with read-only access to the VHIC System. The VHIC Read-Only user does not have the ability to create card requests, but does have access to a limited number of reports.

3. Getting Started

3.1. Single Sign-On – Internal (SSOi)

Once users are logged into their VA desktop, they will access VHIC using Internet Explorer (IE) by either entering the URL listed above or via the bookmark saved during an earlier session.

Users will be presented with the Single Sign-On – Internal (SSOi) login screen (*shown below*).

The user will have three different options for logging in to VHIC.


1. VA User ID and Password
2. PIV card
3. Windows Authentication

UNITED STATES
DEPARTMENT OF VETERANS AFFAIRS

Home Contact Us

VA Identity and Access Management System (IAM)

Select Log In Method to Access: <https://vic.iam.va.gov/VIC/faces/index.jsf>

VA Network User ID and Password	PIV Card	Windows Authentication
<p>Enter your VA Active Directory (AD) user ID (i.e. vhaismithj) and password below, then click Login.</p> <p>User ID <input type="text"/></p> <p>Password <input type="password"/></p> <p>Login</p>	<p>Insert your PIV card into your card reader and click Login. Please enter your PIN when prompted.</p>  <p>Login</p>	<p>This option allows you to login using your current Windows session. This option is only available for users logged onto a VA issued computer. Click Login to authenticate.</p> <p>Login</p>

If authentication failed using your VA Network ID and Password, your PIV card, or for general questions regarding the IAM authentication service, please contact the National Service Desk Support, VBA Philadelphia, at 855-673-4357 (Option 3) or email at ITSC@va.gov.

WARNING
WARNING
WARNING

You have accessed a United States Government computer. Unauthorized use of this computer is a violation of federal law and may subject you to civil and criminal penalties. This computer and the automated systems, which run on it, are monitored. Individuals are not guaranteed privacy while using government computers and should, therefore, not expect it. Communications made using this system may be disclosed as allowed by federal law.

[Department of Veterans Affairs](#) | [Privacy Policy](#)

Figure 3-1: SSOi Login Screen

3.2. System Menu

Depending on the VHIC users' role, they will be presented different Home screens upon logging to the VHIC application.

3.2.1. VHIC Administrator and Technical Administrator Tier 3

The VHIC Administrator and VHIC Technical Administrator Tier 3 users will be presented with three menu options: Card Requests, Reports and Card Deactivation. They can navigate to each of these application modules by either clicking on one of the links located in the header at the top left of the screen or by clicking on one of the icon buttons in the middle of the screen.



Figure 3-2: VHIC Administrator and VHIC Technical Administrator (Tier 3) Home screen

3.2.2. VHIC Associate and Supervisor

The VHIC Associate and VHIC Supervisor users will be presented with two menu options: Card Requests and Reports. They can navigate to each of these application modules by either clicking on one of the links located in the header at the top left of the screen or by clicking on one of the icon buttons in the middle of the screen.



Figure 3-3: VHIC Associate and VHIC Supervisor Home screen

3.2.3. VHIC Auditor and Read-Only User

The VHIC Auditor and VHIC Read-Only users will be presented with the Reports menu option. They can navigate to Reports by clicking on the icon button in the middle of the screen.



Figure 3-4: VHIC Auditor and VHIC Read-Only User Home screen

3.3. Changing User ID and Password

If you have any questions or need help with your User ID or your Password; call the National Service Desk at 855-673-4357 and then select option #6, option #1.

4. Creating a VHIC Card – The Card Request Process

For a step-by-step process on how to navigate through the Card Request screens in the VHIC application and an explanation of the process involved in creating a VHIC for a Veteran, please refer to section 4 in the **Veteran Health Identity Card User Guide - Volume 1 - Card Requests and Card Deactivations** document.

5. Deactivating Cards – The Card Deactivation Process

For detailed information that will help the VHIC Administrator navigate through the card deactivation screens in the VHIC application that will allow them to deactivate all of the VHICs for a specific Veteran, please refer to section 5 in the **Veteran Health Identity Card User Guide - Volume 1 - Card Requests and Card Deactivations** document.

6. VHIC Reporting

The VHIC application offers a variety of reporting options divided into four main reporting tabs. Certain tabs may contain sub-tabs. Not all VHIC user roles have access to all reports, or all of the available functionality of certain reports (*i.e., national option or multi-select option*).

The **National search option** returns results, which includes every available VISN and Facility. This option, triggered by selecting the **National** checkbox, is only available to those user roles with authorization to use this feature. Since the results returned consist of all VISNs/Facilities, checking the **National** checkbox removes any available VISN and/or Facility options.

The ability to **Multi-select** is available on certain reports that have VISN and/or Facility selection criteria and is available to Administrators, Auditors, and Tech Admin (Tier 3) roles. This feature works by holding down the **[Control]** button (Ctrl) on the keyboard and single clicking on each desired list items.

All reports, with the exception of the Veteran report, give the user the option to select either **[Report]** or **[Create PDF]** once they have entered their search criteria. Clicking the **[Report]** button will generate the query results in a new tab. This allows the user to return to the original query tab in order to modify their search criteria if needed. Keep in mind, while date ranges may be generous, results are limited to 3000 lines.

The user selects the desired reporting option by clicking on the appropriate tab or sub-tab. A tab highlighted in blue, lets the user know which report they are viewing. Once they select a report, the user will need to provide certain search criteria based on the specific requirements of the report selected.

Some reports contain **Hyperlinks**. Clicking the hyperlinks (indicated by blue font) allow the VHIC user to access more detailed information. For instance, if the user wants to keep the **Summary Report** for a VISN open while reviewing the **Detail Report** for a specific Facility, they can hold down the **[Control]** button (Ctrl) on the keyboard while clicking on the hyperlink for the Facility they wish to view. This opens the **Facility Detail Report** in another browser window allowing the user to view both reports and have the ability to select another Facility in which to view.

The following graphic represents the VHIC tabular report structure:

