

Veteran Health Identification Card (VHIC 4.7)

User Guide



Volume 2 - Reports

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1. Introduction

1.1. Purpose

The purpose of this User Guide is to provide general system information, as well 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.

1.2. Document Orientation

1.2.1. Organization of the Manual

This User Guide is divided into eight 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



NOTE: *The level 2 proofing process is a method to verify the identity of Veterans. VA requires Veterans to provide approved identification documents to access Personal Identifiable Information (PII), Personal Health Information (PHI) and request a Veterans Health Identification Card (VHIC).*

The second and third sections 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 fourth section will give the user an overview of what they need to do before starting a card request for a Veteran. The VHIC user must verify the Veteran's Identity Proofing Level is at Level 2 in the Identity Management Toolkit.

The fifth section explains the process involved with creating a VHIC for a Veteran.

The sixth section covers how to request card deactivation all of the VHICs for a specific Veteran.

The seventh 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, Replacement, Expiration, Request Progress, Swipe/Scan, and On Hold
- **Print Services** – includes Processing, No Member ID, and Error
- **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.

The last section covers some troubleshooting issues and solutions that will help the VHIC user to be better able to support the Veteran and ensure that the VHIC requests are processed properly.

1.2.2. 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.

1.2.3. Disclaimers

1.2.3.1. 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.

1.2.3.2. 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.

1.2.4. 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

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

- 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.

1.3. National Service Desk and Organizational Contacts

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
For Provisioning Issues	National Service Desk at 855-673-4357 and then select option #3 (Veteran Benefits Administration Support), then select option #4. When contacted by a support specialist, be ready to supply the employee's full name, VA user ID and email address.
For Proofing Issues	National Service Desk at 855-673-4357 and then select option #3 (Veteran Benefits Administration Support), then select option #4.

Issue	Contact Info
	When contacted by a support specialist, be ready to supply the Veterans' full name, full SSN, and DOB.
For All Other VHIC System Issues	<p>National Service Desk at 855-673-4357 and then select option #5 (Austin), then select option #3.</p> <p>When contacted by a support specialist, be ready to supply the Veterans' full name, full SSN, and DOB.</p>

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 which users will access via a web browser. The recommended browser is Internet Explorer (currently version 11). 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: Over-sized icon buttons on the Home Screen

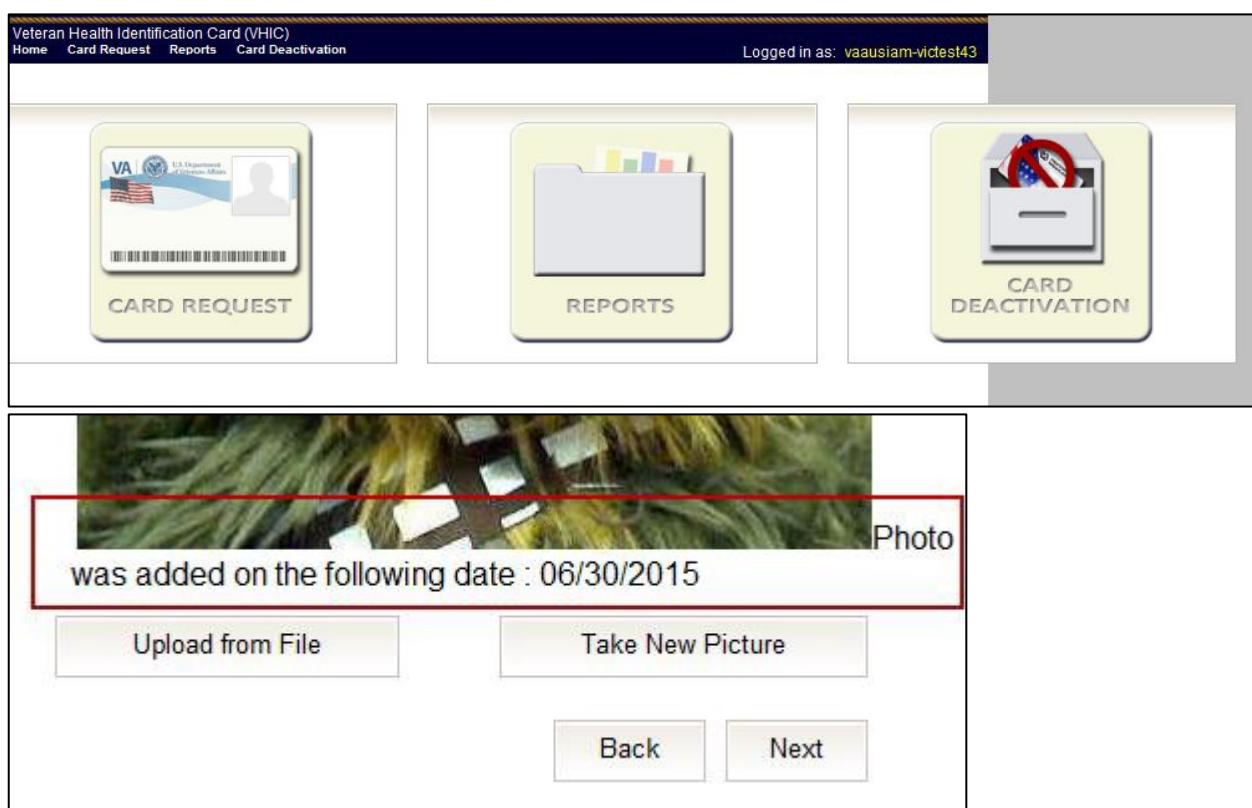


Figure 2-3: Words wrapping around the displayed photo on Step 3

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 5 screen is shifted down

Card Request Totals Report

Site Selection

National

VISN

Facility

VISN

1 - VA New England Health Care System	Facilities
10 - VA Healthcare System of Ohio	
11 - Veterans in Partnership	
12 - VA Great Lakes Healthca	
15 - VA Heartland Network	
16 - South Central VA Health	
17 - VA Heart of Texas Health	
18 - VA Southwest Healthcare	
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 DEVLPMT	
116 - EIE/OFFICE OF ENTERPRISE DEV	

Date Range

Start Date

End Date

The screenshot shows a web-based reporting application titled "Card Request Totals Report". In the "Site Selection" section, there are three radio buttons: "National" (unchecked), "VISN" (checked), and "Facility" (checked). Below these, a dropdown menu is open, listing various VA healthcare facilities. The "Facilities" section of the dropdown contains items like "CENTRAL OFFICE", "TOPEKA (DATA PROCESSING CNTR)", etc. To the left of the dropdown, the "VISN" section lists facilities such as "VA New England Health Care System", "VA Healthcare System of Ohio", etc. In the "Date Range" section, two date inputs are present: "Start Date" set to "6/1/2015" and "End Date" set to "7/8/2015", each with a calendar icon. At the bottom right are three buttons: "Clear", "Report", and "Create PDF". The overall layout is clean with a white background and standard UI elements.

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.

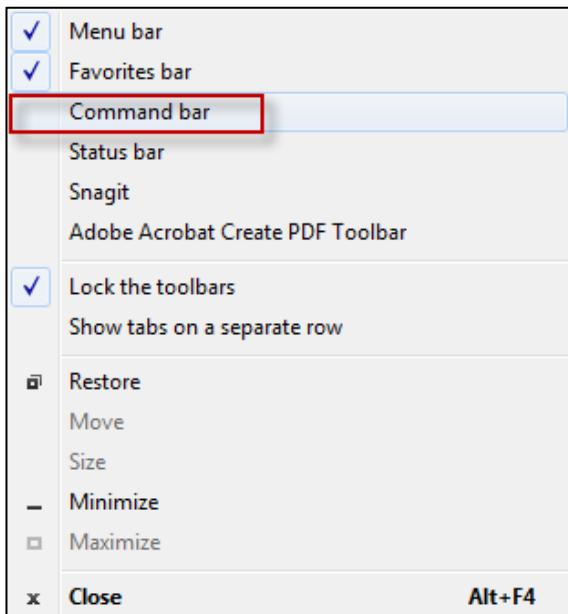


Figure 2-6: Internet Explorer's Toolbar Menu

3. Click on the Tools menu button.



Figure 2-7: Tools Menu button

4. Click on Compatibility View Settings.

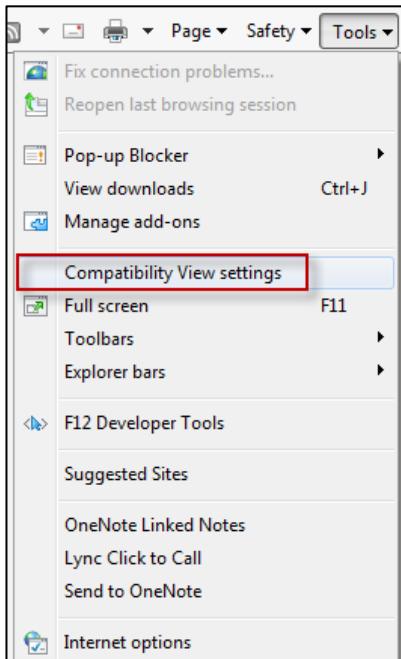


Figure 2-8: Tools drop-down menu

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

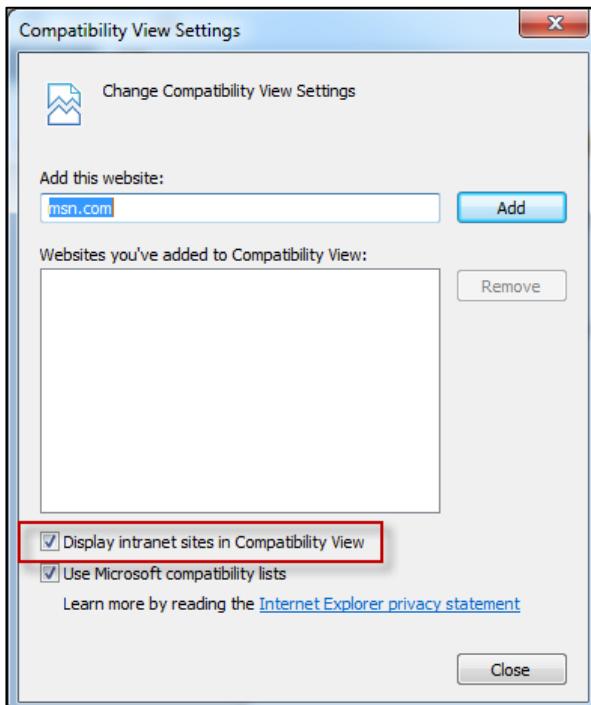


Figure 2-9: Compatibility View Settings screen

6. Click the Close button.

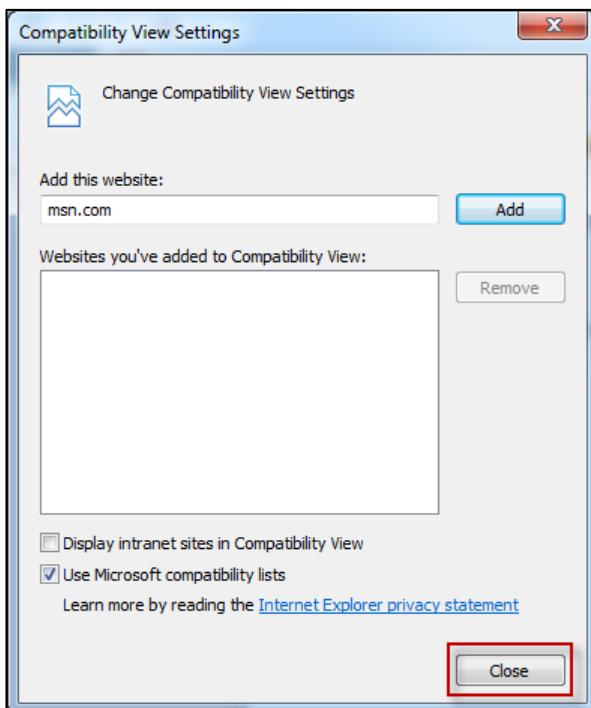


Figure 2-10: Compatibility View Settings Screen - Close



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 correct 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 features 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](#).

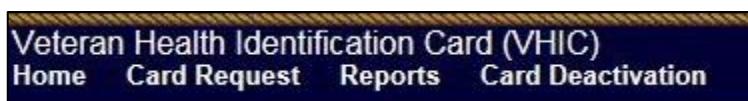


Figure 2-12: VHIC Administrator and VHIC Technical Administrator (Tier 3) menu



Figure 2-13: VHIC Associate and VHIC Supervisor menu

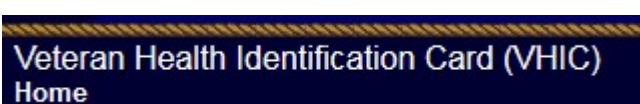


Figure 2-14: VHIC Auditor and VHIC Read-Only User menu

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 to them, 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. The VHIC Supervisor should then 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 most available reports (excluding national versions).

2.4.3. VHIC Administrator

The VHIC Administrator role is reserved for the VHIC Business (HEC) team members 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, deactivate cards, 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 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.

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*).

Here the VHIC user will need to use their PIV card to log into the VHIC application.

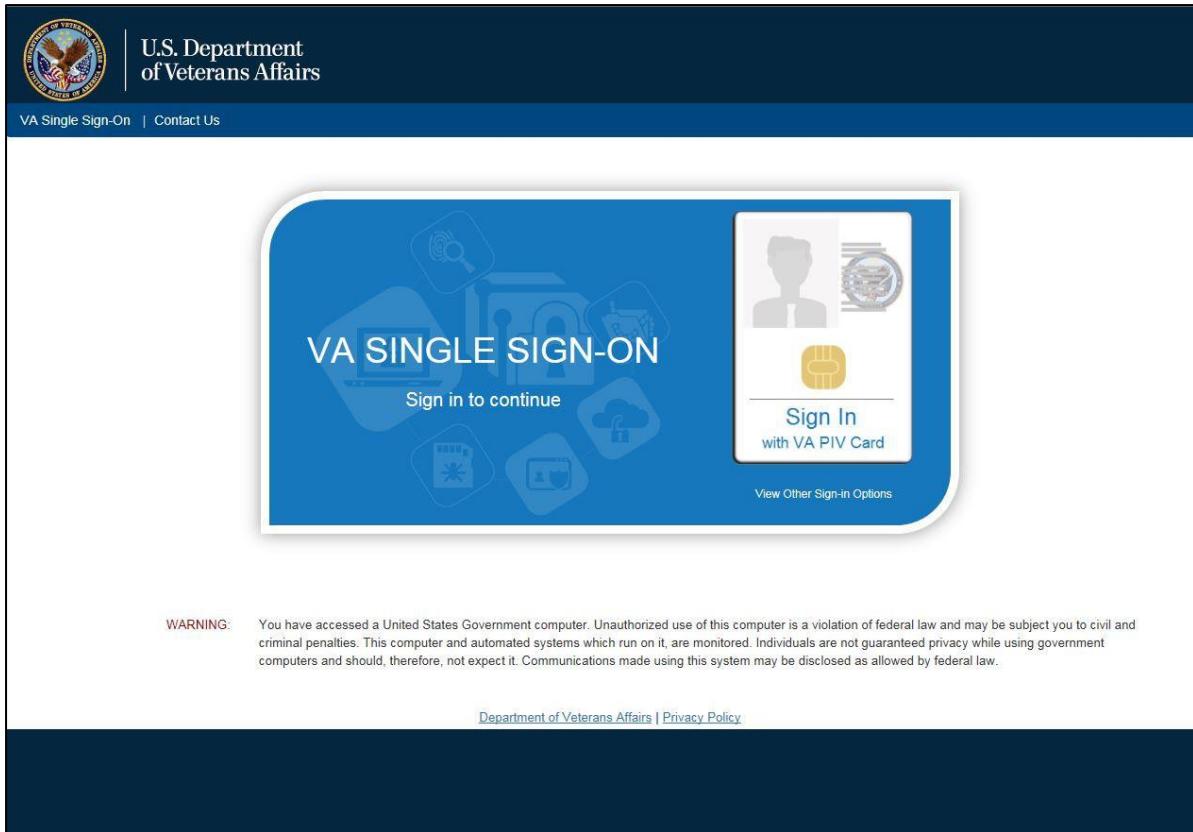


Figure 3-1: SSOi Login Screen

3.2. Logging On

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 to them, which will determine what aspects of the VHIC application are available to them. The roles are listed below. For more information on the areas of access that accompanies each role, please refer to [section 2.4](#).

- VHIC Associate
- VHIC Supervisor
- VHIC Administrator
- VHIC Technical Administrator (Tier 3)
- VHIC Auditor
- VHIC Read-Only User

3.3. System Menu

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

3.3.1. 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.



Table 3: VHIC Administrator and VHIC Technical Administrator (Tier 3) Home screen

3.3.2. 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 3-2: VHIC Associate and VHIC Supervisor Home screen

3.3.3. 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 3-3: VHIC Auditor and VHIC Read-Only User Home screen

3.4. 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. Before Requesting a VHIC Card

For detailed step-by-step process of how to access and complete the Identity Proofing Verification task in the Identity Management Toolkit application, please refer to section 4 in the **Veteran Health Identity Card (VHIC 4.7) User Guide - Volume 1 - Card Requests – All Users** document.

5. 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 5 in the **Veteran Health Identity Card (VHIC 4.7) User Guide - Volume 1 - Card Requests – All Users** document.

6. 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 6 in the **Veteran Health Identity Card (VHIC 4.7) User Guide - Volume 3 - Card Deactivations and Administrator Only Tasks** document.

