Veteran Health Identification Card (VHIC 4.6)
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 as accessibility and user roles with the VHIC application. This User Guide will provide a detailed walkthrough of creating Veteran Health Identity Card requests using the VHIC application. This User Guide will also provide the detailed steps on how VHIC Administrators can deactivate all of the VHICs associated to a selected Veteran.

1.1.1. Organization of the Manual

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

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

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

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

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 deactivate 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, and Replacement
- **Print Services** – includes Summary, Detail, and No EDIPI
- **Auditing** – provides information on all User's activity in the system

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

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

1.1.2. Assumptions

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

- User has basic knowledge of the operating system (such as the use of commands, menu options, and navigation tools).
- User has been provided the appropriate active roles, menus, and security keys required for the VHIC application.
- User is using Internet Explorer to do their job of either Creating VHIC Card Requests, Running Reports, or Deactivating VHICs depending on user roles.
- User has validated access to the VHIC application.
- User has completed any prerequisite training.

1.1.3. Disclaimers

1.1.3.1. Software Disclaimer

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

1.1.3.2. Documentation Disclaimer

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

1.1.4. Documentation Conventions

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

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

Table 1 Documentation Symbols and Descriptions

Symbol	*Description*
i	***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.

1.2. National Service Desk Contact Information

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

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

Table 2: National Service Desk Contact Information

Issue	Contact Info
If you have authentication problems regarding Windows login account	Contact your local IT department.
Having trouble with provisioning VHIC users (Supervisors Only)	National Service Desk at 855-673-4357 and then select option #3.
Have trouble using VHIC software	National Service Desk at 855-673-4357 and then select option #4.

2. Veteran Health Identification Card – What is it?

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

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

2.1. Accessing the VHIC Application

VHIC is a web-based application that users will access via a web browser. The recommended browser is Internet Explorer (currently version 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

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

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

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

Figure 2-13: VHIC Associate and VHIC Supervisor menu

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

2.4. Roles within VHIC

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

If, while utilizing the VHIC application, a user finds they do not have access to items they feel they should have 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 all available reports (excluding national versions).

2.4.3. VHIC Administrator

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

2.4.4. VHIC Technical Administrator (Tier 3)

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

2.4.5. VHIC Auditor

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

2.4.6. VHIC Read-Only User

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

3. Getting Started

3.1. Single Sign-On Internal (SSOi)

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

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

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

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

Figure 3-1: SSOi Login Screen

3.2. System Menu

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

3.2.1. VHIC Administrator and Technical Administrator Tier 3

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

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

3.2.2. VHIC Associate and Supervisor

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

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

3.2.3. VHIC Auditor and Read-Only User

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

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

3.3. Changing User ID and Password

If you have any questions or need help with your User ID or your Password; contact your local IT Department.

4. Before Requesting a VHIC Card

4.1. Accessing the Identity Management Toolkit

The VHIC user will need to go to the Identity Management Toolkit application to look up the Veteran and verify their proofing level and if needed complete the proofing process. The Identity Management Toolkit can be accessed by using this URL: https://mvitkssoi-prod.aac.va.gov/imdquiWeb/login.do and is **case sensitive** – it must be entered exactly as shown. After successfully logging into the Identity Management Toolkit 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.

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 4 in the **Veteran Health Identity Card (VHIC 4.6) 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 5 in the **Veteran Health Identity Card (VHIC 4.6) 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 3: Veteran Report at a Glance

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

The *Veteran Report* (*a.k.a. Direct Search*) is the first report query screen presented to the VHIC user when accessing the reporting section of VHIC. This report provides a comprehensive overview of all of the information the VHIC application has on a particular Veteran, including their photo.

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

Figure 7-6: Veteran Report Query Fields – Associate

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.

