Veteran Health Identification Card (VHIC 4.27)

User Guide

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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 and the reporting capability of the different roles and access levels.

1.2. Document Orientation

1.2.1. Organization of the Manual

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

The first section will provide an overview of what the various user roles and their accessibility within the VHIC application. Available reports and report details will vary depending on role and access level.

The next section will provide information on the different reports available to VHIC Associates and the types of metrics that can be obtained. There are five 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
- **Self Service** – provides information on requests submitted thru VHIC Self Service portal by the veteran

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

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 *Google Chrome or Microsoft Edge 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.

- 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. Enterprise 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 1: Enterprise Service Desk Contact Information

Issue	Contact Info
For Provisioning Issues	Contact the Enterprise Service Desk at, option 2. When contacted by a support specialist, be ready to supply the employee's full name, VA user ID and email address.

Issue	Contact Info
For Proofing Issues	Contact the Enterprise Service Desk at REDACTED, option 2. When contacted by a support specialist, be ready to supply the Veterans' full name, full SSN, and DOB.
For All Other VHIC System Issues	Contact the Enterprise Service Desk at REDACTED, option 2. When contacted by a support specialist, be ready to supply the Veterans' full name, full SSN, and DOB.

2. Accessing the VHIC Application

2.1. Browser

VHIC is a web-based application which users will access via a web browser. The recommended browser is *Google Chrome or Microsoft Edge.*

The VHIC URL is REDACTED 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.

2.1.1. 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. This process is explained in the *Veteran Health Identification Card User Guide - Volume 4 - Troubleshooting* document.

2.2. System Menu

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

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 1: 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 REDACTED

Figure 2: VHIC Administrator

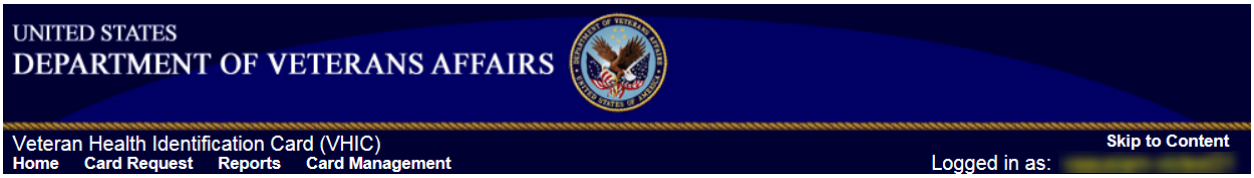


Figure 3: VHIC Associate and VHIC Supervisor menu

Figure 4: VHIC Auditor and VHIC Read-Only User menu

NOTE: The **[Skip To Content]** link is a Section 508 compliance feature that skips repetitive navigation links so that page content can be quickly accessed.

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.

For a detailed list of Roles and corresponding Access levels please refer to the **VHIC Roles and Access** document.

2.4.1. VHIC Administrator

The VHIC Administrator will be presented with three menu options: **Card Requests**, **Reports** and **Card Management**. 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 5: VHIC Administrator

2.4.2. 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 6. VHIC Associate and VHIC Supervisor Home screen

2.4.3. 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 7: VHIC Auditor and VHIC Read-Only User Home screen

3. VHIC Reporting

The VHIC application offers a variety of reporting options divided into five 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.

Most reports give the user the option to select either **[Report], [Create PDF], or [Create XLS]** 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.

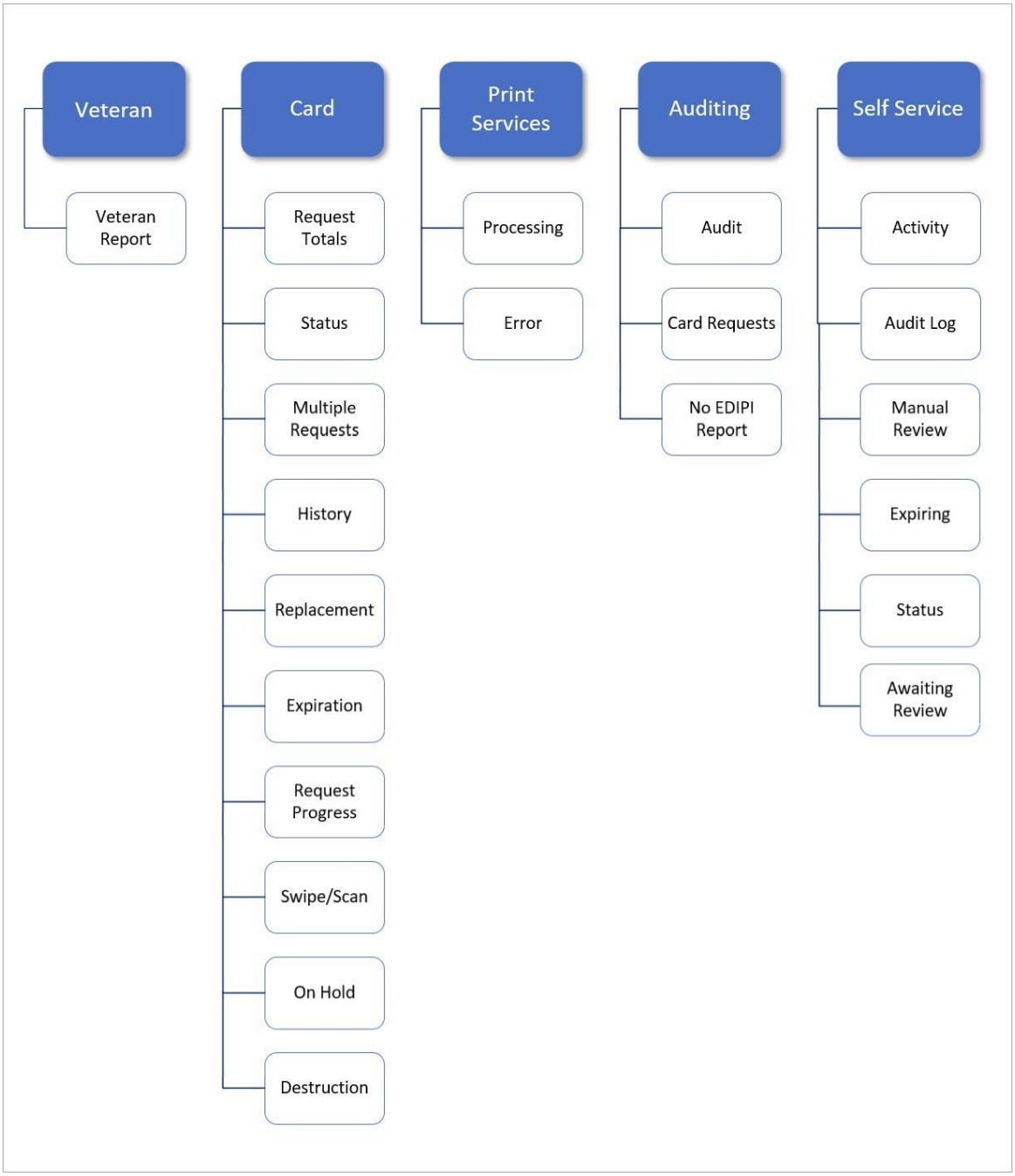
The user selects the desired reporting option by clicking on the appropriate tab or sub-tab. A tab highlighted in blue, lets the user know which report they are viewing. Once they select a report, the user will need to provide certain search criteria based on the specific requirements of the report selected.

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.

NOTE: All report examples in this User Guide will be shown from the Administrator role view as it provides the most options. Other roles will see appropriate options and details as assigned to their workgroup.

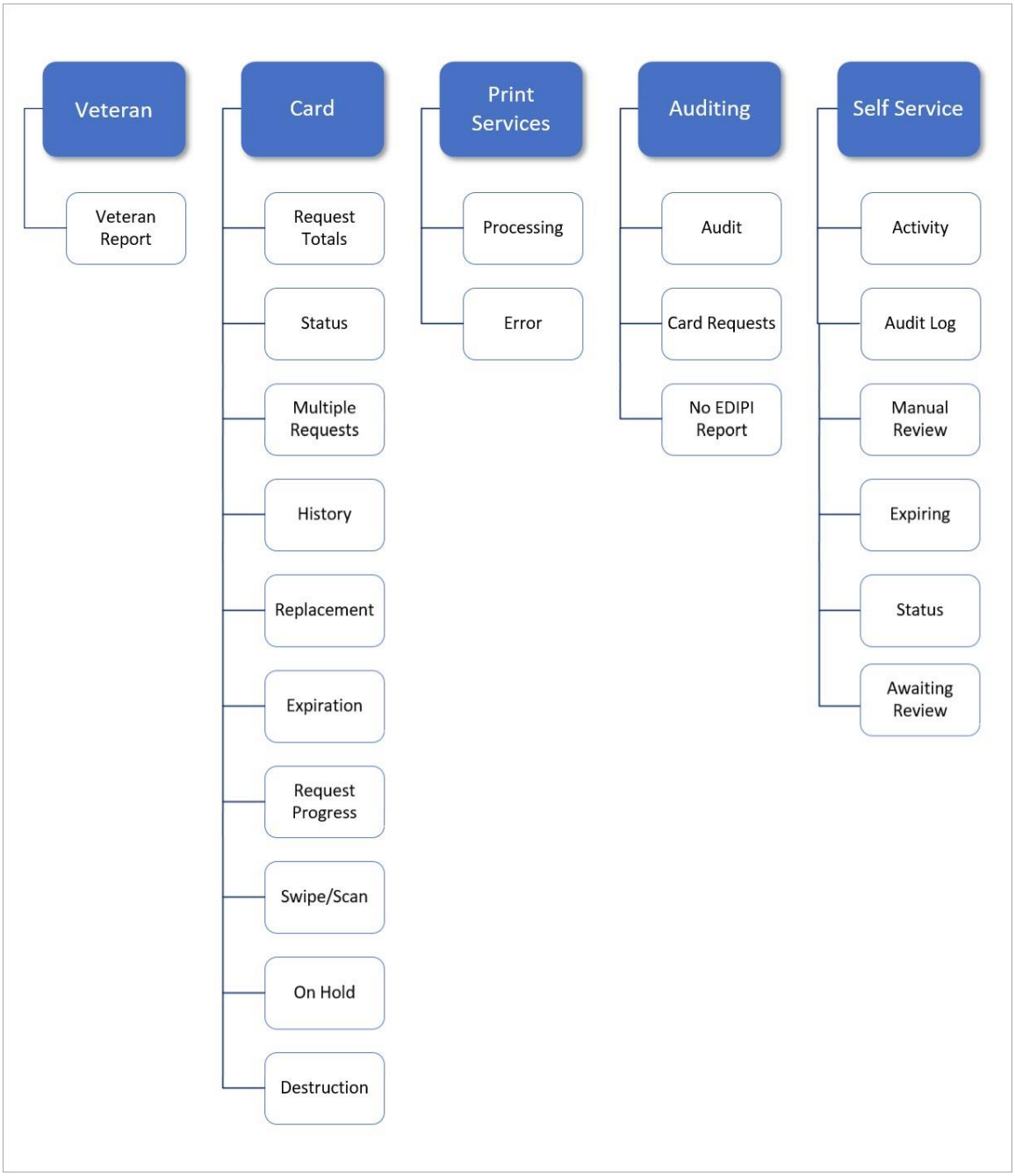
The following graphic represents the VHIC tabular report structure for the Administrator, Technical Administrator Tier 3, and the Auditor:

Figure 8: Report Tabular Structure for the Administrator, Technical Administrator Tier 3, and the Auditor



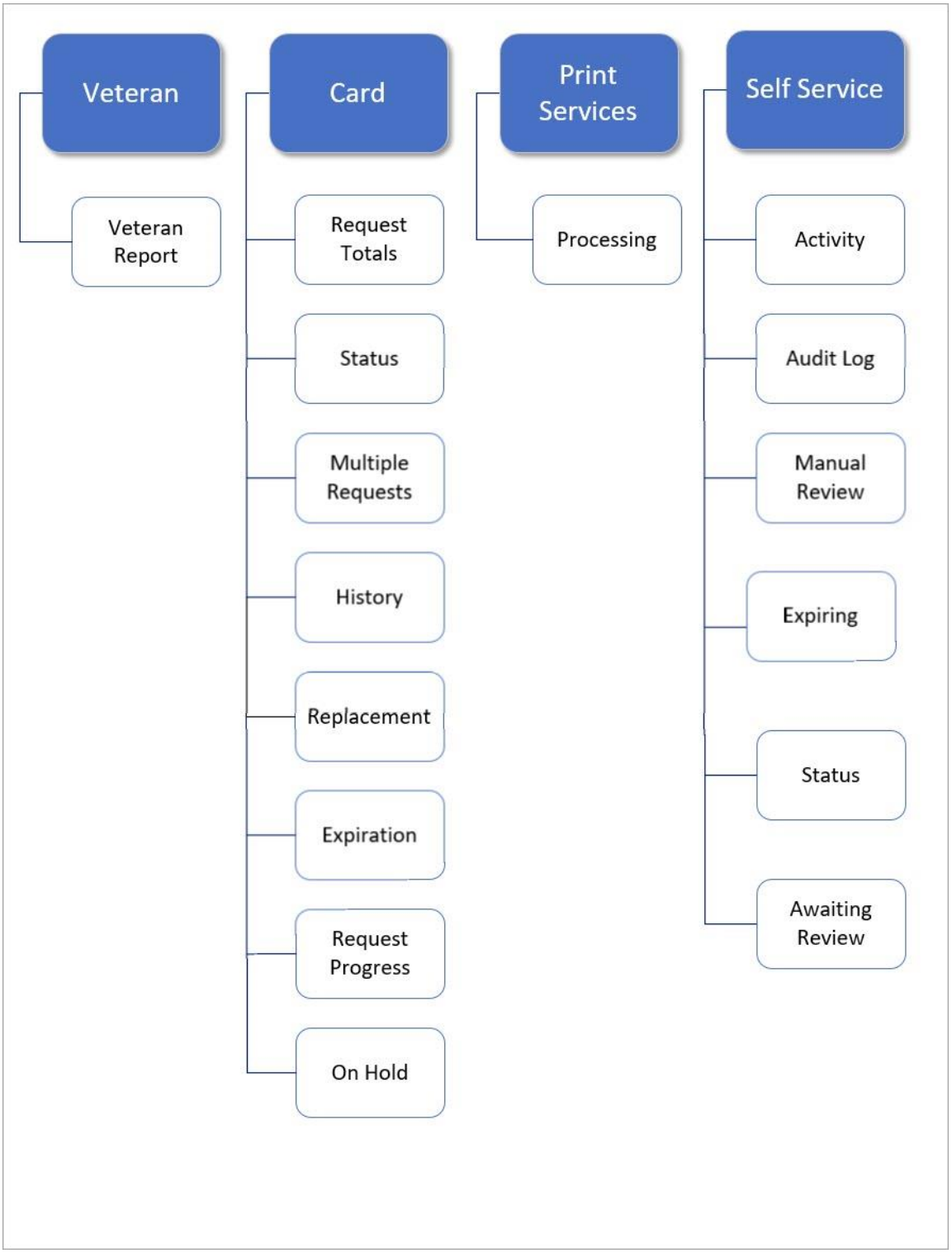
The following graphic represents the VHIC tabular report structure for the Supervisor user:

Figure 9: Report Tabular Structure for the Supervisor



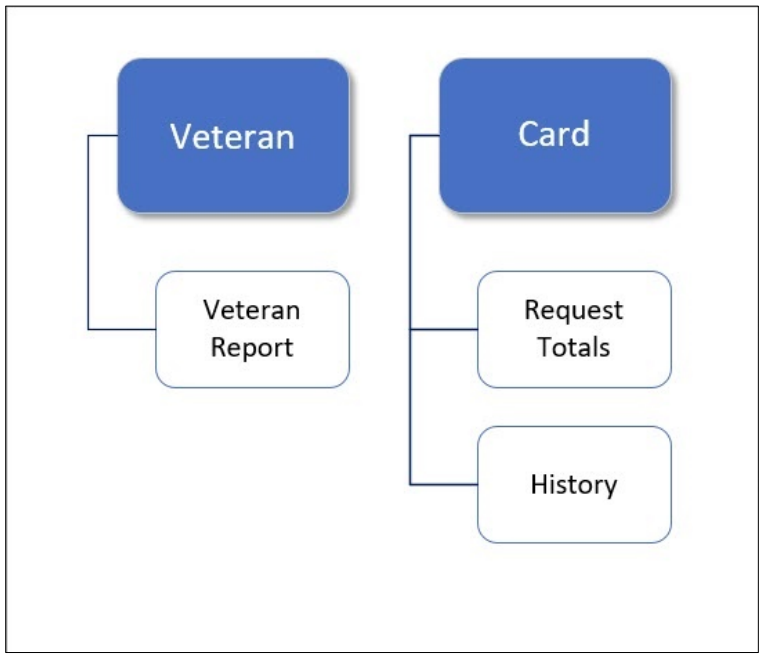
The following graphic represents the VHIC tabular report structure for the Associate user:

Figure 10: Report Tabular Structure for the Associate



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

Figure 11: Report Tabular Structure for the Read-Only user



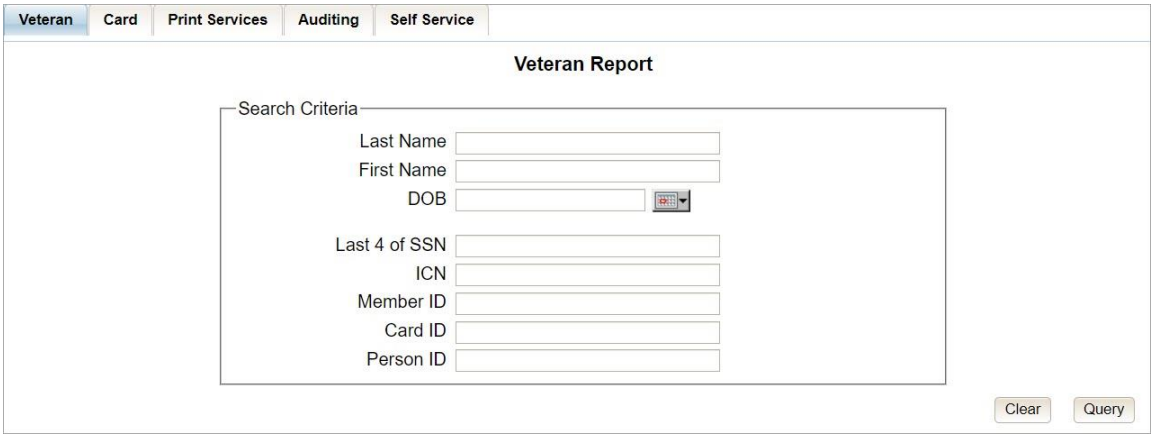
3.1. Veteran Detail Report (Direct Search)

Table 2: 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* or *Veteran Detail Report*) 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 12: Veteran Report Query Fields



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

Figure 13: Veteran Report Search Results

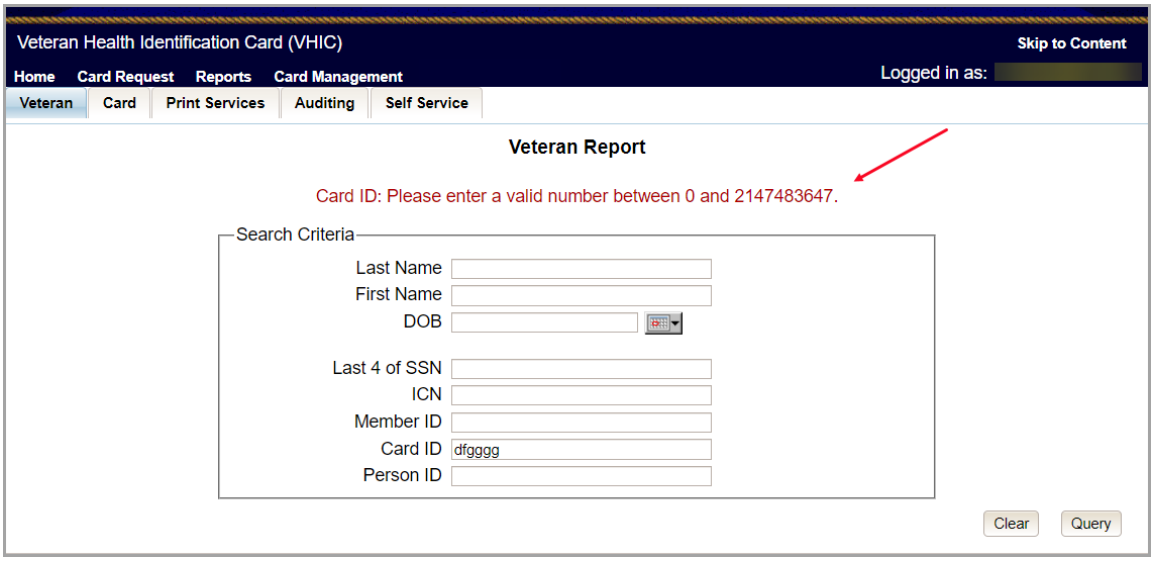
The query result displays a summary view of Veteran information consisting of:

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

NOTE: Entering an Invalid ICN, Card ID, or Veteran ID will result in an error message such as the one seen below. Examples of errors include:

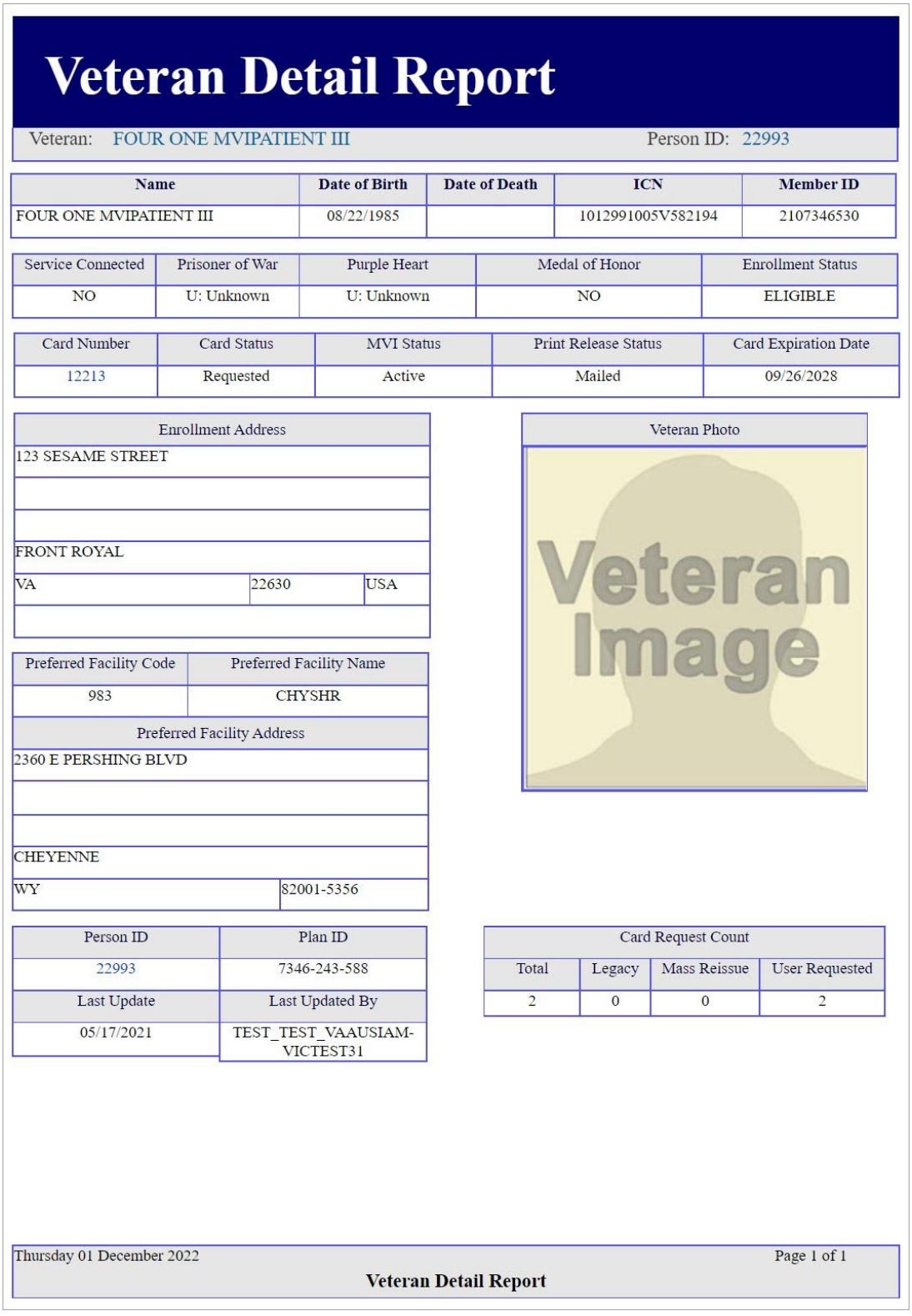
- Invalid ICN. ICN must be 17 characters
- Invalid ICN. ICN must not contain special characters
- Invalid ICN format. Please enter valid ICN format, 17 chars (10 digits + V + 6 digits)
- Veteran ID must be an integer value
- Card ID: Please enter a valid number between 0 and 2147483647

Figure 14: Card ID Error Message



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

Figure 15: VHIC Veteran Detail Report



Veteran Detail Report

Veteran: FOUR ONE MVIPATIENT III Person ID: 22993

Name	Date of Birth	Date of Death	ICN	Member ID
FOUR ONE MVIPATIENT III	08/22/1985		1012991005V582194	2107346530

Service Connected	Prisoner of War	Purple Heart	Medal of Honor	Enrollment Status
NO	U: Unknown	U: Unknown	NO	ELIGIBLE

Card Number	Card Status	MVI Status	Print Release Status	Card Expiration Date
12213	Requested	Active	Mailed	09/26/2028

Enrollment Address		
123 SESAME STREET		
FRONT ROYAL		
VA	22630	USA

Veteran Photo

Preferred Facility Code	Preferred Facility Name
983	CHYSHR

Preferred Facility Address	
2360 E PERSHING BLVD	
CHEYENNE	
WY	82001-5356

Person ID	Plan ID
22993	7346-243-588
Last Update	Last Updated By
05/17/2021	TEST_TEST_VAAUSIAM-VICTEST31

Card Request Count			
Total	Legacy	Mass Reissue	User Requested
2	0	0	2

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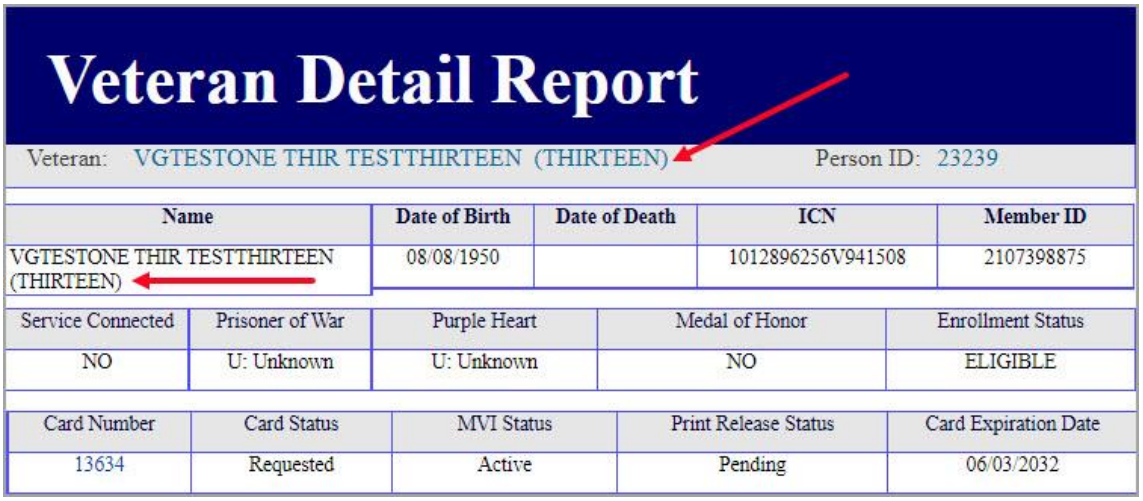
Veteran Detail Report

NOTE: If the Veteran has a Preferred Name registered in the system it will appear on the *Veteran Detail Report* within parenthesis where the Full Name appears as seen below.