7. 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, 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 for the Administrator, Technical Administrator Tier 3 and the Auditor:

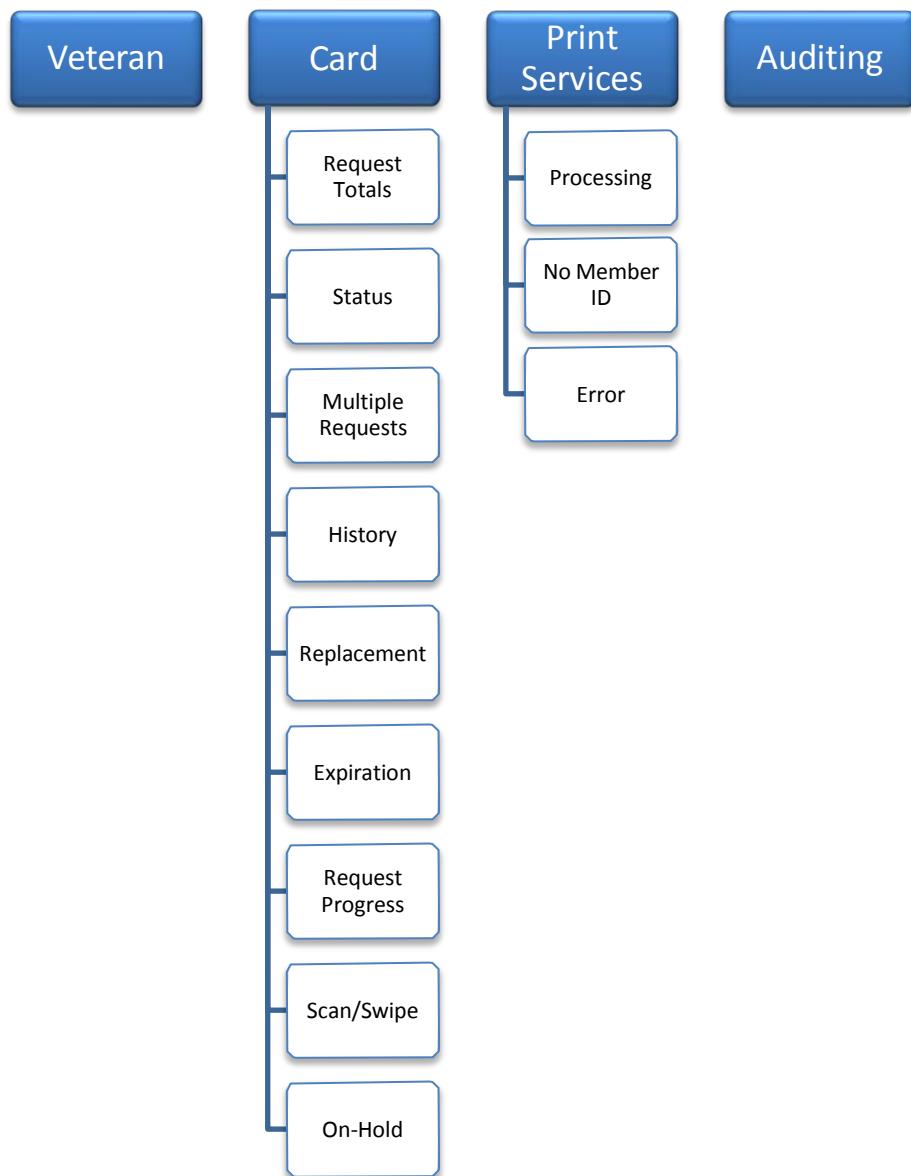


Figure 7-1: Report Tabular Structure for the Administrator, Technical Administrator Tier 3 and the Auditor

The following graphic represents the VHIC tabular report structure for the Supervisor user:

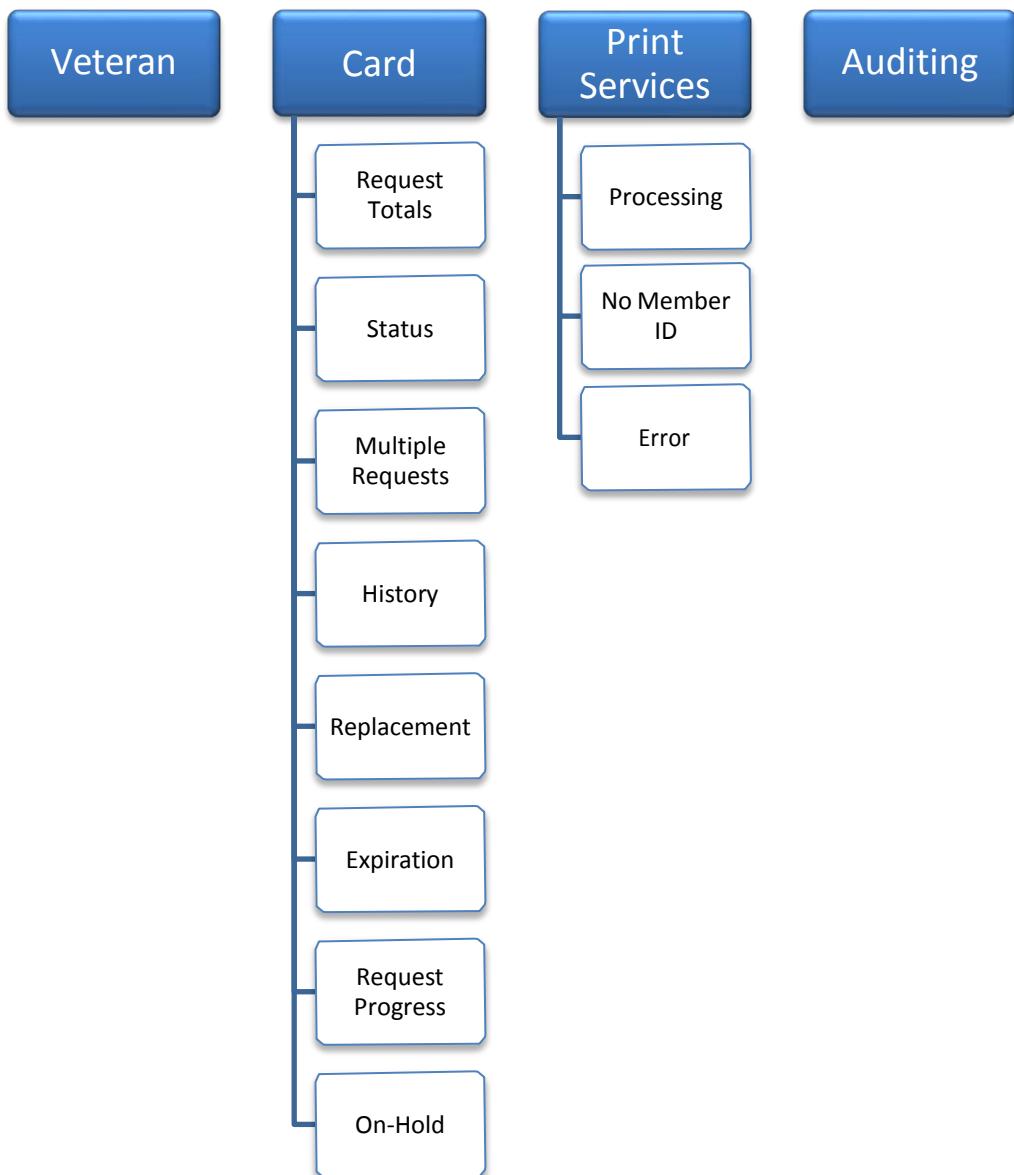


Figure 7-2: Report Tabular Structure for the Supervisor

The following graphic represents the VHIC tabular report structure for the Associate user:

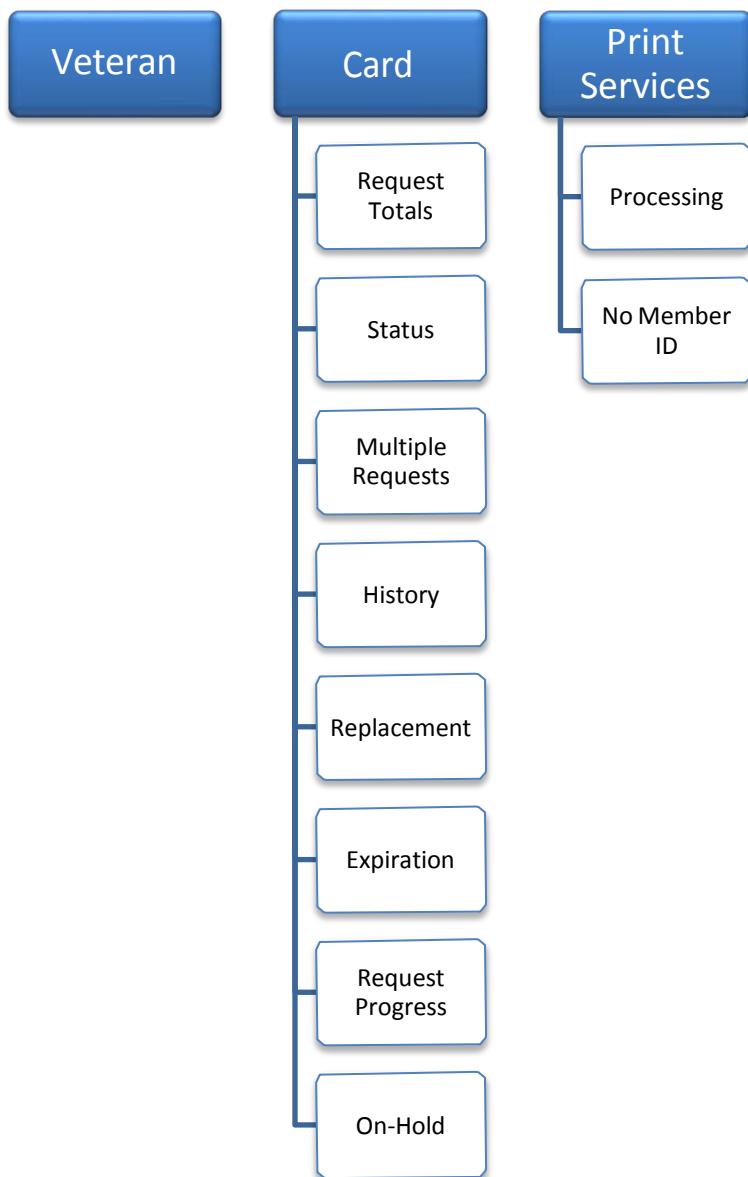


Figure 7-3: Report Tabular Structure for the Associate

The following graphic represents the VHIC tabular report structure for the Read-Only user:

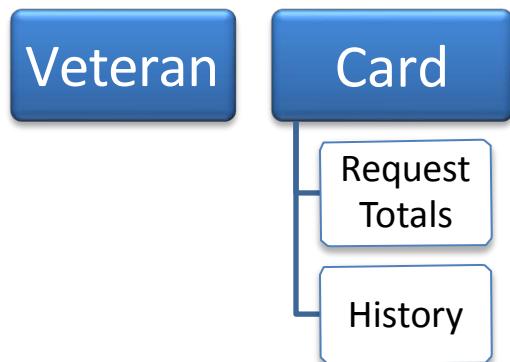


Figure 7-4: Report Tabular Structure for the Read-Only user

7.1. Veteran (Direct Search) Report

Table 4: Veteran 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?	N/A
Date Range Allowed	N/A
Search Criteria Available	<i>Last Name, First Name, Date of Birth, Last four of SSN, ICN, Member ID, Card ID, Person ID</i>

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.

The screenshot shows the VHIC interface for a 'Veteran Report'. The top navigation bar has tabs for 'Veteran', 'Card', 'Print Services', and 'Auditing', with 'Veteran' being the active tab. Below the navigation is a title 'Veteran Report'. Underneath the title is a section labeled 'Search Criteria' containing input fields for 'Last Name', 'First Name', 'DOB' (with a date picker icon), 'Last 4 of SSN', 'ICN', 'Member ID', 'Card ID', and 'Person ID'. At the bottom right of the search criteria section are two buttons: 'Clear' and 'Query'.

Figure 7-5: Veteran Report Query Fields – Administrator, Tech Admin (Tier 3), Auditor and Supervisor

Veteran Report

Search Criteria

Last Name	<input type="text"/>
First Name	<input type="text"/>
DOB	<input type="text"/> <input type="button" value="Calendar"/>
Last 4 of SSN	<input type="text"/>
ICN	<input type="text"/>
Member ID	<input type="text"/>
Card ID	<input type="text"/>
Person ID	<input type="text"/>

Buttons: Clear, Query

Figure 7-6: Veteran Report Query Fields – Associate

Veteran Report

Search Criteria

Last Name	<input type="text"/>
First Name	<input type="text"/>
DOB	<input type="text"/> <input type="button" value="Calendar"/>
Last 4 of SSN	<input type="text"/>
ICN	<input type="text"/>
Member ID	<input type="text"/>
Card ID	<input type="text"/>
Person ID	<input type="text"/>

Buttons: Clear, Query

Figure 7-7: Veteran Report Query Fields – Read-Only User

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

Buttons: Back

Figure 7-8: 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:	MR JOHN BRADLEY ROSADO JR		Person ID:	7000141												
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Name</th> <th>Date of Birth</th> <th>Date of Death</th> <th>ICN</th> <th>Member ID</th> </tr> </thead> <tbody> <tr> <td>MR JOHN BRADLEY ROSADO JR</td> <td>01/01/1930</td> <td>-</td> <td>2010770001V204061</td> <td>2040506070</td> </tr> </tbody> </table>					Name	Date of Birth	Date of Death	ICN	Member ID	MR JOHN BRADLEY ROSADO JR	01/01/1930	-	2010770001V204061	2040506070		
Name	Date of Birth	Date of Death	ICN	Member ID												
MR JOHN BRADLEY ROSADO JR	01/01/1930	-	2010770001V204061	2040506070												
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Service Connected</th> <th>Prisoner of War</th> <th>Purple Heart</th> <th>Medal of Honor</th> <th>Enrollment Status</th> </tr> </thead> <tbody> <tr> <td>YES</td> <td>Y: POW status.</td> <td>U: Unknown</td> <td>YES</td> <td>ELIGIBLE</td> </tr> </tbody> </table>					Service Connected	Prisoner of War	Purple Heart	Medal of Honor	Enrollment Status	YES	Y: POW status.	U: Unknown	YES	ELIGIBLE		
Service Connected	Prisoner of War	Purple Heart	Medal of Honor	Enrollment Status												
YES	Y: POW status.	U: Unknown	YES	ELIGIBLE												
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Card Number</th> <th>Card Status</th> <th>MVI Status</th> <th>Print Release Status</th> <th>Card Expiration Date</th> </tr> </thead> <tbody> <tr> <td>14000488</td> <td>On Hold</td> <td>Active</td> <td>Not Started</td> <td></td> </tr> </tbody> </table>					Card Number	Card Status	MVI Status	Print Release Status	Card Expiration Date	14000488	On Hold	Active	Not Started			
Card Number	Card Status	MVI Status	Print Release Status	Card Expiration Date												
14000488	On Hold	Active	Not Started													
<p style="text-align: center;">Enrollment Address</p> <p>1391 SYCAMORE FORK RD BLDG 1 STE 5 EDEN PRAIRIA MN 55344 USA</p>			<p style="text-align: center;">Veteran Photo</p>													
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Preferred Facility Code</th> <th>Preferred Facility Name</th> </tr> </thead> <tbody> <tr> <td>508</td> <td>ATLANTA VAMC</td> </tr> </tbody> </table>					Preferred Facility Code	Preferred Facility Name	508	ATLANTA VAMC								
Preferred Facility Code	Preferred Facility Name															
508	ATLANTA VAMC															
<p style="text-align: center;">Preferred Facility Address</p> <p>1670 CLAIRMONT RD DECATUR GA 30033-4004</p>																
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th colspan="4" style="text-align: center;">Card Request Count</th> </tr> <tr> <th>Total</th> <th>Legacy</th> <th>Mass Reissue</th> <th>User Requested</th> </tr> </thead> <tbody> <tr> <td>4</td> <td>0</td> <td>0</td> <td>4</td> </tr> </tbody> </table>					Card Request Count				Total	Legacy	Mass Reissue	User Requested	4	0	0	4
Card Request Count																
Total	Legacy	Mass Reissue	User Requested													
4	0	0	4													
<p>Thursday 10 December 2015</p> <p style="text-align: center;">VHIC Veteran Report</p>																
<p>Page 1 of 1</p>																

Figure 7-9: 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 7.5.](#)

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 7-10: 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 7.5.

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
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 MVPI Print Message Status Change Changed By

Status	MVPI	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 MVPI Print Message Status Change Changed By

Status	MVPI	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 7-11: VHIC Card History by Person ID

7.2. Card Request Totals Report

Table 5: 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), Auditor</i>
Date Range Allowed	<i>Admins, Tech Admin (Tier 3), Auditor – unlimited Supervisor, Associate, 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 7-12: Card Request Totals Report query screen – Administrators and Tech Admin (Tier 3)

Veteran	Card	Print Services	Auditing					
Request Totals	Status	Multiple Requests	History	Replacement	Expiration	Request Progress	Swipe/Scan	On Hold
Card Request Totals Report								
<p>Site Selection</p> <div style="border: 1px solid #ccc; padding: 5px;"> <p>National <input type="checkbox"/></p> <p><input type="radio"/> VISN</p> <p><input checked="" type="radio"/> Facility</p> <p>Facility <select style="width: 150px;">508 - ATLANTA VAMC</select></p> </div> <p>Date Range</p> <div style="border: 1px solid #ccc; padding: 5px;"> <p>Start Date <input type="text" value="7/1/2016"/> </p> <p>End Date <input type="text" value="8/1/2016"/> </p> </div> <div style="text-align: right; margin-top: 10px;"> <input type="button" value="Clear"/> <input type="button" value="Report"/> <input type="button" value="Create PDF"/> </div>								

Figure 7-13: Card Request Totals Report query screen – Auditor

Veteran	Card	Print Services	Auditing					
Request Totals	Status	Multiple Requests	History	Replacement	Expiration	Request Progress	On Hold	
Card Request Totals Report								
<p>Site Selection</p> <div style="border: 1px solid #ccc; padding: 5px;"> <p>Facility <select style="width: 150px;">508 - ATLANTA VAMC</select></p> </div> <p>Date Range</p> <div style="border: 1px solid #ccc; padding: 5px;"> <p>Start Date <input type="text" value="7/1/2016"/> </p> <p>End Date <input type="text" value="8/1/2016"/> </p> <p>* Date range cannot exceed one calendar year from report creation date unless logged in as an Administrator, Auditor, or Read only user</p> </div> <div style="text-align: right; margin-top: 10px;"> <input type="button" value="Clear"/> <input type="button" value="Report"/> <input type="button" value="Create PDF"/> </div>								

Figure 7-14: Card Request Totals Report query screen – Supervisor

Veteran	Card	Print Services					
Request Totals	Status	Multiple Requests	History	Replacement	Expiration	Request Progress	On Hold
Card Request Totals Report							
<p>Site Selection</p> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> <p>Facility <input type="text" value="508 - ATLANTA VAMC"/></p> </div> <p>Date Range</p> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> <p>Start Date <input type="text" value="7/1/2016"/> <input type="button" value="..."/></p> <p>End Date <input type="text" value="8/1/2016"/> <input type="button" value="..."/></p> <p>* Date range cannot exceed one calendar year from report creation date unless logged in as an Administrator, Auditor, or Read only user</p> </div> <div style="text-align: right;"> <input type="button" value="Clear"/> <input type="button" value="Report"/> <input type="button" value="Create PDF"/> </div>							