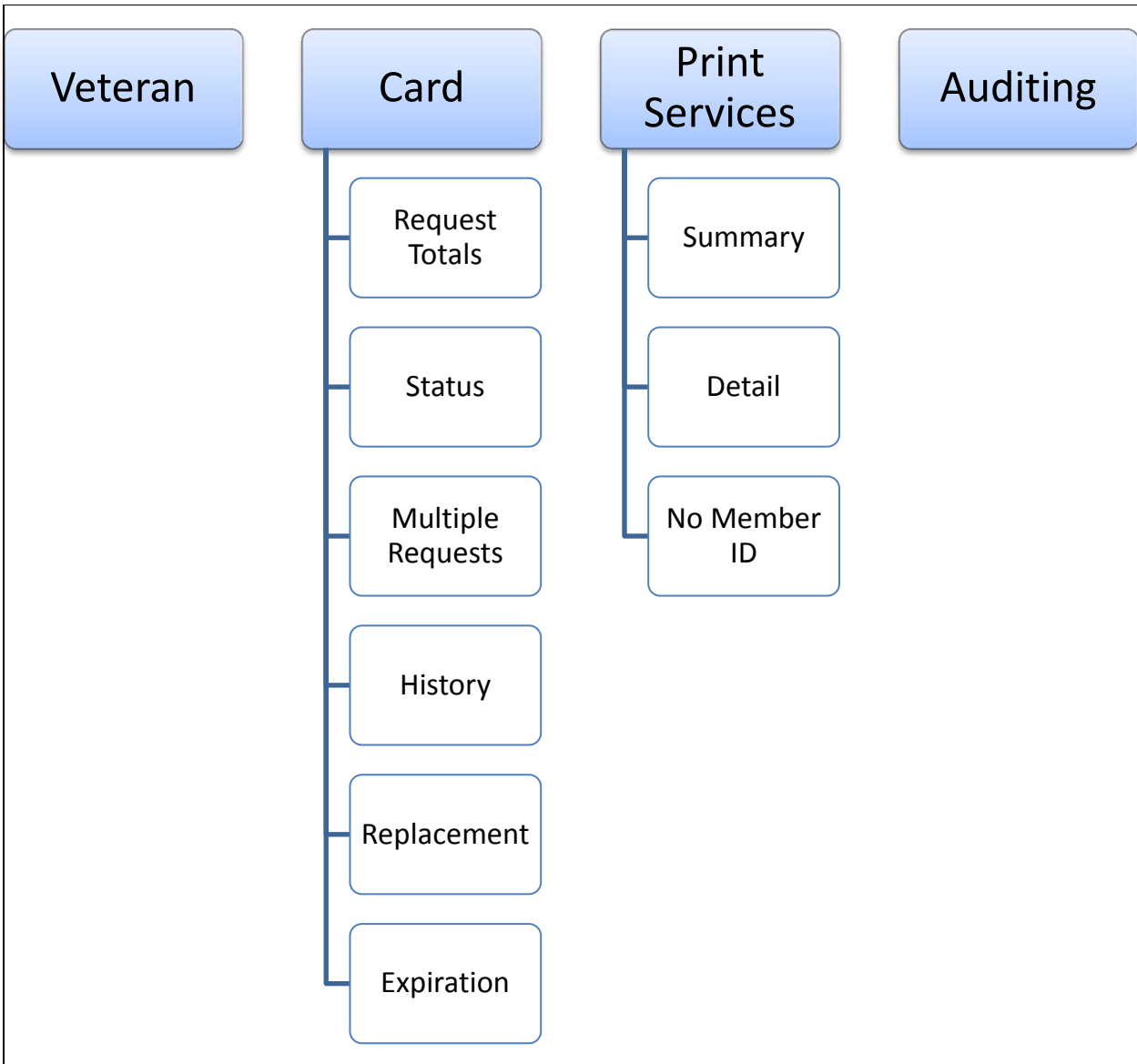


Figure 6-1: Report Tabular Structure

6.1. Veteran (Direct Search) Report

Table 3: Veteran Report at a Glance

At a Glance...	
Who can access this report?	Administrator, Supervisor, Associate, Tech Admin (Tier 3), Auditor, Read-Only
Who can access National version?	N/A
Date Range Allowed	N/A
Search Criteria Available	Last Name, First Name, Date of Birth, Last four of SSN, ICN, Member ID, Card ID, Person ID

The *Veteran Report (a.k.a. Direct Search)* is the first report query screen presented to the VHIC user when accessing the reporting section of VHIC. This report provides a comprehensive

overview of all of the information the VHIC application has on a particular Veteran, including their photo.

Veteran Report

Last Name

First Name

DOB

Last 4 of SSN

ICN

Member ID

Card ID

Person ID

Figure 6-2: Veteran Report Query Fields

After entering the appropriate search traits and clicking the **[Query]** button, a screen will appear with a summary listing of potential matches.

Veteran Report

Name	Date of Birth	ICN	Member ID	Service Connected	POW	PH	MH	Enrollment Status
ETHAN PHILLIPS	11/2/1964	1012662851V065517	1606249906	N	U	U	N	Y

Figure 6-3: Veteran Report Search Results

The query result displays a summary view of Veteran information consisting of:

- Name
 - Hyperlink to the detailed Veteran Report
- Date of Birth
- ICN
 - Hyperlink to the detailed Veteran Report
- Member ID
- Service Connected
- POW – Prisoner of War
- PH – Purple Heart
- MH – Medal of Honor
- Enrollment Status

Clicking on the *Veteran's* name, or on their *ICN*, displays a comprehensive level of this report, a.k.a. the “VHIC Veteran Report.”

VHIC Veteran Report

Veteran: **ETHAN PHILLIPS**

Person ID: **22737**

Name	Date of Birth	Date of Death	ICN	Member ID
ETHAN PHILLIPS	11/02/1964	-	1012662851V065517	1606249906

Service Connected	Prisoner of War	Purple Heart	Medal of Honor	Enrollment Status
NO	N: Not a POW.	U: Unknown	NO	ELIGIBLE

Card Number	Card Status	MVI Status	Print Release Status	Card Expiration Date
6093	Requested	Active	Sent	07/01/2025

Preferred Facility Code	Preferred Facility Name
987	CHEY6
Preferred Facility Address	
2360 E PERSHING BLVD	
CHEYENNE	
WY	82001-5356



Person ID	Plan ID
22737	7346-243-588
Proofing Level	Proofing Date
L2	
Last Update	Last Updated By
07/01/2015	va.usiam-victesf31

Card Request Count			
Total	Legacy	Mass Reissue	User Requested
14	0	0	14

Figure 6-4: VHIC Veteran Report

The “VHIC Veteran Report” contains a hyperlink in the “Card Number” area. Clicking this hyperlink takes the user to the “VHIC Card History” by **Card ID** report. This user guide covers Card History Reports in section 6.5.

VHIC Card History

Veteran ID: ANY Card ID: 6093

Veteran: ETHAN PHILLIPS		Person ID: 22737	
Gender	Date of Birth	Service	Card Count
MALE	11/02/1964	NO	1
Purple Heart	Medal of Honor	Enrollment Status	Prisoner of War
UNKNOWN	NO	ELIGIBLE	NO


Card ID: 6093					
	Card Issuer	Last Changed Date	Last Changed By	Card Type	
	vaausiam-victest31	07/02/2015	VIC	VHIC	
	Date Card Requested	Date of Mailing	Expiration Date		
	07/01/2015		07/01/2025		
Picture Comment		Current Card Status	Current MVI Status	Current Print Status	
		Requested	Active	Sent	
Picture Effective Date		Branch of Service	VISN	Facility	
06/23/2015		COAST_GUARD	7	ATLANTA VAMC - 508	
Mailed to Address		Address Selected By Veteran			
		527 LANDSLIDE DR ELSMORE KS, 66732			
Status	MVI	Print	Message	Status Change	Changed By
Pending	Not Correlated	Not Started	REQUEST PENDING.	07/01/2015 14:48:57	vaausiam-victest31
Replacement Reason	Hold Reason(s)	Print Error Reason		Deactivation Reason	
Lost					


Figure 6-5: VHIC Card History by Card ID

The “VHIC Veteran Report” also contains a hyperlink in the “Person ID” area. Clicking this hyperlink takes the user to the “VHIC Card History” by **Person ID** report. This user guide covers Card History Reports in section 6.5.

VHIC Card History

Veteran ID: 22737 Card ID: ANY

Veteran: ETHAN PHILLIPS		Person ID: 22737	
Gender	Date of Birth	Service	Card Count
MALE	11/02/1964	NO	14
Purple Heart	Medal of Honor	Enrollment Status	Prisoner of War
UNKNOWN	NO	ELIGIBLE	NO

Card ID: 6093					
	Card Issuer	Last Changed Date	Last Changed By	Card Type	
	vausiam-vicest31	07/02/2015	VIC	VHIC	
	Date Card Requested	Date of Mailing	Expiration Date		
	07/01/2015		07/01/2025		
Picture Comment		Current Card Status	Current MVI Status	Current Print Status	
		Requested	Active	Sent	
Picture Effective Date		Branch of Service	VISN	Facility	
06/23/2015		COAST_GUARD	7	ATLANTA VAMC - 508	
Mailed to Address		Address Selected By Veteran			
		527 LANDSLIDE DR ELSMORE KS, 66732			
Status	MVI	Print	Message	Status Change	Changed By
Pending	Not Correlated	Not Started	REQUEST PENDING.	07/01/2015 14:48:57	vausiam-vicest31
Replacement Reason		Hold Reason(s)	Print Error Reason	Deactivation Reason	
Lost					