Figure 16: Veteran Detail Report with Preferred Name Listed.



Veteran Detail Report

Veteran: VGTESTONE THIR TESTTHIRTEEN (THIRTEEN) Person ID: 23239

Name	Date of Birth	Date of Death	ICN	Member ID
VGTESTONE THIR TESTTHIRTEEN (THIRTEEN)	08/08/1950		1012896256V941508	2107398875

Service Connected	Prisoner of War	Purple Heart	Medal of Honor	Enrollment Status
NO	U: Unknown	U: Unknown	NO	ELIGIBLE

Card Number	Card Status	MVI Status	Print Release Status	Card Expiration Date
13634	Requested	Active	Pending	06/03/2032

The *VHIC Veteran Report* contains a hyperlink in the Card Number and Person ID Number areas. Clicking these hyperlinks take the user to the *VHIC Card History by Card ID report* and *VHIC Card History by Person ID* Reports, respectively. This user guide covers *Card History Reports in section.*

Figure 17: Card Number and Person ID links on Veteran Detail report

Veteran Detail Report

Veteran: VGTESTONE THIR TESTTHIRTEEN (THIRTEEN) Person ID: 23239

Name	Date of Birth	Date of Death	ICN	Member ID
VGTESTONE THIR TESTTHIRTEEN (THIRTEEN)	08/08/1950		1012896256V941508	2107398875

Service Connected	Prisoner of War	Purple Heart	Medal of Honor	Enrollment Status
NO	U: Unknown	U: Unknown	NO	ELIGIBLE

Card Number	Card Status	MVI Status	Print Release Status	Card Expiration Date
14875	Requested	Active	Pending	05/16/2033

3.2. Card Request Totals Report

Table 3: Card Request Totals 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?	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

The Card Request Totals Report gives the user exactly that – the total card requests by selected VISN and/or Facility, in a tabular format within a designated period of time. By default, the "End Date" is set to the current date and the "Start Date" is set to a month prior. The 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.

The Card Request Totals Report can be viewed by clicking the **[Report]** button or using the **[Create PDF]** button to generate a pdf of the results for Details can be viewed on an Excel Spreadsheet by selecting **[Create XLS].**

Figure 18: Card Request Totals Report query screen as seen by Administrators

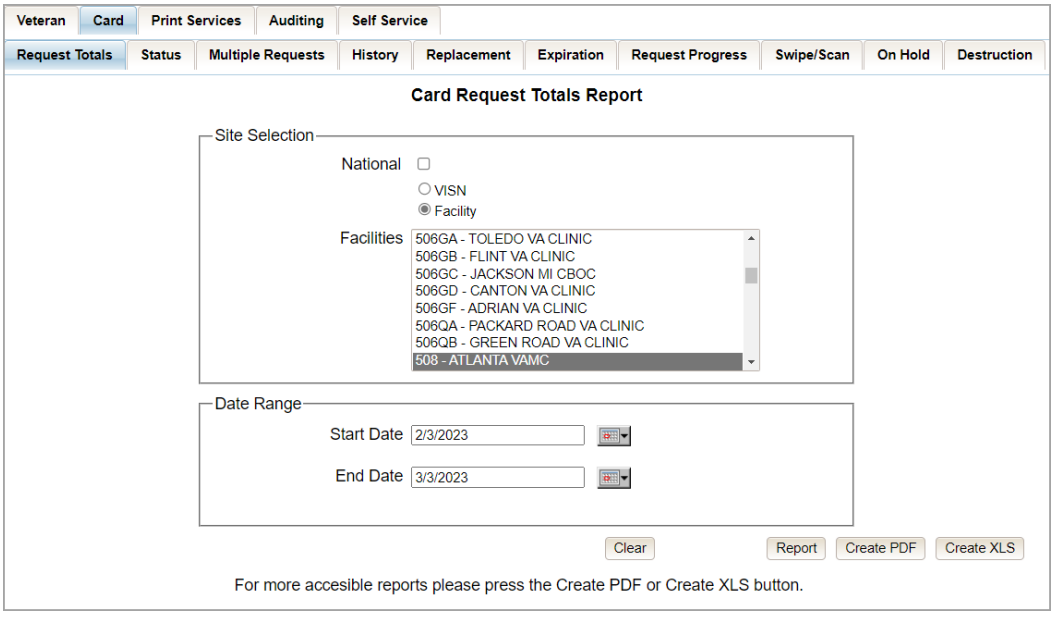
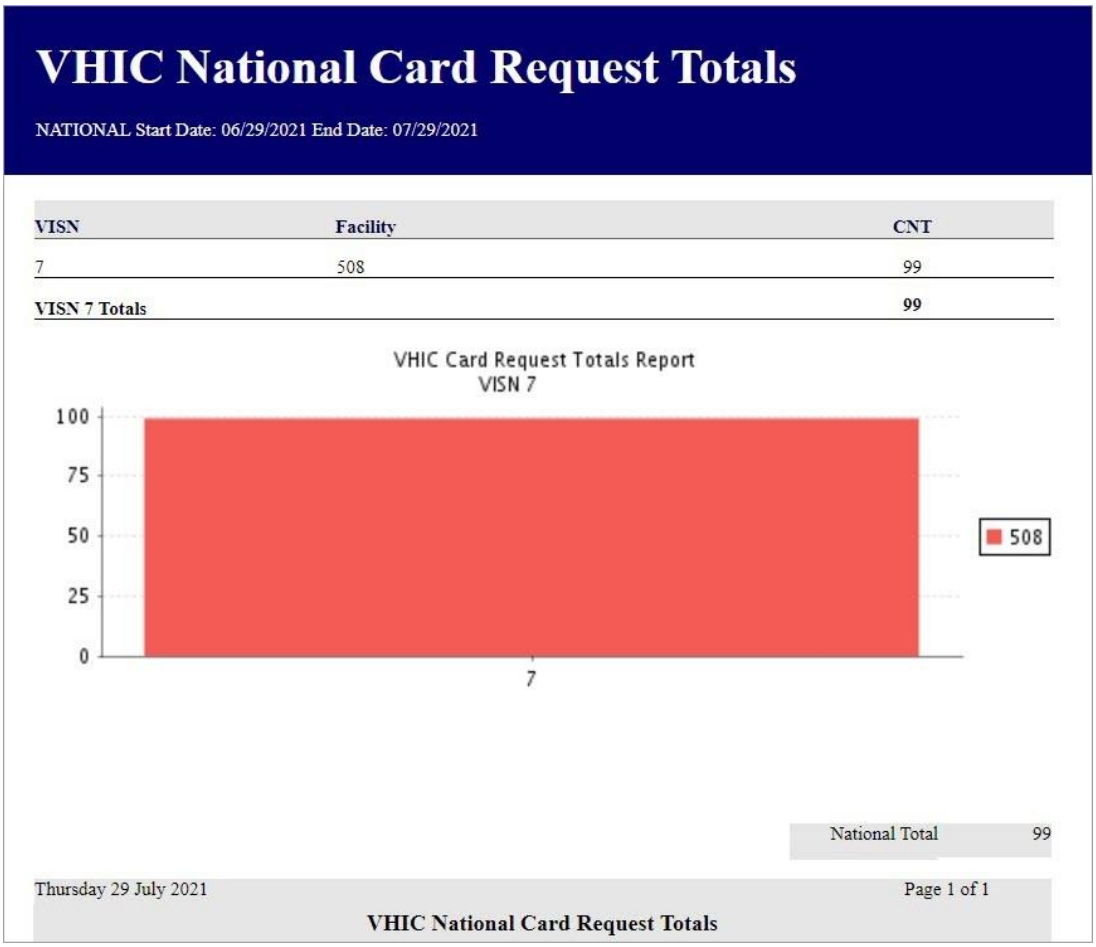


Figure 19: VHIC Card Request National Report



VHIC National Card Request Totals

NATIONAL Start Date: 06/29/2021 End Date: 07/29/2021

VISN	Facility	CNT
7	508	99
VISN 7 Totals		**99**

National Total	99

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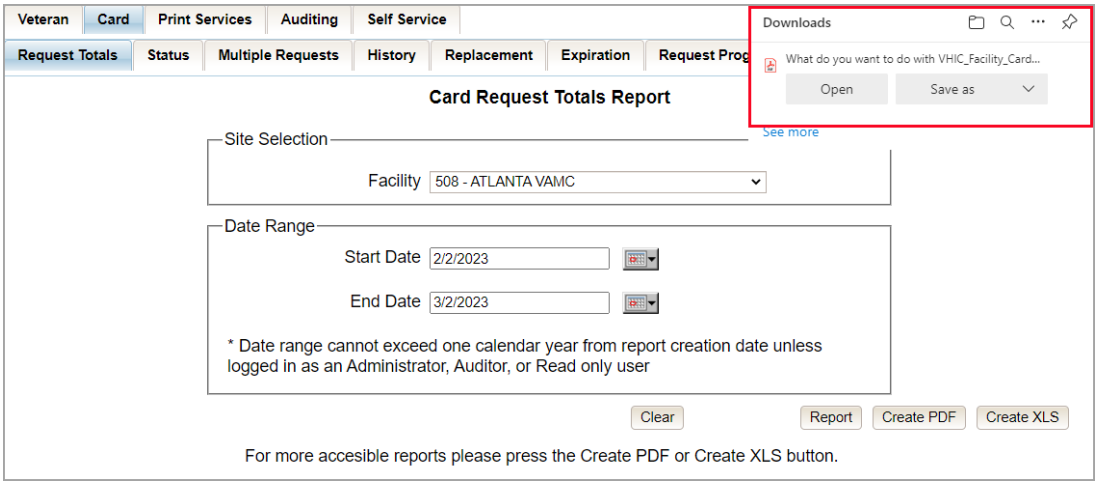
VHIC National Card Request Totals

Figure 20: Card Request Total PDF Creation



Selecting the **[Create XLS]** button will generate the report and export it to an Excel spreadsheet. The exported Excel spreadsheet contains the detailed data used to produce the report. An example can be found in *Figure 22: VHIC Card Request Totals Spreadsheet*.

Figure 21: VHIC Card Request Total Create XLS

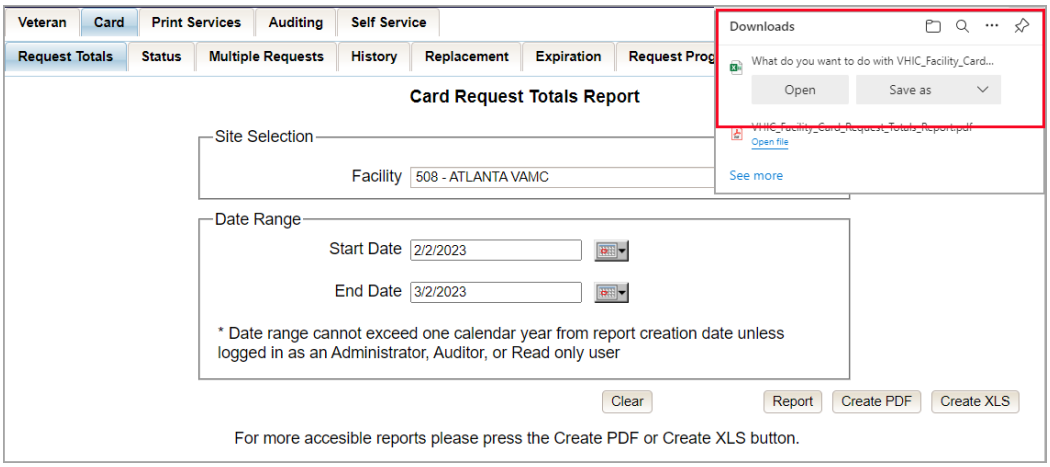
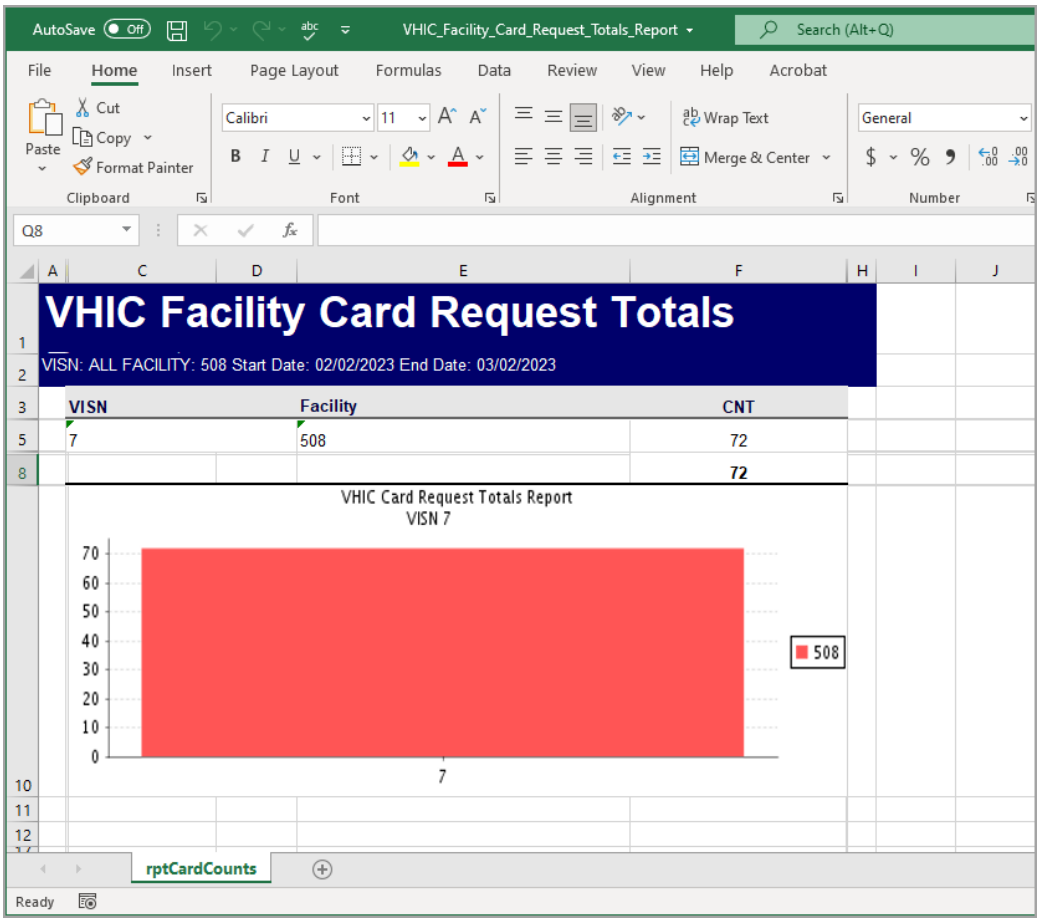


Figure 22: VHIC Card Request Totals Spreadsheet



The Card Request Totals report does not contain links to move between Site Selection options. For example, in order to view VISN Card Request Totals after running the National Totals, the user will need to navigate back to the report screen and submit a new query.

Figure 23: Card Request Totals Report by VISN

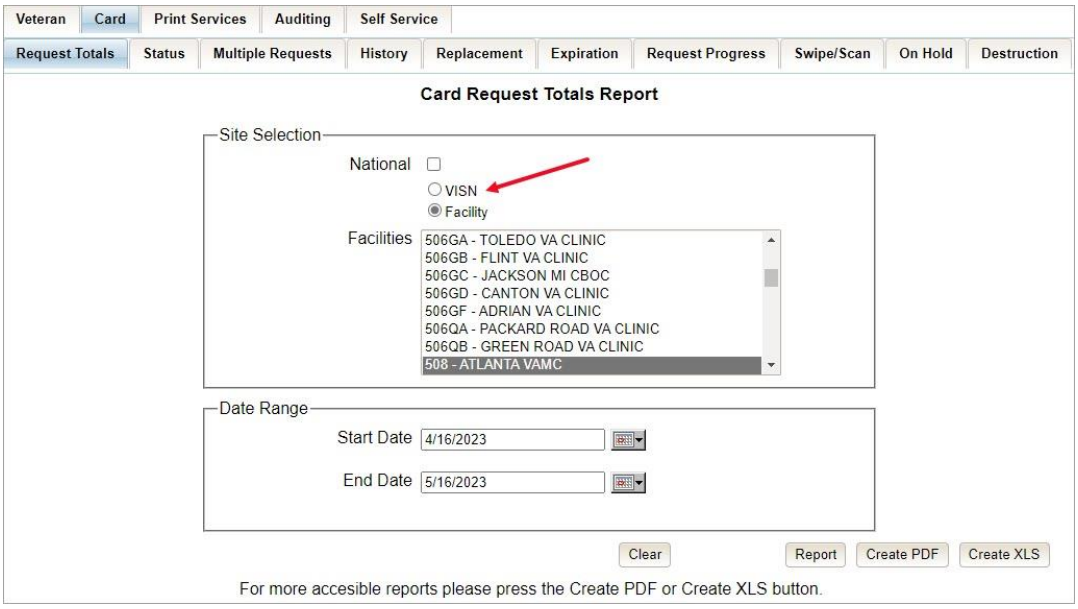
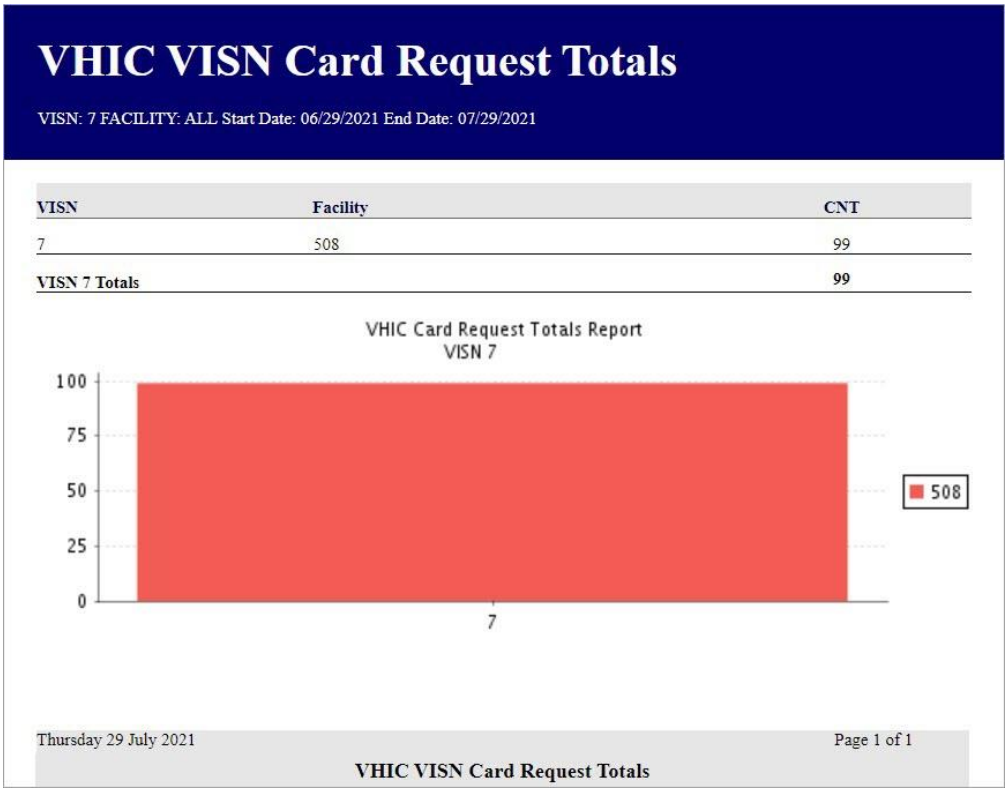


Figure 24: VHIC Card Request Totals report – VISN



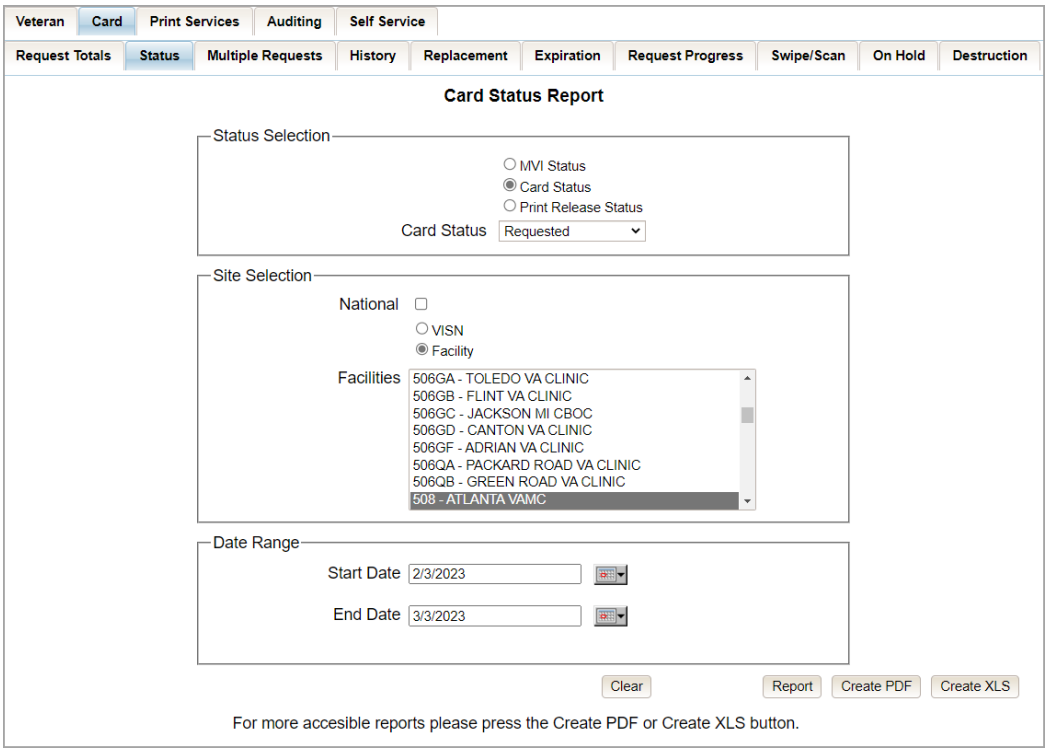
3.3. Card Status Report

Table 4: 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, MPI Status, Card Status, Print Release Status (which includes a drop-down list), Start Date, End Date

The *Card Status Report* contains three unique categories: MPI Status, Card Status, and Print Release Status. This report has the usual search criteria options such as VISN or Facility, Start Date, and End Date. Along with those, the user must choose one of the three (3) options: *MPI 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. As with all reports, access to report categories, statuses, and options will depend on the role and access level of the user.

Figure 25: Card Status Report query screen as seen by Administrator



3.3.1. MPI (Master Person Index) Status Option

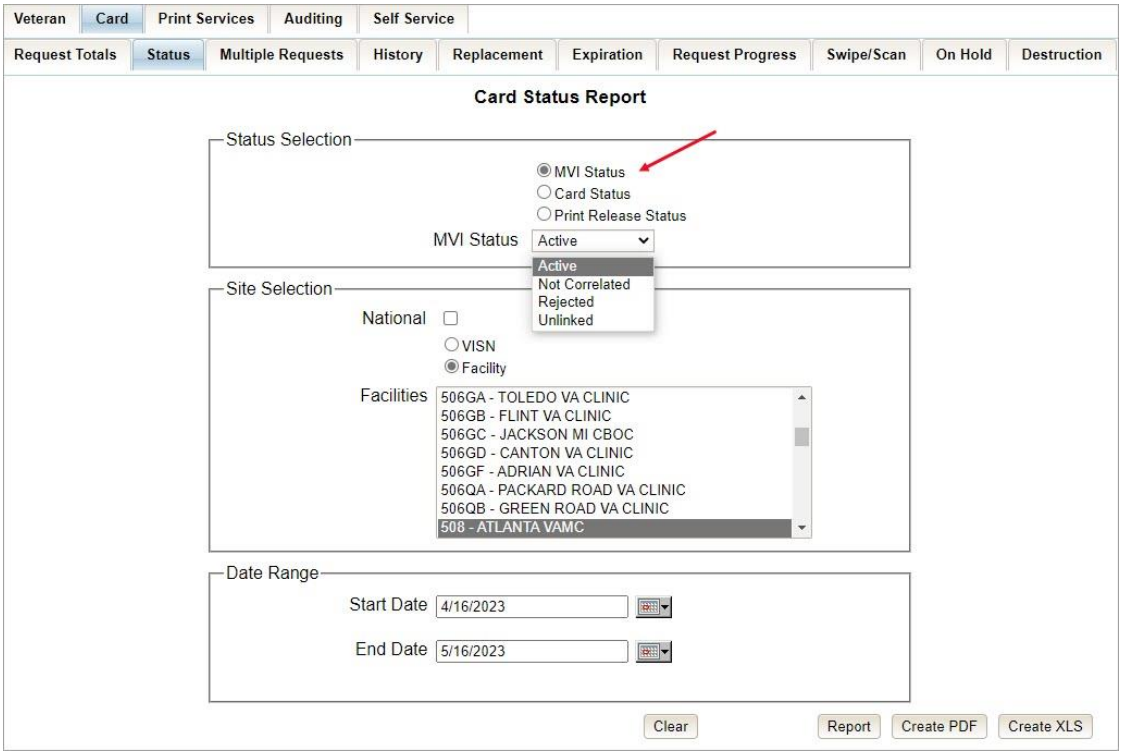
Clicking the **[MPI Status]** radio button provides the following report options:

- Active*
- Not Correlated
- Rejected
- Unlinked

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

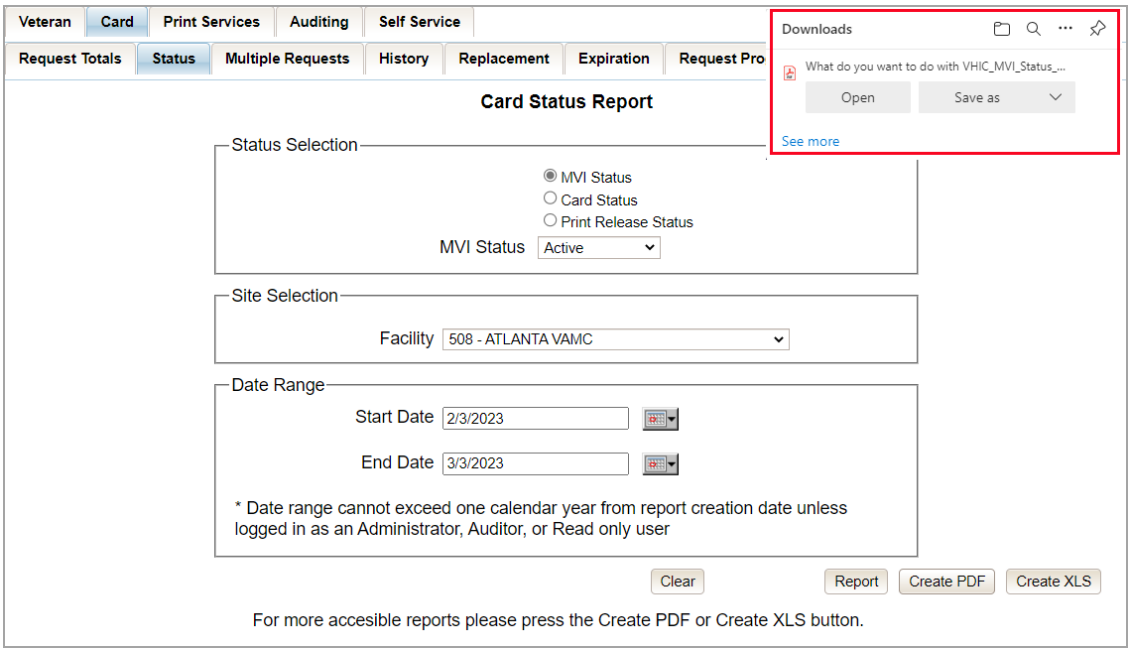
Once the user selects one of the drop-down list options, chooses a site, and inputs a date range, they will click **[Report]**. Clicking **[Report]** will display the *VHIC MPI Status Summary Report*.