Figure 7-15: Card Request Totals Report query screen – Associate

Veteran	Card
Request Totals	History
Card Request Totals Report	
<p>Site Selection</p> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> <p><input type="radio"/> VISN <input checked="" type="radio"/> Facility</p> <p>Facility <input type="text" value="518 - BEDFORD VAMC"/></p> </div> <p>Date Range</p> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> <p>Start Date <input type="text" value="11/1/2015"/> <input type="button" value="..."/></p> <p>End Date <input type="text" value="12/6/2015"/> <input type="button" value="..."/></p> </div> <div style="text-align: right;"> <input type="button" value="Clear"/> <input type="button" value="Report"/> <input type="button" value="Create PDF"/> </div>	

Figure 7-16: Card Request Totals Report query screen – Read-Only User

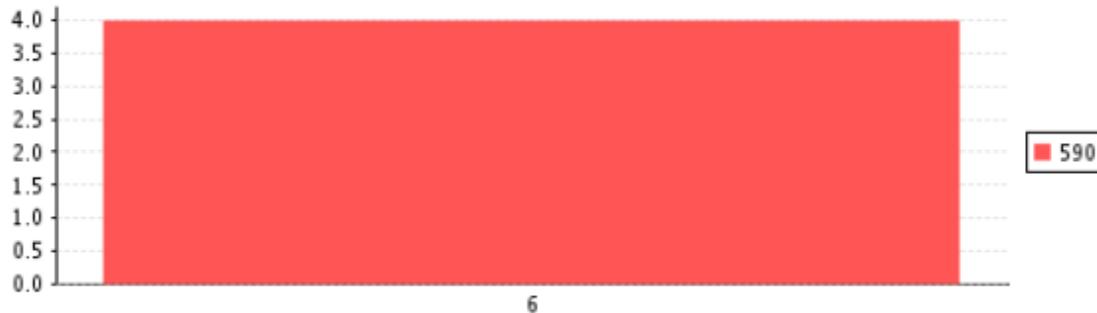
VHIC Card Request Totals

NATIONAL Start Date: 08/01/2016 End Date: 09/07/2016

VISN	Facility	CNT
1	608	1
VISN 1 Totals		1

6	590	4
VISN 6 Totals		4

VHIC Card Request Totals Report
VISN 6



7	508	38
VISN 7 Totals		38

VHIC Card Request Totals Report
VISN 7



National Total 50

Thursday 08 September

Page 1 of 2

VHIC Card Request Totals Report

Figure 7-17: VHIC Card Request National Report

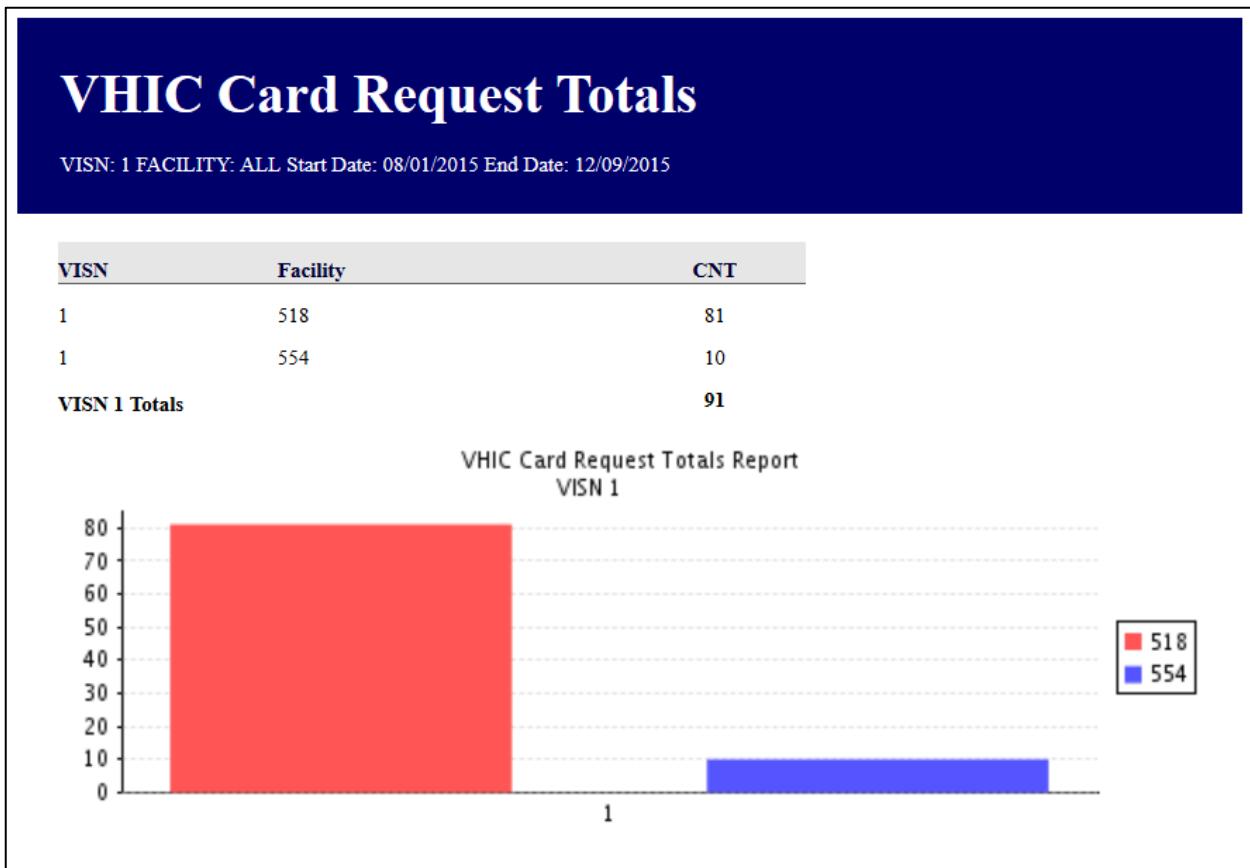


Figure 7-18: VHIC Card Request Totals report – VISN

VHIC Card Request Totals

VISN: ALL FACILITY: 518 Start Date: 08/01/2015 End Date: 12/09/2015

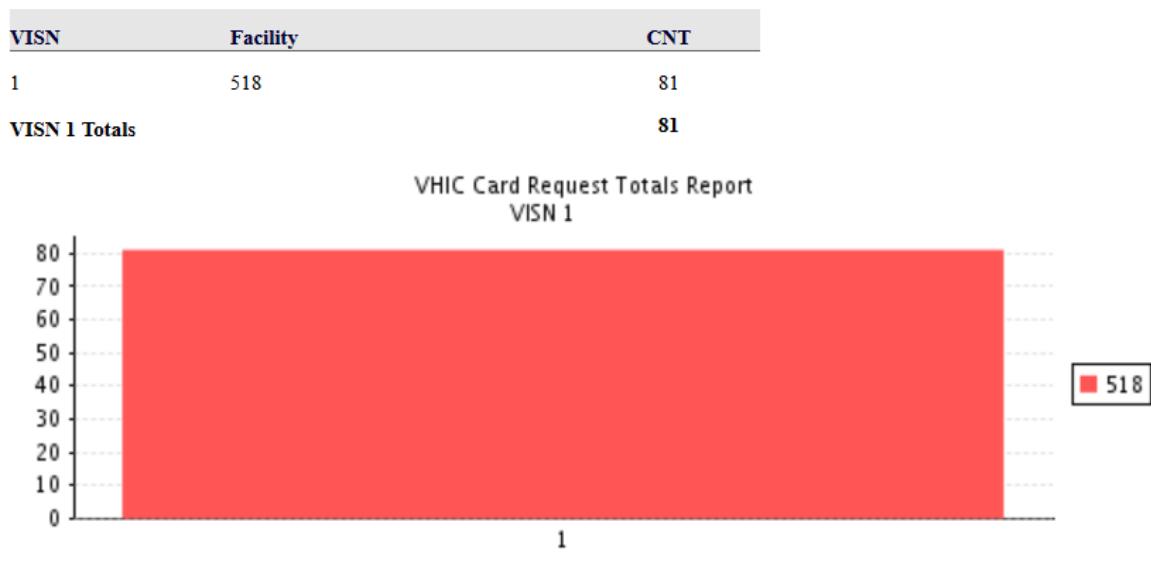


Figure 7-19: VHIC Card Request Totals report - Facility

7.3. Card Status Report

Table 6: Card Status 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>Admins, Tech Admin (Tier 3), Auditor – unlimited Supervisor, Associate, Read-Only – one (1) year or less from date report is being run</i>
Search Criteria Available (may vary by role)	<i>VISN, Facility, MVI Status, Card Status, Print Release Status (which includes a drop down list), Start Date, End Date</i>

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.

Veteran	Card	Print Services	Auditing
Request Totals	Status	Multiple Requests	History
Replacement	Expiration	Request Progress	Swipe/Scan
On Hold			

Card Status Report

Status Selection

MVI Status
 Card Status
 Print Release Status
 Card Status **Requested**

Site Selection

National
 VISN
 Facility

Facilities

050 - PLATINUM
 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
 106 - ZZ-VA DEBT MGT -NOT ACTIVE**

Date Range

Start Date End Date

Clear **Report** **Create PDF**

Figure 7-20: Card Status Report query screen – Administrator and Tech Admin (Tier 3)

Veteran	Card	Print Services	Auditing
Request Totals	Status	Multiple Requests	History
Replacement	Expiration	Request Progress	Swipe/Scan
On Hold			

Card Status Report

Status Selection

MVI Status
 Card Status
 Print Release Status
 Card Status **Requested**

Site Selection

National
 VISN
 Facility

Facility **508 - ATLANTA VAMC**

Date Range

Start Date End Date

Clear **Report** **Create PDF**

Figure 7-21: Card Status Report query screen – Auditor

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

Card Status Report

Status Selection

MVI Status
 Card Status
 Print Release Status
 Card Status Requested

Site Selection

Facility 508 - ATLANTA VAMC

Date Range

Start Date

 End Date

* Date range cannot exceed one calendar year from report creation date unless logged in as an Administrator, Auditor, or Read only user

Figure 7-22: Card Status Report query screen – Supervisor

Veteran	Card	Print Services
Request Totals	Status	Multiple Requests
History	Replacement	Expiration
Request Progress	On Hold	

Card Status Report

Status Selection

MVI Status
 Card Status
 Print Release Status
 Card Status Requested

Site Selection

Facility 508 - ATLANTA VAMC

Date Range

Start Date

 End Date

* Date range cannot exceed one calendar year from report creation date unless logged in as an Administrator, Auditor, or Read only user

Figure 7-23: Card Status Report query screen – Associate

7.3.1. 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 Request Progress Swipe/Scan On Hold

Card Status Report

Status Selection

MVI Status

- MVI Status
- Card Status
- Print Release Status

Active (selected)
Not Correlated
Rejected
Unlinked

Site Selection

National

Facilities

- VISN
- Facility

- 050 - PLATINUM
- 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
- 106 - ZZ-VA DEBT MGT -NOT ACTIVE**

Date Range

Start Date 7/1/2016

End Date 8/1/2016

Clear Report Create PDF

Figure 7-24: Card Status Report query screen with MVI Status drop-down options displayed

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 next report. The hyperlink in the VHIC MVI Status National Summary Report will take you to the VHIC MVI Status VISN Summary Report.

VHIC MVI Status National Report

NATIONAL Start Date: 07/01/2016 End Date: 08/03/2016

VISN	VISN #	# of Cards Active	# of Cards Total
VA Southeast Network	7	13	548
NATIONAL Total:		13	548

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VHIC MVI Status National Report

Figure 7-25: VHIC MVI Status National Report – Active

Clicking on the hyperlink in the VISN Summary Report will take you to the “VHIC MVI Status Facility Detail Report” with results broken down by Veteran.

VHIC MVI Status Summary Report

VISN: 1 Start Date: 11/01/2015 End Date: 12/09/2015

VISN	VISN #	Facility	Facility #	# of Cards Active	# of Cards Total
VA New England Health Care System	1	BEDFORD VAMC	518	15	91
VISN 1 Totals:				15	91

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VHIC MVI Status Summary Report

Figure 7-26: VHIC MVI Status Summary Report - VISN – Active

If you searched by Facility, you would be given the VHIC MVI Status Facility Summary report and would click on the hyperlink to be taken to the VHIC MVI Status Facility Detail Report.

VHIC MVI Status Summary Report

Facility: 518 Start Date: 11/01/2015 End Date: 12/09/2015

VISN	VISN #	Facility	Facility #	# of Cards Active	# of Cards Total
VA New England Health Care System	1	BEDFORD VAMC	518	15	91
VISN 1 Totals:				15	91

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VHIC MVI Status Summary Report

Figure 7-27: VHIC MVI Status Summary Report - Facility – Active

VHIC MVI Status Detail Report

Facility: 518 Start Date: 11/01/2015 End Date: 12/09/2015

Facility	Facility #	Status Date	MVI Status	Last Name	First Name	Member ID
BEDFORD VAMC	518	11/19/2015	Active	KERR	REBECCA	2040506071
BEDFORD VAMC	518	11/20/2015	Active	KERR	REBECCA	2040506071
BEDFORD VAMC	518	11/23/2015	Active	KERR	REBECCA	2040506071
BEDFORD VAMC	518	11/23/2015	Active	KERR	REBECCA	2040506071
BEDFORD VAMC	518	11/23/2015	Active	ROSADO	JOHN	2040506070
BEDFORD VAMC	518	11/24/2015	Active	SCAIFE	ELISE	2040506075
BEDFORD VAMC	518	11/24/2015	Active	SCAIFE	ELISE	2040506075
BEDFORD VAMC	518	12/01/2015	Active	SCAIFE	ELISE	2040506075
BEDFORD VAMC	518	12/02/2015	Active	SCAIFE	ELISE	2040506075
BEDFORD VAMC	518	12/07/2015	Active	SCAIFE	ELISE	2040506075
BEDFORD VAMC	518	12/07/2015	Active	SCAIFE	ELISE	2040506075
BEDFORD VAMC	518	12/07/2015	Active	DYKSTRA	RYAN	2040506081
BEDFORD VAMC	518	12/07/2015	Active	DYKSTRA	RYAN	2040506081
BEDFORD VAMC	518	12/07/2015	Active	SCAIFE	ELISE	2040506075
BEDFORD VAMC	518	12/07/2015	Active	SCAIFE	ELISE	2040506075

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VHIC MVI Status Detail Report

Figure 7-28: VHIC MVI Status Detail Report - Facility – Active

7.3.2. 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	Request Progress	Swipe/Scan
		On Hold	

Card Status Report

Status Selection

Card Status	<input type="checkbox"/> Replaced <input type="checkbox"/> Deactivated <input type="checkbox"/> Expired <input type="checkbox"/> On Hold <input type="checkbox"/> Pending <input checked="" type="checkbox"/> Requested <input type="checkbox"/> Defunct
-------------	--

Site Selection

National	<input type="checkbox"/> <input type="radio"/> VISN
Facilities	<input checked="" type="radio"/> Facility 050 - PLATINUM 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 106 - ZZ-VA DEBT MGT -NOT ACTIVE**

Date Range

Start Date	7/1/2016	<input type="button" value="▼"/>
End Date	8/3/2016	<input type="button" value="▼"/>

Figure 7-29: Card Status Report query screen with Card Status drop-down menu options displayed

The “VHIC Card Status Report” contains hyperlinks (*the number in the column relating to the selection made from the drop down menu*). Clicking a hyperlink will open the next report. The hyperlink in the VHIC Card Status National Report will take you to the VHIC Card Status VISN Report.

VHIC Card Status National Report

NATIONAL Start Date: 07/01/2016 End Date: 08/03/2016

VISN	VISN #	# of Cards Requested	# of Cards Total
VA Southeast Network	7	12	548
NATIONAL Totals:		12	548

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VHIC Card Status National Report

Figure 7-30: VHIC Card Status National Report – Requested

Clicking on the hyperlink in the VISN Summary Report will take you to the “VHIC Card Status Detail Report” with results broken down by Veteran.

VHIC Card Status Report

VISN: 1 Start Date: 11/01/2015 End Date: 12/09/2015

VISN	VISN #	Facility	Facility #	# of Cards Requested	# of Cards Total
VA New England Health Care System	1	BEDFORD VAMC	518	1	94
VISN 1 Totals:				1	94

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VHIC Card Status Report

Figure 7-31: VHIC Card Status Report - VISN – Requested

If you searched by Facility, you would be given the VHIC Card Status Facility report and would click on the hyperlink to be taken to the VHIC Card Status Detail Report.

VHIC Card Status Report

Facility: 518 Start Date: 11/01/2015 End Date: 12/09/2015

VISN	VISN #	Facility	Facility #	# of Cards Requested	# of Cards Total
VA New England Health Care System	1	BEDFORD VAMC	518	1	94
VISN 1 Totals:				1	94

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VHIC Card Status Report

Figure 7-32: VHIC Card Status Report - Facility – Requested

VHIC Card Status Detail Report

Facility: 518 Start Date: 11/01/2015 End Date: 12/09/2015

Facility	Facility #	Status Date	Card Status	Last Name	First Name	Card Number	Member ID
BEDFORD VAMC	518	12/07/2015	Requested	DYKSTRA	RYAN	14000525	2040506081

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VHIC Card Status Detail Report

Figure 7-33: VHIC Card Status Detail Report - Facility – Requested

7.3.3. 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”.

Card Status Report

Status Selection

Print Release Status

- MVI Status
- Card Status
- Mailed
- Cancelled
- Error
- Not Started
- Pending
- Received
- Rejected
- Sent

Site Selection

National

Facilities

- VISN
- Facility

- 050 - PLATINUM
- 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
- 106 - ZZ-VA DEBT MGT -NOT ACTIVE**

Date Range

Start Date

End Date

Figure 7-34: Card Status Report query screen with Print Release Status drop-down menu options displayed

The “VHIC Print Status Report” contains hyperlinks (*the number in the column relating to the selection made from the drop down menu*). Clicking a hyperlink will open the next report. The hyperlink in the VHIC Print Status National Report will take you to the VHIC Print Status VISN Summary Report.

VHIC Print Status National

Start Date: 01/01/2016 End Date: 08/03/2016

VISN	VISN #	# of Cards Mailed	# of Cards Total
VA New England Health Care System	1	0	3
VA Southeast Network	7	55	157
NATIONAL Totals:		55	160

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VHIC Print Status National Report

Figure 7-35: VHIC Print Status National Report – Mailed

Clicking on the hyperlink in the VISN Summary Report will take you to the “VHIC Print Status Detail Report” with results broken down by Veteran.