Card ID: 6092					
	Card Issuer	Last Changed Date	Last Changed By	Card Type	
	vausiam-vicest31	07/01/2015	vausiam-vicest31	VHIC	
	Date Card Requested	Date of Mailing	Expiration Date		
	07/01/2015		06/01/2025		
Picture Comment		Current Card Status	Current MVI Status	Current Print Status	
		Deactivated	Unlinked	Cancelled	
Picture Effective Date		Branch of Service	VISN	Facility	
06/23/2015		COAST_GUARD	7	ATLANTA VAMC - 508	
Mailed to Address		Address Selected By Veteran			
		2360 E PERSHING BLVD CHEYENNE WY, 82001			
Status	MVI	Print	Message	Status Change	Changed By
Pending	Not Correlated	Not Started	REQUEST PENDING.	07/01/2015 14:48:03	vausiam-vicest31
Replacement Reason		Hold Reason(s)	Print Error Reason	Deactivation Reason	
Lost					

Figure 6-6: VHIC Card History by Person ID

6.2. A Card Request Totals Report

Table 4: Card Request Totals Report at a Glance

At a Glance...	
Who can access this report?	<i>Administrator, Supervisor, Associate, Tech Admin (Tier 3), Auditor, Read-Only</i>
Who can access National version?	<i>Administrator, Tech Admin (Tier 3)</i>
Date Range Allowed	<i>Admins, Tech Admin (Tier 3) – unlimited Supervisor, Associate, Auditor, Read-Only – one (1) year or less from date report is being run</i>
Search Criteria Available (may vary by role)	<i>VISN, Facility, Start Date, End Date</i>

The *Card Request Totals Report* gives the user exactly that – the total card requests by selected VISN and/or Facility, in a tabular format. Selecting the National checkbox, if available, returns results for all VISNs and Facilities. Selecting either the VISN or the Facility radio button will update the list of available options accordingly (based on a user's role).

Figure 6-7: Card Request Totals Query Screen

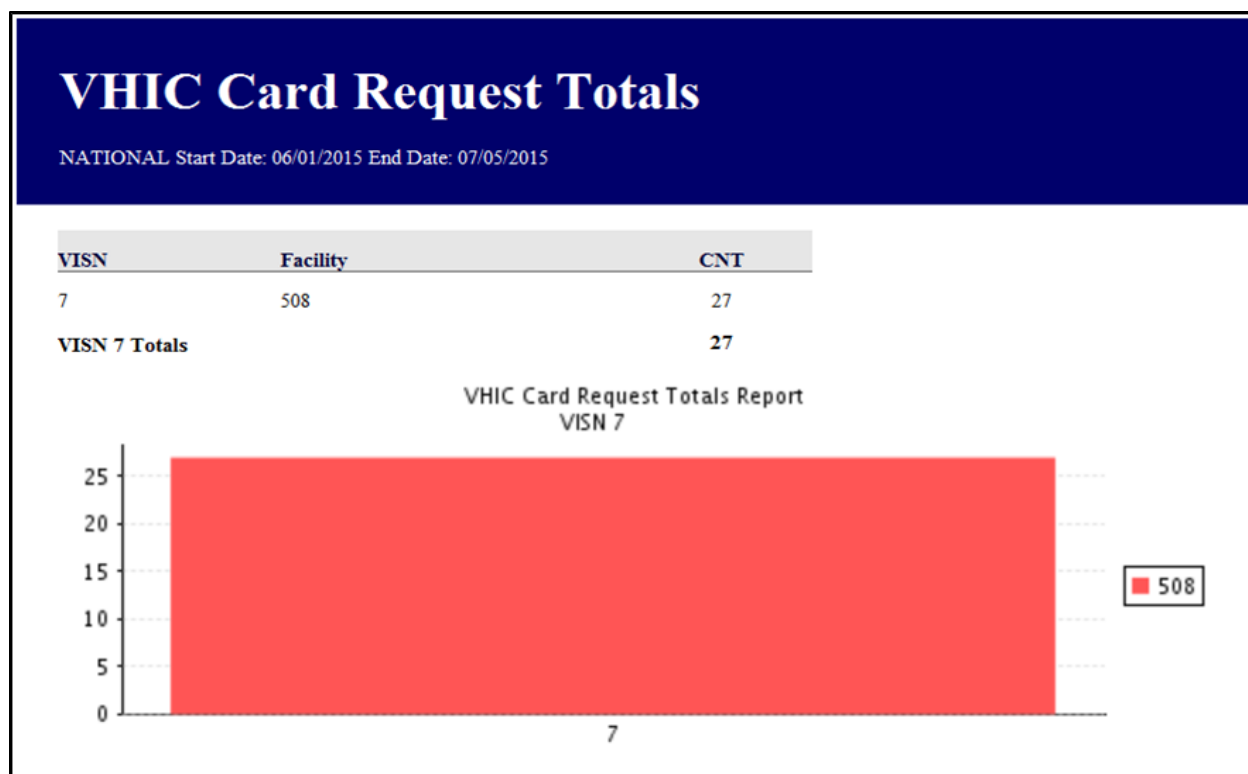


Figure 6-8: VHIC Card Request Totals National Report

6.3. Card Status Report

Table 5: Card Status Report at a Glance

At a Glance...	
Who can access this report?	Administrator, Supervisor, Associate, Tech Admin (Tier 3), Auditor
Who can access National version?	Administrator, Tech Admin (Tier 3)
Date Range Allowed	Admins, Tech Admin (Tier 3) – unlimited Supervisor, Associate, Auditor, Read-Only – one (1) year or less from date report is being run
Search Criteria Available (may vary by role)	VISN, Facility, MVI Status, Card Status, Print Release Status (which includes a drop down list), Start Date, End Date


The *Card Status Report* contains three unique categories: MVI Status, Card Status, and Print Release Status. This report has the usual search criterial options such as VISN or Facility, Start Date, and End Date. Along with those, the user must choose one of the three (3) options: *MVI Status*, *Card Status*, or *Print Release Status*. Each one of these options contains their own drop-down-list of items. The user must select one item from the corresponding list prior to running the desired report. The following sections list the options available for each status' selection.

Figure 6-9: Card Status Query Screen

6.3.1. MVI (Master Veteran Index) Status Option

Clicking the **MVI Status** radio button provides the following report options:

- Active*
- Not Correlated
- Rejected
- Unlinked

 **NOTE:** The starred (*) item is the default for that status.

Once the user selects one of the drop-down list options, chooses a site, and inputs a date range, they will click **[Report]**. Clicking **[Report]** will display the “VHIC MVI Status Summary Report.”

Veteran	Card	Print Services	Auditing
Request Totals	Status	Multiple Requests	History
Replacement		Expiration	

Card Status Report

Status Selection

☒ MVI Status
☐ Card Status
☐ Print Release Status

MVI Status

☒ Active
☐ Not Correlated
☐ Rejected
☐ Unlinked

Site Selection

National

☐ VISN
☒ Facility

Facilities

101 - CENTRAL OFFICE
 102 - TOPEKA (DATA PROCESSING CNTR)
 103 - CAPITAL REGION DATA CTR (CRDC)
 104 - AUSTIN FINANCE CENTER
 104HC - HEALTHCARE CLAIMS PROCESSING
 105 - VBA MORTGAGE LOAN
 112 - OFFICE OF ENTERPRISE DEVLPMNT
 116 - EIE/OFFICE OF ENTERPRISE DEV

Date Range

Start Date: 6/1/2015
 End Date: 7/5/2015

Clear Report Create PDF

The “VHIC MVI Status Summary Report” contains hyperlinks (*the number in the column relating to the selection made from the drop down menu*). Clicking a hyperlink will open the “VHIC MVI Status Detail Report” broken down by Veteran.