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

Figure 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. HIC Veteran 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

Veteran Photo

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 7-9: 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

Veteran Image

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

Veteran Image

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

Veteran Image

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 7-11: VHIC Card History by Person ID

7.2. Card Request Totals Report

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

Table 4: Card Request Totals Report at a Glance

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 Query Screen – Administrators and Tech Admin (Tier 3)

Figure 7-13: Card Request Totals Query Screen – Auditor

Figure 7-14: Card Request Totals Query Screen – Supervisor

Figure 7-15: Card Request Totals Query Screen – Associate

Figure 7-16: Card Request Totals Query Screen – Read-Only User

VHIC Card Request Totals

NATIONAL Start Date: 08/01/2015 End Date: 12/09/2015

VISN	Facility	CNT
1	518	81
1	554	10
VISN 1 Totals		**91**

6	590	3
VISN 6 Totals		**3**

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VHIC Card Request Totals Report

Figure 7-17: VHIC Card Request Totals National Report

VHIC Card Request Totals

VISN: 1 FACILITY: ALL Start Date: 08/01/2015 End Date: 12/09/2015

VISN	Facility	CNT
1	518	81
1	554	10
VISN 1 Totals		**91**

Figure 7-18: VHIC Card Request Totals VISN Report

Figure 7-19: VHIC Card Request Totals Facility Report

7.3. Card Status Report

Table 5: Card Status Report at a Glance

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

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

Figure 7-20: Card Status Query Screen – Administrator and Tech Admin (Tier 3)

Figure 7-21: Card Status Query Screen – Auditor

Figure 7-22: Card Status Query Screen – Supervisor

Figure 7-23: Card Status 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".

Figure 7-24: Card Status 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: 11/01/2015 End Date: 12/09/2015

VISN	VISN #	# of Cards Active	# of Cards Total
VA New England Health Care System	1	15	666767
		15	**666767**

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VHIC MVI Status National Report

Figure 7-25: VHIC MVI Status Summary Report - National – 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".

Figure 7-29: Card Status 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: 11/01/2015 End Date: 12/09/2015

VISN	VISN #	# of Cards Requested	# of Cards Total
VA New England Health Care System	1	1	666770
		1	**666770**

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VHIC Card Status National Report

Figure 7-30: VHIC Card Status Report - National – 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".

Figure 7-34: Card Status 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: 11/01/2015 End Date: 12/09/2015

VISN	VISN #	# of Cards Mailed	# of Cards Total
VA New England Health Care System	1	4	30
VA Sunshine Healthcare Network	8	0	11
VA Mid-Atlantic Health Care Network	6	0	1
		4	**42**

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VHIC Print Status National Report

Figure 7-35: VHIC Print Release Status Summary Report - National – 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 Release Status Detail Report - Facility – Mailed

7.4. Multiple Card Requests Report

Table 6: Multiple Request Report at a Glance

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

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

Figure 7-39: Card Multiple Requests Query Screen – Administrator and Tech Admin (Tier 3)

Figure 7-401: Card Multiple Requests Query Screen – Auditor

Figure 7-411: Card Multiple Requests Query Screen – Supervisors

Figure 7-421: Card Multiple Requests 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: 11/01/2015 End Date: 12/17/2015

VISN	VISN #	# Veterans	# Cards Requested
VA New England Health Care System	1	2	2
		1	3
		1	6
		1	13

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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 – 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 7: Card History Report at a Glance

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

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.

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

Figure 7-48: Card History Report Query Screen – Supervisors

Figure 7-49: Card History Report Query Screen – Associates

Figure 7-50: Card History Report Query Screen – Read-Only Users

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

Veteran Image

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

Veteran Image

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	Deactivation Reason
Lost	NOT PROOFED		

Figure 7-53: Card History Report Status History

7.6. Card Replacement Report

Table 8: Card Replacement Report at a Glance

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

Each *Card Replacement Report* gives the user a breakdown, in a tabular format, of the requested replacement cards. The report, sorted by the replacement reasons and by the selected VISN and/or Facility, displays the "**# of Cards Replaced**" for each specific reason, and provides a hyperlinked number. Clicking a hyperlink takes the user to reports that are more detailed.

Selecting the National checkbox (if available) will return results for all VISNs and Facilities. Selecting either the VISN or the Facility radio button will update the list of available options accordingly (based on a user's role).