VHIC Print Status Summary Report

VISN: 1 Facility: ALL Start Date: 11/01/2015 End Date: 12/09/2015

VISN	VISN #	Facility	Facility #	# of Cards Mailed	# of Cards Total
VA New England Health Care System	1	BEDFORD VAMC	518	4	22
VA New England Health Care System	1	EASTERN COLORADO HCS	554	0	8
VISN 1 Totals:				4	30

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VHIC Print Status Summary Report

Figure 7-36: VHIC Print Release Status Summary Report - VISN – Mailed

If you searched by Facility, you would be given the VHIC Print Status Facility report and would click on the hyperlink to be taken to the VHIC Print Status Detail Report.

VHIC Print Status Summary Report

VISN: ALL Facility: 518 Start Date: 11/01/2015 End Date: 12/09/2015

VISN	VISN #	Facility	Facility #	# of Cards Mailed	# of Cards Total
VA New England Health Care System	1	BEDFORD VAMC	518	4	22
VISN 1 Totals:				4	22

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VHIC Print Status Summary Report

Figure 7-37: VHIC Print Release Status Summary Report - Facility – Mailed

VHIC Print Status Detail Report

Facility: 518 Start Date: 11/01/2015 End Date: 12/09/2015

Facility	Facility #	Date Mailed	# of Cards Mailed	Reason	Last Name	First Name	Member ID
BEDFORD VAMC	518	11/19/2015	1		ROSADO	JOHN	2040506070
BEDFORD VAMC	518	11/19/2015	1		KERR	REBECCA	2040506071
BEDFORD VAMC	518	11/24/2015	1		SCAIFE	ELISE	2040506075
BEDFORD VAMC	518	12/07/2015	1		SCAIFE	ELISE	2040506075

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VHIC Print Status Detail Report

Figure 7-38: VHIC Print Status Detail Report - Facility – Mailed

7.4. Multiple Card Requests Report

Table 7: Multiple Request 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>Administrator, Tech Admin (Tier 3), Auditor</i>
Date Range Allowed	<i>Admins, Tech Admin (Tier 3), Auditor – unlimited Supervisor, Associate, Read-Only – one (1) year or less from date report is being run</i>
Search Criteria Available (may vary by role)	<i>Card Requests (#), VISN, Facility, Cards Requested, Cards Mailed, Start Date, End Date</i>

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 (2)*).

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	Request Progress	Swipe/Scan
			On Hold

Multiple Card Requests Report

Filters

Card Requests	2
<input checked="" type="radio"/> Cards Requested <input type="radio"/> Cards Mailed	

Site Selection

National	<input type="checkbox"/>
<input type="radio"/> VISN <input checked="" type="radio"/> Facility	
Facilities	050 - PLATINUM 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 106 - ZZ-VA DEBT MGT -NOT ACTIVE**

Date Range

Start Date	7/1/2016	<input type="button" value="..."/>
End Date	8/3/2016	<input type="button" value="..."/>

Figure 7-39: Multiple Card Requests Report query screen – Administrator and Tech Admin (Tier 3)

Veteran	Card	Print Services	Auditing
Request Totals	Status	Multiple Requests	History
Replacement	Expiration	Request Progress	Swipe/Scan
			On Hold

Multiple Card Requests Report

Filters

Card Requests	2
<input checked="" type="radio"/> Cards Requested <input type="radio"/> Cards Mailed	

Site Selection

National	<input type="checkbox"/>
<input type="radio"/> VISN <input checked="" type="radio"/> Facility	
Facility	508 - ATLANTA VAMC

Date Range

Start Date	7/1/2016	<input type="button" value="..."/>
End Date	8/3/2016	<input type="button" value="..."/>

Figure 7-40: Multiple Card Requests Report query screen – Auditor

Veteran	Card	Print Services	Auditing																														
Request Totals	Status	Multiple Requests	History Replacement Expiration Request Progress On Hold																														
Multiple Card Requests Report																																	
<p>Filters</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 5px;">Card Requests</td> <td style="padding: 5px; text-align: right;">2</td> </tr> <tr> <td colspan="2" style="padding: 5px;"> <input checked="" type="radio"/> Cards Requested <input type="radio"/> Cards Mailed </td> </tr> <tr> <td colspan="2" style="padding: 5px;"> Site Selection <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 5px;">Facility</td> <td style="padding: 5px; text-align: right;">508 - ATLANTA VAMC</td> </tr> </table> </td> </tr> <tr> <td colspan="2" style="padding: 5px;"> Date Range <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 5px;">Start Date</td> <td style="padding: 5px; text-align: right;">7/1/2016</td> <td style="padding: 5px; text-align: right;"><input type="button" value="..."/></td> </tr> <tr> <td style="padding: 5px;">End Date</td> <td style="padding: 5px; text-align: right;">8/3/2016</td> <td style="padding: 5px; text-align: right;"><input type="button" value="..."/></td> </tr> </table> </td> </tr> <tr> <td colspan="6" style="padding: 5px; font-size: small;"> * Date range cannot exceed one calendar year from report creation date unless logged in as an Administrator, Auditor, or Read only user </td> </tr> <tr> <td colspan="6" style="text-align: right; padding: 5px;"> <input type="button" value="Clear"/> <input type="button" value="Report"/> <input type="button" value="Create PDF"/> </td> </tr> </table>						Card Requests	2	<input checked="" type="radio"/> Cards Requested <input type="radio"/> Cards Mailed		Site Selection <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 5px;">Facility</td> <td style="padding: 5px; text-align: right;">508 - ATLANTA VAMC</td> </tr> </table>		Facility	508 - ATLANTA VAMC	Date Range <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 5px;">Start Date</td> <td style="padding: 5px; text-align: right;">7/1/2016</td> <td style="padding: 5px; text-align: right;"><input type="button" value="..."/></td> </tr> <tr> <td style="padding: 5px;">End Date</td> <td style="padding: 5px; text-align: right;">8/3/2016</td> <td style="padding: 5px; text-align: right;"><input type="button" value="..."/></td> </tr> </table>		Start Date	7/1/2016	<input type="button" value="..."/>	End Date	8/3/2016	<input type="button" value="..."/>	* Date range cannot exceed one calendar year from report creation date unless logged in as an Administrator, Auditor, or Read only user						<input type="button" value="Clear"/> <input type="button" value="Report"/> <input type="button" value="Create PDF"/>					
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End Date	8/3/2016	<input type="button" value="..."/>																															
* Date range cannot exceed one calendar year from report creation date unless logged in as an Administrator, Auditor, or Read only user																																	
<input type="button" value="Clear"/> <input type="button" value="Report"/> <input type="button" value="Create PDF"/>																																	

Figure 7-41: Multiple Card Requests Report query screen – Supervisors

Veteran	Card	Print Services																															
Request Totals	Status	Multiple Requests	History Replacement Expiration Request Progress On Hold																														
Multiple Card Requests Report																																	
<p>Filters</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 5px;">Card Requests</td> <td style="padding: 5px; text-align: right;">2</td> </tr> <tr> <td colspan="2" style="padding: 5px;"> <input checked="" type="radio"/> Cards Requested <input type="radio"/> Cards Mailed </td> </tr> <tr> <td colspan="2" style="padding: 5px;"> Site Selection <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 5px;">Facility</td> <td style="padding: 5px; text-align: right;">508 - ATLANTA VAMC</td> </tr> </table> </td> </tr> <tr> <td colspan="2" style="padding: 5px;"> Date Range <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 5px;">Start Date</td> <td style="padding: 5px; text-align: right;">7/1/2016</td> <td style="padding: 5px; text-align: right;"><input type="button" value="..."/></td> </tr> <tr> <td style="padding: 5px;">End Date</td> <td style="padding: 5px; text-align: right;">8/3/2016</td> <td style="padding: 5px; text-align: right;"><input type="button" value="..."/></td> </tr> </table> </td> </tr> <tr> <td colspan="6" style="padding: 5px; font-size: small;"> * Date range cannot exceed one calendar year from report creation date unless logged in as an Administrator, Auditor, or Read only user </td> </tr> <tr> <td colspan="6" style="text-align: right; padding: 5px;"> <input type="button" value="Clear"/> <input type="button" value="Report"/> <input type="button" value="Create PDF"/> </td> </tr> </table>						Card Requests	2	<input checked="" type="radio"/> Cards Requested <input type="radio"/> Cards Mailed		Site Selection <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 5px;">Facility</td> <td style="padding: 5px; text-align: right;">508 - ATLANTA VAMC</td> </tr> </table>		Facility	508 - ATLANTA VAMC	Date Range <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 5px;">Start Date</td> <td style="padding: 5px; text-align: right;">7/1/2016</td> <td style="padding: 5px; text-align: right;"><input type="button" value="..."/></td> </tr> <tr> <td style="padding: 5px;">End Date</td> <td style="padding: 5px; text-align: right;">8/3/2016</td> <td style="padding: 5px; text-align: right;"><input type="button" value="..."/></td> </tr> </table>		Start Date	7/1/2016	<input type="button" value="..."/>	End Date	8/3/2016	<input type="button" value="..."/>	* Date range cannot exceed one calendar year from report creation date unless logged in as an Administrator, Auditor, or Read only user						<input type="button" value="Clear"/> <input type="button" value="Report"/> <input type="button" value="Create PDF"/>					
Card Requests	2																																
<input checked="" type="radio"/> Cards Requested <input type="radio"/> Cards Mailed																																	
Site Selection <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 5px;">Facility</td> <td style="padding: 5px; text-align: right;">508 - ATLANTA VAMC</td> </tr> </table>		Facility	508 - ATLANTA VAMC																														
Facility	508 - ATLANTA VAMC																																
Date Range <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 5px;">Start Date</td> <td style="padding: 5px; text-align: right;">7/1/2016</td> <td style="padding: 5px; text-align: right;"><input type="button" value="..."/></td> </tr> <tr> <td style="padding: 5px;">End Date</td> <td style="padding: 5px; text-align: right;">8/3/2016</td> <td style="padding: 5px; text-align: right;"><input type="button" value="..."/></td> </tr> </table>		Start Date	7/1/2016	<input type="button" value="..."/>	End Date	8/3/2016	<input type="button" value="..."/>																										
Start Date	7/1/2016	<input type="button" value="..."/>																															
End Date	8/3/2016	<input type="button" value="..."/>																															
* Date range cannot exceed one calendar year from report creation date unless logged in as an Administrator, Auditor, or Read only user																																	
<input type="button" value="Clear"/> <input type="button" value="Report"/> <input type="button" value="Create PDF"/>																																	

Figure 7-42: Multiple Card Requests Report query screen – Associate

The “VHIC Summary Report for Number of Cards Requested/Mailed - National” lists all the VISNs and contains a hyperlink in the “VISN #” column. Clicking the hyperlink takes the user to the “VHIC Detailed Report for Number of Cards Requested/Mailed - VISN” report.

VHIC Summary Report for Number of Cards Requested

NATIONAL Start Date: 05/01/2016 End Date: 08/03/2016

VISN	VISN #	# Veterans	# Cards Requested
VA Southeast Network	7	3	2
		3	3
		2	4
NATIONAL Totals:		8	9

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VHIC Summary Report for Number of Cards Requested

Figure 7-43: VHIC Summary Report for Number of Cards Requested/Mailed - National

The “VHIC Detail Report for Number of Cards Requested/Mailed - VISN” lists all the Facilities for the selected VISN and contains a hyperlink in the “Facility #” column. Clicking the hyperlink takes the user to the “VHIC Facility Detailed Report for Number of Cards Requested/Mailed” report.

VHIC Detailed Report for Number of Cards Requested

VISN: 1 Start Date: 11/01/2015 End Date: 12/17/2015

Facility	Facility #	# Veterans	# Cards Requested
VA New England Health Care System 1			
BEDFORD VAMC	518	2	2
		1	3
		1	6
		1	13

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VHIC Detailed Report for Number of Cards Requested

Figure 7-44: VHIC Detail Report for Number of Cards Requested/Mailed - VISN

When the user searches by Facility, the “VHIC Detailed Report for Number of Cards Requested/Mailed - Facility” lists all the VISNs and contains a hyperlink in the “Facility #” column. Clicking on the facility number will drill down further to show a breakdown by Veteran.

VHIC Detailed Report for Number of Cards Requested

Facility: 518 Start Date: 11/01/2015 End Date: 12/17/2015

Facility	Facility #	# Veterans	# Cards Requested
VA New England Health Care System 1			
BEDFORD VAMC	518	2	2
		1	3
		1	6
		1	13

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VHIC Detailed Report for Number of Cards Requested

Figure 7-45: VHIC Facility Detail Report for Number of Cards Requested/Mailed – Facility

The “VHIC Facility Detailed Report for Number of Cards Requested/Mailed” report includes the Veteran’s Name, Member ID (if available), and number of Cards Requested/Mailed.

VHIC Facility Detail Report for Number of Cards Requested			
Site: 518 Start Date: 11/01/2015 End Date: 12/17/2015			
Last Name	First Name	Member ID	# Cards Requested
BEDFORD VAMC 518			
SCAIFE	ELISE	2040506075	13
KERR	REBECCA	2040506071	6
ROSADO	JOHN	2040506070	3
DYKSTRA	RYAN	2040506081	2
RIVERA	CARMEN	2040506092	2

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VHIC Facility Detail Report for Number of Cards Requested

Figure 7-46: VHIC Facility Detail Report for Number of Cards Requested

7.5. Card History Report

Table 8: 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	Request Progress	Swipe/Scan	On Hold
Card History Report								
Search Criteria								
<input type="text" value="Card ID"/> <input type="text" value="Person ID"/> <input type="button" value="Clear"/> <input type="button" value="Report"/> <input type="button" value="Create PDF"/>								

Figure 7-47: Card History Report query screen – Administrators, Tech Administrator (Tier 3), and Auditors

Veteran	Card	Print Services	Auditing
Request Totals	Status	Multiple Requests	History
Card History Report			
Search Criteria			
<input style="width: 150px; margin-right: 10px;" type="text"/> Card ID <input style="width: 150px; margin-right: 10px;" type="text"/> <input style="width: 150px; margin-right: 10px;" type="text"/> Person ID			
<input type="button" value="Clear"/> <input type="button" value="Report"/> <input type="button" value="Create PDF"/>			

Figure 7-48: Card History Report query screen – Supervisor

Veteran	Card	Print Services
Request Totals	Status	Multiple Requests
History	Replacement	Expiration
Request Progress	On Hold	
Card History Report		
Search Criteria		
<input style="width: 150px; margin-right: 10px;" type="text"/> Card ID <input style="width: 150px; margin-right: 10px;" type="text"/> <input style="width: 150px; margin-right: 10px;" type="text"/> Person ID		
<input type="button" value="Clear"/> <input type="button" value="Report"/> <input type="button" value="Create PDF"/>		

Figure 7-49: Card History Report query screen – Associate

Veteran	Card
Request Totals	History
On Hold	
Card History Report	
Search Criteria	
<input style="width: 150px; margin-right: 10px;" type="text"/> Card ID <input style="width: 150px; margin-right: 10px;" type="text"/> <input style="width: 150px; margin-right: 10px;" type="text"/> Person ID	
<input type="button" value="Clear"/> <input type="button" value="Report"/> <input type="button" value="Create PDF"/>	

Figure 7-50: Card History Report query screen – Read-Only User

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 7-51: 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 7-52: 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
- Replacement Reason (If any)
- Hold Reason(s) (If any)
- Print Error Reason (If any)
- Deactivation Reason (If any)

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
On Hold	Active	Not Started	ON HOLD UPDATED.	12/07/2015 09:30:18	VAAUSIAM-VICTEST43
Replacement Reason		Hold Reason(s)		Print Error Reason	
Lost		NOT PROOFED			Deactivation Reason

Figure 7-53: Card History Report Status History

7.6. Card Replacement Report

Table 9: 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), Auditor – unlimited Supervisor, Associate – 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).

Veteran	Card	Print Services	Auditing	Request Totals	Status	Multiple Requests	History	Replacement	Expiration	Request Progress	Swipe/Scan	On Hold
Card Replacement Report												
<div style="border: 1px solid #ccc; padding: 5px;"> <p>Site Selection</p> <p>National <input type="checkbox"/></p> <p><input type="radio"/> VISN</p> <p><input checked="" type="radio"/> Facility</p> <p>Facilities</p> <div style="border: 1px solid #ccc; padding: 2px; display: inline-block; width: 300px; height: 150px; vertical-align: top;"> <p>050 - PLATINUM</p> <p>101 - CENTRAL OFFICE</p> <p>102 - TOPEKA (DATA PROCESSING CNTR)</p> <p>103 - CAPITAL REGION DATA CTR (CRDC)</p> <p>104 - AUSTIN FINANCE CENTER</p> <p>104HC - HEALTHCARE CLAIMS PROCESSING</p> <p>105 - VBA MORTGAGE LOAN</p> <p>106 - ZZ-VA DEBT MGT -NOT ACTIVE**</p> </div> </div>												
<div style="border: 1px solid #ccc; padding: 5px;"> <p>Date Range</p> <p>Start Date <input type="text" value="7/1/2016"/> <input type="button" value="Calendar"/></p> <p>End Date <input type="text" value="8/4/2016"/> <input type="button" value="Calendar"/></p> </div>												
<input type="button" value="Clear"/> <input type="button" value="Report"/> <input type="button" value="Create PDF"/>												

Figure 7-54: Card Replacement Report query screen – Administrators and Tech Administrators (Tier 3)

Veteran	Card	Print Services	Auditing					
Request Totals	Status	Multiple Requests	History	Replacement	Expiration	Request Progress	Swipe/Scan	On Hold
Card Replacement Report								
<p>Site Selection</p> <p>National <input type="checkbox"/></p> <p><input type="radio"/> VISN</p> <p><input checked="" type="radio"/> Facility</p> <p>Facility <select>508 - ATLANTA VAMC</select></p> <p>Date Range</p> <p>Start Date <input type="text" value="7/1/2016"/> <input type="button" value="..."/></p> <p>End Date <input type="text" value="8/4/2016"/> <input type="button" value="..."/></p> <p style="text-align: right;"><input type="button" value="Clear"/> <input type="button" value="Report"/> <input type="button" value="Create PDF"/></p>								

Figure 7-55: Card Replacement Report query screen – Auditors

Veteran	Card	Print Services	Auditing					
Request Totals	Status	Multiple Requests	History	Replacement	Expiration	Request Progress	On Hold	
Card Replacement Report								
<p>Site Selection</p> <p>Facility <select>508 - ATLANTA VAMC</select></p> <p>Date Range</p> <p>Start Date <input type="text" value="7/1/2016"/> <input type="button" value="..."/></p> <p>End Date <input type="text" value="8/4/2016"/> <input type="button" value="..."/></p> <p>* Date range cannot exceed one calendar year from report creation date unless logged in as an Administrator, Auditor, or Read only user</p> <p style="text-align: right;"><input type="button" value="Clear"/> <input type="button" value="Report"/> <input type="button" value="Create PDF"/></p>								

Figure 7-56: Card Replacement Report query screen – Supervisors

Veteran	Card	Print Services						
Request Totals	Status	Multiple Requests	History	Replacement	Expiration	Request Progress	On Hold	
Card Replacement Report								
<p>Site Selection</p> <p>Facility <select>508 - ATLANTA VAMC</select></p> <p>Date Range</p> <p>Start Date <input type="text" value="7/1/2016"/> <input type="button" value="..."/></p> <p>End Date <input type="text" value="8/4/2016"/> <input type="button" value="..."/></p> <p>* Date range cannot exceed one calendar year from report creation date unless logged in as an Administrator, Auditor, or Read only user</p> <p style="text-align: right;"><input type="button" value="Clear"/> <input type="button" value="Report"/> <input type="button" value="Create PDF"/></p>								

Figure 7-57: Card Replacement Report query screen – Associates

The “VHIC Card Replacement National Report” lists the VISNs and contains a hyperlink in the “VISN #” column. Clicking the hyperlink takes the user to the “VHIC Card Replacement VISN Summary Report”.