<div> <div>VHIC MVI Status Summary Report</div> <div> Facility: 508 Start Date: 06/01/2015 End Date: 07/06/2015 </div> </div>					
VISN	VISN #	Facility	Facility #	# of Cards Active	# of Cards Total
VA Southeast Network	7	ATLANTA VAMC	508	12	160
VISN 7 Totals:				12	160
<div> <div>Tuesday 07 July 2015</div> <div> <div>VHIC MVI Status Summary Report</div> <div>Page 1 of 1</div> </div> </div>					

Figure 6-11: VHIC MVI Status Summary Report - Facility – Active

<div> <div>VHIC MVI Status Detail Report</div> <div>Facility: 508 Start Date: 06/01/2015 End Date: 07/06/2015</div> </div>						
Facility	Facility #	Status Date	MVI Status	Last Name	First Name	Member ID
ATLANTA VAMC	508	06/01/2015	Active	CLARK	ZACHARY	1606239684
ATLANTA VAMC	508	06/05/2015	Active	RODGERS	LOGAN	1606249728
ATLANTA VAMC	508	06/05/2015	Active	DUDLEY	RICHARD	1606215998
ATLANTA VAMC	508	06/05/2015	Active	SULLIVAN	WARREN	1606216781
ATLANTA VAMC	508	06/05/2015	Active	WASHINGTON	JAMES	1606216803
ATLANTA VAMC	508	06/05/2015	Active	JACKSON	SEAN	1606254691
ATLANTA VAMC	508	06/22/2015	Active	SYLVESTER	DALE	
ATLANTA VAMC	508	06/22/2015	Active	SYLVESTER	DALE	
ATLANTA VAMC	508	07/01/2015	Active	PHILLIPS	ETHAN	1606249906
ATLANTA VAMC	508	07/01/2015	Active	CUSTIS	DAVID	1606254748
ATLANTA VAMC	508	07/02/2015	Active	DAY	SONNY	
ATLANTA VAMC	508	07/02/2015	Active	CUNDIFF	ANDREW	1606231420
<div> <div>Tuesday 07 July 2015</div> <div>VHIC MVI Status Detail Report</div> <div>Page 1 of 1</div> </div>						

Figure 6-12: VHIC MVI Status Detail Report - Facility – Active

6.3.2. Card Status Option

Clicking the **Card Status** radio button provides the following report options:

- Replaced
- Deactivated
- Expired
- On Hold
- Pending
- Requested*
- Defunct



NOTE: The starred (*) item is the default for that status.

Once the user selects one of the drop-down list options, chooses a site, and inputs a date range, they will click the **[Report]** button. Clicking **[Report]** will display the “VHIC Card Status Report.”

Veteran	Card	Print Services	Auditing
---------	------	----------------	----------

Request Totals	Status	Multiple Requests	History	Replacement	Expiration
----------------	--------	-------------------	---------	-------------	------------

Card Status Report

Status Selection

Card Status

Replaced
Deactivated
Expired
On Hold
Pending
Requested
Defunct

Status

Site Selection

National

☐ VISN
☒ Facility

Facilities

101 - CENTRAL OFFICE
102 - TOPEKA (DATA PROCESSING CNTR)
103 - CAPITAL REGION DATA CTR (CRDC)
104 - AUSTIN FINANCE CENTER
104HC - HEALTHCARE CLAIMS PROCESSING
105 - VBA MORTGAGE LOAN
112 - OFFICE OF ENTERPRISE DEVLPMNT
116 - EIE/OFFICE OF ENTERPRISE DEV

Date Range

Start Date

6/1/2015

End Date

7/5/2015

Figure 6-13: Card Status Query Screen with Card Status drop-down menu options displayed

The “VHIC Card Status Report” does NOT contain hyperlinks at this time.

<h1>VHIC Card Status Report</h1> <p>Facility: 508 Start Date: 06/01/2015 End Date: 07/06/2015</p>					
VISN	VISN #	Facility	Facility #	# of Cards Requested	# of Cards Total
VA Southeast Network	7	ATLANTA VAMC	508	4	160
VISN 7 Totals:				4	160
<p>Tuesday 07 July 2015</p> <p>VHIC Card Status Report</p> <p>Page 1 of 1</p>					


Figure 6-14: VHIC Card Status Report - Facility – Requested

6.3.3. Print Release Status Option

Clicking the **Print Release Status** radio button provides the following report options:

- Cancelled
- Error
- Mailed*
- Not Started
- Pending
- Received

- Rejected
- Sent

 **NOTE:** The starred (*) item is the default for that status.

Once the user selects one of the drop-down list options, chooses a site, and inputs a date range, they will click the **[Report]** button. Clicking **[Report]** will display the “VHIC Print Status Summary Report.”

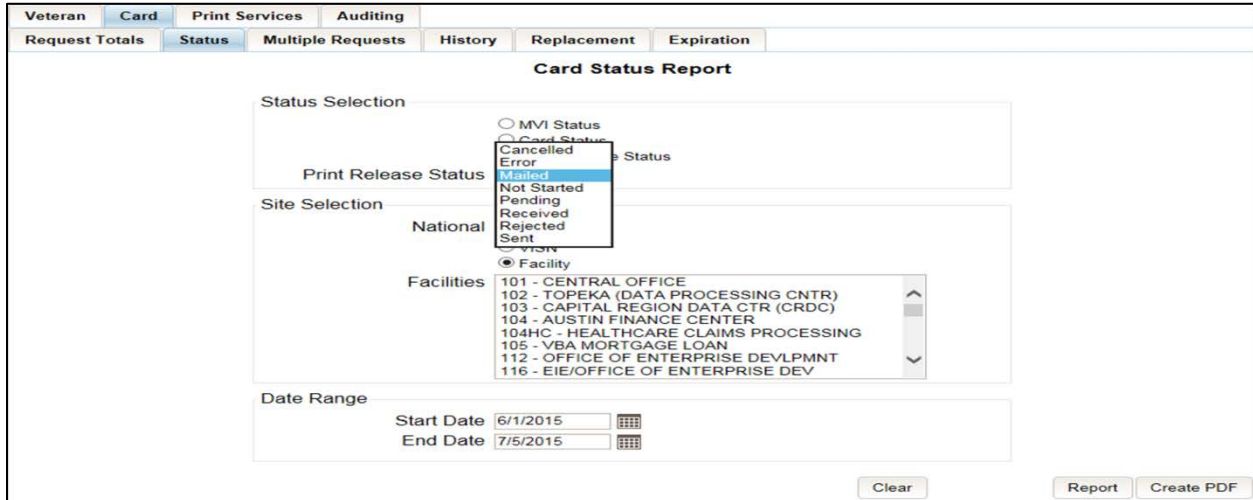


Figure 6-15: Card Status Query Screen with Print Release Status drop-down menu options displayed

The “VHIC Print Status Summary Report” contains hyperlinks (*the number in the column relating to the selection made from the drop down menu*). Clicking a hyperlink will open the “VHIC Print Status Detail Report” broken down by Veteran.