Figure 26: Card Status Report MPI Status drop-down options displayed



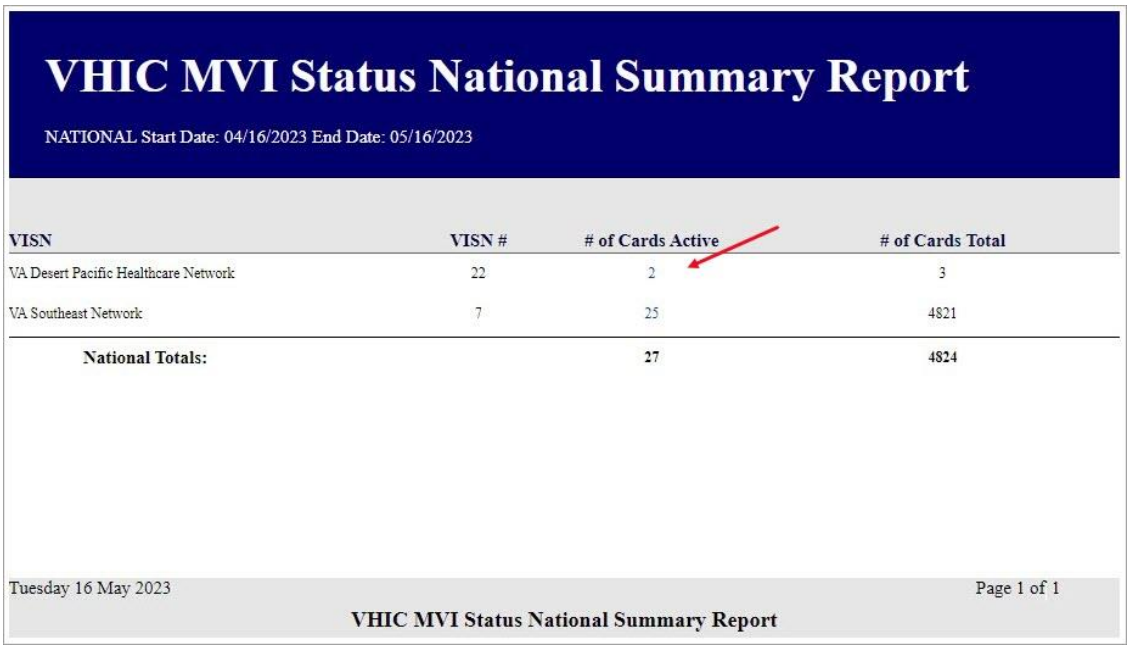
Clicking **[PDF]** will generate *VHIC MPI Status Summary Report* in a .pdf.

Figure 27: MPI Status Report PDF Generated



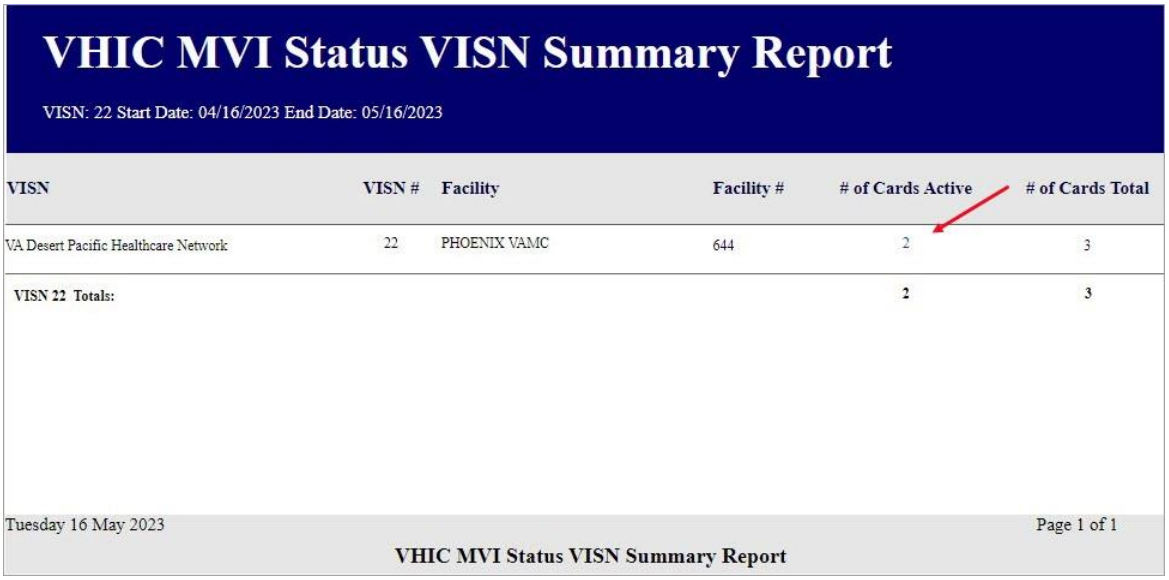
The *VHIC MPI Status Summary Report* contains hyperlinks (the number in the column relating to the selection made from the drop-down menu). Clicking a hyperlink will open the next report. The hyperlink in the *VHIC MPI Status National Summary Report* will take you to the *VHIC MPI Status VISN Summary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

Figure 28: VHIC MPI Status National Summary Report – Active



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

Figure 29: VHIC MPI Status VISN Summary Report – Active



VHIC MVI Status VISN Summary Report

VISN: 22 Start Date: 04/16/2023 End Date: 05/16/2023

VISN	VISN #	Facility	Facility #	# of Cards Active	# of Cards Total
VA Desert Pacific Healthcare Network	22	PHOENIX VAMC	644	2	3
VISN 22 Totals:				2	3

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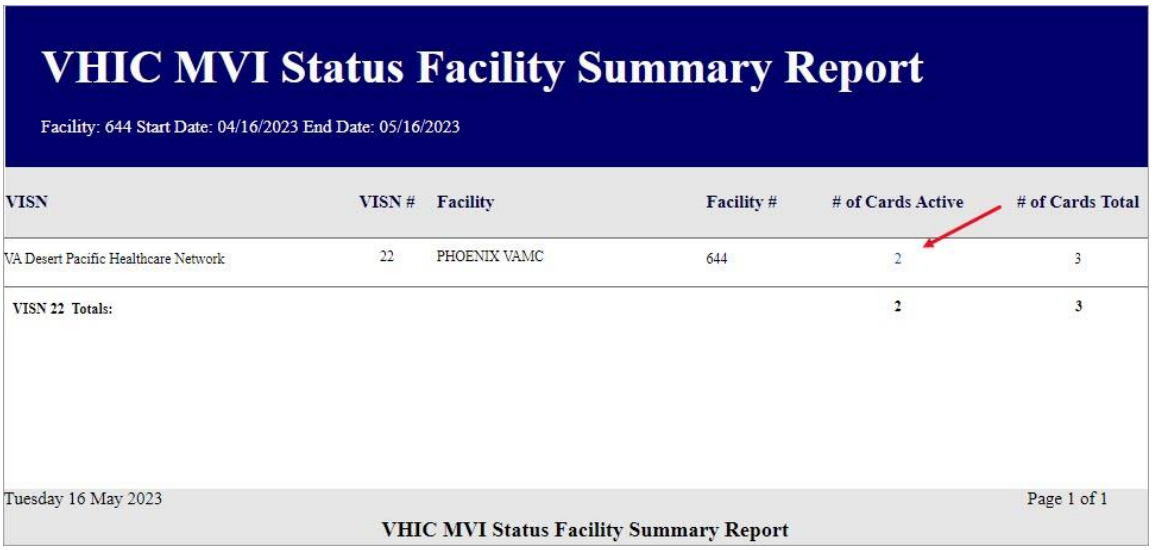
VHIC MVI Status VISN Summary Report

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

Figure 30: VHIC MPI Status Facility Summary Report – Active



VHIC MVI Status Facility Summary Report

Facility: 644 Start Date: 04/16/2023 End Date: 05/16/2023

VISN	VISN #	Facility	Facility #	# of Cards Active	# of Cards Total
VA Desert Pacific Healthcare Network	22	PHOENIX VAMC	644	2	3
VISN 22 Totals:				2	3

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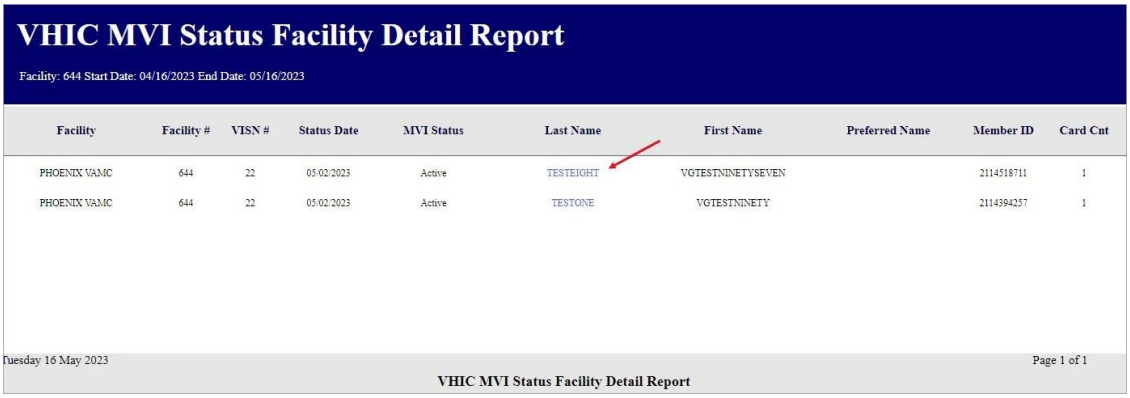
VHIC MVI Status Facility Summary Report

From the *VHIC MPI Status Facility Detail Report*, the user can click on any of the Veteran Name Hyperlinks to view the Veteran Detail Report of the selected veteran.

Figure 31: VHIC MPI Status Facility Detail Report – Active



VHIC MVI Status Facility Detail Report

Facility: 644 Start Date: 04/16/2023 End Date: 05/16/2023

Facility	Facility #	VISN #	Status Date	MVI Status	Last Name	First Name	Preferred Name	Member ID	Card Cnt
PHOENIX VAMC	644	22	05/02/2023	Active	TESTEIGHT	VGTESTNINETYSEVEN		2114518711	1
PHOENIX VAMC	644	22	05/02/2023	Active	TESTONE	VGTESTNINETY		2114394257	1

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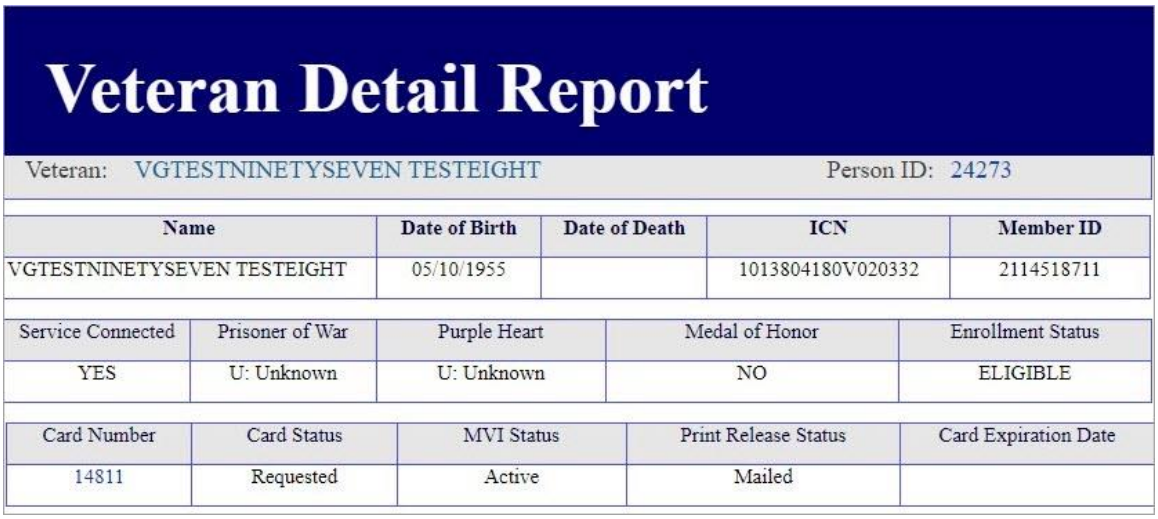
VHIC MVI Status Facility Detail Report

Figure 32: Veteran Detail Report from Link



Veteran Detail Report

Veteran: VGTESTNINETYSEVEN TESTEIGHT Person ID: 24273

Name	Date of Birth	Date of Death	ICN	Member ID
VGTESTNINETYSEVEN TESTEIGHT	05/10/1955		1013804180V020332	2114518711

Service Connected	Prisoner of War	Purple Heart	Medal of Honor	Enrollment Status
YES	U: Unknown	U: Unknown	NO	ELIGIBLE

Card Number	Card Status	MVI Status	Print Release Status	Card Expiration Date
14811	Requested	Active	Mailed	

Selecting the **[Create XLS]** button will generate the report and export it to an Excel spreadsheet. The exported Excel spreadsheet contains the detailed data used to produce the report. An example can be found in *Figure 34: VHIC MPI Status Facility Detail Report Spreadsheet.*

Figure 33: VHIC MPI Status Facility Detail Report Exported to XLS

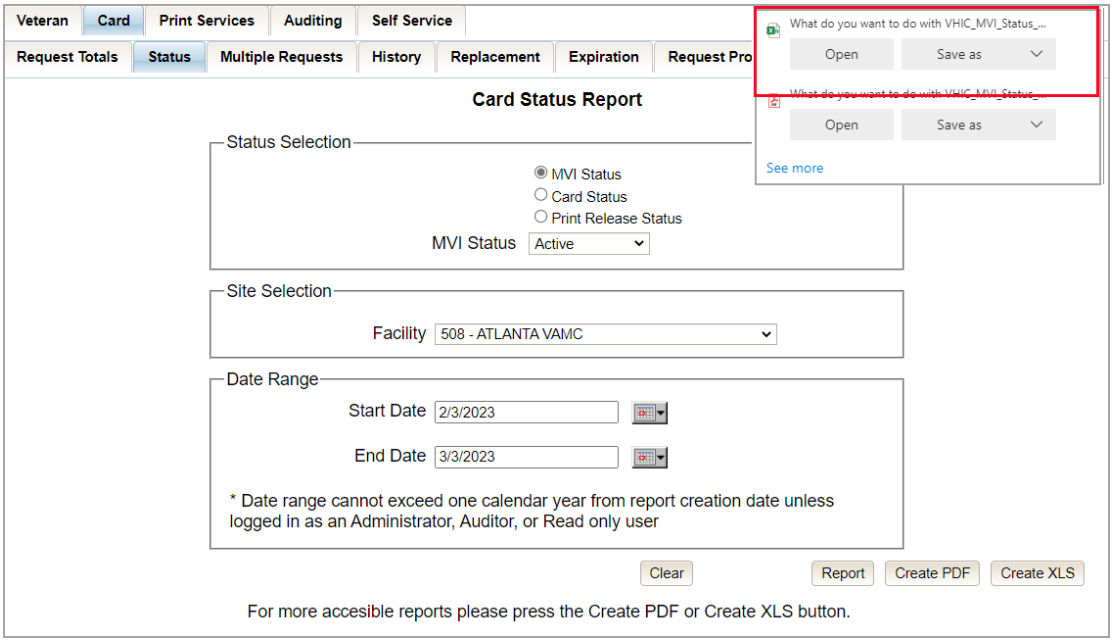
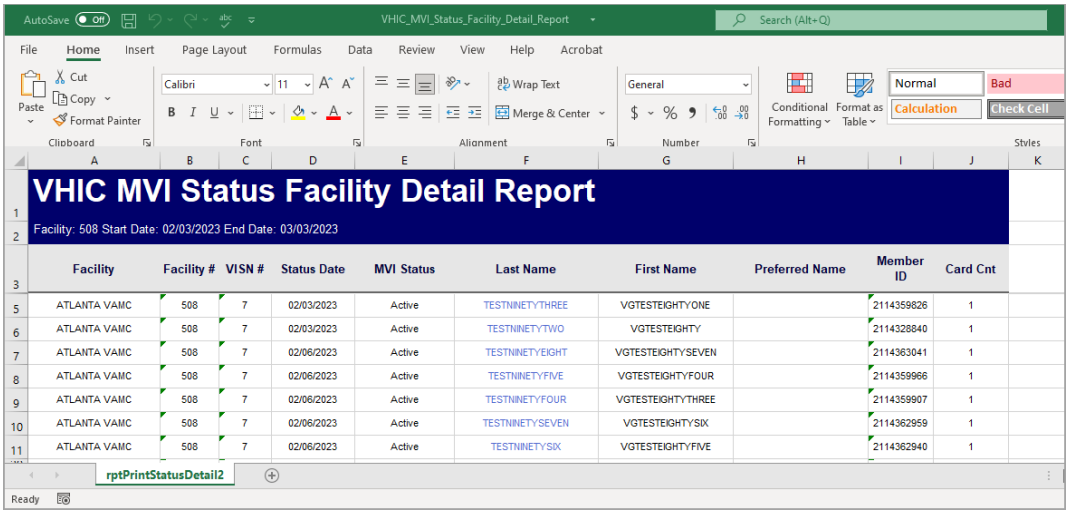


Figure 34: VHIC MPI Status Facility Detail Report Spreadsheet



Facility	Facility #	VISN #	Status Date	MVI Status	Last Name	First Name	Preferred Name	Member ID	Card Cnt
ATLANTA VAMC	508	7	02/03/2023	Active	TESTNINETYTHREE	VGTESTEIGHTYONE		2114359826	1
ATLANTA VAMC	508	7	02/03/2023	Active	TESTNINETYTWO	VGTESTEIGHTY		2114328840	1
ATLANTA VAMC	508	7	02/06/2023	Active	TESTNINETYEIGHT	VGTESTEIGHTYSEVEN		2114363041	1
ATLANTA VAMC	508	7	02/06/2023	Active	TESTNINETYFIVE	VGTESTEIGHTYFOUR		2114359966	1
ATLANTA VAMC	508	7	02/06/2023	Active	TESTNINETYFOUR	VGTESTEIGHTYTHREE		2114359907	1
ATLANTA VAMC	508	7	02/06/2023	Active	TESTNINETYSEVEN	VGTESTEIGHTYSIX		2114362959	1
ATLANTA VAMC	508	7	02/06/2023	Active	TESTNINETYSIX	VGTESTEIGHTYFIVE		2114362940	1

3.3.2. Card Status Option

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

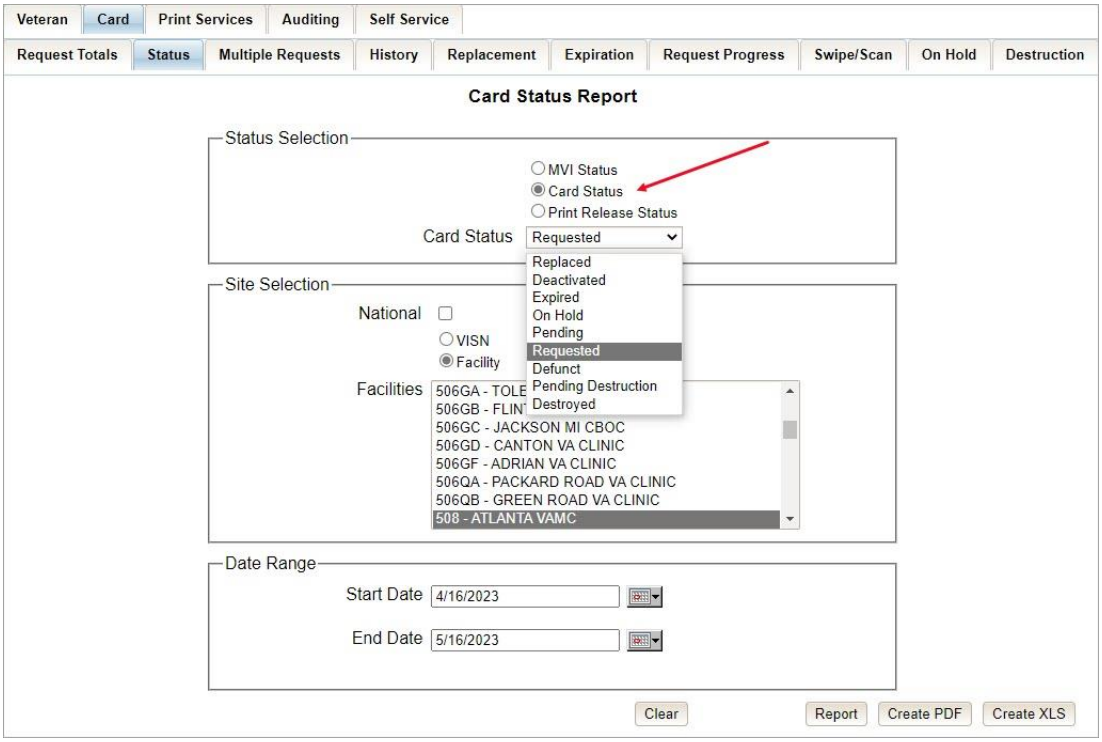
- Replaced
- Deactivated
- Expired

- On Hold
- Pending
- Requested*
- Defunct
- Pending Destruction
- Destroyed

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

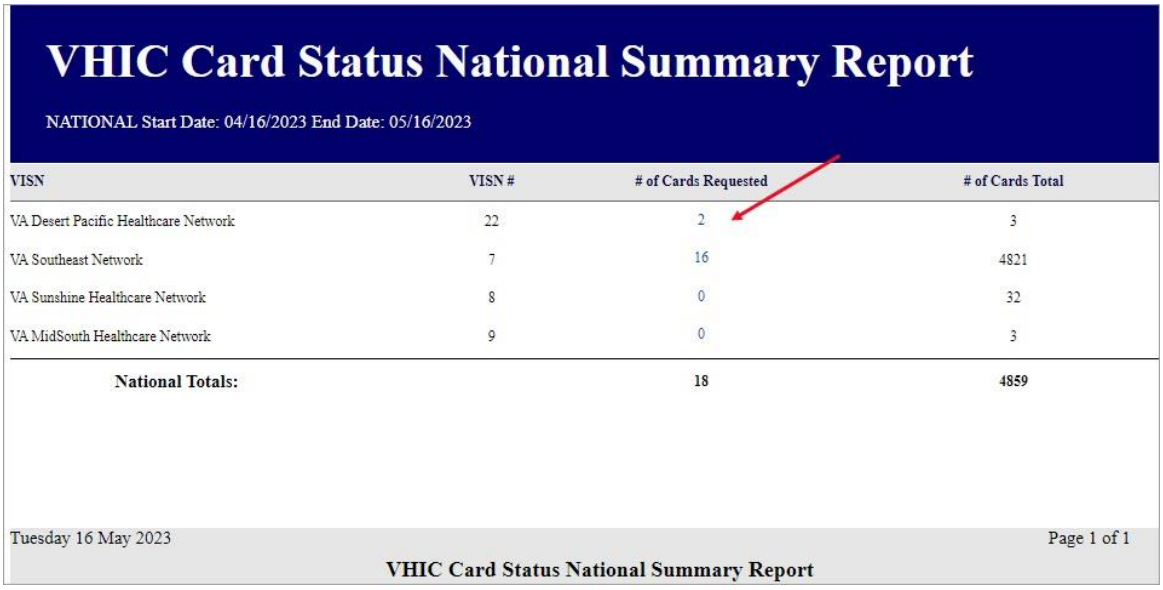
Once the user selects one of the drop-down list options, chooses a site, and inputs a date range, they will click the **[Report]** button. Clicking **[Report]** will display the *VHIC Card Status Report.*

Figure 35: 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.*

Figure 36: VHIC Card Status National Summary Report – Requested



VHIC Card Status National Summary Report

NATIONAL Start Date: 04/16/2023 End Date: 05/16/2023

VISN	VISN #	# of Cards Requested	# of Cards Total
VA Desert Pacific Healthcare Network	22	2	3
VA Southeast Network	7	16	4821
VA Sunshine Healthcare Network	8	0	32
VA MidSouth Healthcare Network	9	0	3
National Totals:		**18**	**4859**

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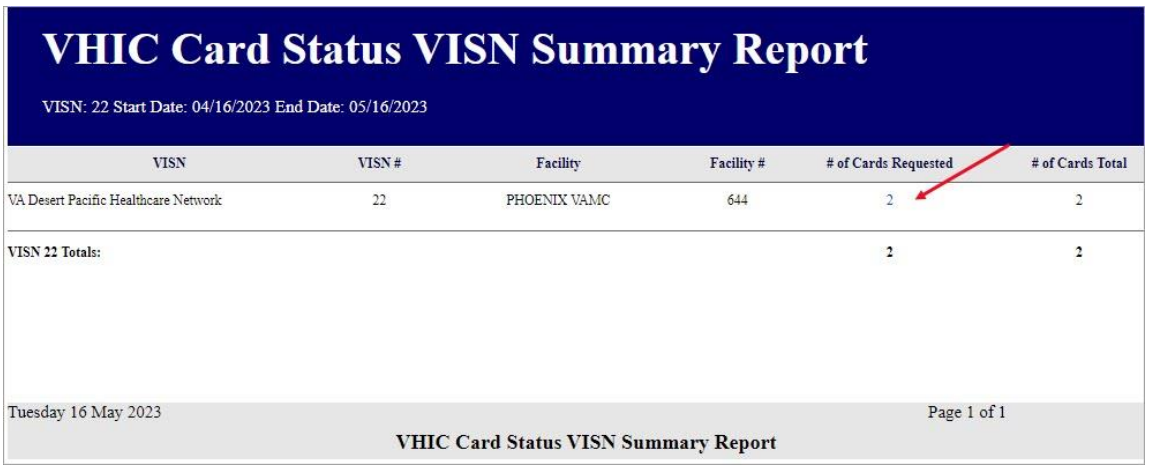
VHIC Card Status National Summary Report

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.