VHIC Card Replacement Summary Report		
Number of Cards Replaced Between 08/01/2016 and 09/07/2016 National Report		
Facility	Facility #	# of Cards Replaced
VISN 1 VA New England Health Care System		
MANCHESTER VAMC	608	1
VISN 1 Totals:		1
VISN 18 VA Southwest Healthcare Network		
SOUTHERN ARIZONA VA HCS	678	2
VISN 18 Totals:		2
VISN 6 VA Mid-Atlantic Health Care Network		
HAMPTON VA MEDICAL CENTER	590	4
VISN 6 Totals:		4
VISN 7 VA Southeast Network		
ATLANTA VAMC	508	22
VISN 7 Totals:		22
VISN 8 VA Sunshine Healthcare Network		
C.W. BILL YOUNG DEPT OF VAMC	516	3
VISN 8 Totals:		3
NATIONAL Total:		32
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VHIC Card Replacement Summary Report		

Figure 7-58: VHIC Card Replacement Summary Report – National

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 Sub-Reason Report”.

VHIC Card Replacement Facility Report

Number of Cards Replaced Between 11/01/2015 and 12/09/2015
Facility: 518

Replacement Reason	# of Cards Replaced
Facility 518 BEDFORD VAMC	
Lost	19
Poor Quality	1
Facility 518 Totals:	20

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VHIC Card Replacement Facility Report

Figure 7-59: 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 11/01/2015 and 12/09/2015
Facility: 518

Replacement Reason	Replacement Sub Reason	# of Cards Replaced
Poor Quality	Photo	1
Facility 518 Totals:		1

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VHIC Card Replacement Facility Subreason Report

Figure 7-60: VHIC Card Replacement Facility Sub Reason Report – Summary

The “VHIC Card Replacement Sub-Reason Detail” contains hyperlinks in both the “Card Number” column and the “Last 4 SSN” column. Clicking the hyperlink under Card Number will take the user to the Card History report for that Card ID, and clicking on the hyperlink under the Last 4 SSN takes the user to the Veteran Detail Report for the Veteran selected.

VHIC Card Replacement Facility Subreason Detail				
Number of Cards Replaced 1 VA New England Health Care System 518 BEDFORD VAMC Reason: Poor Quality - Photo				
Last Name	First Name	Card Number	Date of Birth	Last 4 SSN
ROSADO	JOHN	14000488	01/01/1930	1234
Facility 518 Totals:				1
Wednesday 16 December 2015 Page 1 of 1				
VHIC Card Replacement Facility Subreason Detail Report				

Figure 7-61: VHIC Card Replacement Facility Sub Reason Detail report

7.7. Card Expiration Report

Table 10: Card Expiration 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), Auditor – unlimited Supervisor, Associate – one (1) year or less from date report is being run</i>
Search Criteria Available	<i>VISN, Facility, Start Date, End Date</i>

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	Request Progress	Swipe/Scan	On Hold														
Card Expiration Report																						
<p>Site Selection</p> <table> <tr> <td>National</td> <td><input type="checkbox"/></td> </tr> <tr> <td><input type="radio"/> VISN</td> <td></td> </tr> <tr> <td><input checked="" type="radio"/> Facility</td> <td></td> </tr> <tr> <td>Facilities</td> <td> 050 - PLATINUM 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 106 - ZZ-VA DEBT MGT -NOT ACTIVE** </td> </tr> </table> <p>Date Range</p> <table> <tr> <td>Start Date</td> <td>7/1/2016</td> <td><input type="button" value="Calendar"/></td> </tr> <tr> <td>End Date</td> <td>8/4/2016</td> <td><input type="button" value="Calendar"/></td> </tr> </table> <p style="text-align: right;">Clear Report Create PDF</p>									National	<input type="checkbox"/>	<input type="radio"/> VISN		<input checked="" type="radio"/> Facility		Facilities	050 - PLATINUM 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 106 - ZZ-VA DEBT MGT -NOT ACTIVE**	Start Date	7/1/2016	<input type="button" value="Calendar"/>	End Date	8/4/2016	<input type="button" value="Calendar"/>
National	<input type="checkbox"/>																					
<input type="radio"/> VISN																						
<input checked="" type="radio"/> Facility																						
Facilities	050 - PLATINUM 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 106 - ZZ-VA DEBT MGT -NOT ACTIVE**																					
Start Date	7/1/2016	<input type="button" value="Calendar"/>																				
End Date	8/4/2016	<input type="button" value="Calendar"/>																				

Figure 7-62: Card Expiration Report query screen – Administrators and Tech Administrators (Tier 3)

Veteran	Card	Print Services	Auditing																			
Request Totals	Status	Multiple Requests	History	Replacement	Expiration	Request Progress	Swipe/Scan	On Hold														
Card Expiration Report																						
<p>Site Selection</p> <table> <tr> <td>National</td> <td><input type="checkbox"/></td> </tr> <tr> <td><input type="radio"/> VISN</td> <td></td> </tr> <tr> <td><input checked="" type="radio"/> Facility</td> <td></td> </tr> <tr> <td>Facility</td> <td>508 - ATLANTA VAMC</td> </tr> </table> <p>Date Range</p> <table> <tr> <td>Start Date</td> <td>7/1/2016</td> <td><input type="button" value="Calendar"/></td> </tr> <tr> <td>End Date</td> <td>8/4/2016</td> <td><input type="button" value="Calendar"/></td> </tr> </table> <p style="text-align: right;">Clear Report Create PDF</p>									National	<input type="checkbox"/>	<input type="radio"/> VISN		<input checked="" type="radio"/> Facility		Facility	508 - ATLANTA VAMC	Start Date	7/1/2016	<input type="button" value="Calendar"/>	End Date	8/4/2016	<input type="button" value="Calendar"/>
National	<input type="checkbox"/>																					
<input type="radio"/> VISN																						
<input checked="" type="radio"/> Facility																						
Facility	508 - ATLANTA VAMC																					
Start Date	7/1/2016	<input type="button" value="Calendar"/>																				
End Date	8/4/2016	<input type="button" value="Calendar"/>																				

Figure 7-63: Card Expiration Report query screen – Auditors

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

Card Expiration Report

Site Selection

Facility

Date Range

Start Date

End Date

* Date range cannot exceed one calendar year from report creation date unless logged in as an Administrator, Auditor, or Read only user

Figure 7-64: Card Expiration Report query screen – Supervisors

Veteran	Card	Print Services
Request Totals	Status	Multiple Requests
History	Replacement	Expiration
Request Progress	On Hold	

Card Expiration Report

Site Selection

Facility

Date Range

Start Date

End Date

* Date range cannot exceed one calendar year from report creation date unless logged in as an Administrator, Auditor, or Read only user

Figure 7-65: Card Expiration Report query screen – Associates

The “VHIC Card Expiration Summary Report - National” lists the VISNs and Facilities and contains a hyperlink in the “VISN Number” column. Clicking the hyperlink takes the user to the “VHIC Card Replacement Site Report - VISN”.

VHIC Card Expiration Summary Report

Number of Cards Expiring Between 11/01/2015 and 12/09/2015
National Report

VISN Name	VISN Number	# of Cards Expiring
VA New England Health Care System	1	6500
VA Healthcare System of Ohio	10	6500
Veterans in Partnership	11	6500
VA Great Lakes Healthcare System	12	6500
VA Heartland Network	15	6500
South Central VA Healthcare Network	16	6500
VA Heart of Texas Healthcare System	17	6500
VA Southwest Healthcare Network	18	6500
VA Rocky Mountain Network	19	6500
VA Healthcare Network Upstate New York	2	6500
VA Northwest Health Network	20	6500
VA Sierra Pacific Network	21	6500
VA Desert Pacific Healthcare Network	22	6500
VA Midwest Healthcare Network	23	6500
NY/NJ Veterans Healthcare Network	3	6500
VA Healthcare - VISN 4	4	6500
VA Capitol Healthcare Network	5	6500
VA Mid-Atlantic Health Care Network	6	6500
VA Southeast Network	7	6500
VA Sunshine Healthcare Network	8	6500
VA MidSouth Healthcare Network	9	6500
Totals:		136500

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VHIC Card Expiration Summary Report

Figure 7-66: VHIC Card Expiration Summary Report - National

The “VHIC Card Expiration Site Report - VISN” contains a hyperlink in the “Facility Number” column. Clicking the hyperlink opens up a detailed breakdown report by Veteran.

VHIC Card Expiration Site Report

Number of Cards Expiring Between 11/01/2015 and 12/09/2015
VISN: 10

Facility Name	Facility Number	# of Cards Expiring
CHILlicothe, OH VAMC	538	6500

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VHIC Card Expiration Site Report

In addition, when searching my Facility on the query screen, the VHIC user will be taken to “VHIC Card Expiration Site Report – Facility”. The “VHIC Card Expiration Site Report - Facility” contains a hyperlink in the “Facility Number” column. Clicking the hyperlink opens up a detailed breakdown report by Veteran.

VHIC Card Expiration Site Report

Number of Cards Expiring Between 11/01/2015 and 12/09/2015
Site: 538

Facility Name	Facility Number	# of Cards Expiring
CHILlicothe, OH VAMC	538	6500

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VHIC Card Expiration Site Report

Figure 7-67: VHIC Card Expiration Site Report - VISN

The “VHIC Card Expiration Detail Report” contains hyperlinks in both the “Card Number” column and the “Last 4 SSN” column. Clicking the hyperlink under Card Number will take the user to the Card History report for that Card ID, and clicking on the hyperlink under the Last 4 SSN takes the user to the Veteran Detail Report for the Veteran selected.

VHIC Card Expiration Detail Report					
Number of Cards Expiring 10 VA Healthcare System of Ohio 538 CHILLICOTHE, OH VAMC Between 11/01/2015 and 12/09/2015					
Expiration Date	Last Name	First Name	Card Number	Date of Birth	Last 4 SSN
11/01/2015	VLN722009	VFN722009	1722009	10/17/1929	2009
11/01/2015	VLN722030	VFN722030	1722030	11/07/1950	2030
11/01/2015	VLN722051	VFN722051	1722051	11/28/1971	2051
11/01/2015	VLN722072	VFN722072	1722072	12/18/1992	2072
11/01/2015	VLN722093	VFN722093	1722093	01/10/1938	2093
11/01/2015	VLN722114	VFN722114	1722114	01/31/1959	2114
11/01/2015	VLN722135	VFN722135	1722135	02/21/1980	2135
11/01/2015	VLN722156	VFN722156	1722156	03/14/1926	2156
11/01/2015	VLN722177	VFN722177	1722177	04/04/1947	2177
11/01/2015	VLN722198	VFN722198	1722198	04/24/1968	2198
11/01/2015	VLN722219	VFN722219	1722219	05/16/1989	2219
11/01/2015	VLN722240	VFN722240	1722240	06/06/1935	2240
11/01/2015	VLN722261	VFN722261	1722261	06/26/1956	2261
11/01/2015	VLN722282	VFN722282	1722282	07/18/1977	2282
11/01/2015	VLN722303	VFN722303	1722303	08/08/1923	2303
11/01/2015	VLN722324	VFN722324	1722324	08/28/1944	2324
11/01/2015	VLN722345	VFN722345	1722345	09/19/1965	2345
11/01/2015	VLN722366	VFN722366	1722366	10/10/1986	2366
11/01/2015	VLN722387	VFN722387	1722387	10/30/1932	2387
11/01/2015	VLN722408	VFN722408	1722408	11/21/1953	2408
11/01/2015	VLN722429	VFN722429	1722429	12/12/1974	2429
11/01/2015	VLN722450	VFN722450	1722450	01/03/1920	2450
11/01/2015	VLN722471	VFN722471	1722471	01/24/1941	2471

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VHIC Card Expiration Detail Report

Figure 7-69: Card Expiration Detail Report

7.8. Card Request Progress Report

Table 11: Card Request Progress 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), Auditor – unlimited Supervisor, Associate – one (1) year or less from date report is being run</i>
Search Criteria Available	<i>VISN, Facility, Start Date, End Date</i>

There are many stages that a VHIC (card) goes through once the user clicks either the Submit button or the Hold button.

The *Card Request Progress* report allows the user to see how many cards are currently at each step of the Card Request lifecycle starting from the time the VHIC user clicks on either the Submit button or the Hold button, all the way through the mailed confirmation for a given VISN, Facility and Nationally, during a set time period.

The card request stages that are displayed on this report are: Pending, Request Submitted, On Hold, Defunct, Sent to Printer, Acknowledged, Rejected, and Confirmed Mailed.

This would allow the user to keep an eye on potential areas of trouble (i.e. Cards On-Hold or timing out and becoming Defunct) and be able to track down what is happening at each stage much easier.

Figure 7-70: Card Request Progress Report query screen - Administrators and Tech Administrators (Tier 3)

Veteran	Card	Print Services	Auditing							
Request Totals	Status	Multiple Requests	History	Replacement	Expiration	Request Progress	Swipe/Scan	On Hold		
Card Request Progress Report										
<div style="border: 1px solid #ccc; padding: 5px;"> <p>Site Selection</p> <p>National <input type="checkbox"/></p> <p><input type="radio"/> VISN</p> <p><input checked="" type="radio"/> Facility</p> <p>Facility <select style="width: 150px;">508 - ATLANTA VAMC</select></p> <p>Date Range</p> <p>Start Date <input type="text" value="7/1/2016"/> <input type="button" value="..."/></p> <p>End Date <input type="text" value="8/4/2016"/> <input type="button" value="..."/></p> </div>										
<input type="button" value="Clear"/> <input type="button" value="Report"/> <input type="button" value="Create PDF"/>										

Figure 7-71: Card Request Progress Report query screen - Auditors

Veteran	Card	Print Services	Auditing							
Request Totals	Status	Multiple Requests	History	Replacement	Request Progress	On Hold				
Card Request Progress Report										
<div style="border: 1px solid #ccc; padding: 5px;"> <p>Site Selection</p> <p>Facility <select style="width: 150px;">508 - ATLANTA VAMC</select></p> <p>Date Range</p> <p>Start Date <input type="text" value="7/1/2016"/> <input type="button" value="..."/></p> <p>End Date <input type="text" value="8/4/2016"/> <input type="button" value="..."/></p> <p>* Date range cannot exceed one calendar year from report creation date unless logged in as an Administrator, Auditor, or Read only user</p> </div>										
<input type="button" value="Clear"/> <input type="button" value="Report"/> <input type="button" value="Create PDF"/>										

Figure 7-72: Card Request Progress Report query screen - Supervisors

Veteran	Card	Print Services								
Request Totals	Status	Multiple Requests	History	Replacement	Expiration	Request Progress	On Hold			
Card Request Progress Report										
<div style="border: 1px solid #ccc; padding: 5px;"> <p>Site Selection</p> <p>Facility <select style="width: 150px;">508 - ATLANTA VAMC</select></p> <p>Date Range</p> <p>Start Date <input type="text" value="7/1/2016"/> <input type="button" value="..."/></p> <p>End Date <input type="text" value="8/4/2016"/> <input type="button" value="..."/></p> <p>* Date range cannot exceed one calendar year from report creation date unless logged in as an Administrator, Auditor, or Read only user</p> </div>										
<input type="button" value="Clear"/> <input type="button" value="Report"/> <input type="button" value="Create PDF"/>										

Figure 7-73: Card Request Progress Report query screen – Associates

The “VHIC Card Request Progress National Summary Report” lists all of the VISNs and contains a hyperlink in the “VISN #” column. Clicking the hyperlink takes the user to the “VHIC Card Request Progress VISN Summary Report”.

VHIC Card Request Progress National Summary Report									
NATIONAL Start Date: 07/01/2016 End Date: 08/04/2016									
VISN Network Name	VISN #	Pending	Request Submitted	On Hold	Defunct	Sent to Printer	Acknowledged	Rejected	Confirmed Mailed
VA Healthcare - VISN 4	4	0	0	0	0	0	0	0	0
VA Mid-Atlantic Health Care Network	6	0	2	1	0	0	0	0	0
VA Southeast Network	7	0	5	0	0	0	0	0	0
NATIONAL Totals:	17	0	7	1	0	0	0	0	0

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VHIC Card Request Progress National Report

Figure 7-74: VHIC Card Request Progress National Summary Report

The “VHIC Card Request Progress VISN Summary Report” lists all of the Facilities included in the selected VISN and contains a hyperlink in the “Facility #” column. Clicking the hyperlink takes the user to the “VHIC Card Request Progress Facility Summary Report”.

VHIC Card Request Progress VISN Summary Report									
Facility Name Facility # Pending Request Submitted On Hold Defunct Sent to Printer Acknowledged Rejected Confirmed Mailed									
BEDFORD VAMC	518	0	1	2	0	1	0	0	1
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VHIC Card Request Progress VISN Summary Report									

Figure 7-75: VHIC Card Request Progress VISN Summary Report

The “VHIC Card Request Progress Facility Summary Report” contains a hyperlink on the number displayed for each progress status column. Clicking the hyperlink takes the user to the “VHIC Card Request Progress Facility Detail Report” for the selected progress status.