VHIC Print Status Summary Report					
VISN: ALL Facility: 508 Start Date: 06/01/2015 End Date: 07/06/2015					
VISN	VISN #	Facility	Facility #	# of Cards Cancelled	# of Cards Total
VA Southeast Network	7	ATLANTA VAMC	508	19	37
VISN 7 Totals:				19	37
<div>Tuesday 07 July 2015</div> <div>VHIC Print Status Summary Report</div> <div>Page 1 of 1</div>					

Figure 6-16: VHIC Print Release Status Summary Report - Facility – Cancelled

VHIC Print Status Detail Report <small>Facility: 508 Start Date: 06/01/2015 End Date: 07/06/2015</small>							
Facility	Facility #	Date Cancelled	# of Cards Cancelled	Reason	Last Name	First Name	Member ID
ATLANTA VAMC	508	06/22/2015	1		JONES	DANNY	
ATLANTA VAMC	508	06/22/2015	1		HARRIS	HARVEY	1043757578
ATLANTA VAMC	508	06/22/2015	1		DALESSANDRO	WAYNE	
ATLANTA VAMC	508	06/22/2015	1		JORDAN	NEWVHIC	1607434260
ATLANTA VAMC	508	06/22/2015	1		SMITHY	HAROLD	
ATLANTA VAMC	508	06/22/2015	1		CLARK	ZACHARY	1606239684
ATLANTA VAMC	508	06/22/2015	1		RODGERS	LOGAN	1606249728
ATLANTA VAMC	508	06/22/2015	1		DUDLEY	RICHARD	1606215998
ATLANTA VAMC	508	06/22/2015	1		SULLIVAN	WARREN	1606216781
ATLANTA VAMC	508	06/22/2015	1		WASHINGTON	JAMES	1606216803
ATLANTA VAMC	508	06/22/2015	1		SYLVESTER	DALE	
ATLANTA VAMC	508	06/22/2015	1		SYLVESTER	DALE	
ATLANTA VAMC	508	06/24/2015	1		HARPER	KEVIN	1606249116
ATLANTA VAMC	508	07/01/2015	1		PHILLIPS	ETHAN	1606249906
ATLANTA VAMC	508	07/01/2015	1		PHILLIPS	ETHAN	1606249906
ATLANTA VAMC	508	07/01/2015	1		PHILLIPS	ETHAN	1606249906
ATLANTA VAMC	508	07/01/2015	1		PHILLIPS	ETHAN	1606249906
ATLANTA VAMC	508	07/01/2015	1		PHILLIPS	ETHAN	1606249906
ATLANTA VAMC	508	07/01/2015	1		PHILLIPS	ETHAN	1606249906
Tuesday 07 July 2015				VHIC Print Status Detail Report			Page 1 of 1

Figure 6-17: VHIC Print Release Detail Report - Facility – Cancelled

6.4. Multiple Card Requests Report

Table 6: Multiple Request Report at a Glance

At a Glance...	
Who can access this report?	Administrator, Supervisor, Tech Admin (Tier 3), Auditor
Who can access National version?	Administrator, Tech Admin (Tier 3)
Date Range Allowed	Admins, Tech Admin (Tier 3) – unlimited Supervisor, Associate, Auditor, Read-Only – one (1) year or less from date report is being run
Search Criteria Available (may vary by role)	Card Requests (#), VISN, Facility, Cards Requested, Cards Mailed, Start Date, End Date

The *Multiple Card Requests Report* provides a summary of either multiple cards requested for a Veteran or multiple cards mailed to a Veteran. The user must select the radio button corresponding to the desired report. This report is customizable and will return multiples based on specific numeric criteria entered into the Card Requests field (*the default is two*).

Once the user specifies an amount of cards requested or mailed, chooses a site, and inputs a date range, they will click the **[Report]** button. Clicking **[Report]** will display the “VHIC Detailed Report for Number of Cards Requested/Mailed.”

Veteran	Card	Print Services	Auditing
Request Totals	Status	Multiple Requests	History
		Replacement	Expiration

Multiple Card Requests Report

Filters

Card Requests

☒ Cards Requested
☐ Cards Mailed

Site Selection

National ☐

☐ VISN
☒ Facility

Facilities

101 - CENTRAL OFFICE
102 - TOPEKA (DATA PROCESSING CNTR)
103 - CAPITAL REGION DATA CTR (CRDC)
104 - AUSTIN FINANCE CENTER
104HC - HEALTHCARE CLAIMS PROCESSING
105 - VBA MORTGAGE LOAN
112 - OFFICE OF ENTERPRISE DEVLPMNT
116 - EIE/OFFICE OF ENTERPRISE DEV

Date Range

Start Date
End Date

Clear

Report

Create PDF

Figure 6-18: Card Multiple Requests Query Screen

The “VHIC Detailed Report for Number of Cards Requested/Mailed,” sorted by “# of Cards Requested,” contains a hyperlink to a Facility. Clicking on the facility number will drill down further to show a breakdown by Veteran.

VHIC Detailed Report for Number of Cards Requested			
Facility: 508 Start Date: 06/01/2015 End Date: 07/07/2015			
Facility	Facility #	# Veterans	# Cards Requested
VA Southeast Network 7			
ATLANTA VAMC	508	4	2
		1	5
		2	7

Figure 6-19: VHIC Facility Detail Report for Number of Cards Requested

VHIC Facility Detail Report for Number of Cards Requested Site: 508 Start Date: 06/01/2015 End Date: 07/07/2015			
Last Name	First Name	Member ID	# Cards Requested
ATLANTA VAMC 508			
VAN BREEMEN	HARRY	2013070902	7
SIMMS	BILLY		7
JONES	LONIE	2013070901	5
SCHNEIDER	ARNOLD		2
BRYANT	JAMES		2
CARLTON	ROBERT		2
WILLIAMS	STEPHEN		2

Figure 6-20: VHIC Facility Detail Report for Number of Cards Mailed

6.5. Card History Report

Table 7: Card History Report at a Glance

At a Glance...	
Who can access this report?	<i>Administrator, Supervisor, Associate, Tech Admin (Tier 3), Auditor, Read-Only</i>
Who can access National version?	<i>N/A</i>
Date Range Allowed	<i>N/A</i>
Search Criteria Available	<i>Card ID, Person ID</i>

The *Card History Report* provides the user with a breakdown of requested cards. To access these reports, enter a Card ID number or a Person ID number of the Veteran.

Veteran	Card	Print Services	Auditing			
Request Totals	Status	Multiple Requests	History	Replacement	Expiration	
Card History Report						
<div style="text-align: center;"> Card ID <input type="text"/> Person ID <input type="text"/> </div>						
				Clear	Report	Create PDF

Figure 6-21: Card History Report Query Screen

Searching by Card ID (found in the Veteran report) returns a single result for that specific card number, referred to as the Card History by Card ID report.

VHIC Card History

Veteran ID: ANY Card ID: 6093

Veteran: ETHAN PHILLIPS		Person ID: 22737	
Gender	Date of Birth	Service	Card Count
MALE	11/02/1964	NO	1
Purple Heart	Medal of Honor	Enrollment Status	Prisoner of War
UNKNOWN	NO	ELIGIBLE	NO


Card ID: 6093					
	Card Issuer	Last Changed Date	Last Changed By	Card Type	
	vaausiam-victest31	07/02/2015	VIC	VHIC	
	Date Card Requested	Date of Mailing	Expiration Date		
	07/01/2015		07/01/2025		
Picture Comment		Current Card Status	Current MVI Status	Current Print Status	
		Requested	Active	Sent	
Picture Effective Date		Branch of Service	VISN	Facility	
06/23/2015		COAST_GUARD	7	ATLANTA VAMC - 508	
Mailed to Address			Address Selected By Veteran		
			527 LANDSLIDE DR ELSMORE KS, 66732		
Status	MVI	Print	Message	Status Change	Changed By
Pending	Not Correlated	Not Started	REQUEST PENDING.	07/01/2015 14:48:57	vaausiam-victest31
Replacement Reason		Hold Reason(s)	Print Error Reason		Deactivation Reason
Lost					

Figure 6-22: VHIC Card History by Card ID Report


Searching by Person ID (found in the Veteran report) returns all of the cards requested for that Veteran, referred to as the Card History by Person ID report.