Figure 37: VHIC Card Status VISN Summary Report – Requested



VHIC Card Status VISN Summary Report

VISN: 22 Start Date: 04/16/2023 End Date: 05/16/2023

VISN	VISN #	Facility	Facility #	# of Cards Requested	# of Cards Total
VA Desert Pacific Healthcare Network	22	PHOENIX VAMC	644	2	2
VISN 22 Totals:				**2**	**2**

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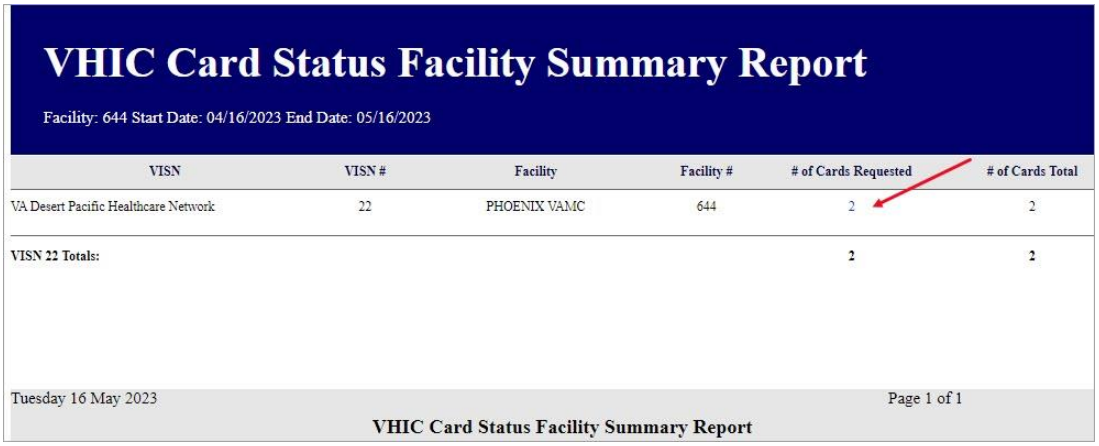
VHIC Card Status VISN Summary Report

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*.

Figure 38: VHIC Card Status Facility Summary Report – Requested



VHIC Card Status Facility Summary Report

Facility: 644 Start Date: 04/16/2023 End Date: 05/16/2023

VISN	VISN #	Facility	Facility #	# of Cards Requested	# of Cards Total
VA Desert Pacific Healthcare Network	22	PHOENIX VAMC	644	2	2
VISN 22 Totals:				**2**	**2**

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VHIC Card Status Facility Summary Report

From the Facility Detail Report users can select a Veteran Name link to view their Veteran Detail Report.

Figure 39: VHIC Card Status Facility Detail Report – Requested

VHIC Card Status Facility Detail Report

Facility: 644 Start Date: 04/16/2023 End Date: 05/16/2023

Facility	Facility #	VISN #	Status Date	Card Status	Last Name	First Name	Preferred Name	Card Number	Member ID
PHOENIX VAMC	644	22	05/02/2023	Requested	TESTONE	VGTESTNINETY		14812	2114394257
PHOENIX VAMC	644	22	05/02/2023	Requested	TESTEIGHT	VGTESTNINETYSEVEN		14811	2114518711

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VHIC Card Status Facility Detail Report

3.3.3. Print Release Status Option

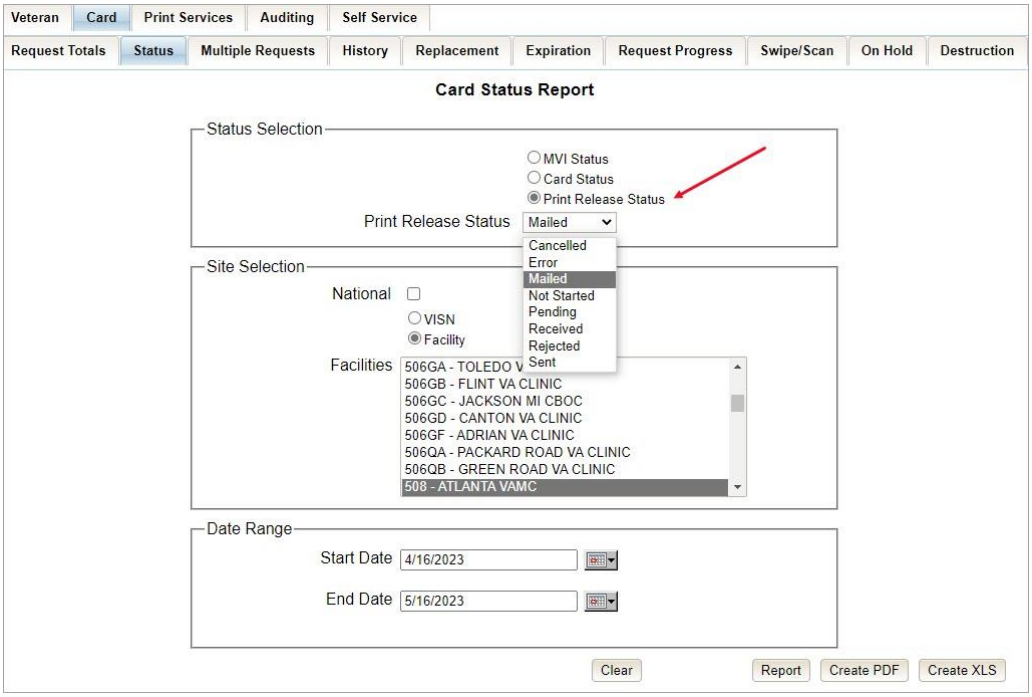
Clicking the **[Print Release Status]** radio button provides the following report options:

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

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

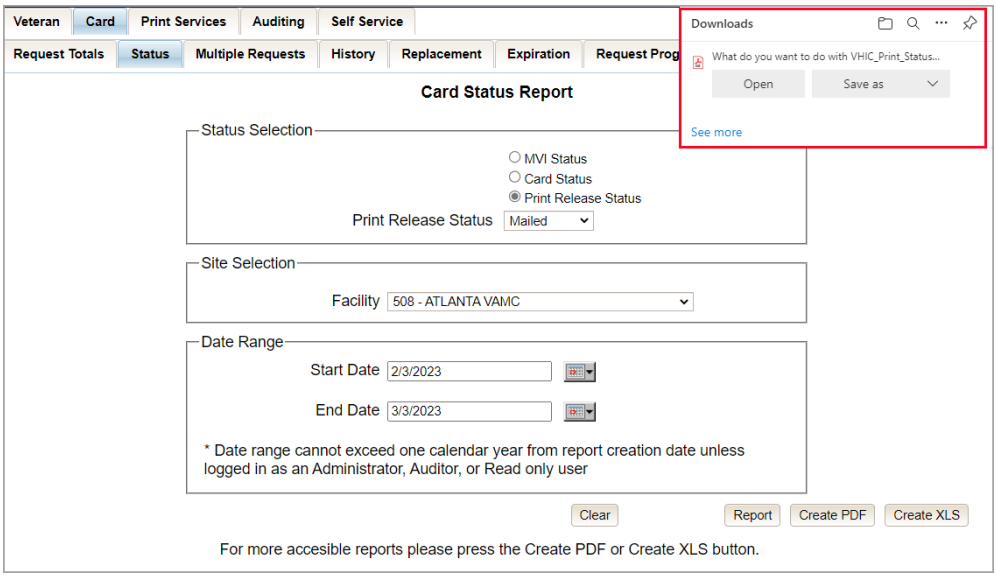
Once the user selects one of the drop-down list options, chooses a site, and inputs a date range, they will click the **[Report]** button. Clicking **[Report]** will display the *VHIC Print Status Summary Report*.

Figure 40: Card Status Report : Print Release Status drop-down menu options displayed



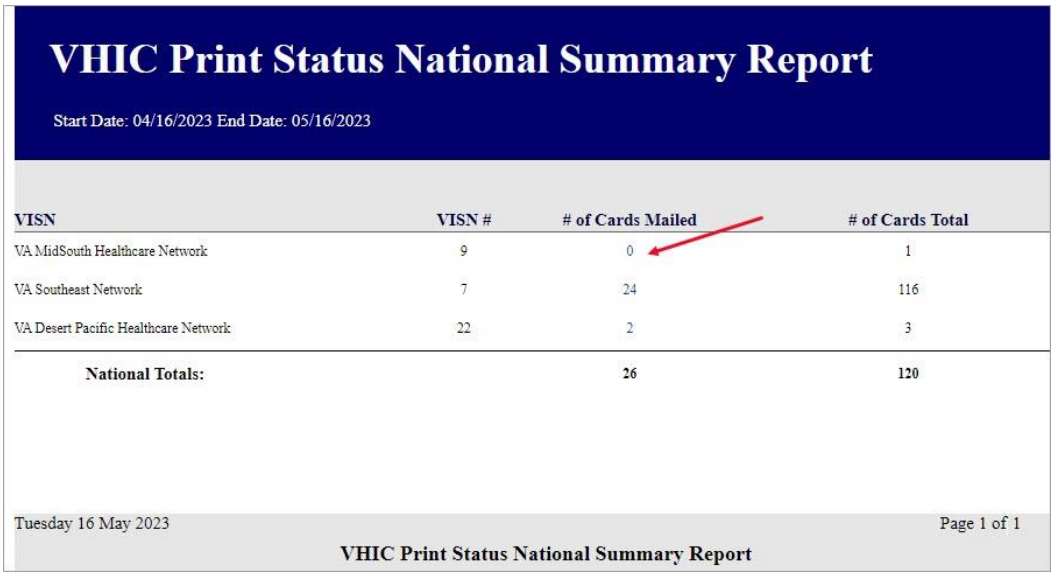
Clicking **[PDF]** will generate VHIC MPI Status Summary Report in a .pdf format as in.

Figure 41: Print Release Status Report PDF Generated



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.*

Figure 42: VHIC Print Status National Summary Report – Mailed



VHIC Print Status National Summary Report

Start Date: 04/16/2023 End Date: 05/16/2023

VISN	VISN #	# of Cards Mailed	# of Cards Total
VA MidSouth Healthcare Network	9	0	1
VA Southeast Network	7	24	116
VA Desert Pacific Healthcare Network	22	2	3
National Totals:		**26**	**120**

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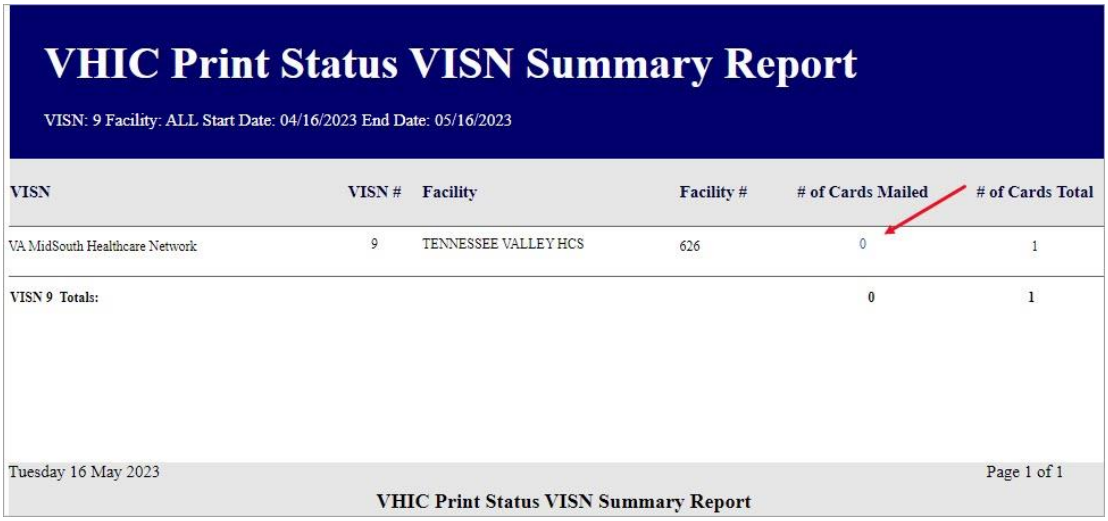
VHIC Print Status National Summary Report

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.

Figure 43: VHIC Print Release Status Summary Report - VISN – Mailed



VHIC Print Status VISN Summary Report

VISN: 9 Facility: ALL Start Date: 04/16/2023 End Date: 05/16/2023

VISN	VISN #	Facility	Facility #	# of Cards Mailed	# of Cards Total
VA MidSouth Healthcare Network	9	TENNESSEE VALLEY HCS	626	0	1
VISN 9 Totals:				0	1

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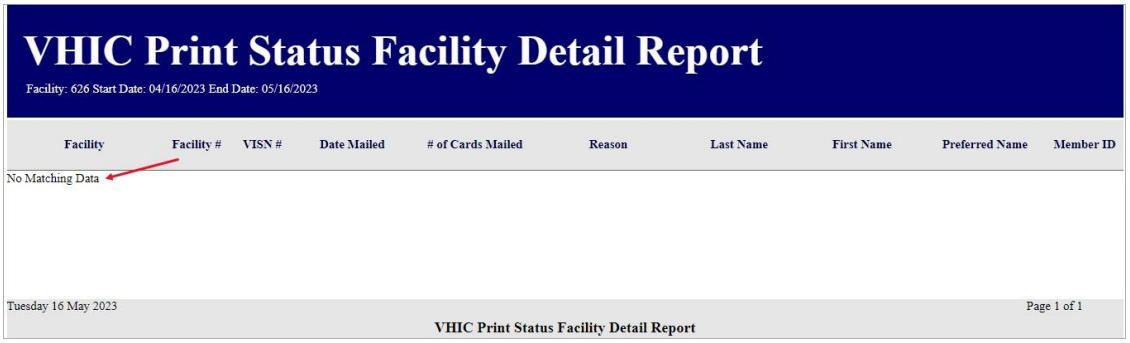
VHIC Print Status VISN Summary Report

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*.

Figure 44: VHIC Print Status Detail Report - Facility – Mailed



VHIC Print Status Facility Detail Report

Facility: 626 Start Date: 04/16/2023 End Date: 05/16/2023

Facility	Facility #	VISN #	Date Mailed	# of Cards Mailed	Reason	Last Name	First Name	Preferred Name	Member ID
No Matching Data									

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VHIC Print Status Facility Detail Report

Selecting the **[Create XLS]** button will generate the report and export it to an Excel spreadsheet The exported Excel spreadsheet contains the detailed data used to produce the report. An example can be found in *Figure 46: Print Release Status Report Spreadsheet*.

Figure 45: Print Release Status Report XLS Generated

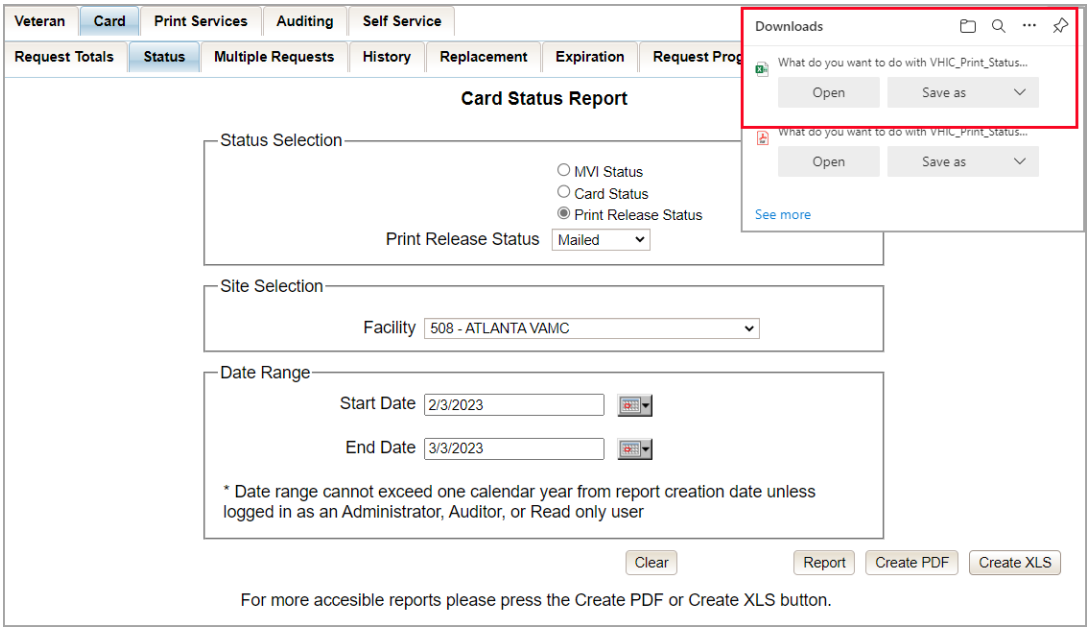
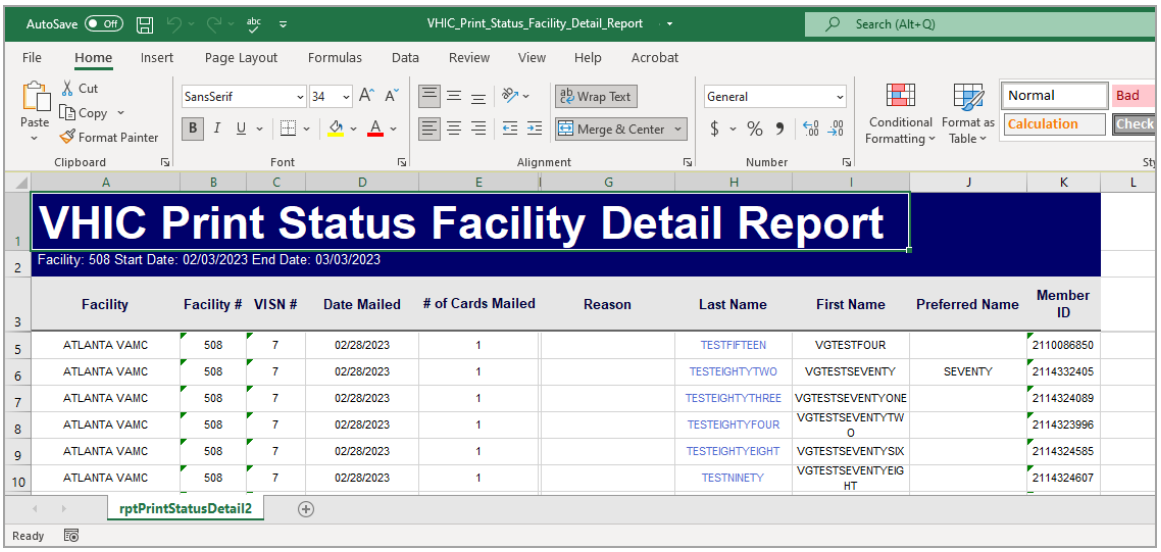


Figure 46: Print Release Status Report Spreadsheet



3.4. Multiple Card Requests Report

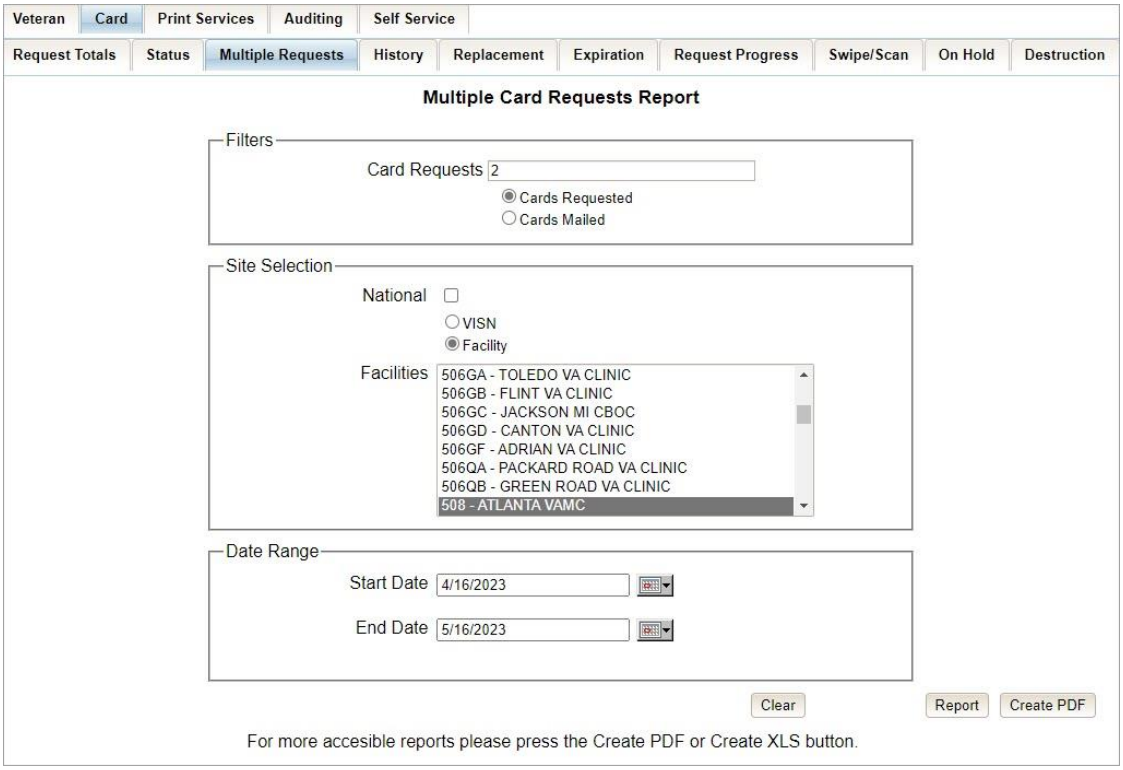
Table 5: Multiple Request Report at a Glance

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)*).

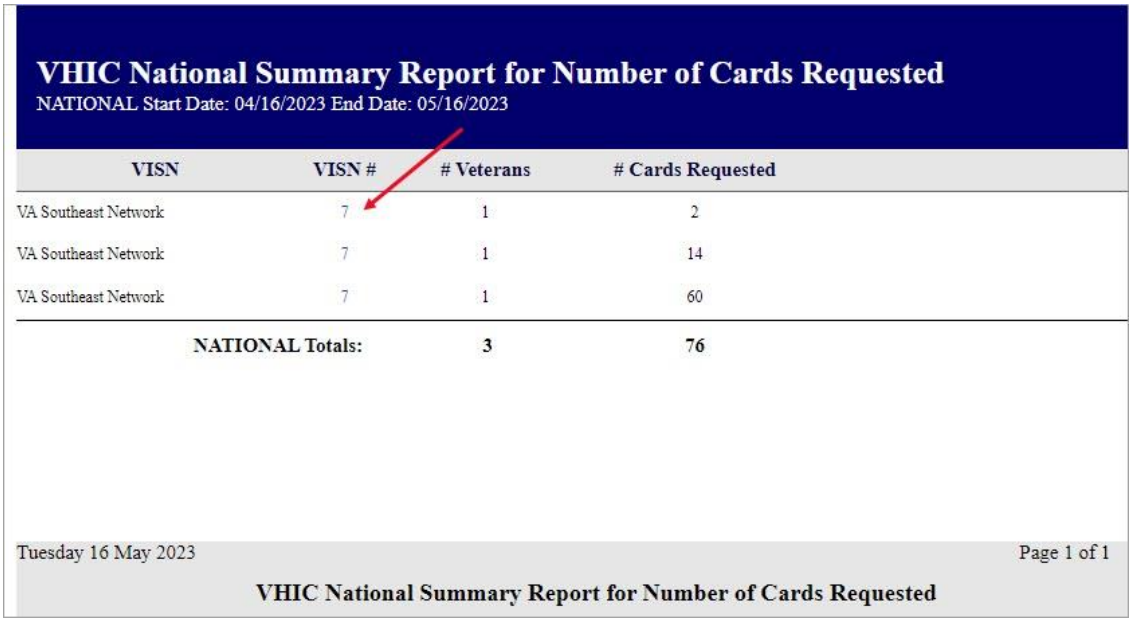
Once the user specifies a number of cards requested or mailed, chooses a site, and inputs a date range, they will click the **[Report]** button. Clicking **[Report]** will display the *VHIC Detailed Report for Number of Cards Requested/Mailed*.

Figure 47: Multiple Card Requests Report query screen – Administrator



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.

Figure 48: VHIC National Summary Report for Number of Cards Requested



VHIC National Summary Report for Number of Cards Requested

NATIONAL Start Date: 04/16/2023 End Date: 05/16/2023

VISN	VISN #	# Veterans	# Cards Requested
VA Southeast Network	7	1	2
VA Southeast Network	7	1	14
VA Southeast Network	7	1	60
NATIONAL Totals:		**3**	**76**

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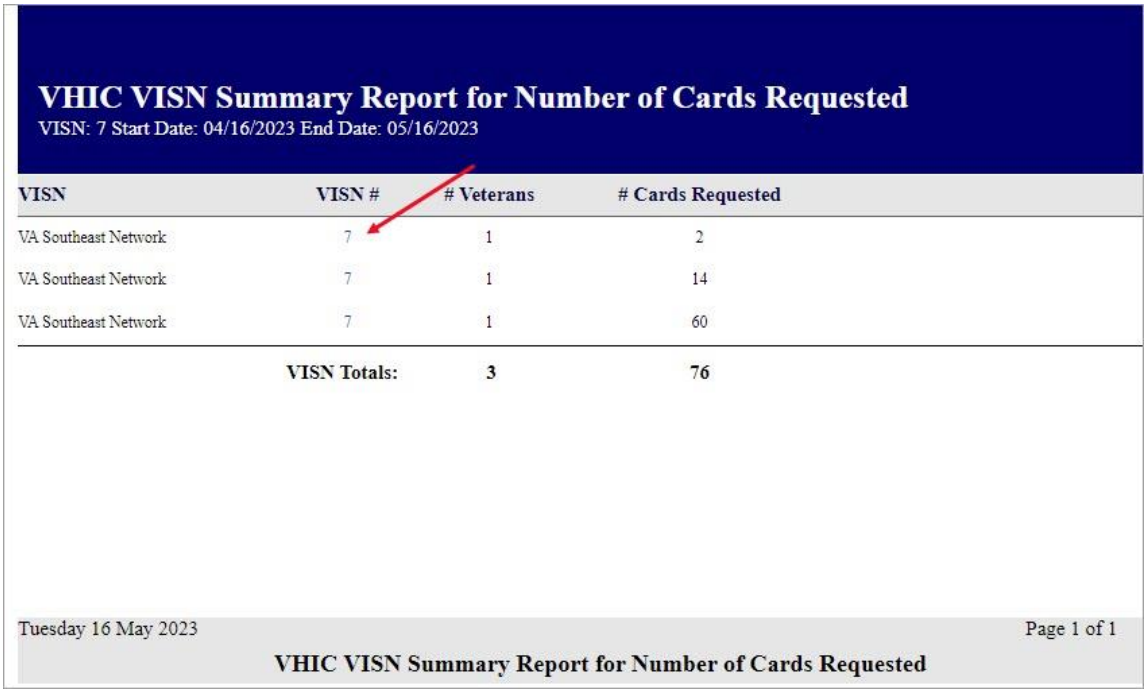
VHIC National Summary Report for Number of Cards Requested

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.