VHIC Card Request Progress Facility Summary Report									
Facility: 518 Start Date: 11/01/2015 End Date: 12/16/2015									
Facility Name	Facility #	Pending	Request Submitted	On Hold	Defunct	Sent to Printer	Acknowledged	Rejected	Confirmed Mailed
BEDFORD VAMC	518	0	1	2	0	1	0	0	1
Thursday 17 December 2015					Page 1 of 1				
VHIC Card Request Progress Facility Summary Report									

Figure 7-76: VHIC Card Request Progress Facility Summary Report

The “VHIC Card Request Progress Facility Detail Report” will provide a detailed list of all the cards that have the selected status. The user will be able to see the Status Date, Veteran’s Name, Card ID and Member ID (if available).

The “VHIC Card Request Progress Facility Detail Report” contains hyperlinks in both the “Card Number” column and the “Last Name” column. Clicking the hyperlink under Card Number will take the user to the Card History report for that Card ID, and clicking on the hyperlink under the Last Name takes the user to the Veteran Detail Report for the Veteran selected.

VHIC Card Request Progress Facility Detail Report						
Facility: 518 Status: HOLD Start Date: 11/01/2015 End Date: 12/16/2015						
Facility Name	Facility #	Status Date	Last Name	First Name	Card #	Member ID
BEDFORD VAMC	518	12/07/2015	KERR	REBECCA	14000483	2040506071
BEDFORD VAMC	518	12/11/2015	ROSADO	JOHN	14000488	2040506070

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VHIC Card Request Progress Facility Detail Report

Figure 7-77: VHIC Card Request Progress Facility Detail Report

7.9. Card Swipe/Scan Report

Table 12: Card Swipe/Scan Report at a Glance

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

The Card Swipe/Scan Report will allow the Administrator, Tech Admin (Tier 3) and the Auditor to look up all of the swipe scan information for a given card ID.

Veteran	Card	Print Services	Auditing
Request Totals	Status	Multiple Requests	History
Replacement	Expiration	Request Progress	Swipe/Scan
On Hold			

Card Swipe/Scan Report

Search Criteria

Card Number

Figure 7-78: VHIC Card Swipe/Scan Report query screen - Administrators, Tech Administrators (Tier 3), and Auditors

For now, the expected result will be that no swipe scan data has been found until the service that will pass VHIC the information has been promoted into Production.

Veteran Health Identification Card (VHIC)

Logged in as: vaausiam-victest43

Input Validation Error

The entered card number has no swipe scan data.

Close this window and return to the report query screen to make

Figure 7-79: No Swipe/Scan data for the card ID entered message

The expected report, once we are able to receive data, will look like this. It will include the Veteran's Name, Card ID, Member ID (if available), Facility Name, Facility #, where the card was either scanned or swiped and the Date/Time.

VHIC Card Scan/Swipe Report

Card Number: 508

Veteran: BENSON G HUBBARD III Card Number: 22883 Member ID: 0000001234

Facility Name	Facility #	Vista Option	Date Time
Name	508	Register a Patient	03/25/2015 06:09:03
Name	508	Patient Prescription Processing	02/18/2015 07:05:29
Name	508		04/02/2015 09:03:39

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VHIC Card Scan Swipe Report

Figure 7-80: VHIC Card Swipe/Scan Report

7.10. Card On Hold Report

Table 13: On Hold Status Report at a Glance

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

The *On Hold Status Report* contains one category: On Hold Status. This report has the usual search criterial options such as National, VISN or Facility, Start Date, and End Date. Along with those, the user must select one of seven On Hold Status options: All, *Not Proofed*, *Eligibility Pending*, *Enrollment Services Unavailable*, *Not Correlated*, *No Photo* and *Bad Data*.

Veteran Health Identification Card (VHIC)

Home Card Request Reports Card Deactivation

Logged in as: vaausiam-victest33

Veteran	Card	Print Services	Auditing					
Request Totals	Status	Multiple Requests	History	Replacement	Expiration	Request Progress	Swipe/Scan	On Hold

On Hold Status Report

Status Selection
On Hold Status

Site Selection
National
 VISN
 Facility

Facilities
050 - PLATINUM
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
106 - ZZ-VA DEBT MGT -NOT ACTIVE**

Date Range
Start Date
End Date

Figure 7-81: On Hold Status Report query screen – Administrator and Tech Administrator (Tier 3)

Veteran Health Identification Card (VHIC)

Home Reports

Logged in as: vaausiam-victest41

Veteran	Card	Print Services	Auditing					
Request Totals	Status	Multiple Requests	History	Replacement	Expiration	Request Progress	Swipe/Scan	On Hold

On Hold Status Report

Status Selection
On Hold Status

Site Selection
National
 VISN
 Facility

Facility

Date Range
Start Date
End Date

Figure 7-82: On Hold Status Report query screen – Auditor

Veteran Health Identification Card (VHIC)

Home Card Request Reports

Logged in as: vaausiam-victest38

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

On Hold Status Report

Status Selection
On Hold Status

Site Selection
Facility

Date Range
Start Date
End Date

* Date range cannot exceed one calendar year from report creation date unless logged in as an Administrator, Auditor, or Read only user

Figure 7-83: On Hold Status Report query screen – Supervisor

Veteran Health Identification Card (VHIC)

Home Card Request Reports

Logged in as: vaausiam-victest38

Veteran	Card	Print Services					
Request Totals	Status	Multiple Requests	History	Replacement	Expiration	Request Progress	On Hold

On Hold Status Report

Status Selection
On Hold Status

Site Selection
Facility

Date Range
Start Date
End Date

* Date range cannot exceed one calendar year from report creation date unless logged in as an Administrator, Auditor, or Read only user

Figure 7-84: On Hold Status Report query screen – Associate

The “VHIC On Hold Card Status National Summary Report” lists all of the VISNs and contains a hyperlink in the “VISN #” column. Clicking the hyperlink takes the user to the “VHIC On Hold Card Status VISN Summary Report.”

VHIC On Hold Card Status National Summary Report

Status: ALL

NATIONAL Start Date: 07/01/2016 End Date: 08/24/2016

VISN	VISN #	# of Cards On Hold
VA Southeast Network	7	6
VISN 7 Totals:		6

Figure 7-85: VHIC On Hold Card Status National Summary Report

The “VHIC On Hold Card Status VISN Summary Report” lists all of the Facilities pertaining to the selected VISN and contains a hyperlink in the “Facility #” column. Clicking the hyperlink takes the user to the “VHIC On Hold Card Status Facility Summary Report.”

VHIC On Hold Card Status VISN Summary Report

Status: ALL

VISN: 7 Start Date: 07/01/2016 End Date: 08/24/2016

Facility	Facility #	# of Cards On Hold
ATLANTA VAMC	508	6
VISN 7 Totals:		6

Figure 7-86: VHIC On Hold Card Status VISN Summary Report

The “VHIC On Hold Card Status Facility Summary Report” displays the total number of cards On Hold for the selected Facility VISN and contains a hyperlink in the “Facility #” column. Clicking the hyperlink takes the user to the “VHIC On Hold Card Status Facility Detail Report.”

VHIC On Hold Card Status Facility Summary Report

Status: ALL

Facility: 508 Start Date: 07/01/2016 End Date: 08/24/2016

Facility	Facility #	# of Cards On Hold
ATLANTA VAMC	508	6
Facility Totals:		6

Figure 7-87: VHIC On Hold Card Status Facility Summary Report

The “VHIC On Hold Card Status Facility Detail Report” contains several columns: *Facility Name*, *Facility #*, *On Hold Date*, *On Hold Reason*, *Card Issuer*, *Last Name*, and *Card Id*. The purpose of this report is to provide detailed information in regards to cards that are, or have been, placed on hold. There are hyperlinks in the *Last Name* and *Card ID* columns.

- Clicking on the hyperlinked name will take the user to the VHIC Veteran Report
- Clicking the hyperlinked card ID will take the user to the VHIC Card History Report

VHIC On Hold Card Status Facility Detail Report

Status: ALL

Facility: 508 Start Date: 07/01/2016 End Date: 08/24/2016

Facility Name	Facility #	On Hold Reason	On Hold Date	Card Issuer	Last Name	Card ID
ATLANTA VAMC	508	BAD DATA - Not Service Connected	2016-08-24 15:13:12.261659	VAAUSIAM-VICTEST43	MCCOLLUM	6645
ATLANTA VAMC	508	NO PHOTO	2016-08-24 15:25:19.013728	VAAUSIAM-VICTEST43	VHICTEST	6646
ATLANTA VAMC	508	ES UNAVAILABLE	2016-08-24 15:08:54.718465	VAAUSIAM-VICTEST43	HARPER	6644
ATLANTA VAMC	508	ELIGIBILITY PENDING,NOT PROOFED	2016-08-24 13:28:11.302337	VAAUSIAM-VICTEST33	DUDLEY	6640
ATLANTA VAMC	508	ELIGIBILITY PENDING,NOT PROOFED	2016-08-24 13:32:31.229451	VAAUSIAM-VICTEST33	RODGERS	6641
ATLANTA VAMC	508	NOT CORRELATED	2016-08-24 15:29:56.94473	VAAUSIAM-VICTEST43	POPE	6647

Facility 508 Totals:	6
----------------------	---

Figure 7-88: VHIC On Hold Card Status Facility Detail Report

VHIC Veteran Report

Veteran:

MR JOHN BRADLEY ROSADO JR

Person ID: 7000141

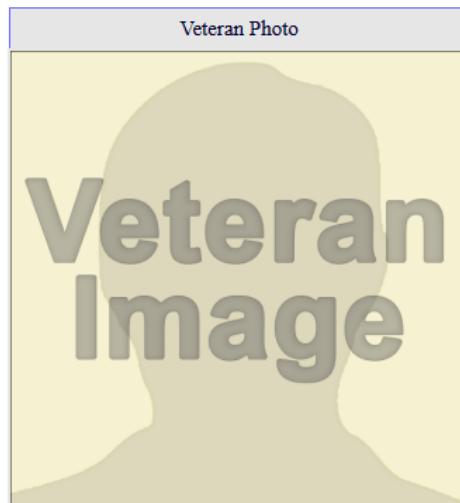
Name	Date of Birth	Date of Death	ICN	Member ID
MR JOHN BRADLEY ROSADO JR	01/01/1930	-	2010770001V204061	2040506070

Service Connected	Prisoner of War	Purple Heart	Medal of Honor	Enrollment Status
YES	Y: POW status.	U: Unknown	YES	ELIGIBLE

Card Number	Card Status	MVI Status	Print Release Status	Card Expiration Date
14000488	On Hold	Active	Not Started	

Enrollment Address

1391 SYCAMORE FORK RD
BLDG 1
STE 5
EDEN PRAIRIA
MN 55344 USA



Preferred Facility Code	Preferred Facility Name
508	ATLANTA VAMC
Preferred Facility Address	
1670 CLAIRMONT RD	
DECATUR	
GA	30033-4004

Person ID	Plan ID
7000141	7346-243-588
Last Update	Last Updated By
12/10/2015	VIC CARD MONITOR

Card Request Count			
Total	Legacy	Mass Reissue	User Requested
4	0	0	4

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VHIC Veteran Report

Figure 7-89: VHIC Veteran 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
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 7-90: VHIC Card History by Card ID

7.11. Print Services – Processing Report

Table 14: 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), Auditor
Date Range Allowed	Admins, Tech Admin (Tier 3), Auditor – unlimited Supervisor, Associate – 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
Processing	No Member ID	Error	
Batch Processing Report			
Site Selection			
<p>National <input type="checkbox"/></p> <p><input type="radio"/> VISN <input checked="" type="radio"/> Facility</p> <p>Facilities</p> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin-left: 10px;">517 - BECKLEY VAMC 5179AA - BECKLEY NURSING HOME 517GA - ZZ-GASSAWAY 517GB - GREENBRIER CBOC 517GC - PRINCETON VA CLINIC 517HK - BECKLEY MOC 517PA - BECKLEY PRRTP 518 - BEDFORD VAMC</div>			
Date Range			
<p>Start Date <input type="text"/> <input type="button" value="..."/></p> <p>End Date <input type="text"/> <input type="button" value="..."/></p>			
<input type="button" value="Clear"/> <input type="button" value="Report"/> <input type="button" value="Create PDF"/>			

Figure 7-91: Print Services – Batch Processing Report query screen – Administrators and Tech Administrators (Tier 3)

Veteran	Card	Print Services	Auditing
Processing	No Member ID	Error	
Batch Processing Report			
Site Selection			
<p>National <input type="checkbox"/></p> <p><input type="radio"/> VISN</p> <p><input checked="" type="radio"/> Facility</p> <p>Facility 518 - BEDFORD VAMC</p>			
Date Range			
<p>Start Date <input type="text"/> <input type="button" value="..."/></p> <p>End Date <input type="text"/> <input type="button" value="..."/></p>			
<input type="button" value="Clear"/> <input type="button" value="Report"/> <input type="button" value="Create PDF"/>			

Figure 7-92: Print Services – Batch Processing Report query screen – Auditors

Veteran	Card	Print Services	Auditing
Processing	No Member ID	Error	
Batch Processing Report			
Site Selection			
<p>Facility 518 - BEDFORD VAMC</p>			
Date Range			
<p>Start Date <input type="text"/> <input type="button" value="..."/></p> <p>End Date <input type="text"/> <input type="button" value="..."/></p>			
<p>* Date range cannot exceed one calendar year from report creation date unless logged in as an Administrator, Auditor, or Read only user</p>			
<input type="button" value="Clear"/> <input type="button" value="Report"/> <input type="button" value="Create PDF"/>			

Figure 7-93: Print Services – Batch Processing Report query screen – Supervisors

Veteran Card Print Services

Processing No Member ID

Batch Processing Report

Site Selection

Facility 518 - BEDFORD VAMC

Date Range

Start Date []

End Date []

* Date range cannot exceed one calendar year from report creation date unless logged in as an Administrator, Auditor, or Read only user

The screenshot displays the 'Batch Processing Report' query screen. At the top, there are tabs for 'Veteran', 'Card', and 'Print Services', with 'Print Services' being the active tab. Below the tabs, it says 'Processing' and 'No Member ID'. The main title is 'Batch Processing Report'. Underneath, there's a 'Site Selection' section with a dropdown menu set to '518 - BEDFORD VAMC'. The next section is 'Date Range' with two input fields for 'Start Date' and 'End Date', each accompanied by a dropdown arrow. A note below states: '* Date range cannot exceed one calendar year from report creation date unless logged in as an Administrator, Auditor, or Read only user'. At the bottom right are three buttons: 'Clear', 'Report', and 'Create PDF'.

Figure 7-94: Print Services – Batch Processing Report query screen – Associates

The “VHIC Batch File Processing Status Summary Report” provides a high-level count of Accepted, Error, Sent, Mailed, and Rejected card requests. The “VHIC Batch File Processing Status National Summary Report” has a hyperlink in the VISN number column that will take you to the “VHIC Batch File Processing Status Summary Report – VISN”.

VHIC Batch File Processing Status National Report

NATIONAL Start Date: 11/01/2015 End Date: 12/09/2015

VISN	Accepted	Error	Sent	Mailed	Rejected
VISN: 1	4	0	11	13273	0
VISN: 10	0	0	0	13261	0
VISN: 11	0	0	0	13261	0
VISN: 12	0	0	0	13261	0
VISN: 15	0	0	0	13260	0
VISN: 16	0	0	0	13261	0
VISN: 17	0	0	0	13261	0
VISN: 18	0	0	0	13262	0
VISN: 19	0	0	0	13263	0
VISN: 2	0	0	0	13263	0
VISN: 20	0	0	0	13263	0
VISN: 21	0	0	0	13262	0
VISN: 22	0	0	0	13262	0
VISN: 23	0	0	0	13262	0
VISN: 3	0	0	0	13262	0
VISN: 4	0	0	0	13262	0
VISN: 5	0	0	0	13262	0
VISN: 6	0	0	0	13263	0
VISN: 7	0	0	3	13263	0
VISN: 8	0	0	0	13268	0

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VHIC Batch File Processing Status National Report

The “VHIC Batch File Processing Status Summary Report – VISN” has a hyperlink in the Facility Code column that will take you to the “VHIC Batch File Processing Status Summary Report – Facility”.

VHIC Batch File Processing Status Summary Report							
VISN: 1 Facility: ALL Start Date: 11/01/2015 End Date: 12/09/2015							
VISN	Facility Code	Facility Name	Accepted	Error	Sent	Mailed	Rejected
VISN: 1							
	402	VA MAINE HCS	0	0	0	13263	0
	518	BEDFORD VAMC	4	0	11	10	0
VISN: 1 Totals			4	0	11	13273	0
Grand Totals			4	0	11	13273	0

Figure 7-96: VHIC Batch File Processing Status Summary Report – VISN

The “VHIC Batch File Processing Status Summary Report – Facility” has a hyperlink in the Facility Code column that will take you to the “VHIC Batch File Processing Status Detail Report”.

VHIC Batch File Processing Status Summary Report							
VISN: 1 Facility: 518 Start Date: 11/01/2015 End Date: 12/09/2015							
VISN	Facility Code	Facility Name	Accepted	Error	Sent	Mailed	Rejected
VISN: 1							
	518	BEDFORD VAMC	4	0	11	10	0
Grand Totals			4	0	11	10	0

Figure 7-97: VHIC Batch File Processing Status Summary Report - Facility

VHIC Batch File Processing Status Detail Report

VISN: 1 Facility: 518 Start Date: 11/01/2015 End Date: 12/09/2015

VISN / Facility / Status	Name	Member ID
--------------------------	------	-----------

VISN: 1

Facility: (518) BEDFORD VAMC

Sent

HARTZLER, JOHN ORCUTT	2040506101
KERR, REBECCA FRICK	2040506071
ROSADO, JOHN BRADLEY	2040506070
KERR, REBECCA FRICK	2040506071
SCAIFE, ELISE	2040506075
SCAIFE, ELISE	2040506075
DYKSTRA, RYAN BROWNNING	2040506081
DYKSTRA, RYAN BROWNNING	2040506081

Accepted

ROSADO, JOHN BRADLEY	2040506070
KERR, REBECCA FRICK	2040506071
SCAIFE, ELISE	2040506075
SCAIFE, ELISE	2040506075

Mailed

ROSADO, JOHN BRADLEY	2040506070
KERR, REBECCA FRICK	2040506071
KERR, REBECCA FRICK	2040506071
SCAIFE, ELISE	2040506075
SCAIFE, ELISE	2040506075
SCAIFE, ELISE	2040506075

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VHIC Batch File Processing Status Detail Report

VISN / Facility / Status	Name	Member ID
SCAIFE, ELISE		2040506075

Site Totals

Accepted	4
Error	0
Sent	11
Mailed	10
Rejected	0

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VHIC Batch File Processing Status Detail Report

Figure 7-98: VHIC Batch File Processing Status Detail Report

7.12. Print Services – Cards Printed w/o a Member ID

Table 15: 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*).