VHIC Card History

Veteran ID: 22737 Card ID: ANY

Veteran: ETHAN PHILLIPS			Person ID: 22737
Gender	Date of Birth	Service	Card Count
MALE	11/02/1964	NO	14
Purple Heart	Medal of Honor	Enrollment Status	Prisoner of War
UNKNOWN	NO	ELIGIBLE	NO

Card ID: 6093

	Card Issuer	Last Changed Date	Last Changed By	Card Type	
	vaausiam-victest31	07/02/2015	VIC	VHIC	
	Date Card Requested	Date of Mailing	Expiration Date		
	07/01/2015		07/01/2025		
Picture Comment		Current Card Status	Current MVI Status	Current Print Status	
		Requested	Active	Sent	
Picture Effective Date		Branch of Service	VISN	Facility	
06/23/2015		COAST_GUARD	7	ATLANTA VAMC - 508	
Mailed to Address		Address Selected By Veteran			
		527 LANDSLIDE DR ELSMORE KS, 66732			
Status	MVI	Print	Message	Status Change	Changed By
Pending	Not Correlated	Not Started	REQUEST PENDING.	07/01/2015 14:48:57	vaausiam-victest31
Replacement Reason	Hold Reason(s)	Print Error Reason		Deactivation Reason	
Lost					

Card ID: 6092


	Card Issuer	Last Changed Date	Last Changed By	Card Type	
	vaausiam-victest31	07/01/2015	vaausiam-victest31	VHIC	
	Date Card Requested	Date of Mailing	Expiration Date		
	07/01/2015		06/01/2025		
Picture Comment		Current Card Status	Current MVI Status	Current Print Status	
		Deactivated	Unlinked	Cancelled	
Picture Effective Date		Branch of Service	VISN	Facility	
06/23/2015		COAST_GUARD	7	ATLANTA VAMC - 508	
Mailed to Address		Address Selected By Veteran			
		2360 E PERSHING BLVD CHEYENNE WY, 82001			
Status	MVI	Print	Message	Status Change	Changed By
Pending	Not Correlated	Not Started	REQUEST PENDING.	07/01/2015 14:48:03	vaausiam-victest31
Replacement Reason	Hold Reason(s)	Print Error Reason		Deactivation Reason	
Lost					

Figure 6-23: Card History by Person ID Report

Both reports, Card History by Card ID and Card History by Person ID, provide the user with the following information tied to that particular card:

- Veteran's name
- Person ID
- Gender
- Date of Birth
- Service status
- Card Count
- Purple Heart status
- Medal of Honor status
- Enrollment Status
- Prisoner of War status
- Card ID
- Card Issuer
- Last Changed Date
- Last Changed By
- Card Type
- Date Card Requested
- Date of Mailing
- Expiration Date
- Picture Comment
- Current Card Status
- Current MVI Status
- Current Print status
- Picture Effective Date
- Branch of Service
- VISN
- Facility

A history of the three statuses is also available. This allows reviewers to monitor and verify the various stages the card request has gone through as well as its final status at the time of the report.

Status	MVI	Print	Message	Status Change	Changed By
Pending	Not Correlated	Not Started	REQUEST PENDING.	07/01/2015 14:48:57	vaausiam-victest31

Figure 6-24: Card History Report Status History

6.6. Card Replacement Report

Table 8: Card Replacement Report at a Glance

At a Glance...	
Who can access this report?	<i>Administrator, Supervisor, Associate, Tech Admin (Tier 3), Auditor</i>
Who can access National version?	<i>Administrator, Tech Admin (Tier 3), Auditor</i>
Date Range Allowed	<i>Administrator, Tech Admin (Tier 3) – unlimited Supervisor, Associate, Auditor – one (1) year or less from date report is being run</i>
Search Criteria Available	<i>VISN, Facility, Start Date, End Date</i>

Each *Card Replacement Report* gives the user a breakdown, in a tabular format, of the requested replacement cards. The report, sorted by the replacement reasons and by the selected VISN and/or Facility, displays the “# of Cards Replaced” for each specific reason, and provides a hyperlinked number. Clicking a hyperlink takes the user to reports that are more detailed. Selecting the National checkbox (if available) will return results for all VISNs and Facilities. Selecting either the VISN or the Facility radio button will update the list of available options accordingly (based on a user’s role).

Figure 6-25: Card Replacement report query screen

The “VHIC Card Replacement Facility Report” lists the Replacement Reasons and contains a hyperlink in the “# of Cards Replaced” column. Clicking the hyperlink takes the user to the “VHIC Card Replacement Facility Subreason Report.”

VHIC Card Replacement Facility Report Number of Cards Replaced Between 06/01/2015 and 07/07/2015 Facility: 508	
Replacement Reason	# of Cards Replaced
Facility 508 ATLANTA VAMC	
Expired	8
Lost	9
Facility 508 Totals:	17

Figure 6-26: VHIC Card Replacement Facility Report – Summary

The “VHIC Card Replacement Facility Sub reason Report” contains a hyperlink in the “# of Cards Replaced” column. Clicking the hyperlink opens up a detailed breakdown report by Veteran.

VHIC Card Replacement Facility Subreason Report Number of Cards Replaced By Subreason Between 06/01/2015 and 07/07/2015 Facility: 508		
Replacement Reason	Replacement Sub Reason	# of Cards Replaced
Lost		9
Facility 508 Totals:		9

Figure 6-27: VHIC Card Replacement Facility Subreason Report – Summary

The “VHIC Card Replacement Sub reason Detail” contains hyperlinks in “Card Number” column. Clicking a hyperlink takes the user to the Veteran Detail Report for the Veteran selected.

VHIC Card Replacement Facility Subreason Detail

Number of Cards Replaced 7 VA Southeast Network 508 ATLANTA VAMC
Reason: Lost

Last Name	First Name	Card Number	Date of Birth	Last 4 SSN
PHILLIPS	ETHAN	6058	11/02/1964	1247
PHILLIPS	ETHAN	6075	11/02/1964	1247
PHILLIPS	ETHAN	6084	11/02/1964	1247
SYLVESTER	DALE	6087	08/01/1937	1241
CUNDIFF	ANDREW	6096	05/14/1951	0421
PHILLIPS	ETHAN	6092	11/02/1964	1247
PHILLIPS	ETHAN	6093	11/02/1964	1247
DAY	SONNY	6095	08/19/1946	1234
PHILLIPS	ETHAN	6091	11/02/1964	1247
Facility 508 Totals:				9

Figure 6-28: VHIC Card Replacement Facility Subreason Detail report

6.7. Card Expiration Report

Table 9: Card Expiration Report at a Glance

At a Glance...	
Who can access this report?	Administrator, Supervisor, Associate, Tech Admin (Tier 3), Auditor
Who can access National version?	Administrator, Tech Admin (Tier 3), Auditor
Date Range Allowed	Administrator, Tech Admin (Tier 3) – unlimited Supervisor, Associate, Auditor – one (1) year or less from date report is being run
Search Criteria Available	VISN, Facility, Start Date, End Date

The *Card Expiration Report* allows the user to view information pertaining to VHICs that have expired. From the Card Expiration Report Screen the user can query expired cards by National, VISN, or Facility, depending on their role.



NOTE: The user can also find VHICs set to expire by selecting future start and end dates.

Veteran	Card	Print Services	Auditing
Request Totals	Status	Multiple Requests	History
Replacement	Expiration		

Card Expiration Report

Site Selection

National ☐

☐ VISN

☒ Facility

Facilities

101 - CENTRAL OFFICE
102 - TOPEKA (DATA PROCESSING CNTR)
103 - CAPITAL REGION DATA CTR (CRDC)
104 - AUSTIN FINANCE CENTER
104HC - HEALTHCARE CLAIMS PROCESSING
105 - VBA MORTGAGE LOAN
112 - OFFICE OF ENTERPRISE DEVLPMNT
116 - EIE/OFFICE OF ENTERPRISE DEV

Date Range

Start Date

End Date

Figure 6-29: Card Expiration report query screen

The “VHIC Card Expiration Site Report” displays the result of a user’s query. This report lets them know how many cards have expired at a particular site. Clicking the hyperlink in the “Facility Number” column takes them to the “VHIC Card Expiration Detail Report.”