Figure 49: VHIC VISN Summary Report for Number of Cards Requested



VHIC VISN Summary Report for Number of Cards Requested
VISN: 7 Start Date: 04/16/2023 End Date: 05/16/2023

VISN	VISN #	# Veterans	# Cards Requested
VA Southeast Network	7	1	2
VA Southeast Network	7	1	14
VA Southeast Network	7	1	60
	VISN Totals:	**3**	**76**

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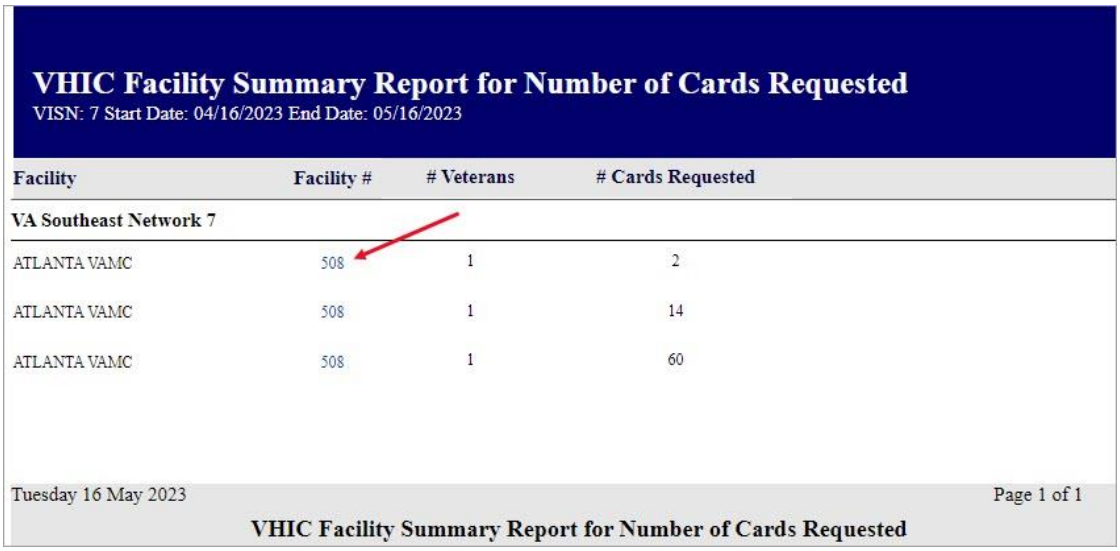
VHIC VISN Summary Report for Number of Cards Requested

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.

Figure 50: VHIC Facility Summary Report for Number of Cards Requested



VHIC Facility Summary Report for Number of Cards Requested
VISN: 7 Start Date: 04/16/2023 End Date: 05/16/2023

Facility	Facility #	# Veterans	# Cards Requested
VA Southeast Network 7			
ATLANTA VAMC	508	1	2
ATLANTA VAMC	508	1	14
ATLANTA VAMC	508	1	60

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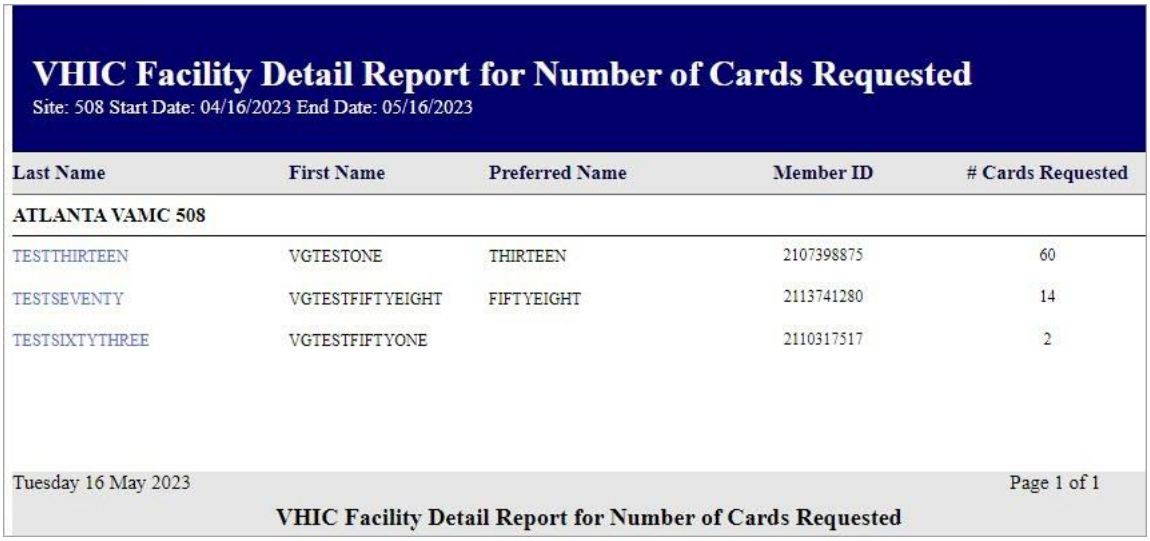
VHIC Facility Summary Report for Number of Cards Requested

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.

Figure 51: VHIC Facility Detail Report for Number of Cards Requested



VHIC Facility Detail Report for Number of Cards Requested
Site: 508 Start Date: 04/16/2023 End Date: 05/16/2023

Last Name	First Name	Preferred Name	Member ID	# Cards Requested
ATLANTA VAMC 508				
TESTTHIRTEEN	VGTESTONE	THIRTEEN	2107398875	60
TESTSEVENTY	VGTESTFIFTYEIGHT	FIFTYEIGHT	2113741280	14
TESTSIXTYTHREE	VGTESTFIFTYONE		2110317517	2

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VHIC Facility Detail Report for Number of Cards Requested

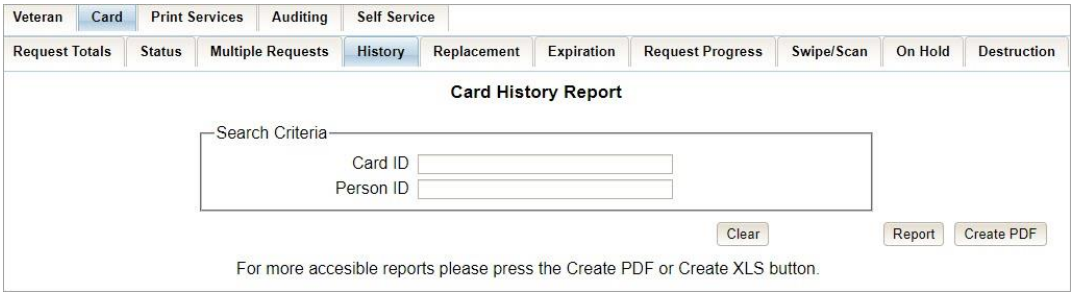
3.5. Card History Report

Table 6: 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.

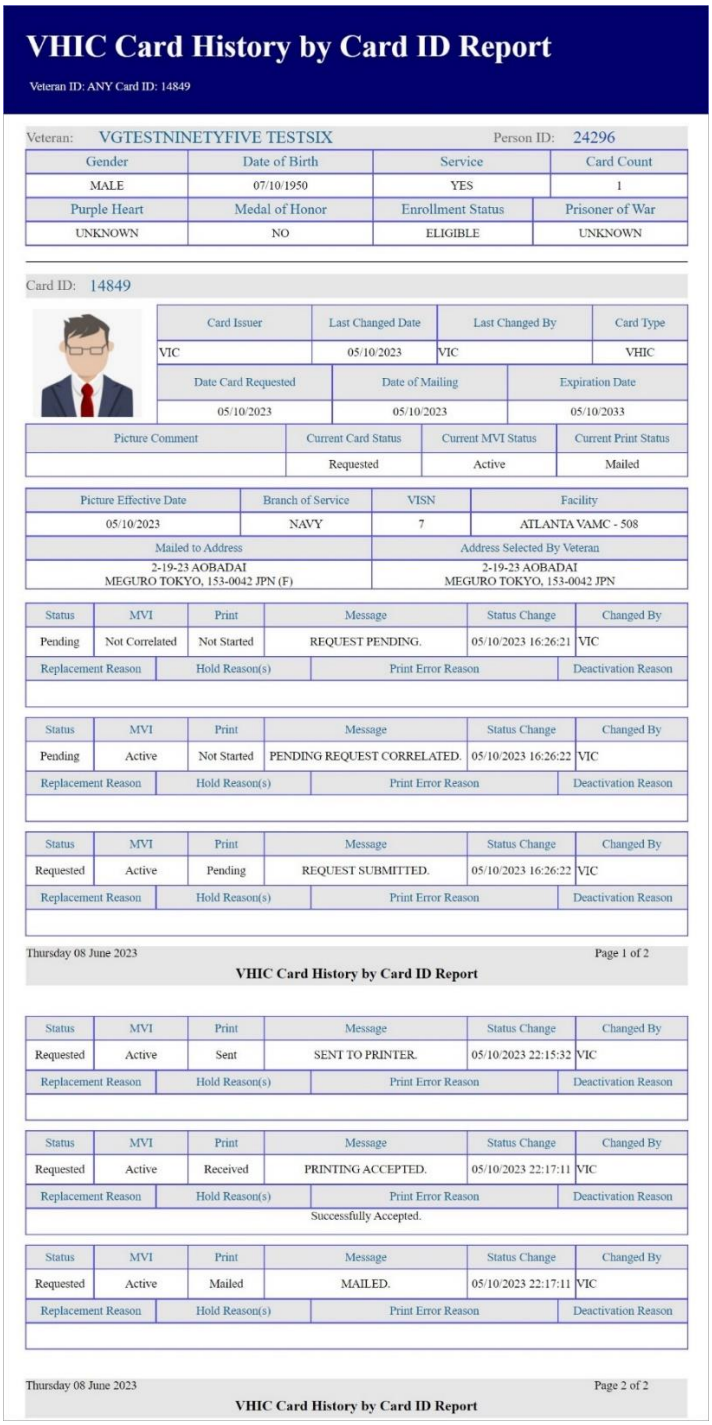
Figure 52: Card History Report query screen as seen by Administrators and Auditors



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

NOTE: The example below is a card history report featuring a Veteran with a foreign mailing address.

Figure 53: VHIC Card History by Card ID Report



VHIC Card History by Card ID Report

Veteran ID: ANY Card ID: 14849

Veteran: VGTESTNINETYFIVE TESTSIX Person ID: 24296

Gender	Date of Birth	Service	Card Count
MALE	07/10/1950	YES	1

Purple Heart	Medal of Honor	Enrollment Status	Prisoner of War
UNKNOWN	NO	ELIGIBLE	UNKNOWN

Card ID: 14849

Card Issuer	Last Changed Date	Last Changed By	Card Type
VIC	05/10/2023	VIC	VHIC

Date Card Requested	Date of Mailing	Expiration Date
05/10/2023	05/10/2023	05/10/2033

Picture Comment	Current Card Status	Current MVI Status	Current Print Status
	Requested	Active	Mailed

Picture Effective Date	Branch of Service	VISN	Facility
05/10/2023	NAVY	7	ATLANTA VAMC - 508

Mailed to Address	Address Selected By Veteran
2-19-23 AOBADAI MEGURO TOKYO, 153-0042 JPN (F)	2-19-23 AOBADAI MEGURO TOKYO, 153-0042 JPN

Status	MVI	Print	Message	Status Change	Changed By
Pending	Not Correlated	Not Started	REQUEST PENDING.	05/10/2023 16:26:21	VIC

Replacement Reason	Hold Reason(s)	Print Error Reason	Deactivation Reason

Status	MVI	Print	Message	Status Change	Changed By
Pending	Active	Not Started	PENDING REQUEST CORRELATED.	05/10/2023 16:26:22	VIC

Replacement Reason	Hold Reason(s)	Print Error Reason	Deactivation Reason

Status	MVI	Print	Message	Status Change	Changed By
Requested	Active	Pending	REQUEST SUBMITTED.	05/10/2023 16:26:22	VIC

Replacement Reason	Hold Reason(s)	Print Error Reason	Deactivation Reason

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VHIC Card History by Card ID Report

Status	MVI	Print	Message	Status Change	Changed By
Requested	Active	Sent	SENT TO PRINTER.	05/10/2023 22:15:32	VIC

Replacement Reason	Hold Reason(s)	Print Error Reason	Deactivation Reason

Status	MVI	Print	Message	Status Change	Changed By
Requested	Active	Received	PRINTING ACCEPTED.	05/10/2023 22:17:11	VIC

Replacement Reason	Hold Reason(s)	Print Error Reason	Deactivation Reason
		Successfully Accepted.	

Status	MVI	Print	Message	Status Change	Changed By
Requested	Active	Mailed	MAILED.	05/10/2023 22:17:11	VIC

Replacement Reason	Hold Reason(s)	Print Error Reason	Deactivation Reason

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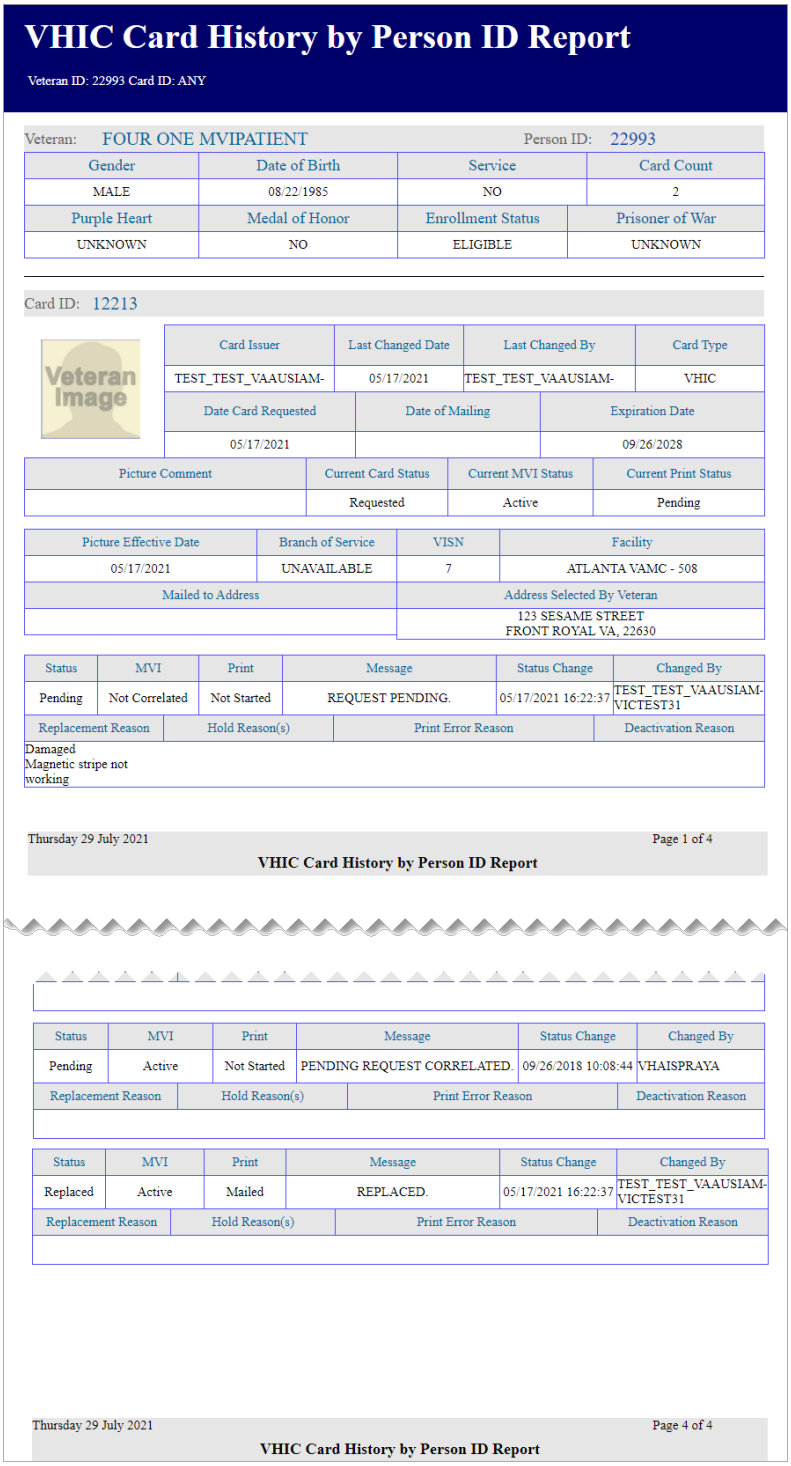
VHIC Card History by Card ID Report

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.*

Figure 54: Card History by Person ID Report



VHIC Card History by Person ID Report

Veteran ID: 22993 Card ID: ANY

Veteran: FOUR ONE MVIPATIENT Person ID: 22993

Gender	Date of Birth	Service	Card Count
MALE	08/22/1985	NO	2
Purple Heart	**Medal of Honor**	**Enrollment Status**	**Prisoner of War**
UNKNOWN	NO	ELIGIBLE	UNKNOWN

Card ID: 12213

Veteran Image

Card Issuer	Last Changed Date	Last Changed By	Card Type
TEST_TEST_VAAUSIAM-	05/17/2021	TEST_TEST_VAAUSIAM-	VHIC
Date Card Requested	**Date of Mailing**		**Expiration Date**
05/17/2021			09/26/2028

Picture Comment	Current Card Status	Current MVI Status	Current Print Status
	Requested	Active	Pending

Picture Effective Date	Branch of Service	VISN	Facility
05/17/2021	UNAVAILABLE	7	ATLANTA VAMC - 508
Mailed to Address		**Address Selected By Veteran**	
		123 SESAME STREET FRONT ROYAL VA, 22630	

Status	MVI	Print	Message	Status Change	Changed By
Pending	Not Correlated	Not Started	REQUEST PENDING.	05/17/2021 16:22:37	TEST_TEST_VAAUSIAM-VICTEST31
Replacement Reason	**Hold Reason(s)**	**Print Error Reason**			**Deactivation Reason**
Damaged Magnetic stripe not working					

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VHIC Card History by Person ID Report

Status	MVI	Print	Message	Status Change	Changed By
Pending	Active	Not Started	PENDING REQUEST CORRELATED.	09/26/2018 10:08:44	VHAISPRAYA
Replacement Reason	**Hold Reason(s)**	**Print Error Reason**			**Deactivation Reason**

Status	MVI	Print	Message	Status Change	Changed By
Replaced	Active	Mailed	REPLACED.	05/17/2021 16:22:37	TEST_TEST_VAAUSIAM-VICTEST31
Replacement Reason	**Hold Reason(s)**	**Print Error Reason**			**Deactivation Reason**

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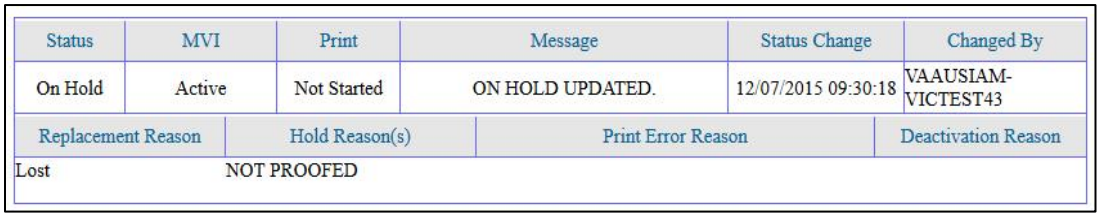
VHIC Card History by Person ID Report

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 MPI 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.

Figure 55: Card History Report Status History



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		

3.6. Card Replacement Report

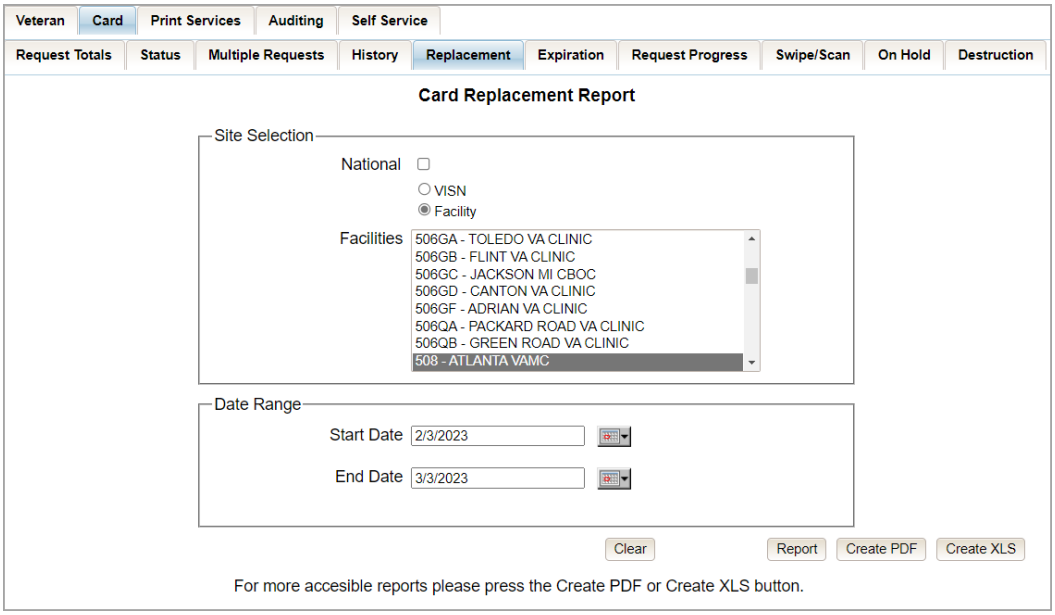
Table 7: Card Replacement Report at a Glance

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 number of Cards Replaced for each specific reason, and provides a hyperlinked number. Clicking a hyperlink takes the user to reports that are more detailed.

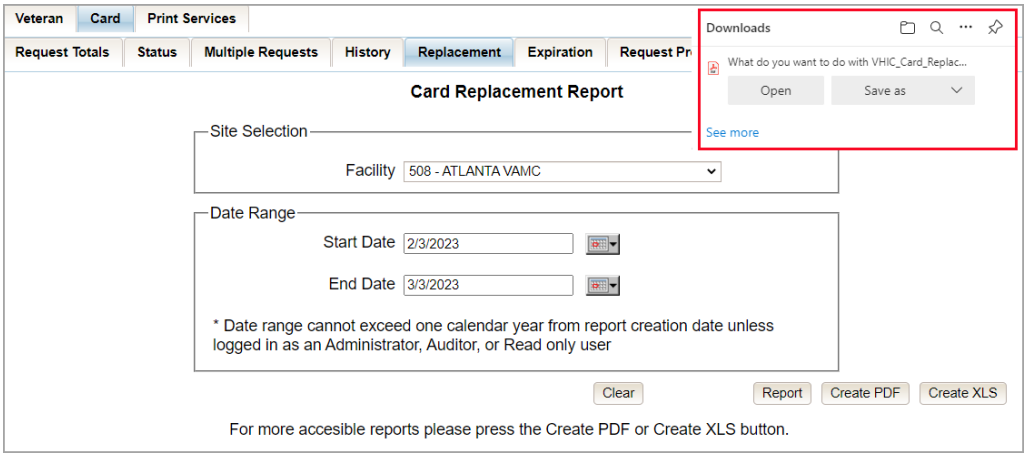
Selecting the **[National]** checkbox (if available) will return results for all VISNs and Facilities. Selecting either the **[VISN]** or the **[Facility]** radio button will update the list of available options accordingly (based on a user's role).

Figure 56: VHIC Card Replacement Report query screen seen by Administrators



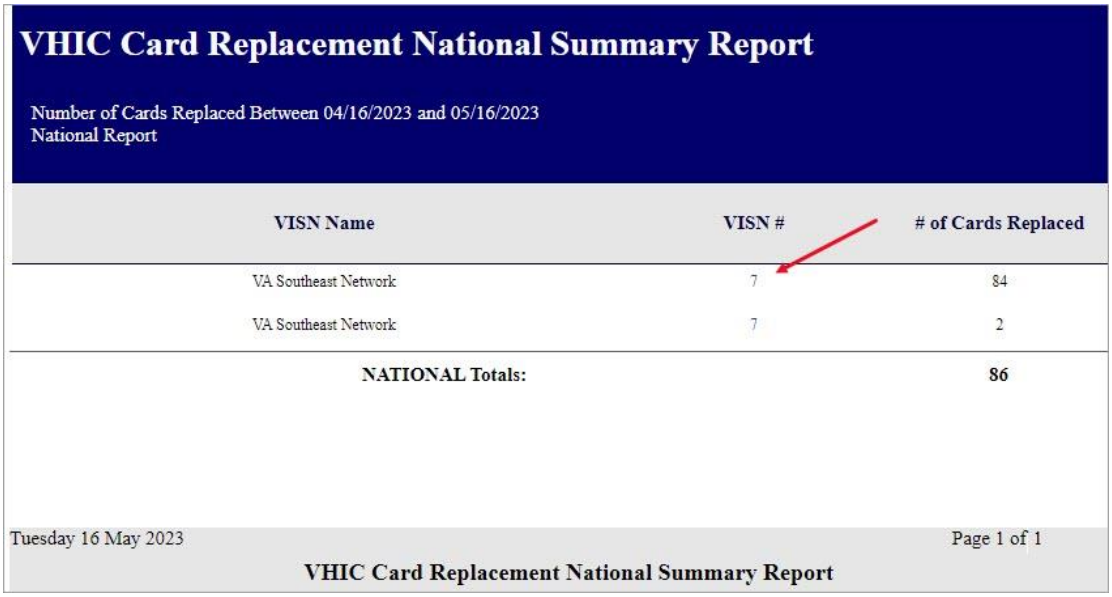
Clicking **[PDF]** will generate VHIC MPI Status Summary Report in a .pdf format as in.