The screenshot shows the 'Print Services – No Member ID Report' query screen. At the top, there are tabs: Veteran, Card, Print Services (which is selected), and Auditing. Below the tabs, there are three buttons: Processing, No Member ID (which is selected), and Error. The main area is titled 'No Member ID Report'. It contains two sections: 'Site Selection' and 'Date Range'. In 'Site Selection', there is a 'National' checkbox followed by radio buttons for 'VISN' and 'Facility'. A dropdown menu lists various facilities, with '517 - BECKLEY VAMC' at the top and '518 - BEDFORD VAMC' highlighted in blue. In 'Date Range', there are input fields for 'Start Date' (11/1/2015) and 'End Date' (12/9/2015), each accompanied by a calendar icon. At the bottom right are three buttons: 'Clear', 'Report', and 'Create PDF'.

Figure 7-99: Print Services – No Member ID Report query screen – Administrators and Tech Administrators (Tier3)

Veteran	Card	Print Services	Auditing
Processing	No Member ID	Error	
No Member ID Report			
<p>Site Selection</p> <div style="border: 1px solid black; padding: 5px;"> <p>National <input type="checkbox"/></p> <p><input type="radio"/> VISN</p> <p><input checked="" type="radio"/> Facility</p> <p>Facility <input type="text" value="518 - BEDFORD VAMC"/> <input type="button" value="▼"/></p> </div> <p>Date Range</p> <div style="border: 1px solid black; padding: 5px;"> <p>Start Date <input type="text" value="11/1/2015"/> <input type="button" value="▼"/></p> <p>End Date <input type="text" value="12/9/2015"/> <input type="button" value="▼"/></p> </div> <div style="text-align: right; margin-top: 10px;"> <input type="button" value="Clear"/> <input type="button" value="Report"/> <input type="button" value="Create PDF"/> </div>			

Figure 7-100: Print Services – No Member ID Report query screen – Auditors

Veteran	Card	Print Services	Auditing
Processing	No Member ID	Error	
No Member ID Report			
<p>Site Selection</p> <div style="border: 1px solid black; padding: 5px;"> <p>Facility <input type="text" value="518 - BEDFORD VAMC"/> <input type="button" value="▼"/></p> </div> <p>Date Range</p> <div style="border: 1px solid black; padding: 5px;"> <p>Start Date <input type="text" value="11/1/2015"/> <input type="button" value="▼"/></p> <p>End Date <input type="text" value="12/9/2015"/> <input type="button" value="▼"/></p> <p>* Date range cannot exceed one calendar year from report creation date unless logged in as an Administrator, Auditor, or Read only user</p> </div> <div style="text-align: right; margin-top: 10px;"> <input type="button" value="Clear"/> <input type="button" value="Report"/> <input type="button" value="Create PDF"/> </div>			

Figure 7-101: Print Services – No Member ID Report query screen – Supervisors

Veteran Card Print Services

Processing No Member ID

No Member ID Report

Site Selection

Facility 518 - BEDFORD VAMC

Date Range

Start Date 11/1/2015

End Date 12/9/2015

* Date range cannot exceed one calendar year from report creation date unless logged in as an Administrator, Auditor, or Read only user

Figure 7-102: Print Services – No Member ID Report query screen – Associates

VHIC Cards Printed Without Member ID Report

NATIONAL Start Date: 11/01/2015 End Date: 12/17/2015

VISN	VISN #	# of Cards Total
VA New England Health Care System	1	486
VA Healthcare System of Ohio	10	454
Veterans in Partnership	11	573
VA Great Lakes Healthcare System	12	385
VA Heartland Network	15	337
South Central VA Healthcare Network	16	452
VA Heart of Texas Healthcare System	17	287
VA Southwest Healthcare Network	18	329
VA Rocky Mountain Network	19	204
VA Healthcare Network Upstate New York	2	186
VA Northwest Health Network	20	354
VA Sierra Pacific Network	21	418
VA Desert Pacific Healthcare Network	22	413
VA Midwest Healthcare Network	23	404
NY/NJ Veterans Healthcare Network	3	332

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VHIC Cards Printed Without Member ID Report

VISN	VISN #	# of Cards Total
VA Healthcare - VISN 4	4	573
VA Capitol Healthcare Network	5	180
VA Mid-Atlantic Health Care Network	6	387
VA Southeast Network	7	445
VA Sunshine Healthcare Network	8	694
VA MidSouth Healthcare Network	9	335

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VHIC Cards Printed Without Member ID Report

Figure 7-103: VHIC Batch File Processing Status Detail Report – National

VHIC Cards Printed Without Member ID Report

VISN: 6 Start Date: 11/01/2015 End Date: 12/17/2015

VISN	VISN #	# of Cards Total
VA Mid-Atlantic Health Care Network	6	387

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VHIC Cards Printed Without Member ID Report

Figure 7-104: VHIC Batch File Processing Status Detail Report – VISN

VHIC Cards Printed Without Member ID Report

Facility: 590 Start Date: 11/01/2015 End Date: 12/17/2015

VISN	VISN #	Facility	Facility #	# of Cards Total
VA Mid-Atlantic Health Care Network	6	HAMPTON (VAMC)	590	26
VA Mid-Atlantic Health Care Network	6			26

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VHIC Cards Printed Without Member ID Report

Figure 7-105: VHIC Batch File Processing Status Detail Report – Facility

7.13. Print Services – Batch Error Report

Table 16: Batch Error 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), Auditor
Date Range Allowed	Admins, Tech Admin (Tier 3), Auditor – unlimited Supervisor – one (1) year or less from date report is being run
Search Criteria Available	VISN, Facility, Not Acknowledged, Acknowledged Not Confirmed, Pending Not Sent (which includes configurable Number of Days field), Start Date, End Date

The *Print Services Batch Error Report* allows the user to find out how many cards have not been acknowledged with an acknowledgement file or cards that have been acknowledged but have received no confirmation of being mailed within a given date range. The user will also be able to see how many cards are still sitting in a Pending state and have not been sent to the print vendor.

The user would be able to select the number of days to configure the query. How many days after being sent to the printer before looking for an Acknowledgement file, how many days after getting the Acknowledgement file before receiving Confirmation of it being mailed, or how many days has the card been sitting at a Pending status but has not been sent to the print vendor.

The user would be able to select between National, VISN, and Facility depending on their role.

Veteran Card Print Services Auditing

Processing No Member ID Error

Print Error Report

Status Selection

Not Acknowledged
 Acknowledged Not Confirmed
 Pending not Sent

Number of Days

Site Selection

National
 VISN
 Facility

Facilities

517 - BECKLEY VAMC
5179AA - BECKLEY NURSING HOME
517GA - ZZ-GASSAWAY
517GB - GREENBRIER CBOC
517GC - PRINCETON VA CLINIC
517HK - BECKLEY MOC
517PA - BECKLEY PRRTP
518 - BEDFORD VAMC

Date Range

Start Date

End Date

Figure 7-106: Print Services – Print Error Report query screen – Administrators and Tech Administrators (Tier 3)

Veteran	Card	Print Services	Auditing
Processing	No Member ID	Error	
Print Error Report			
<p>Status Selection</p> <div style="border: 1px solid black; padding: 5px;"> <input checked="" type="radio"/> Not Acknowledged <input type="radio"/> Acknowledged Not Confirmed <input type="radio"/> Pending not Sent Number of Days <input type="text" value="3"/> </div>			
<p>Site Selection</p> <div style="border: 1px solid black; padding: 5px;"> <input type="checkbox"/> National <input type="radio"/> VISN <input checked="" type="radio"/> Facility Facility <input type="text" value="518 - BEDFORD VAMC"/> </div>			
<p>Date Range</p> <div style="border: 1px solid black; padding: 5px;"> Start Date <input type="text" value="11/1/2015"/> <input type="button" value="..."/> End Date <input type="text" value="12/16/2015"/> <input type="button" value="..."/> </div>			
<input type="button" value="Clear"/> <input type="button" value="Report"/> <input type="button" value="Create PDF"/>			

Figure 7-107: Print Services - Print Error Report query screen – Auditors

Veteran	Card	Print Services	Auditing
Processing	No Member ID	Error	
Print Error Report			
<p>Status Selection</p> <div style="border: 1px solid black; padding: 5px;"> <input checked="" type="radio"/> Not Acknowledged <input type="radio"/> Acknowledged Not Confirmed <input type="radio"/> Pending not Sent Number of Days <input type="text" value="3"/> </div>			
<p>Site Selection</p> <div style="border: 1px solid black; padding: 5px;"> Facility <input type="text" value="518 - BEDFORD VAMC"/> </div>			
<p>Date Range</p> <div style="border: 1px solid black; padding: 5px;"> Start Date <input type="text" value="11/1/2015"/> <input type="button" value="..."/> End Date <input type="text" value="12/16/2015"/> <input type="button" value="..."/> </div>			
<small>* Date range cannot exceed one calendar year from report creation date unless logged in as an Administrator, Auditor, or Read only user</small>			
<input type="button" value="Clear"/> <input type="button" value="Report"/> <input type="button" value="Create PDF"/>			

Figure 7-108: Print Services - Print Error Report query screen – Supervisors

7.13.1. Sent Not Acknowledged

By selecting the Not Acknowledged radio button, the VHIC user will be able to see how many cards have not been acknowledged as received within the entered Number of Days (the default is three (3) days) after being sent to the print vendor during the selected Date Range.

The screenshot shows the 'Print Error Report' query screen. At the top, there are tabs: Veteran, Card, Print Services (which is selected), and Auditing. Below the tabs, there are sub-tabs: Processing, No Member ID, and Error (which is selected). The main area is titled 'Print Error Report' and contains three sections: 'Status Selection', 'Site Selection', and 'Date Range'. In 'Status Selection', the 'Not Acknowledged' radio button is selected. In 'Site Selection', under 'Facilities', a dropdown menu lists several VA locations, with '518 - BEDFORD VAMC' highlighted. In 'Date Range', the start date is set to 11/1/2015 and the end date is set to 12/16/2015. At the bottom right are buttons for 'Clear', 'Report' (which is selected), and 'Create PDF'.

Figure 7-109: Print Services - Print Error Report query screen – Not Acknowledged

The National Error Summary report lists all of the VISNs and the VISN # is a hyperlink to the VISN Error Summary Report.

VHIC Batch File Processing Error Status Summary Report – National

NATIONAL Start Date: 11/01/2015 End Date: 12/16/2015

VISN	Sent Not Acknowledged	# Cards Requested
VISN: 1	3	24
Grand Totals	3	24

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VHIC Batch File Processing Status National Report

Figure 7-110: VHIC Batch File Processing Error Status Summary Report - National

The VISN Error Summary Report lists all of the Facilities for the selected VISN. The Facility # is a hyperlink to the Facility Error Summary Report.

VHIC Batch File Processing Error Status Summary Report - VISN

VISN: 1 Facility: ALL Start Date: 11/01/2015 End Date: 12/16/2015 Days Difference: 3

VISN	Facility Code	Facility Name	Sent Not Acknowledged	# Cards Requested
VISN: 1				
	518	BEDFORD VAMC	3	24
VISN: 1 Totals				
			3	24
Grand Totals				
			3	24

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VHIC Batch File Processing Status Summary Report

Figure 7-111: VHIC Batch File Processing Error Status Summary Report - VISN

The Facility Error Summary report shows the totals for the selected Facility. The Facility # is a hyperlink to the Facility Error Detail Report.

VHIC Batch File Processing Error Status Summary Report - Facility

VISN: ALL Facility: 518 Start Date: 11/01/2015 End Date: 12/16/2015 Days Difference: 3

VISN	Facility Code	Facility Name	Sent Not Acknowledged	# Cards Requested
VISN: 1				
	518	BEDFORD VAMC	3	24
VISN: 1 Totals			3	24
Grand Totals			3	24

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VHIC Batch File Processing Status Summary Report

Figure 7-112: VHIC Batch File Processing Error Status Summary Report - Facility

The Facility Error Detail Report would give a list of all of the cards that have NOT been Acknowledged by the print vendor and will display the Veteran's Name, Card ID, and the Card Request File name.

VHIC Batch File Processing Error Detail Report - Not Acknowledged

VISN: 1 Facility: 518 Start Date: 11/01/2015 End Date: 12/16/2015

VISN / Facility / Status	Name	Card ID	Card Request File
VISN: (1) Facility: (518) BEDFORD VAMC			
Not Sent			
REBECCA FRICK KERR	14000422	VICE201511090	
RYAN BROWNNING DYKSTRA	14000524	VICE201512071	
ELISE SCAIFE	14000529	VICE201512101	
Facility: 518 Totals			3
Grand Totals			3

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VHIC Batch File Processing Status Detail Report

Figure 7-113: VHIC Batch File Processing Error Status Detail Report - Not Acknowledged

7.13.2. Acknowledged Not Confirmed

By selecting the Acknowledged Not Confirmed radio button, the VHIC user will be able to see how many cards have been acknowledged as received but have NOT been confirmed as mailed within the entered Number of Days (the default is seven (7) days) after receiving the acknowledgement file from the print vendor during the selected Date Range.

Veteran	Card	Print Services	Auditing
Processing	No Member ID	Error	
Print Error Report			
<p>Status Selection</p> <div style="border: 1px solid black; padding: 5px;"> <input type="radio"/> Not Acknowledged <input checked="" type="radio"/> Acknowledged Not Confirmed <input type="radio"/> Pending not Sent Number of Days <input type="text" value="7"/> </div>			
<p>Site Selection</p> <div style="border: 1px solid black; padding: 5px;"> <p>National <input type="checkbox"/></p> <p><input type="radio"/> VISN <input checked="" type="radio"/> Facility</p> <p>Facilities</p> <div style="border: 1px solid black; padding: 5px; height: 150px; overflow-y: scroll;"> 517 - BECKLEY VAMC 5179AA - BECKLEY NURSING HOME 517GA - ZZ-GASSAWAY 517GB - GREENBRIER CBOC 517GC - PRINCETON VA CLINIC 517HK - BECKLEY MOC 517PA - BECKLEY PRRTP 518 - BEDFORD VAMC </div> </div>			
<p>Date Range</p> <div style="border: 1px solid black; padding: 5px;"> <p>Start Date <input type="text" value="11/1/2015"/> <input type="button" value="..."/></p> <p>End Date <input type="text" value="12/16/2015"/> <input type="button" value="..."/></p> </div>			
<input type="button" value="Clear"/> <input type="button" value="Report"/> <input type="button" value="Create PDF"/>			

Figure 7-114: Print Services - Error query screen – Acknowledged Not Confirmed

The National Error Summary report lists all of the VISNs and the VISN # is a hyperlink to the VISN Error Summary Report.

VHIC Batch File Processing Error Status Summary Report – National		
NATIONAL. Start Date: 11/01/2015 End Date: 12/18/2015		
VISN	Acknowledged Not Confirmed	# Cards Requested
VISN: 1	4	27
Grand Totals	4	27

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VHIC Batch File Processing Status National Report

Figure 7-115: VHIC Batch File Processing Error Status Summary Report - National

The VISN Error Summary Report lists all of the Facilities for the selected VISN. The Facility # is a hyperlink to the Facility Error Summary Report.

VHIC Batch File Processing Error Status Summary Report - VISN				
VISN: 1 Facility: ALL Start Date: 11/01/2015 End Date: 12/18/2015 Days Difference: 0				
VISN	Facility Code	Facility Name	Acknowledged Not Confirmed	# Cards Requested
VISN: 1				
	518	BEDFORD VAMC	4	27
VISN: 1 Totals			4	27
Grand Totals			4	27

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VHIC Batch File Processing Status Summary Report

Figure 7-116: VHIC Batch File Processing Error Status Summary Report - VISN

The Facility Error Summary report shows the totals for the selected Facility. The Facility # is a hyperlink to the Facility Error Detail Report.

VHIC Batch File Processing Error Status Summary Report - Facility				
VISN: ALL Facility: 518 Start Date: 11/01/2015 End Date: 12/18/2015 Days Difference: 0				
VISN	Facility Code	Facility Name	Acknowledged Not Confirmed	# Cards Requested
VISN: 1				
	518	BEDFORD VAMC	4	27
VISN: 1 Totals			4	27
Grand Totals			4	27

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VHIC Batch File Processing Status Summary Report

Figure 7-117: VHIC Batch File Processing Error Status Summary Report – Facility

The Facility Error Detail Report would give a list of all of the cards that have NOT been confirmed as Mailed by the print vendor and will display the Veteran's Name, Card ID, and the Acknowledgement File name.

VHIC Batch File Processing Error Detail Report - Not Confirmed			
VISN: 1 Facility: 518 Start Date: 11/01/2015 End Date: 12/18/2015			
VISN / Facility / Status	Name	Card ID	Acknowledged File
VISN: (1) Facility: (518) BEDFORD VAMC			
Not Sent			
	CARMEN DOLLAR RIVERA	14000550	VICEACK201512181
	ELISE SCAIFE	14000568	VICEACK201512181
	KATHLEEN BALL	14000569	VICEACK201512181
	WARD SEABERG PADILLA	14000570	VICEACK201512181
Facility: 518 Totals			4
Grand Totals			4
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VHIC Batch File Processing Status Detail Report			

Figure 7-118: VHIC Batch File Processing Error Status Detail Report – Acknowledged Not Confirmed

7.13.3. Pending Not Sent

By selecting the Pending Not Sent radio button, the VHIC user will be able to see how many cards are sitting in the Pending Card Status state and have not been sent to the print vendor within the entered Number of Days (the default is three (3) days) after the card request has been submitted by the VHIC User within the selected Date Range.

Veteran	Card	Print Services	Auditing
Processing	No Member ID	Error	

Print Error Report

Status Selection

Not Acknowledged
 Acknowledged Not Confirmed
 Pending not Sent

Number of Days

Site Selection

National

VISN
 Facility

Facilities

517 - BECKLEY VAMC
5179AA - BECKLEY NURSING HOME
517GA - ZZ-GASSAWAY
517GB - GREENBRIER CBOC
517GC - PRINCETON VA CLINIC
517HK - BECKLEY MOC
517PA - BECKLEY PRRTP
518 - BEDFORD VAMC

Date Range

Start Date

End Date

Figure 7-119: Print Services – Print Error Report query screen – Pending Not Sent

The National Error Summary report lists all of the VISNs and the VISN # is a hyperlink to the VISN Error Summary Report.

VHIC Batch File Processing Error Status Summary Report – National

NATIONAL. Start Date: 11/01/2015 End Date: 12/16/2015

VISN	Pending Not Sent	# Cards Requested
VISN: 1	1	24
Grand Totals	1	24

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VHIC Batch File Processing Status National Report

Figure 7-120: VHIC Batch File Processing Error Status Summary Report - National

The VISN Error Summary Report lists all of the Facilities for the selected VISN. The Facility # is a hyperlink to the Facility Error Summary Report.