VHIC Card Expiration Site Report		
Number of Cards Expiring Between 05/01/2015 and 07/07/2015		
Site: 508		
Facility Name	Facility Number	# of Cards Expiring
ATLANTA VAMC	508	1

Figure 6-30: Card Expiration Site Report

The “VHIC Card Expiration Detail Report” displays the information pertaining to the Veteran whose card is expired. Clicking on the hyperlink in “Card Number” column takes the user to the “VHIC Veteran Report.”

VHIC Card Expiration Detail Report Number of Cards Expiring 7 VA Southeast Network 508 ATLANTA VAMC Between 05/01/2015 and 07/07/2015					
Expiration Date	Last Name	First Name	Card Number	Date of Birth	Last 4 SSN
05/22/2015	SYLVESTER	DALE	6088	08/01/1937	1241
Site 508 Totals:					1

Figure 6-31: Card Expiration Detail Report

6.8. Print Services – Batch Summary Report

Table 10: Batch Summary Report at a Glance

At a Glance...	
Who can access this report?	Administrator, Supervisor, Tech Admin (Tier 3), Auditor
Who can access National version?	Administrator, Tech Admin (Tier 3)
Date Range Allowed	Admins, Tech Admin (Tier 3) – unlimited Supervisor, Auditor – one (1) year or less from date report is being run
Search Criteria Available	VISN, Facility, Start Date, End Date

Clicking **[Submit]** on step 6 of the Card Request process does not immediately transmit a card request to the print vendor. The card requests from all sites are stored throughout the day, then bundled and transmitted to the print vendor in one batch file. When the print vendor receives the batch file, they send back a confirmation message. The Print Services reports provide the user with information received from the Print Vendor after sending the batch files.

After processing the card requests in a batch file, the print vendor sends back to VHIC an acknowledgement file for every request specifying success or failure in card printing. The numbers in the report comes from the data updated by the confirmation and acknowledgement files received from the print vendor.

The *Batch Processing Summary Report's* date fields are not auto-populated like most of the other reports. The user must populate them prior to running the report.

Veteran	Card	Print Services	Auditing
Summary	Detail	No Member ID	

Batch Processing Summary Report

Site Selection

National ☐

☐ VISN

☒ Facility

Facilities

101 - CENTRAL OFFICE
102 - TOPEKA (DATA PROCESSING CNTR)
103 - CAPITAL REGION DATA CTR (CRDC)
104 - AUSTIN FINANCE CENTER
104HC - HEALTHCARE CLAIMS PROCESSING
105 - VBA MORTGAGE LOAN
112 - OFFICE OF ENTERPRISE DEVLPMNT
116 - EIE/OFFICE OF ENTERPRISE DEV

Date Range

Start Date

End Date

Figure 6-32: Print Services - Summary query screen

The “VHIC Batch File Processing Status Summary Report” provides a high-level count of sent, erred, and received card requests.

VHIC Batch File Processing Status Summary Report					
VISN: ALL Facility: ALL Facility Code: 508 Start Date: 06/01/2015 End Date: 07/07/2015					
Status Legend					
Sent	A VHIC record is sent over on the daily batch file from the VHIC application to the card vendor.				
Error	A VHIC record from the daily batch file that is "Rejected" during transmission to the card vendor and cannot be processed for print.				
Received	A VHIC record that is sent over on a daily batch file, that is successfully received by the card print vendor.				
VISN	Facility Code	Facility Name	Sent	Error	Received
VISN: 7					
	508	ATLANTA VAMC	71	0	2
VISN: 7 Totals			71	0	2
Grand Totals			71	0	2

Figure 6-33: VHIC Batch File Processing Status Summary Report

6.9. Print Services – Batch Detail Report

Table 11: Batch Detail Report at a Glance

At a Glance...	
Who can access this report?	<i>Administrator, Supervisor, Associate, Tech Admin (Tier 3), Auditor</i>
Who can access National version?	<i>Administrator, Tech Admin (Tier 3)</i>
Date Range Allowed	<i>Admins, Tech Admin (Tier 3) – unlimited Supervisor, Associate, Auditor – one (1) year or less from date report is being run</i>
Search Criteria Available	<i>VISN, Facility, Start Date, End Date</i>

After processing the card requests in a batch file, the print vendor sends back to VHIC an acknowledgement file for every request specifying success or failure in card printing. The numbers in the report comes from the data updated by the confirmation and acknowledgement files received from the print vendor.

The *Batch Processing Detail Report's* date fields are not auto-populated like most of the other reports. The user must populate them prior to running the report.

Figure 6-34: Print Services - Detail query screen

The “VHIC Batch File Processing Status Detail Report” provides a more granular count of sent, erred, and received card requests. Each status type lists the name and Member ID (if available) of all Veterans that fall into that category during the selected date range. This report, grouped by VISN then by Facility and followed by Status, displays the totals for each status as tallied by Facility, VISN, and overall totals. The bottom of each grouping displays the results.

VHIC Batch File Processing Status Detail Report

VISN: ALL Facility: ALL Facility Code: 508 Start Date: 07/01/2015 End Date: 07/08/2015

Status Legend

Sent	A VHIC record is sent over on the daily batch file from the VHIC application to the card vendor.
Error	A VHIC record from the daily batch file that is "Rejected" during transmission to the card vendor and cannot be processed for print.
Received	A VHIC record that is sent over on a daily batch file, that is successfully received by the card print vendor.

VISN / Facility / Status	Name	Member ID
VISN: 7		
Facility: (508) ATLANTA VAMC		
Sent		
ANDERSON, DANIEL RYAN		
Site Totals		
Received		0
Error		0
Sent		1
VISN: 7 Totals		
Received		0
Error		0
Sent		1
Grand Totals		
Received		0
Error		0
Sent		1

Figure 6-35: VHIC Batch File Processing Status Detail Report

6.10. Print Services – Cards Printed without a Member ID

Table 12: Cards Printed without Member ID Report at a Glance

At a Glance...	
Who can access this report?	<i>Administrator, Supervisor, Associate, Tech Admin (Tier 3), Auditor</i>
Who can access National version?	<i>Administrator, Tech Admin (Tier 3)</i>
Date Range Allowed	<i>Admins, Tech Admin (Tier 3) – unlimited Supervisor, Associate, Auditor – one (1) year or less from date report is being run</i>
Search Criteria Available	<i>VISN, Facility, Start Date, End Date</i>

After processing the card requests in a batch file, the print vendor sends back to VHIC an acknowledgement file for every request specifying success or failure in card printing. The numbers in the report comes from the data updated by the confirmation and acknowledgement files received from the print vendor.

The *No Member ID Report* returns the number of cards printed without a Member ID. The results returned are broken down based on selected search criteria (*VISN, Facility, or National*).

Figure 6-36: Print Services - No Member ID query screen

VHIC Cards Printed Without Member ID Report		
NATIONAL Start Date: 06/01/2015 End Date: 07/06/2015		
VISN	VISN #	# of Cards Total
VA Southeast Network	7	1
<div> <div>Tuesday 07 July 2015</div> <div>VHIC Cards Printed Without Member ID Report</div> <div>Page 1 of 1</div> </div>		

Figure 6-37: VHICs Printed without Member ID report

6.11. Auditing Report

Table 13: Audit Report at a Glance

At a Glance...	
Who can access this report?	<i>Administrator, Supervisor, Tech Admin (Tier 3), Auditor</i>
Who can access National version?	<i>N/A</i>
Date Range Allowed	<i>Admins, Tech Admin (Tier 3) – unlimited Supervisor, Auditor – one (1) year or less from date report is being run</i>
Search Criteria Available	<i>Login, Start Date, End Date</i>

The *Auditing Report* provides a way to track all activity for individual users within the VHIC system. To run this report, the user must enter the login name/ID for the user being audited. The resulting report returns the following fields of information: Date/Time, Audit ID, Action, Person ID, Member ID, Card ID, and Query String. The query string shows all of the information that was entered into various fields and/or submitted by the associate page. Items in the audit report are listed in order of the Date/Time stamp.