Figure 57: Card Replacement Report PDF Generated



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*.

Figure 58: VHIC Card Replacement Summary Report – National



VHIC Card Replacement National Summary Report

Number of Cards Replaced Between 04/16/2023 and 05/16/2023
National Report

VISN Name	VISN #	# of Cards Replaced
VA Southeast Network	7	84
VA Southeast Network	7	2
NATIONAL Totals:		**86**

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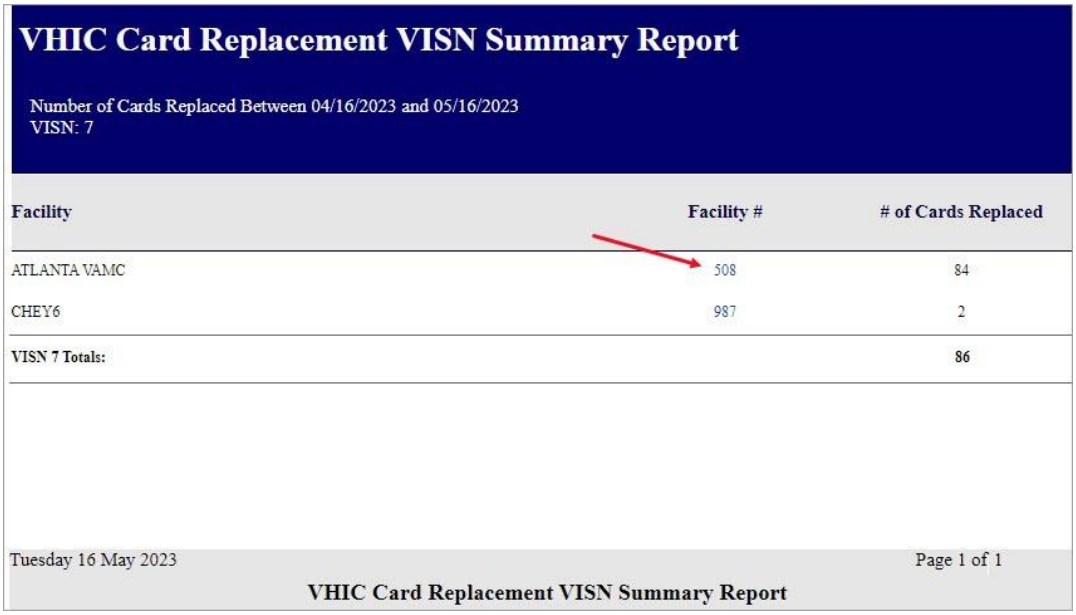
VHIC Card Replacement National Summary Report

The *VHIC Card Replacement VISN Summary Report* 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 Card Replacement Facility Summary* report.

Figure 59: VHIC Card Replacement VISN Summary Report



VHIC Card Replacement VISN Summary Report

Number of Cards Replaced Between 04/16/2023 and 05/16/2023
VISN: 7

Facility	Facility #	# of Cards Replaced
ATLANTA VAMC	508	84
CHEY6	987	2
VISN 7 Totals:		**86**

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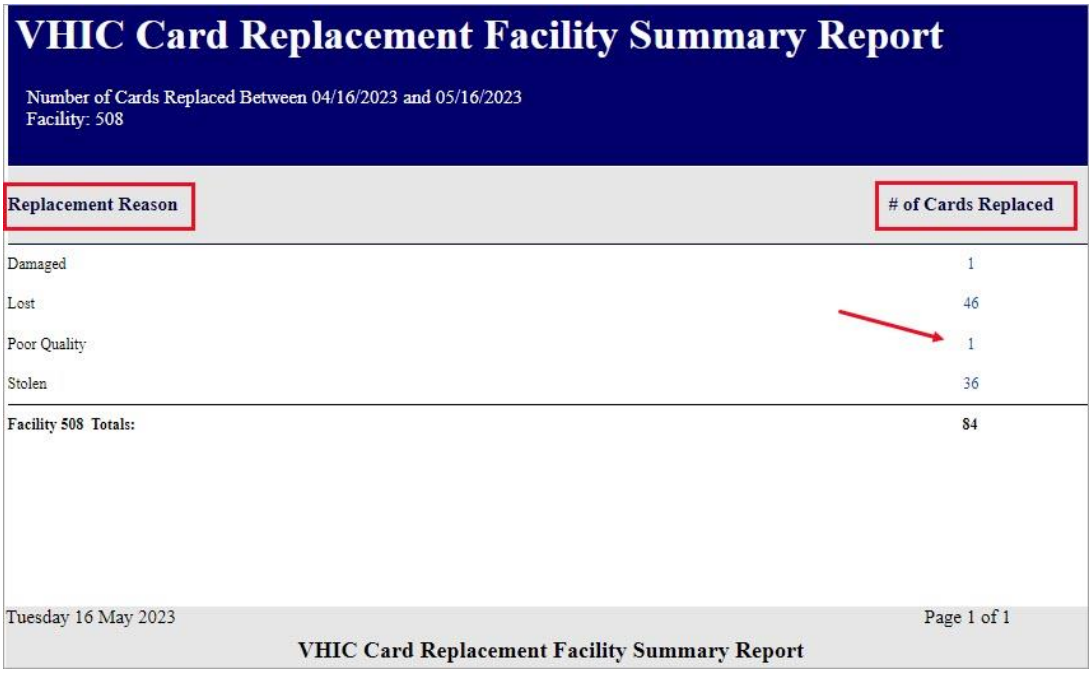
VHIC Card Replacement VISN Summary Report

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*.

Figure 60: VHIC Card Replacement Facility Report – Summary


VHIC Card Replacement Facility Summary Report

Number of Cards Replaced Between 04/16/2023 and 05/16/2023
Facility: 508

Replacement Reason	# of Cards Replaced
Damaged	1
Lost	46
Poor Quality	1
Stolen	36
Facility 508 Totals:	84

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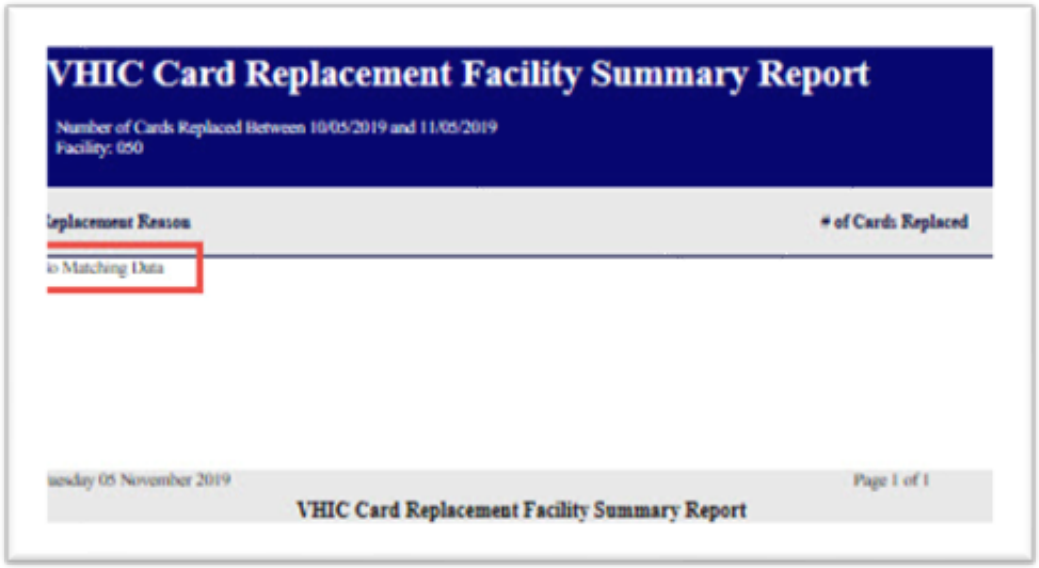
VHIC Card Replacement Facility Summary Report

NOTE: The "No Matching Data" message will show when no records are returned to be consistent with the other summary level reports for this option.

Figure 61: No Matching Data Message


VHIC Card Replacement Facility Summary Report

Number of Cards Replaced Between 10/05/2019 and 11/05/2019
Facility: 050

eplacement Reason # of Cards Replaced
o Matching Data

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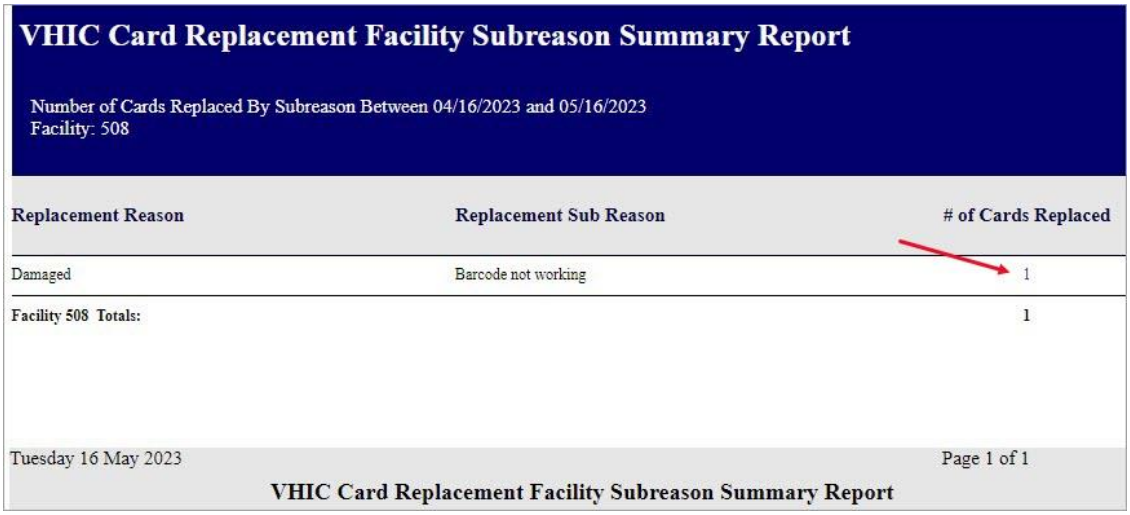
VHIC Card Replacement Facility Summary Report

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.

Figure 62: VHIC Card Replacement Facility Sub Reason Report – Summary



VHIC Card Replacement Facility Subreason Summary Report

Number of Cards Replaced By Subreason Between 04/16/2023 and 05/16/2023
Facility: 508

Replacement Reason	Replacement Sub Reason	# of Cards Replaced
Damaged	Barcode not working	1
Facility 508 Totals:		**1**

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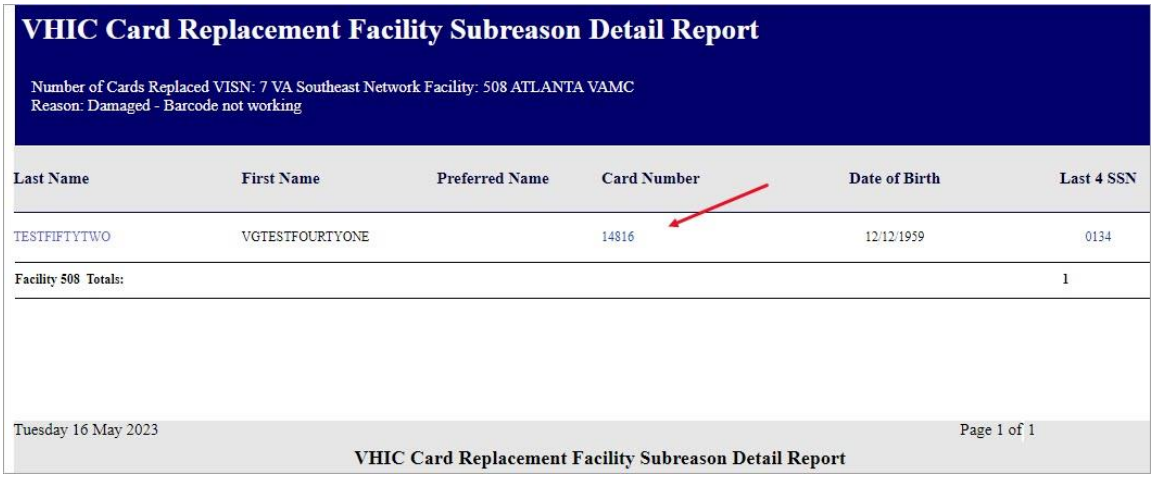
VHIC Card Replacement Facility Subreason Summary Report

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.

Figure 63: VHIC Card Replacement Facility Sub Reason Detail report



VHIC Card Replacement Facility Subreason Detail Report

Number of Cards Replaced VISN: 7 VA Southeast Network Facility: 508 ATLANTA VAMC
Reason: Damaged - Barcode not working

Last Name	First Name	Preferred Name	Card Number	Date of Birth	Last 4 SSN
TESTFIFTYTWO	VGTESTFOURTYONE		14816	12/12/1959	0134
Facility 508 Totals:					1

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VHIC Card Replacement Facility Subreason Detail Report

Selecting the **[Create XLS]** button will generate the report and export it to an Excel spreadsheet. The exported Excel spreadsheet contains the detailed data used to produce the report. An example can be found in *Figure 65: VHIC Card Replacement Details Spreadsheet*.

Figure 64: VHIC Card Replacement XLS Generated

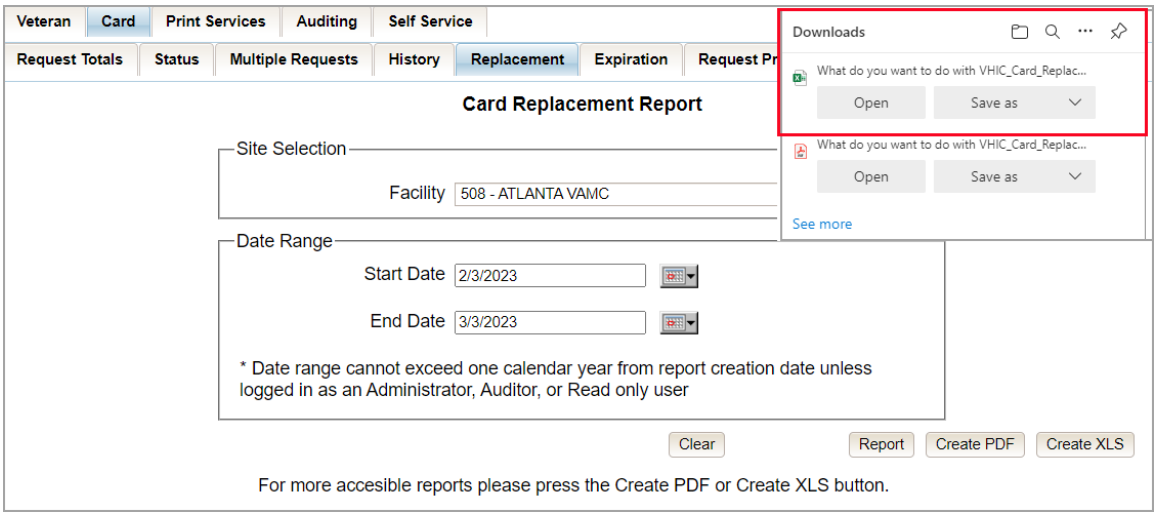
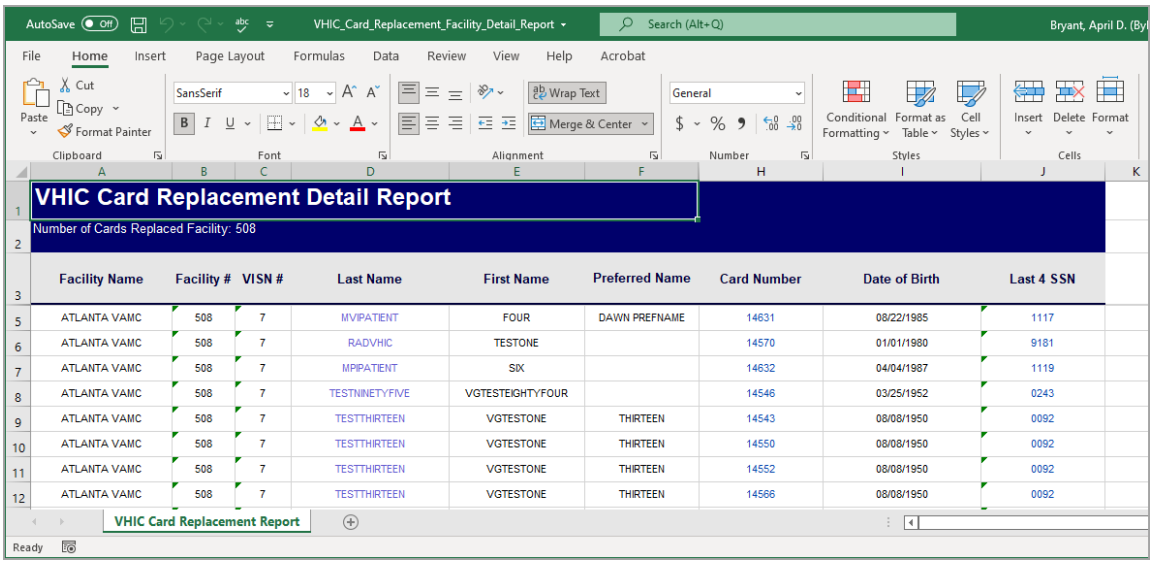


Figure 65: VHIC Card Replacement Details Spreadsheet



Facility Name	Facility #	VISN #	Last Name	First Name	Preferred Name	Card Number	Date of Birth	Last 4 SSN
ATLANTA VAMC	508	7	MVIPATIENT	FOUR	DAWN PREFNAME	14631	08/22/1985	1117
ATLANTA VAMC	508	7	RADVHIC	TESTONE		14570	01/01/1980	9181
ATLANTA VAMC	508	7	MPIPATIENT	SIX		14632	04/04/1987	1119
ATLANTA VAMC	508	7	TESTNINETYFIVE	VGTESTEIGHTYFOUR		14546	03/25/1952	0243
ATLANTA VAMC	508	7	TESTTHIRTEEN	VGTESTONE	THIRTEEN	14543	08/08/1950	0092
ATLANTA VAMC	508	7	TESTTHIRTEEN	VGTESTONE	THIRTEEN	14550	08/08/1950	0092
ATLANTA VAMC	508	7	TESTTHIRTEEN	VGTESTONE	THIRTEEN	14552	08/08/1950	0092
ATLANTA VAMC	508	7	TESTTHIRTEEN	VGTESTONE	THIRTEEN	14566	08/08/1950	0092

3.7. Card Expiration Report

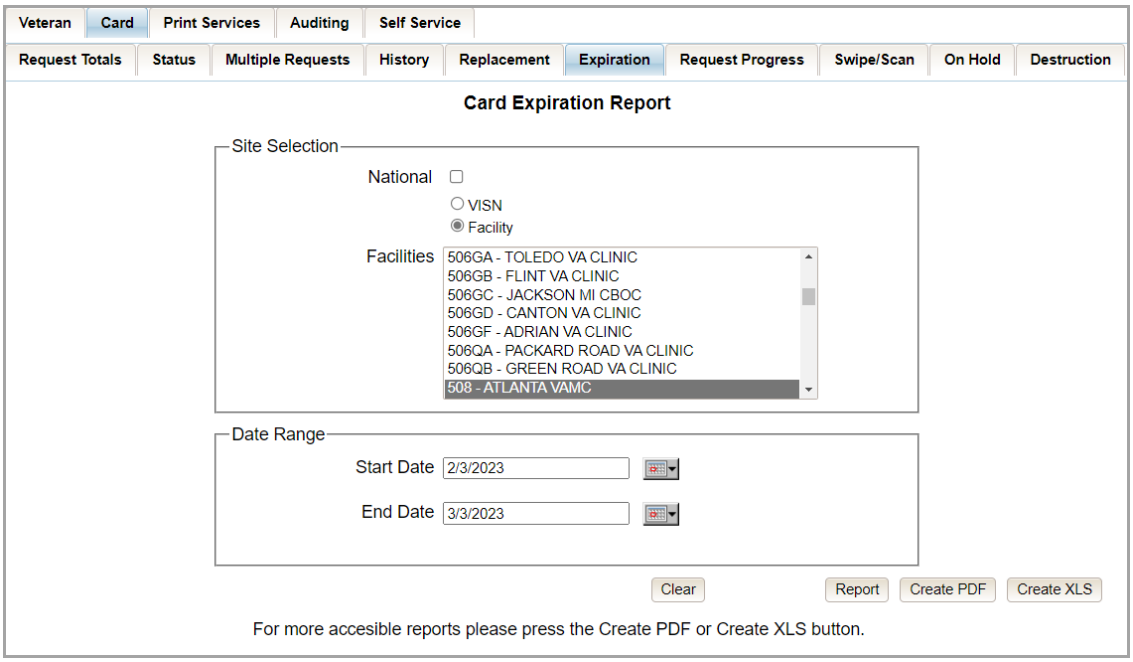
Table 8: Card Expiration Report at a Glance

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.

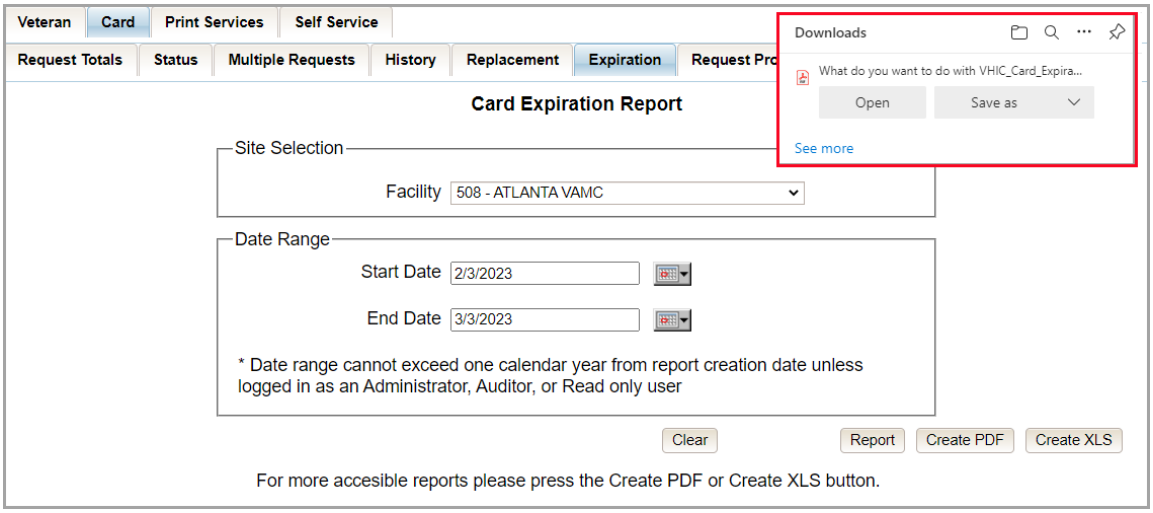
NOTE: The user can also find VHICs set to expire by selecting future start and end dates.

Figure 66: Card Expiration Report query screen Administrator View



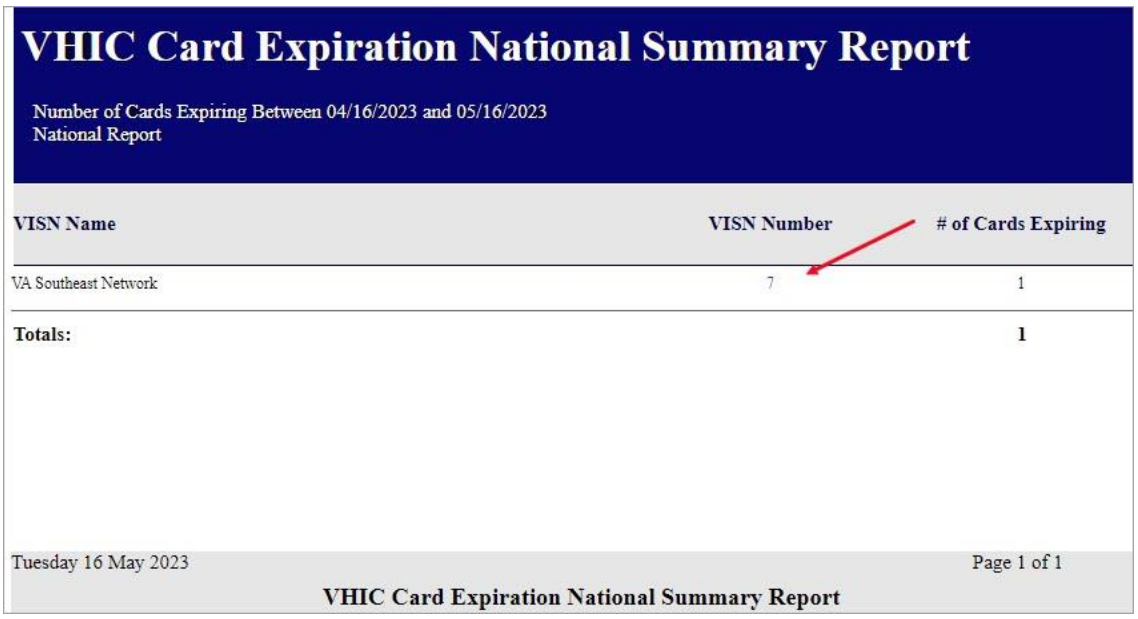
Clicking **[PDF]** will generate VHIC MPI Status Summary Report in a .pdf format as shown below.

Figure 67: VHIC Card Expiration Report PDF Generated



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*.

Figure 68: VHIC Card Expiration National Summary Report



VHIC Card Expiration National Summary Report

Number of Cards Expiring Between 04/16/2023 and 05/16/2023
National Report

VISN Name	VISN Number	# of Cards Expiring
VA Southeast Network	7	1
Totals:		**1**

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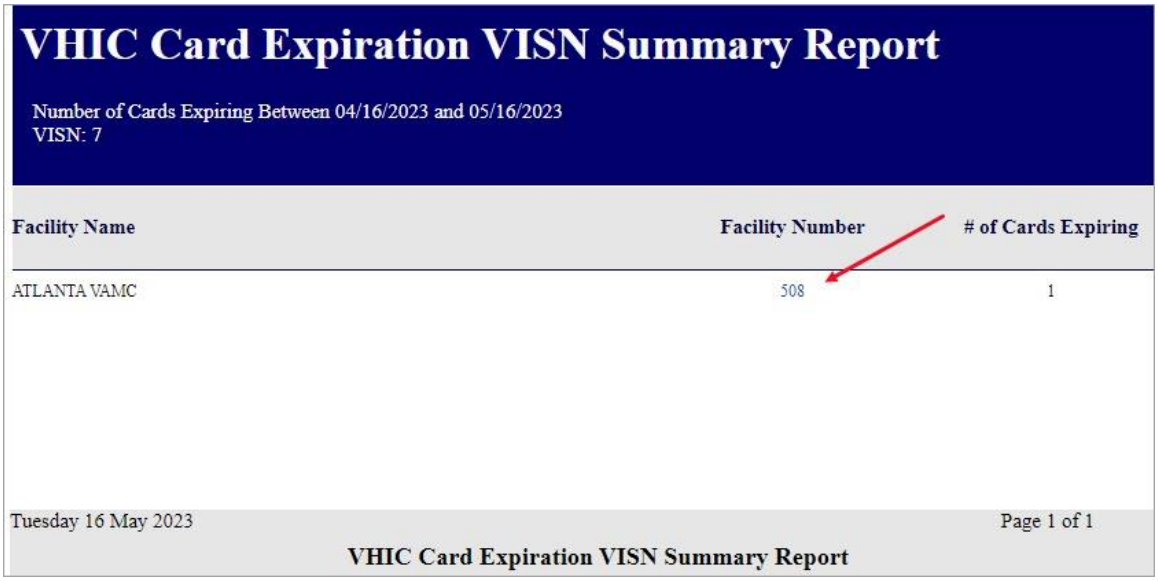
VHIC Card Expiration National Summary Report

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.