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

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

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

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

The "VHIC Card Replacement Summary Report - National" lists the VISNs and Facilities and contains a hyperlink in the "Facility #" column. Clicking the hyperlink takes the user to the "VHIC Card Replacement Facility Report".

VHIC Card Replacement Summary Report

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

Facility	Facility #	# of Cards Replaced
VISN 1 VA New England Health Care System		
BEDFORD VAMC	518	20
VISN 1 Totals:		20

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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

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VHIC Card Replacement Facility Subreason Detail Report

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

7.7. Card Expiration Report

Table 9: Card Expiration Report at a Glance

At a Glance…	
Who can access this report?	*Administrator, Supervisor, Associate, Tech Admin (Tier 3), Auditor*
Who can access National version?	*Administrator, Tech Admin (Tier 3), Auditor*
Date Range Allowed	*Administrator, Tech Admin (Tier 3), 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 *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.*

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

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

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

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

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

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 7-68: Card Expiration Site Report - Facility

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 10: Card Request Progress Report at a Glance

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

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)

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

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

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

VISN Network Name	VISN #	Pending	Request Submitted	On Hold	Defunct	Sent to Printer	Acknowledged	Rejected	Confirmed Mailed
VA New England Health Care System	1	0	1	2	0	1	0	0	1

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VHIC Card Request Progress National Report

Figure 7-74: VHIC Card Request Progress National 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

VISN: 1 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

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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

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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 11: Card Swipe/Scan Report at a Glance

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

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.

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.

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. Print Services – Processing Report

Table 12: 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.

Figure 7-81: Print Services - Processing query screen – Administrators and Tech Administrators (Tier 3)

Figure 7-82: Print Services - Processing query screen – Auditors

Figure 7-83: Print Services - Processing query screen – Supervisors

Figure 7-84: Print Services - Processing 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

Figure 7-85: VHIC Batch File Processing Status National Summary 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

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VHIC Batch File Processing Status Summary Report

Figure 7-86: 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

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VHIC Batch File Processing Status Summary Report

Figure 7-87: 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
	KERR, REBECCA FRICK	2040506071
	KERR, REBECCA FRICK	2040506071
	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
	ROSADO, JOHN BRADLEY	2040506070
	ROSADO, JOHN BRADLEY	2040506070
	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 7-88: VHIC Batch File Processing Status Detail Report

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

Table 13: Cards Printed without Member ID Report at a Glance

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

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

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

Figure 7-89: Print Services – No Member ID Report query screen – Administrators and Tech Administrators (Tier3)

Figure 7-90: Print Services – No Member ID Report query screen – Auditors

Figure 7-91: Print Services – No Member ID Report query screen – Supervisors

Figure 7-92: 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 7-93: 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 7-94: 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 7-95: VHIC Batch File Processing Status Detail Report – Facility

7.12. Print Services – Batch Error Report

Table 14: Batch Error Report

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.

Figure 7-96: Print Services - Error query screen – Administrators and Tech Administrators (Tier 3)

Figure 7-97: Print Services - Error query screen – Auditors

Figure 7-98: Print Services - Error query screen – Supervisors

7.12.1. 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.

Figure 7-99: Print Services - Error 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 7-100: 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 7-101: 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 7-102: 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 Acknowled 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 7-103: VHIC Batch File Processing Error Status Detail Report - Not Acknowledged

7.12.2. 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.

Figure 7-104: 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 7-105: 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 7-106: 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 7-107: 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 7-108: VHIC Batch File Processing Error Status Detail Report – Acknowledged Not Confirmed

7.12.3. 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.

Figure 7-109: Print Services - Error 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 7-110: 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	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 7-111: 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	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 7-112: 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 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 7-113: VHIC Batch File Processing Error Status Detail Report – Pending Not Sent

7.13. Auditing Report

Table 15: Audit Report at a Glance

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

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.