Auditing Report

Login

Start Date

End Date

Figure 6-38: Audit Report Query Screen

VHIC Auditing Report

Date Range: 06/07/2015 to 07/07/2015 for Login: vaausiam-victest43

Date Time	Audit ID	Action	Person ID	Member ID	Card ID	Query String
VAAUSIAM-VICTEST43						
06/10/2015 10:54:09	69198	UI				uri=/faces/index.jsf, visn=7, site=508
06/10/2015 10:54:30	69199	UI				uri=/faces/veteranRptQry.jsf, visn=7, site=508
06/10/2015 10:54:35	69200	UI				uri=/faces/cardReqTotalsRptQry.jsf, visn=7, site=508
06/10/2015 10:54:38	69201	UI				uri=/faces/cardStatusRptQry.jsf, visn=7, site=508
06/10/2015 10:54:49	69202	VHIC MVI Status National Report				startdate=2015-05-01, enddate=2015-06-09
06/10/2015 10:54:49	69203	UI				uri=/faces/cardstatushtmlreport.jsf, visn=7, site=508
06/10/2015 10:54:57	69204	UI				uri=/reportlink/reportlink, visn=7, site=508
06/10/2015 10:55:00	69205	UI				uri=/reportlink/reportlink, visn=7, site=508
VAAUSIAM-VICTEST43						
06/22/2015 05:40:16	69669	UI				uri=/faces/index.jsf, visn=7, site=508
06/22/2015 05:46:12	69670	UI				uri=/faces/index.jsf, visn=7, site=508
06/22/2015 05:46:56	69671	UI				uri=/faces/index.jsf, visn=7, site=508
06/22/2015 05:47:30	69672	UI				uri=/faces/cardrequest/search.jsf, visn=7, site=508
06/22/2015 05:48:48	69673	MVI_SEARCH				lastName=SYLVESTER, DOB=19370801, SSN=103031241, gender=M, firstName=DALE
06/22/2015 05:48:49	69674	UI				uri=/faces/cardrequest/searchResults.jsf, visn=7, site=508
06/22/2015 05:49:11	69675	MVI_GETIDS				icn=1012846338V120515
06/22/2015 05:49:12	69676	ESR_GETSUMMARY				icn=1012846338V120515
06/22/2015 05:49:13	69677	UI				uri=/faces/cardrequest/photo.jsf, visn=7, site=508
06/22/2015 05:49:38	69678	UI				uri=/faces/cardrequest/uploadPhoto.jsf, visn=7, site=508
06/22/2015 05:51:26	69679	UI				uri=/faces/cardrequest/uploadPhoto.jsf, visn=7, site=508
Wednesday 08 July 2015						
Page 1 of 22						

Figure 6-39: VHIC Auditing Report

7. Troubleshooting

For a thorough set of troubleshooting guidelines, please refer to the **Veteran Health Identity Card User Guide - Volume 3 - Troubleshooting** document.

Appendix A: VHIC Roles

Function	VHIC Roles					
	Administrator	Technical Administrator Tier 3	Supervisor	Associate	Auditor	Read-Only User
Card Requests						
• Request Cards	X	X	X	X		
• Deactivate Cards	X					
Reports						
Veteran (Direct Search):						
• Basic (No National Option)	X	X	X	X	X	X
Card Request Totals (Card – Request Totals):						
• National	X	X				
• VISN	X	X			X	X
• Facility	X	X	X	X	X	X
Card Status – MVI Status Report (Card – Status):						
• National:						
○ Active	X	X			X	
○ Not Correlated	X	X			X	
○ Rejected	X	X			X	
○ Unlinked	X	X			X	
• VISN:						
○ Active	X	X			X	
○ Not Correlated	X	X			X	
○ Rejected	X	X			X	

	VHIC Roles					
Function	Administrator	Technical Administrator Tier 3	Supervisor	Associate	Auditor	Read-Only User
○ Unlinked	X	X			X	
• Facility:						
○ Active	X	X	X	X	X	
○ Not Correlated	X	X	X	X	X	
○ Rejected	X	X	X	X	X	
○ Unlinked	X	X	X	X	X	
Card Status – Card Status Report (Card – Status):						
• National:						
○ Replaced	X	X			X	
○ Deactivated	X	X			X	
○ Expired	X	X			X	
○ On Hold	X	X			X	
○ Pending	X	X			X	
○ Requested	X	X			X	
○ Defunct	X	X			X	
• VISN:						
○ Replaced	X	X			X	
○ Deactivated	X	X			X	
○ Expired	X	X			X	
○ On Hold	X	X			X	
○ Pending	X	X			X	
○ Requested	X	X			X	

	VHIC Roles					
Function	Administrator	Technical Administrator Tier 3	Supervisor	Associate	Auditor	Read-Only User
○ Defunct	X	X			X	
• Facility:						
○ Replaced	X	X	X	X	X	
○ Deactivated	X	X	X	X	X	
○ Expired	X	X	X	X	X	
○ On Hold	X	X	X	X	X	
○ Pending	X	X	X	X	X	
○ Requested	X	X	X	X	X	
○ Defunct	X	X	X	X	X	
Card Status – Print Release Status Report (Card – Status):						
• National:						
○ Cancelled	X	X			X	
○ Error	X	X			X	
○ Mailed	X	X				
○ Not Started	X	X			X	
○ Pending	X	X			X	
○ Received	X	X			X	
○ Rejected	X	X			X	
○ Sent	X	X			X	
• VISN:						
○ Cancelled	X	X			X	
○ Error	X	X			X	

Function	VHIC Roles					
	Administrator	Technical Administrator Tier 3	Supervisor	Associate	Auditor	Read-Only User
○ Mailed	X	X				
○ Not Started	X	X			X	
○ Pending	X	X			X	
○ Received	X	X			X	
○ Rejected	X	X			X	
○ Sent	X	X			X	
• Facility:						
○ Cancelled	X	X	X	X	X	
○ Error	X	X	X	X	X	
○ Mailed	X	X	X	X	X	
○ Not Started	X	X	X	X	X	
○ Pending	X	X	X	X	X	
○ Received	X	X	X	X	X	
○ Rejected	X	X	X	X	X	
○ Sent	X	X	X	X	X	
Multiple Requests (Card – Multiple Requests):						
• Cards Requested:						
○ National	X	X			X	
○ VISN	X	X			X	
○ Facility	X	X	X		X	
• Cards Mailed:						
○ National	X	X			X	

Function	VHIC Roles					
	Administrator	Technical Administrator Tier 3	Supervisor	Associate	Auditor	Read-Only User
○ VISN	X	X			X	
○ Facility	X	X	X		X	
Card History (Card – History):						
• Card ID	X	X	X	X	X	X
• Person ID	X	X	X	X	X	X
Expiration (Card – Expiration):						
• National	X	X			X	
• VISN	X	X			X	
• Facility	X	X	X	X	X	
Replacement (Card – Replacement):						
• National	X	X			X	
• VISN	X	X			X	
• Facility	X	X	X	X	X	
Batch Summary (Print Services – Summary):						
• National	X	X			X	
• VISN	X	X			X	
• Facility	X	X	X		X	
Batch Detail (Print Services – Detail):						
• National	X	X			X	
• VISN	X	X			X	
• Facility	X	X	X	X	X	
Cards Printed without EDIPI (Print Services – No EDIPI):						

	VHIC Roles					
Function	Administrator	Technical Administrator Tier 3	Supervisor	Associate	Auditor	Read-Only User
• National	X	X			X	
• VISN	X	X			X	
• Facility	X	X	X	X	X	
Auditing:						
Basic (No National Option)	X	X	X		X	

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June 2015	1.5	Edited to conform with Section 508 guidelines and remediated with Common Look Office tool	Process Management
May 2015	1.4	Reviewed and approved by PMAS Process Improvement Lockdown. Updated instructional test.	Process Management
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