Figure 69: VHIC Card Expiration VISN Summary Report



VHIC Card Expiration VISN Summary Report

Number of Cards Expiring Between 04/16/2023 and 05/16/2023
VISN: 7

Facility Name	Facility Number	# of Cards Expiring
ATLANTA VAMC	508	1

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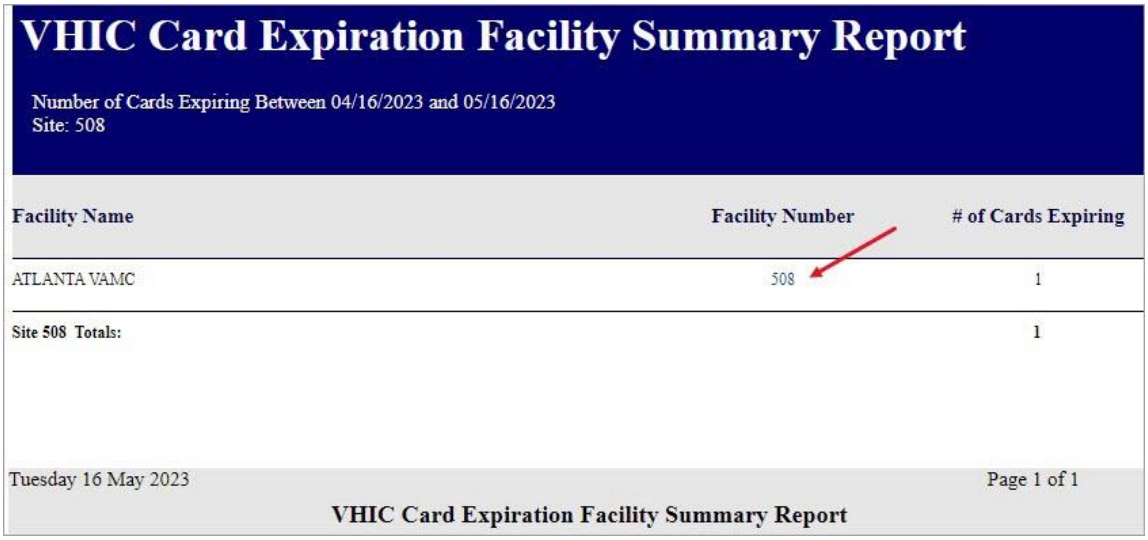
VHIC Card Expiration VISN Summary Report

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.

Figure 70: VHIC Card Expiration Facility Summary Report



VHIC Card Expiration Facility Summary Report

Number of Cards Expiring Between 04/16/2023 and 05/16/2023
Site: 508

Facility Name	Facility Number	# of Cards Expiring
ATLANTA VAMC	508	1
Site 508 Totals:		1

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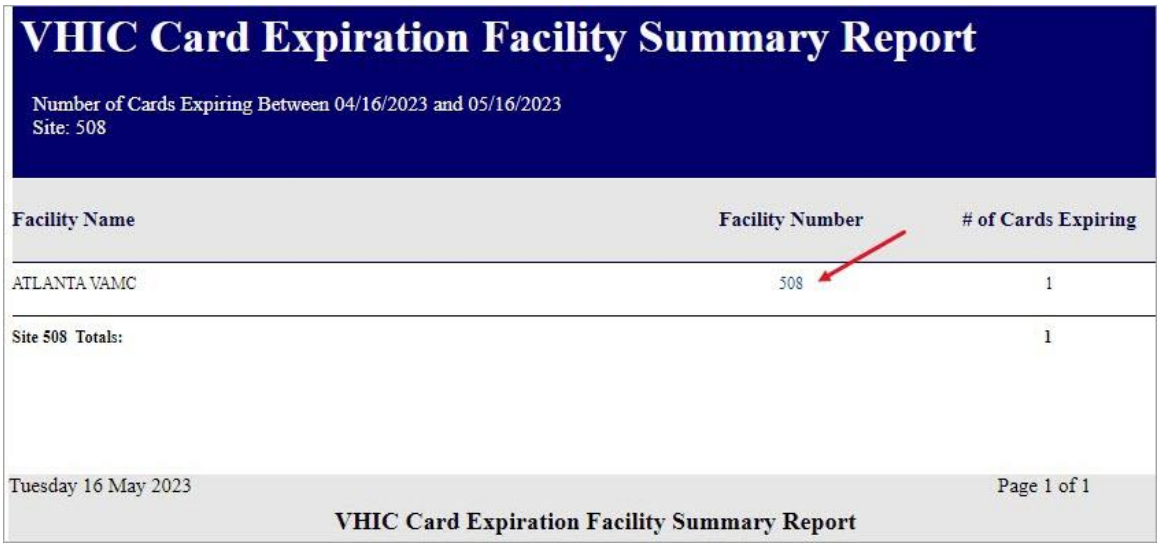
VHIC Card Expiration Facility Summary Report

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.

Figure 71: VHIC Card Expiration Facility Detail Report



VHIC Card Expiration Facility Summary Report

Number of Cards Expiring Between 04/16/2023 and 05/16/2023
Site: 508

Facility Name	Facility Number	# of Cards Expiring
ATLANTA VAMC	508	1
Site 508 Totals:		1

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VHIC Card Expiration Facility Summary Report

Selecting the **[Create XLS]** button will generate the report and export it to an Excel spreadsheet. The exported Excel spreadsheet contains the detailed data used to produce the report. An example can be found in *Figure 73: VHIC Card Expiration Report Spreadsheet.*

Figure 72: VHIC Card Expiration Report XLS Generated

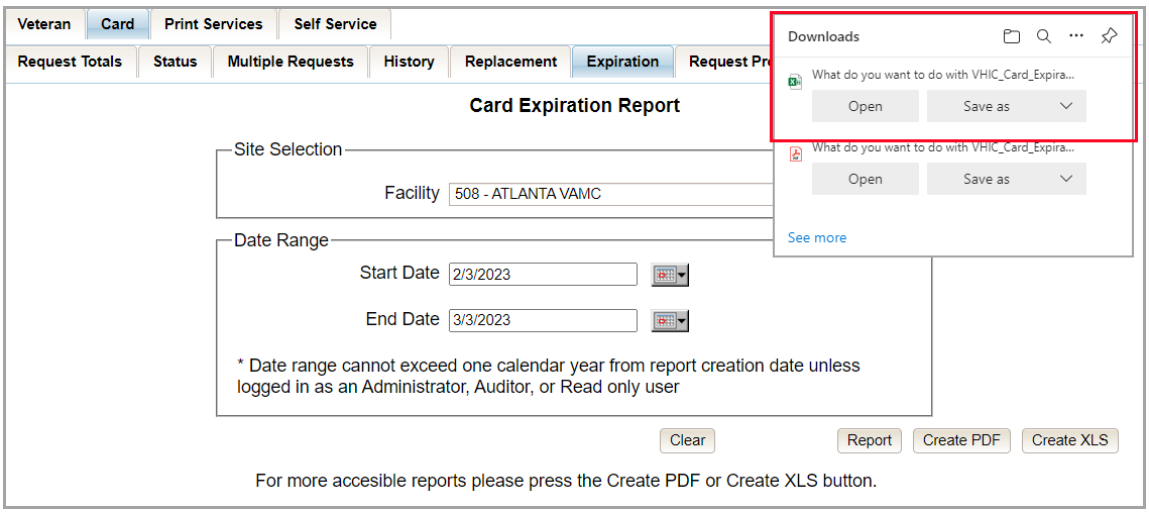
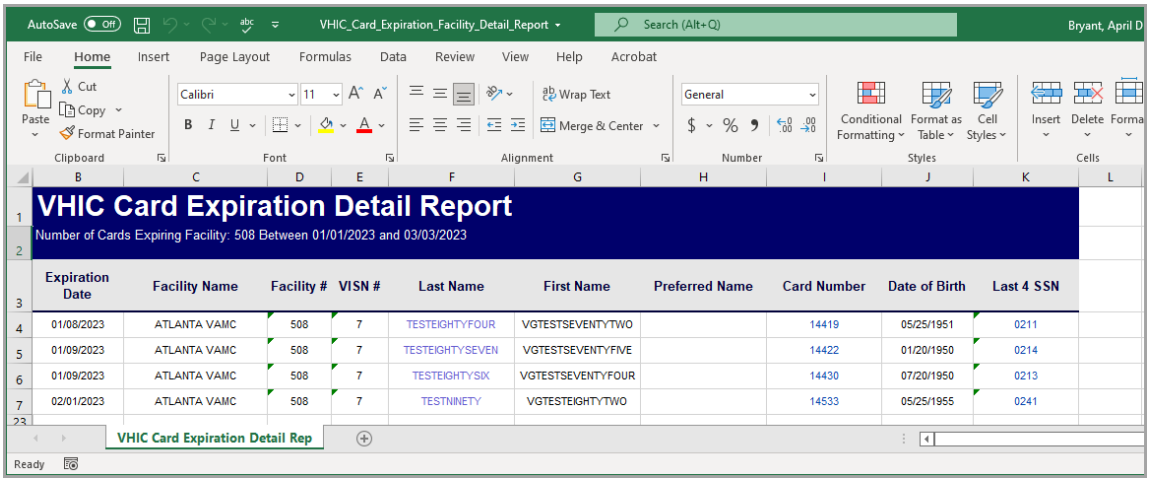


Figure 73: VHIC Card Expiration Report Spreadsheet



VHIC Card Expiration Detail Report

Number of Cards Expiring Facility: 508 Between 01/01/2023 and 03/03/2023

Expiration Date	Facility Name	Facility #	VISN #	Last Name	First Name	Preferred Name	Card Number	Date of Birth	Last 4 SSN
01/08/2023	ATLANTA VAMC	508	7	TESTEIGHTYFOUR	VGTESTSEVENTYTWO		14419	05/25/1951	0211
01/09/2023	ATLANTA VAMC	508	7	TESTEIGHTYSEVEN	VGTESTSEVENTYFIVE		14422	01/20/1950	0214
01/09/2023	ATLANTA VAMC	508	7	TESTEIGHTYSIX	VGTESTSEVENTYFOUR		14430	07/20/1950	0213
02/01/2023	ATLANTA VAMC	508	7	TESTNINETY	VGTESTEIGHTYTWO		14533	05/25/1955	0241

3.8. Card Request Progress Report

Table 9: 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

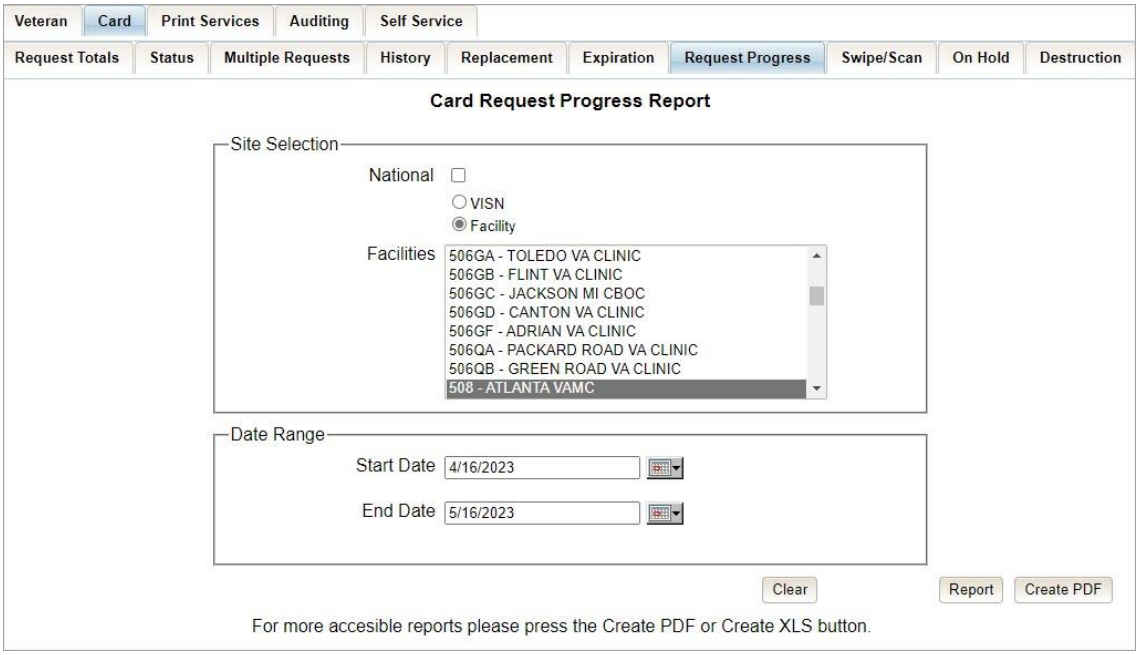
There are many stages that a VHIC (card) goes through once the user clicks either the **[Submit]** button or the **[Hold]** button.

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.

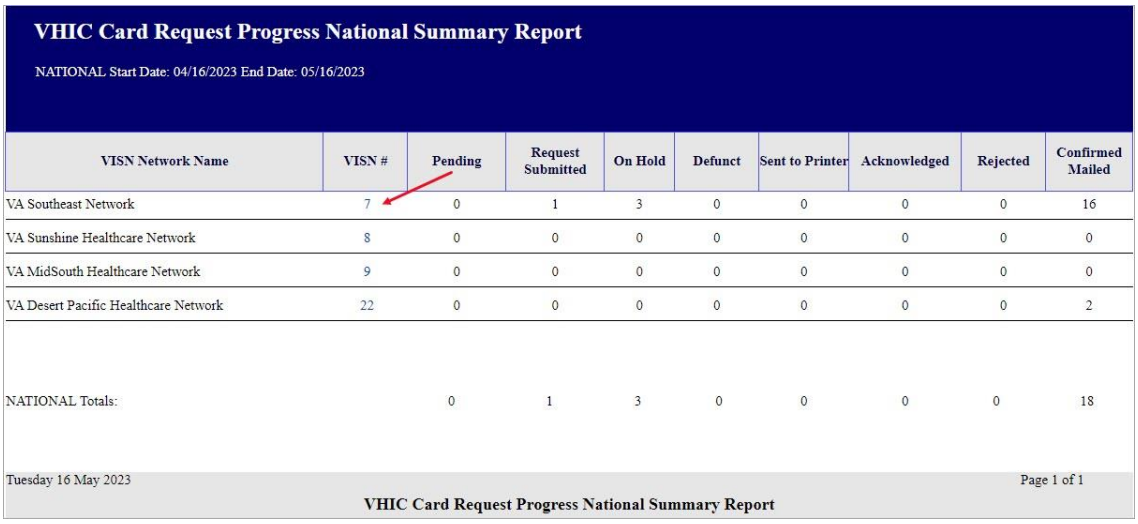
This would allow the user to keep an eye on potential areas of trouble (i.e., Cards On-Hold or timing out and becoming Defunct) and be able to track down what is happening at each stage much easier.

Figure 74: Card Request Progress Report query screen - Administrators



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*.

Figure 75: VHIC Card Request Progress National Summary Report



VHIC Card Request Progress National Summary Report

NATIONAL Start Date: 04/16/2023 End Date: 05/16/2023

VISN Network Name	VISN #	Pending	Request Submitted	On Hold	Defunct	Sent to Printer	Acknowledged	Rejected	Confirmed Mailed
VA Southeast Network	7	0	1	3	0	0	0	0	16
VA Sunshine Healthcare Network	8	0	0	0	0	0	0	0	0
VA MidSouth Healthcare Network	9	0	0	0	0	0	0	0	0
VA Desert Pacific Healthcare Network	22	0	0	0	0	0	0	0	2
NATIONAL Totals:		0	1	3	0	0	0	0	18

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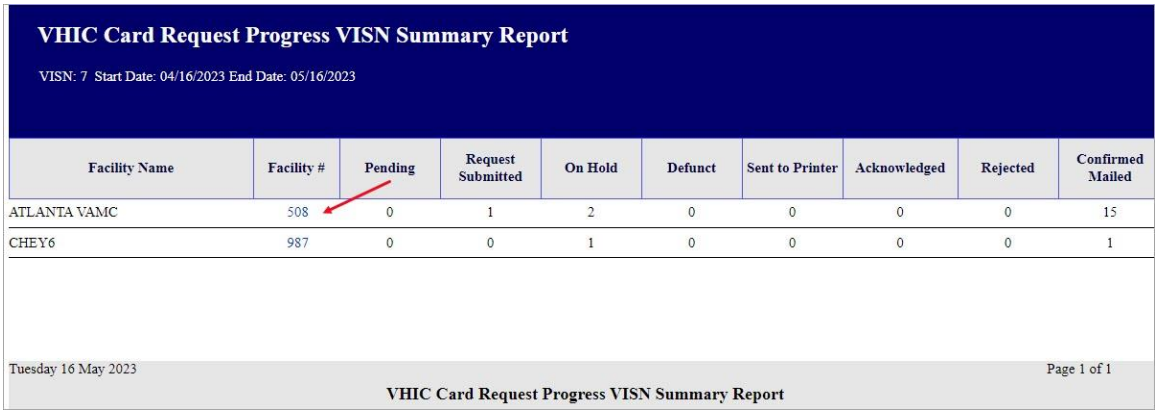
VHIC Card Request Progress National Summary Report

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*.

Figure 76: VHIC Card Request Progress VISN Summary Report



VHIC Card Request Progress VISN Summary Report

VISN: 7 Start Date: 04/16/2023 End Date: 05/16/2023

Facility Name	Facility #	Pending	Request Submitted	On Hold	Defunct	Sent to Printer	Acknowledged	Rejected	Confirmed Mailed
ATLANTA VAMC	508	0	1	2	0	0	0	0	15
CHEY6	987	0	0	1	0	0	0	0	1

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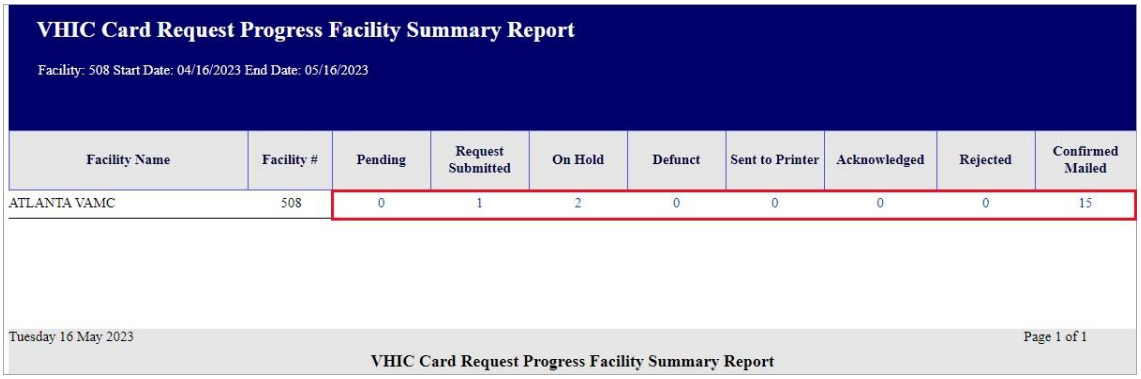
VHIC Card Request Progress VISN Summary Report

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.

Figure 77: VHIC Card Request Progress Facility Summary Report



VHIC Card Request Progress Facility Summary Report

Facility: 508 Start Date: 04/16/2023 End Date: 05/16/2023

Facility Name	Facility #	Pending	Request Submitted	On Hold	Defunct	Sent to Printer	Acknowledged	Rejected	Confirmed Mailed
ATLANTA VAMC	508	0	1	2	0	0	0	0	15

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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.

Figure 78: VHIC Card Request Progress Facility Detail Report

VHIC Card Request Progress Facility Detail Report

Facility: 508 Card Status: SUBMITTED Start Date: 04/16/2023 End Date: 05/16/2023

Facility Name	Facility #	Status Date	Last Name	First Name	Preferred Name	Card #	Member ID
ATLANTA VAMC	508	05/16/2023	TESTTHIRTEEN	VGTESTONE	THIRTEEN	14875	2107398875

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VHIC Card Request Progress Facility Detail Report

3.9. Card Swipe/Scan Report

Table 10: 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

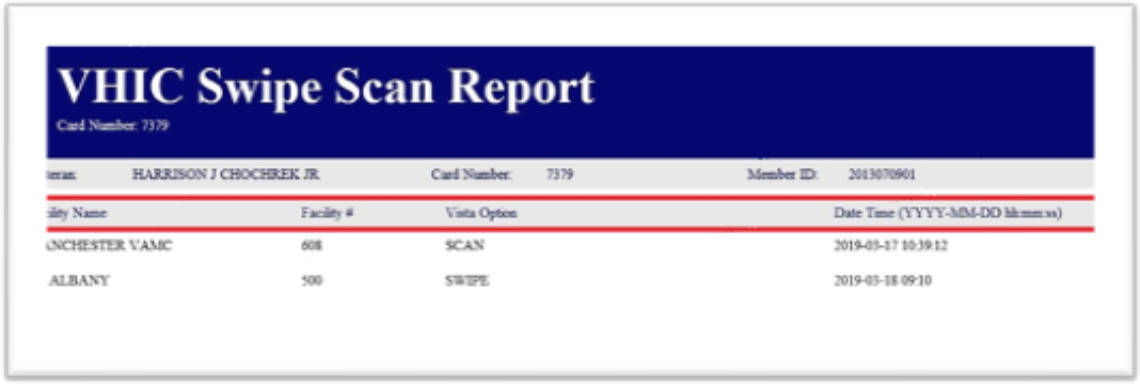
The *Card Swipe/Scan Report* allows the Administrator, Tech Admin (Tier 3) and the Auditor to look up information for a given card ID indicating the location and time where the card has been swiped or scanned .

After entering the Card ID number, select the **[Report]** button to view the results.

Figure 79: VHIC Card Swipe/Scan Report query screen - Administrators and Auditors

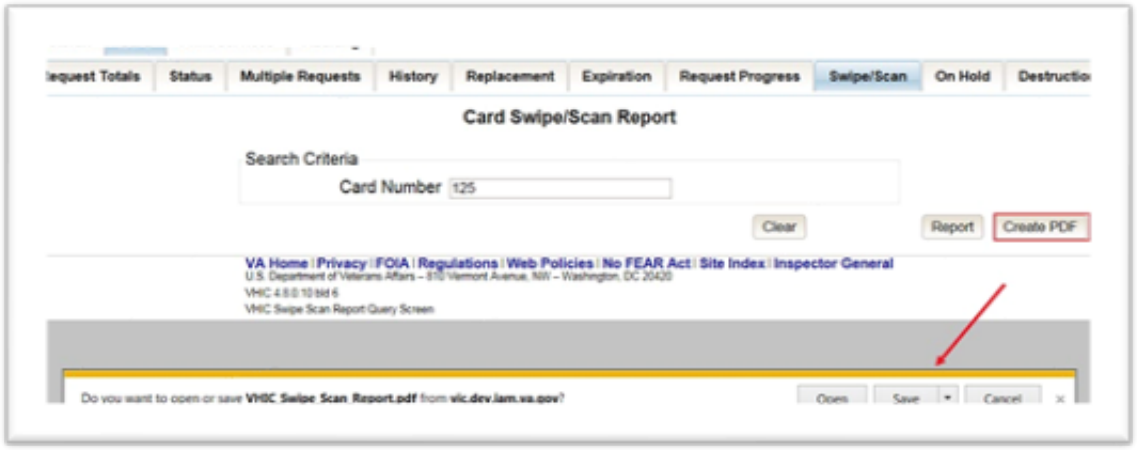
The VHIC *Card Swipe Scan Report* displays the Facility Name, Facility Number, Vista Option (whether the card was Swiped or Scanned), and the Date and Time the VHIC was Swiped or Scanned in the yyyy-MM-dd hhmmss format.

Figure 80: VHIC Swipe Scan Report results



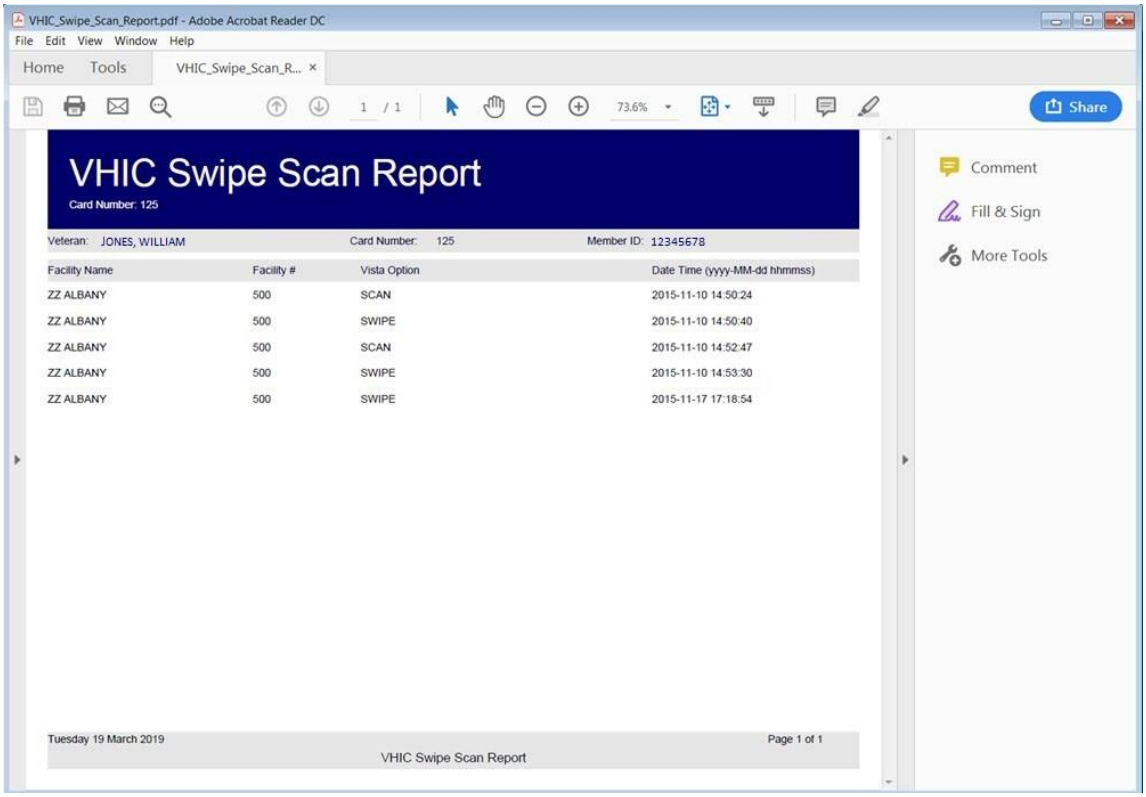
After selecting the **[Create PDF]** button, a pop-up window will appear asking if you want to open the PDF or save it to your computer.