VHIC Batch File Processing Error Status Summary Report - VISN

VISN: 1 Facility: ALL Start Date: 11/01/2015 End Date: 12/16/2015 Days Difference: 3

VISN	Facility Code	Facility Name	Pending Not Sent	# Cards Requested
VISN: 1				
	518	BEDFORD VAMC	1	24
VISN: 1 Totals			1	24
Grand Totals			1	24

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VHIC Batch File Processing Status Summary Report

Figure 7-121: VHIC Batch File Processing Error Status Summary Report - VISN

The Facility Error Summary report shows the totals for the selected Facility. The Facility # is a hyperlink to the Facility Error Detail Report.

VHIC Batch File Processing Error Status Summary Report - Facility

VISN: ALL Facility: 518 Start Date: 11/01/2015 End Date: 12/16/2015 Days Difference: 3

VISN	Facility Code	Facility Name	Pending Not Sent	# Cards Requested
VISN: 1				
	518	BEDFORD VAMC	1	24
VISN: 1 Totals			1	24
Grand Totals			1	24

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VHIC Batch File Processing Status Summary Report

Figure 7-122: VHIC Batch File Processing Error Status Summary Report - Facility

The Facility Error Detail Report would give a list of all of the cards that have NOT been sent to the print vendor will display the Veteran's Name and Card ID.

VHIC Batch File Processing Error Detail Report - Not Sent			
VISN: 1 Facility: 518 Start Date: 11/01/2015 End Date: 12/16/2015			
VISN / Facility / Status	Name	Card ID	Acknowledged File
VISN: (1) Facility: (518) BEDFORD VAMC			
Not Sent			
	CARMEN DOLLAR RIVERA	14000550	
Facility: 518 Totals			1
Grand Totals			1
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VHIC Batch File Processing Status Detail Report			

Figure 7-123: VHIC Batch File Processing Error Status Detail Report – Pending Not Sent

7.14. Auditing Report

Table 17: 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 – 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.

Veteran	Card	Print Services	Auditing
Auditing Report			
Search Criteria			
<input type="text" value="User ID"/> <input type="button" value="Clear"/>			
Date Range			
Start Date <input type="text" value="11/10/2015"/> <input type="button" value="Clear"/>		End Date <input type="text" value="12/10/2015"/> <input type="button" value="Clear"/>	
<input type="button" value="Clear"/>		<input type="button" value="Report"/>	<input type="button" value="Create PDF"/>

Figure 7-124: Audit Report query screen – Administrators, Tech Administrators (Tier 3), and Auditors

Veteran	Card	Print Services	Auditing
Auditing Report			
Search Criteria			
<input type="text" value="User ID"/> <input type="button" value="Clear"/>			
Date Range			
Start Date <input type="text" value="11/10/2015"/> <input type="button" value="Clear"/>		End Date <input type="text" value="12/10/2015"/> <input type="button" value="Clear"/>	
* Date range cannot exceed one calendar year from report creation date unless logged in as an Administrator, Auditor, or Read only user			
<input type="button" value="Clear"/>		<input type="button" value="Report"/>	<input type="button" value="Create PDF"/>

Figure 7-125: Audit Report query screen – Supervisors

VHIC Auditing Report

Date Range: 11/17/2015 to 12/17/2015 for Login: vaausiam-victest43

Date Time	Audit ID	Action	Person ID	Member ID	Card ID	Query String
VAAUSIAM-VICTEST43						
11/23/2015 12:59:06	280363086	UI				uri=/faces/cardrequest/search.jsf, visn=1, site=518
11/23/2015 12:59:57	280363087	UI				uri=/faces/dev/serviceLogQry.jsf, visn=1, site=518
11/23/2015 12:59:59	280363088	UI				uri=/faces/cardrequest/search.jsf, visn=1, site=518
11/23/2015 13:00:00	280363089	UI				uri=/faces/cardrequest/search.jsf, visn=1, site=518
11/23/2015 13:00:16	280363090	UI				uri=/faces/cardrequest/search.jsf, visn=1, site=518
11/23/2015 13:22:57	280363092	UI				uri=/faces/index.jsf, visn=1, site=518
11/23/2015 13:23:44	280363093	UI				uri=/faces/dev/serviceLogQry.jsf, visn=1, site=518
11/23/2015 13:24:21	280363094	UI				uri=/faces/index.jsf, visn=1, site=518
11/23/2015 13:25:18	280363095	UI				uri=/faces/cardrequest/search.jsf, visn=1, site=518
11/23/2015 13:28:45	280363096	MVI_SEARCH				ICN=2010770002V204062
11/23/2015 13:28:49	280363098	UI				uri=/faces/cardrequest/searchResults.jsf, visn=1, site=518
11/23/2015 13:29:06	280363099	ESR_GETSUMMARY				icn=2010770002V204062
11/23/2015 13:29:07	280363100	UI				uri=/faces/cardrequest/photo.jsf, visn=1, site=518
11/23/2015 13:29:25	280363101	UI				uri=/faces/cardrequest/searchResults.jsf, visn=1, site=518
11/23/2015 13:30:13	280363102	ESR_GETSUMMARY				icn=2010770002V204062
11/23/2015 13:30:14	280363103	UI				uri=/faces/cardrequest/photo.jsf, visn=1, site=518
11/23/2015 13:30:28	280363104	UI				uri=/faces/cardrequest/takePhoto.jsf, visn=1, site=518
11/23/2015 13:32:42	280363105	UI				uri=/faces/index.jsf, visn=1, site=518
11/23/2015 13:32:44	280363106	UI				uri=/faces/cardrequest/search.jsf, visn=1, site=518
11/23/2015 13:32:50	280363107	MVI_SEARCH				ICN=2010770002V204062

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Figure 7-126: VHIC Auditing Report

8. Troubleshooting

For a thorough set of troubleshooting guidelines, please refer to the **Veteran Health Identity Card (VHIC 4.7) User Guide - Volume 4 - Troubleshooting** document.

Appendix A: VHIC Roles

Function/Report Title	Navigation	Selected Status from Drop Down Menu	VHIC Role						Read - Only User
			Administrator	Technical Administrator Tier 3	Supervisor	Associate	Auditor		
CARD REQUESTS									
Request Cards	(Card Requests icon on Home Screen/ Card Requests link in top Navigation Bar)	N/A	X	X	X	X			
Deactivate Cards	(Card Deactivation icon on Home Screen/ Card Deactivation link in top Navigation Bar)	N/A	X	X					
REPORTS									
Veteran (Direct Search)	(Reports icon on Home Screen/ Reports link in top Navigation Bar)								
<i>Basic (no national option)</i>									
Veteran Detail Report	Default view for Reports	N/A	X	X	X	X	X	X	X
Card Request Totals	(Card menu tab - Request Totals sub-menu tab)								
<i>National</i>									
VHIC Card Request Totals	Click National Checkbox	N/A	X	X				X	
<i>VISN</i>									
VHIC Card Request Totals	Click VISN radio button	N/A	X	X				X	X
<i>Facility</i>									
VHIC Card	Click Facility ration	N/A	X	X	X	X	X	X	X

Request Totals	button							
Card Status - MVI Status Report	(Card menu tab - Status sub-menu tab - MVI Status radio button)							
<i>National</i>								
VHIC MVI Status National Report	Click National Checkbox	Active	X	X			X	
		Not Correlated	X	X			X	
		Rejected	X	X			X	
		Unlinked	X	X			X	
<i>VISN</i>								
VHIC MVI Status Summary Report	Click VISN radio button	Active	X	X			X	
		Not Correlated	X	X			X	
		Rejected	X	X			X	
		Unlinked	X	X			X	
<i>Facility</i>								
VHIC MVI Status Summary Report	Click Facility ration button	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	
<i>Facility Detail</i>								
VHIC MVI Status Detail Report	Click on the Facility Number	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 menu tab - Status sub-menu tab - Card Status radio button)							
<i>National</i>								

VHIC Card Status National Report	Click National Checkbox	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	
<i>VISN</i>								
VHIC Card Status Summary Report	Click VISN radio button	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	
<i>Facility</i>								
VHIC Card Status Summary Report	Click Facility ration button	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	
<i>Facility Detail</i>								
VHIC Card Status Detail Report	Click on the Facility Number	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	X	
		Pending	X	X	X	X	X	X	
		Requested	X	X	X	X	X	X	
		Defunct	X	X	X	X	X	X	
Card Status - Print Release Status Report	(Card menu tab - Status sub-menu tab - Print Status radio button)								
<i>National</i>									
VHIC Print Status National Report	Click National Checkbox	Cancelled	X	X			X		
		Error	X	X			X		
		Mailed	X	X			X		
		Not Started	X	X			X		
		Pending	X	X			X		
		Received	X	X			X		
		Rejected	X	X			X		
		Sent	X	X			X		
<i>VISN</i>									
VHIC Print Status Detail Report	Click VISN radio button	Cancelled	X	X			X		
		Error	X	X			X		
		Mailed	X	X			X		
		Not Started	X	X			X		
		Pending	X	X			X		
		Received	X	X			X		
		Rejected	X	X			X		
		Sent	X	X			X		
<i>Facility</i>									
VHIC Print Status Detail Report	Click Facility ration button	Cancelled	X	X	X	X	X	X	
		Error	X	X	X	X	X	X	

	Mailed	X	X	X	X	X	X	
	Not Started	X	X	X	X	X	X	
	Pending	X	X	X	X	X	X	
	Received	X	X	X	X	X	X	
	Rejected	X	X	X	X	X	X	
	Sent	X	X	X	X	X	X	
<i>Facility Detail</i>								
VHIC Print Status Detail Report	Click on the Facility Number	Cancelled	X	X	X	X	X	
	Error	X	X	X	X	X	X	
	Mailed	X	X	X	X	X	X	
	Not Started	X	X	X	X	X	X	
	Pending	X	X	X	X	X	X	
	Received	X	X	X	X	X	X	
	Rejected	X	X	X	X	X	X	
	Sent	X	X	X	X	X	X	
Card Request Progress	(Card menu tab - Request Progress sub-menu tab)							
<i>National</i>								
VHIC Card Request Progress National Summary Report	Click National Checkbox	N/A	X	X			X	
<i>VISN</i>								
VHIC Card Request Progress VISN Summary Report	Click VISN radio button	N/A	X	X			X	
<i>Facility</i>								
VHIC Card Request Progress	Click Facility ration button	N/A	X	X	X	X	X	

Facility Summary Report									
<i>Facility Detail</i>									
VHIC Card Request Progress Facility Detail Report	Click on the Facility Number	N/A	X	X	X	X	X	X	
Multiple Requests	(Card menu tab - Multiple Requests sub-menu tab)								
Cards Requested	(Cards Requested radio button)								
<i>National</i>									
VHIC Summary Report for Number of Cards Requested	Click National Checkbox	N/A	X	X				X	
<i>VISN</i>									
VHIC Summary Report for Number of Cards Requested	Click VISN radio button	N/A	X	X				X	
<i>Facility</i>									
VHIC Detailed Report for Number of Cards Requested	Click Facility ration button	N/A	X	X	X	X	X	X	
<i>Facility Detail</i>									
VHIC Facility Detail Report for Number of Cards Requested	Click on the Facility Number	N/A	X	X	X	X	X	X	
Cards Mailed	(Cards Mailed radio button)								
<i>National</i>									
VHIC Summary Report for Number	Click National Checkbox	N/A	X	X				X	

of Cards Requested									
<i>VISN</i>									
VHIC Summary Report for Number of Cards Requested	Click VISN radio button	N/A	X	X				X	
<i>Facility</i>									
VHIC Detailed Report for Number of Cards Mailed	Click Facility ration button	N/A	X	X	X	X	X	X	
<i>Facility Detail</i>									
VHIC Facility Detail Report for Number of Cards Mailed	Click on the Facility Number	N/A	X	X	X	X	X	X	
Card History	(Card menu tab - History sub-menu tab)								
<i>Card ID</i>									
VHIC Card History	Enter Veteran's Card ID in the Card ID field	N/A	X	X	X	X	X	X	X
<i>Person ID</i>									
VHIC Card History	Enter Veteran's Person ID in the Person ID field	N/A	X	X	X	X	X	X	X
Expiration	(Card menu tab - Expiration sub-menu tab)								
<i>National</i>									
VHIC Card Expiration Summary Report	Click National Checkbox	N/A	X	X				X	
<i>VISN</i>									
VHIC Card Expiration	Click VISN radio button	N/A	X	X				X	

Summary Report									
<i>Facility</i>									
VHIC Card Expiration Site Report	Click Facility ration button	N/A	X	X	X	X	X	X	
<i>Facility Detail</i>									
VHIC Card Expiration Detail Report	Click on the Facility Number	N/A	X	X	X	X	X	X	
Replacement	(Card menu tab - Replacement sub-menu tab)								
<i>National</i>									
VHIC Card Replacement Summary Report	Click National Checkbox	N/A	X	X				X	
<i>VISN</i>									
VHIC Card Replacement Summary Report	Click VISN radio button	N/A	X	X				X	
<i>Facility</i>									
VHIC Card Replacement Facility Report	Click Facility ration button	N/A	X	X	X	X	X	X	
<i>Facility Sub-Reason Summary</i>									
VHIC Card Replacement Facility Subreason Report	Click # of Cards Replaced	N/A	X	X	X	X	X	X	
<i>Facility Sub-Reason Detail</i>									
VHIC Card Replacement Facility Subreason Detail	Click # of Cards Replaced	N/A	X	X	X	X	X	X	

On Hold	(Card menu tab - On-Hold sub-menu tab)							
<i>National</i>								
VHIC On Hold Card Status National Summary Report	Click National Checkbox	Not Proofed	X	X			X	
		Eligibility Pending	X	X			X	
		Enrollment Services Unavailable	X	X			X	
		Bad Data	X	X			X	
		All	X	X			X	
<i>VISN</i>								
VHIC On Hold Card Status VISN Summary Report	Click VISN radio button	Not Proofed	X	X			X	
		Eligibility Pending	X	X			X	
		Enrollment Services Unavailable	X	X			X	
		Bad Data	X	X			X	
		All	X	X			X	
<i>Facility</i>								
VHIC On Hold Card Status Facility Summary Report	Click Facility ration button	Not Proofed	X	X	X	X	X	
		Eligibility Pending	X	X	X	X	X	
		Enrollment Services Unavailable	X	X	X	X	X	

		Bad Data	X	X	X	X	X	X	
		All	X	X	X	X	X	X	
<i>Facility Detail</i>									
VHIC On Hold Card Status Facility Detail Report	Click on Facility #	Not Proofed	X	X	X	X	X	X	
		Eligibility Pending	X	X	X	X	X	X	
		Enrollment Services Unavailable	X	X	X	X	X	X	
		Bad Data	X	X	X	X	X	X	
		All	X	X	X	X	X	X	
Print Services Processing	(Print Services menu tab - Processing sub-menu tab)								
<i>National</i>									
VHIC Batch File Processing Status National Report	Click National Checkbox	N/A	X	X				X	
<i>VISN</i>									
VHIC Batch File Processing Status Summary Report	Click VISN radio button	N/A	X	X				X	
<i>Facility</i>									
VHIC Batch File Processing Status Summary Report	Click Facility ration button	N/A	X	X	X	X	X	X	
<i>Facility Detail</i>									
VHIC Batch File Processing Status Detail Report	Click on the Facility Code	N/A	X	X	X	X	X	X	
Print Error	(Print Services menu tab - Error sub-menu tab)								

Pending Not Sent	(Pending Not Sent radio button)							
<i>National</i>								
VHIC Batch File Processing Error Status Summary Report – National	Click National Checkbox	N/A	X	X			X	
<i>VISN</i>								
VHIC Batch File Processing Error Status Summary Report - VISN	Click VISN radio button	N/A	X	X			X	
<i>Facility</i>								
VHIC Batch File Processing Error Status Summary Report - Facility	Click Facility ration button	N/A	X	X	X		X	
<i>Facility Detail</i>								
VHIC Batch File Processing Error Detail Report - Pending Not Sent	Click on the Facility Number	N/A	X	X	X		X	
Sent Not Acknowledged	(Sent Not Acknowledged radio button)							
<i>National</i>								
VHIC Batch File Processing Error Status Summary Report – National	Click National Checkbox	N/A	X	X			X	
<i>VISN</i>								
VHIC Batch File Processing Error Status Summary Report - VISN	Click VISN radio button	N/A	X	X			X	

<i>Facility</i>								
VHIC Batch File Processing Error Status Summary Report - Facility	Click Facility ration button	N/A	X	X	X		X	
<i>Facility Detail</i>								
VHIC Batch File Processing Error Detail Report - Not Acknowledged	Click on the Facility Number	N/A	X	X	X		X	
Acknowledged Not Confirmed (Acknowledged Not Confirmed radio button)								
<i>National</i>								
VHIC Batch File Processing Error Status Summary Report – National	Click National Checkbox	N/A	X	X			X	
<i>VISN</i>								
VHIC Batch File Processing Error Status Summary Report - VISN	Click VISN radio button	N/A	X	X			X	
<i>Facility</i>								
VHIC Batch File Processing Error Status Summary Report - Facility	Click Facility ration button	N/A	X	X	X		X	
<i>Facility Detail</i>								
VHIC Batch File Processing Error Detail Report - Acknowledged Not Confirmed	Click on the Facility Number	N/A	X	X	X		X	

Cards printed without Member ID	(Print Services menu tab - No Member ID submenu tab)							
<i>National</i>								
VHIC Cards Printed Without Member ID Report	Click National Checkbox	N/A	X	X			X	
<i>VISN</i>								
VHIC Cards Printed Without Member ID Report	Click VISN radio button	N/A	X	X			X	
<i>Facility</i>								
VHIC Cards Printed Without Member ID Report	Click Facility ration button	N/A	X	X	X	X	X	
Auditing	(Auditing menu tab)							
<i>Basic (no national option)</i>								
VHIC Auditing Report	Default view for Auditing menu tab	N/A	X	X	X		X	

Template Revision History

Date	Version	Description	Author
December 2015	1.6	Updated to align with current OI&T Documentation Standards, edited to conform with latest Section 508 guidelines, and remediated with Common Look Office tool	Process Management
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
November 2014	1.3	Updated to conform with latest Section 508 guidelines and remediated with Common Look Office tool	Process Management
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April 2011	1.1	Formatted to current ProPath documentation standards and edited to conform with latest Alternative Text (Section 508) guidelines	Process Management
June 2009	1.0	Initial Version	PMAS Business Office