Figure 7-114: Audit Report Query Screen – Administrators, Tech Administrators (Tier 3), and Auditors

Figure 7-115: 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 7-116: VHIC Auditing Report

8. Troubleshooting

For a through set of troubleshooting guidelines, please refer to the Veteran Health Identity Card (VHIC 4.6) User Guide - Volume 4 - Troubleshooting document

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9. Appendix A: VHIC Roles

	VHIC Role					
Function	Administrator	Technical Administrator Tier 3	Supervisor	Associate	Auditor	Read-Only User
CARD REQUESTS						
Request Cards	X	X	X	X		
Deactivate Cards	X					
REPORTS						
Veteran (Direct Search)						
Basic (*no national option)*	X	X	X	X	X	X
Card Request Totals (**Card** - Request Totals)						
National	X	X			X	
VISN	X	X			X	X
Facility	X	X	X	X	X	X
Card Status - MVI Status Report (**Card** - Status)						
National						
Active	X	X			X	
Not Correlated	X	X			X	
Rejected	X	X			X	
Unlinked	X	X			X	
VISN						
Active	X	X			X	
Not Correlated	X	X			X	
Rejected	X	X			X	
Unlinked	X	X			X	
Facility						
Active	X	X	X	X	X	
Not Correlated	X	X	X	X	X	

Function	Administrator	Technical Administrator Tier 3	Supervisor	Associate	Auditor	Read-Only User
Rejected	X	X	X	X	X	
Unlinked	X	X	X	X	X	
Card Status - Card Status Report (**Card** - Status)						
National						
Replaced	X	X			X	
Deactivated	X	X			X	
Expired	X	X			X	
On Hold	X	X			X	
Pending	X	X			X	
Requested	X	X			X	
Defunct	X	X			X	
VISN						
Replaced	X	X			X	
Deactivated	X	X			X	
Expired	X	X			X	
On Hold	X	X			X	
Pending	X	X			X	
Requested	X	X			X	
Defunct	X	X			X	
Facility						
Replaced	X	X	X	X	X	
Deactivated	X	X	X	X	X	
Expired	X	X	X	X	X	
On Hold	X	X	X	X	X	
Pending	X	X	X	X	X	
Requested	X	X	X	X	X	
Defunct	X	X	X	X	X	
Card Status - Print Release Status Report (**Card** - Status)						
National						

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

Function	Administrator	Technical Administrator Tier 3	Supervisor	Associate	Auditor	Read-Only User
VISN	X	X			X	
Facility	X	X	X	X	X	
Cards Mailed						
National	X	X			X	
VISN	X	X			X	
Facility	X	X	X	X	X	
Card History (**Card** - History)						
Card ID	X	X	X	X	X	X
Person ID	X	X	X	X	X	X
Expiration (**Card** - Expiration)						
National	X	X			X	
VISN	X	X			X	
Facility	X	X	X	X	X	
Replacement (**Card** - Replacement)						
National	X	X			X	
VISN	X	X			X	
Facility	X	X	X	X	X	
Card Request Progress (**Card** - Request Progress)						
National	X	X			X	
VISN	X	X			X	
Facility	X	X	X	X	X	
Card Scan/Swipe (**Card** - Scan/Swipe)						
Card ID	X	X	X		X	
Batch Progress (**Print Services** - Progress)						
National	X	X			X	
VISN	X	X			X	
Facility	X	X	X	X	X	
Batch Error (**Print Services** - Error)						
Pending Not Sent						

Function	Administrator	Technical Administrator Tier 3	Supervisor	Associate	Auditor	Read-Only User
National	X	X			X	
VISN	X	X			X	
Facility	X	X	X		X	
Not Acknowledged						
National	X	X			X	
VISN	X	X			X	
Facility	X	X	X		X	
Acknowledged Not Confirmed						
National	X	X			X	
VISN	X	X			X	
Facility	X	X	X		X	
Cards printed without Member ID (**Print Services** - No Member ID)						
National	X	X			X	
VISN	X	X			X	
Facility	X	X	X	X	X	
Auditing						
Basic (no national option)	X	X	X		X	

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