Figure 81: Create Swipe Scan PDF



A PDF version of the VHIC Swipe Scan Report results will be generated.

Figure 82: VHIC Swipe Scan Report results PDF



Clicking the **[Clear]** button will reset the query for a new Card Number.

Figure 83: Card Swipe/Scan Report

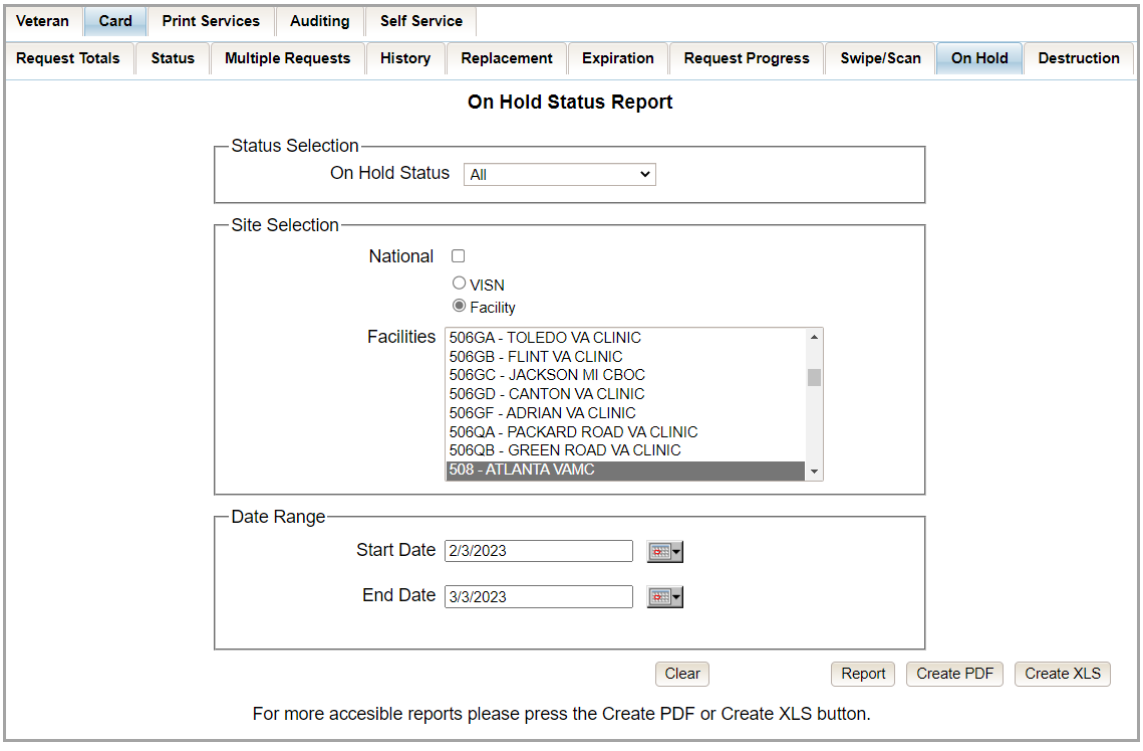
3.10. Card On Hold Report

Table 11: 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

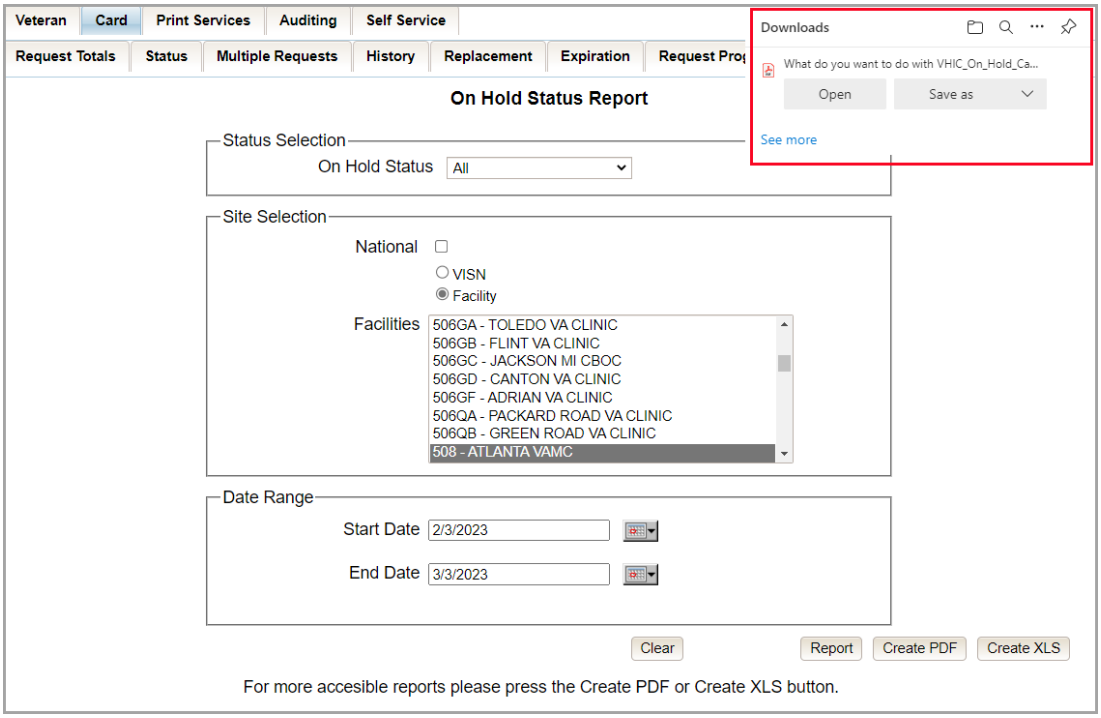
The *On Hold Status Report* contains one category: On Hold Status. This report has the usual search criteria options such as National, VISN or Facility, Start Date, and End Date. Along with those, the user must select one of ten On Hold Status options: All, Not Proofed, Eligibility Pending, Enrollment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

Figure 84: On Hold Status Report query screen – Administrator



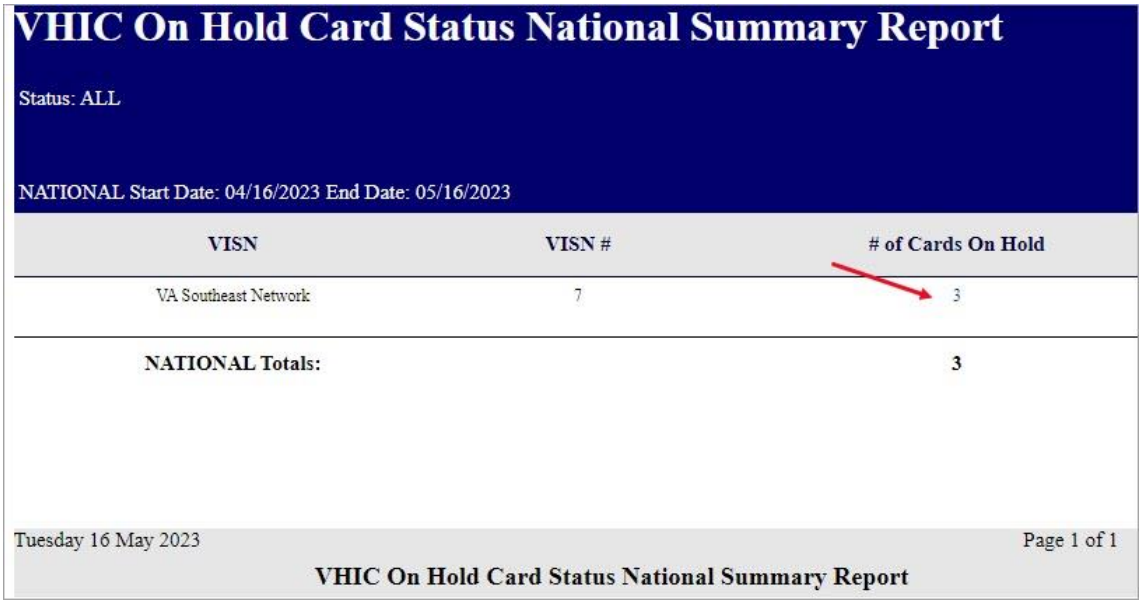
Clicking **[PDF]** will generate VHIC MPI Status Summary Report in a .pdf.

Figure 85: On Hold Status Report Generate PDF



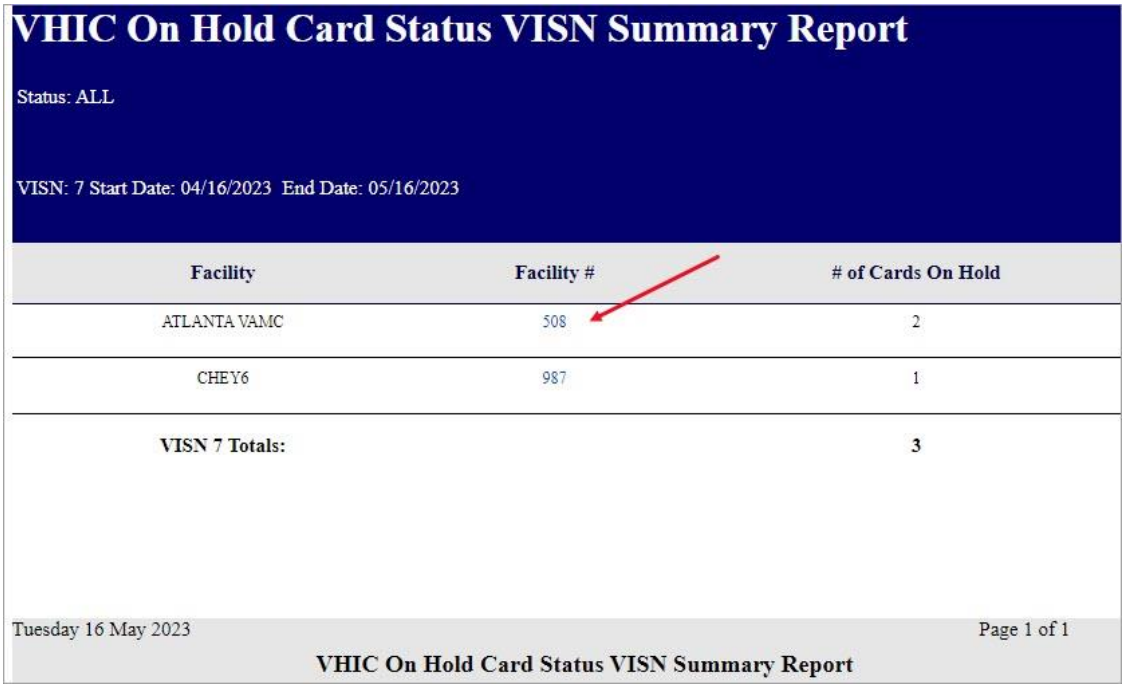
The *VHIC On Hold Card Status National Summary Report* lists all of the VISNs and contains a hyperlink in the VISN # column. Clicking the hyperlink takes the user to the *VHIC On Hold Card Status VISN Summary Report.*

Figure 86: 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*.

Figure 87: VHIC On Hold Card Status VISN Summary Report



VHIC On Hold Card Status VISN Summary Report

Status: ALL

VISN: 7 Start Date: 04/16/2023 End Date: 05/16/2023

Facility	Facility #	# of Cards On Hold
ATLANTA VAMC	508	2
CHEY6	987	1
VISN 7 Totals:		**3**

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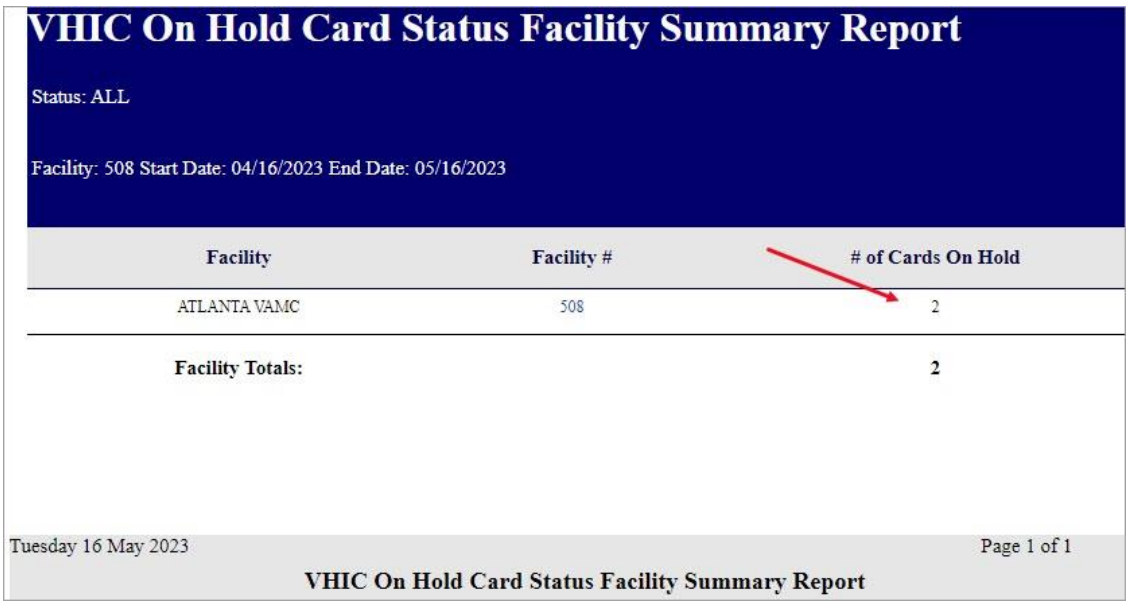
VHIC On Hold Card Status VISN Summary Report

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*.

Figure 88: VHIC On Hold Card Status Facility Summary Report



VHIC On Hold Card Status Facility Summary Report

Status: ALL

Facility: 508 Start Date: 04/16/2023 End Date: 05/16/2023

Facility	Facility #	# of Cards On Hold
ATLANTA VAMC	508	2
Facility Totals:		**2**

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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 regard 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 Last Name will take the user to the *VHIC Veteran Detail Report*
- Clicking the hyperlinked Card ID will take the user to the *VHIC Card History Report*

Figure 89: VHIC On Hold Card Status Facility Detail Report

VHIC On Hold Card Status Facility Detail Report

Status: ALL

Facility: 508 Start Date: 04/16/2023 End Date: 05/16/2023

Facility Name	Facility #	VISN #	On Hold Reason	On Hold Date	Card Issuer	Last Name	Card ID	ICN
ATLANTA VAMC	508	7	BAD DATA - Bad Data - Request Timeout - VIP 25	2023-05-02 11:45:09.797031	CASEWORKER	TESTSEVENTY	14810	1013673608V837832
ATLANTA VAMC	508	7	REVIEW	2023-05-03 14:55:33.326484	SELFSERVICEWSOAS	TESTFIFTYTWO	14816	1012900499V937085
ATLANTA VAMC	508	7	REVIEW	2023-05-16 15:18:25.553637	SELFSERVICEWSOAS	TESTTEN	14876	1013804187V801643
Facility 508 Totals:								3

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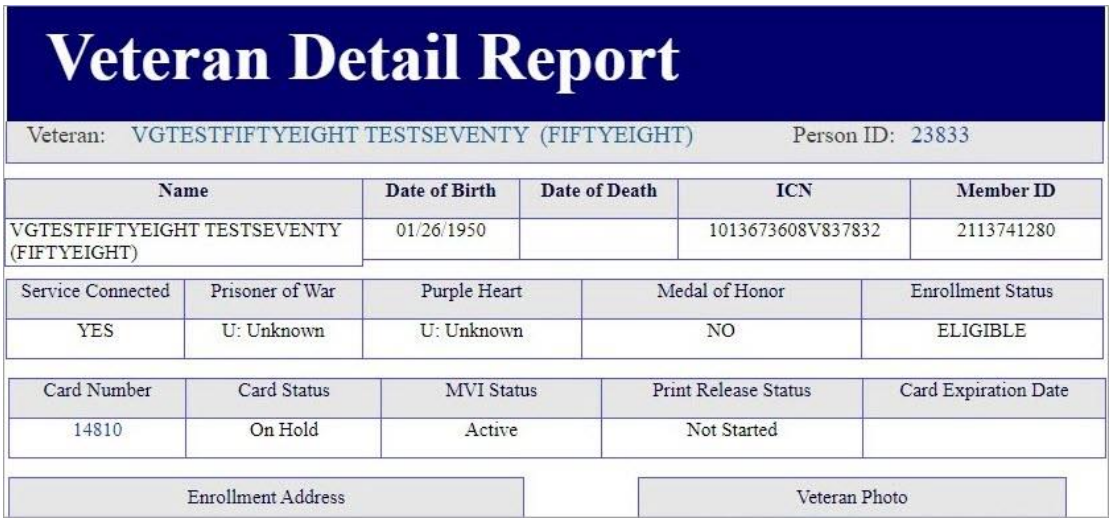
VHIC On Hold Card Status Facility Detail Report

Figure 90: VHIC Veteran Detail Report



Veteran Detail Report

Veteran: VGTESTFIFTYEIGHT TESTSEVENTY (FIFTYEIGHT) Person ID: 23833

Name	Date of Birth	Date of Death	ICN	Member ID
VGTESTFIFTYEIGHT TESTSEVENTY (FIFTYEIGHT)	01/26/1950		1013673608V837832	2113741280

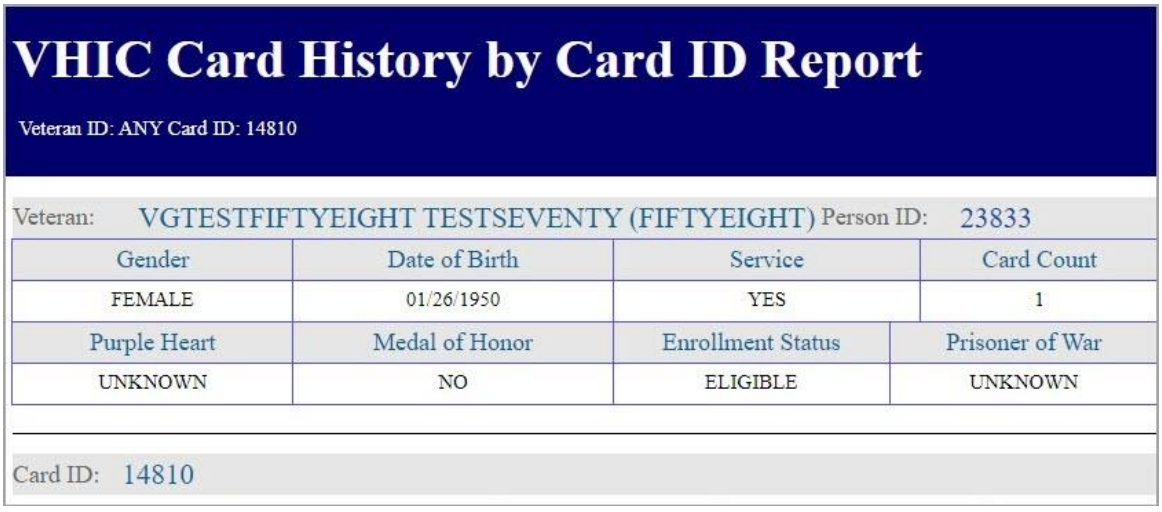
Service Connected	Prisoner of War	Purple Heart	Medal of Honor	Enrollment Status
YES	U: Unknown	U: Unknown	NO	ELIGIBLE

Card Number	Card Status	MVI Status	Print Release Status	Card Expiration Date
14810	On Hold	Active	Not Started	

Enrollment Address

Veteran Photo

Figure 91: VHIC Card History by Card ID



VHIC Card History by Card ID Report

Veteran ID: ANY Card ID: 14810

Veteran: VGTESTFIFTYEIGHT TESTSEVENTY (FIFTYEIGHT) Person ID: 23833

Gender	Date of Birth	Service	Card Count
FEMALE	01/26/1950	YES	1
Purple Heart	**Medal of Honor**	**Enrollment Status**	**Prisoner of War**
UNKNOWN	NO	ELIGIBLE	UNKNOWN

Card ID: 14810

Selecting the **[Create XLS]** button will generate the report and export it to an Excel spreadsheet. The exported Excel spreadsheet contains the detailed data used to produce the report. An example can be found in ***Error! Not a valid bookmark self-reference.***.

Figure 92: VHIC On Hold Card Status Report XLS Generated

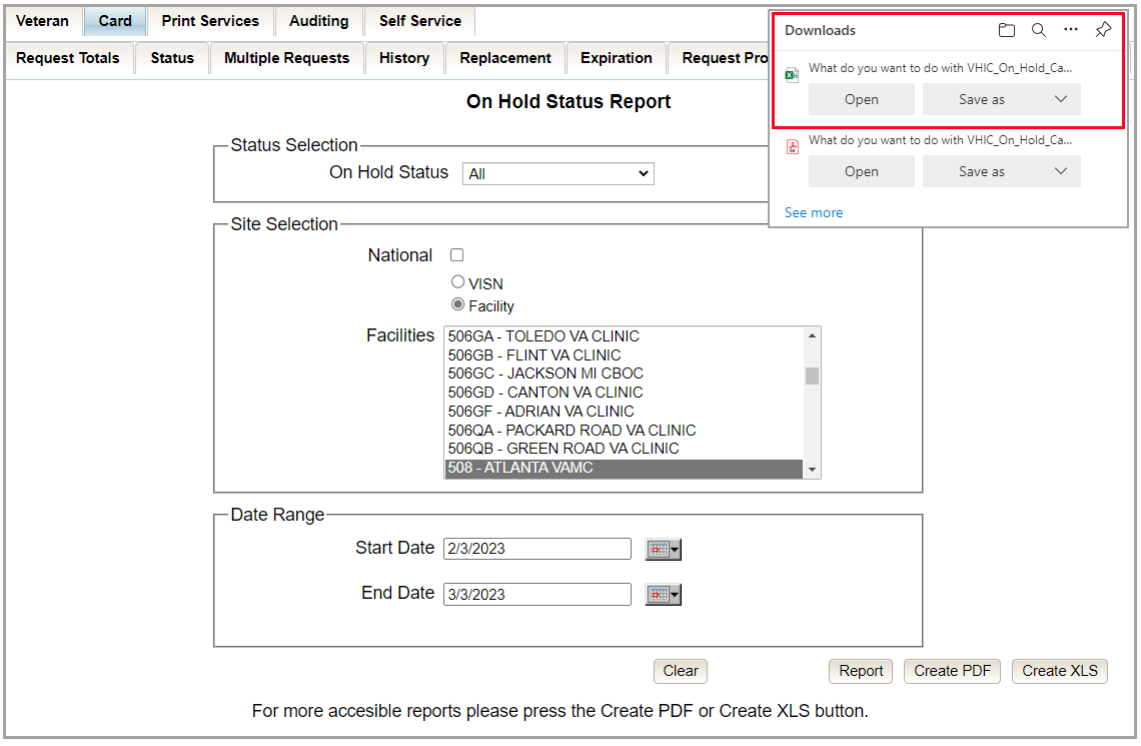
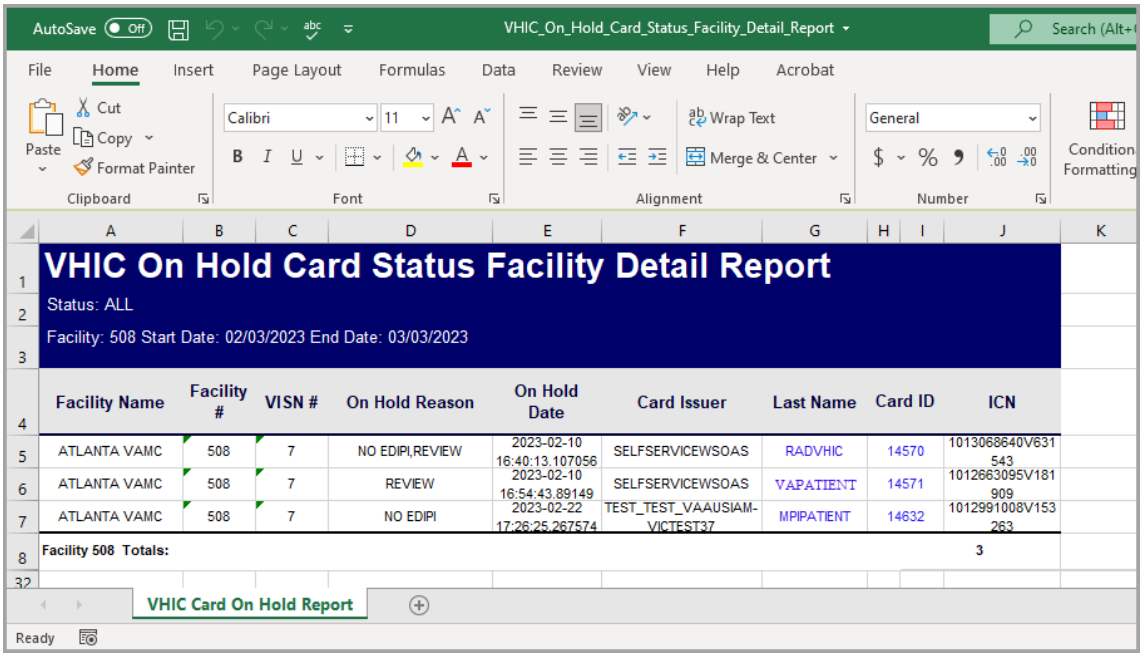


Figure 93: VHIC On Hold Card Status Report Detailed Spreadsheet



VHIC On Hold Card Status Facility Detail Report

Status: ALL

Facility: 508 Start Date: 02/03/2023 End Date: 03/03/2023

Facility Name	Facility #	VISN #	On Hold Reason	On Hold Date	Card Issuer	Last Name	Card ID	ICN
ATLANTA VAMC	508	7	NO EDIPI,REVIEW	2023-02-10 16:40:13.107056	SELFSERVICEWSOAS	RADVHIC	14570	1013068640V631543
ATLANTA VAMC	508	7	REVIEW	2023-02-10 16:54:43.89149	SELFSERVICEWSOAS	VAPATIENT	14571	1012663095V181909
ATLANTA VAMC	508	7	NO EDIPI	2023-02-22 17:26:25.267574	TEST_TEST_VAAUSIAM-VICTEST37	MPIPATIENT	14632	1012991008V153263
Facility 508 Totals:								3

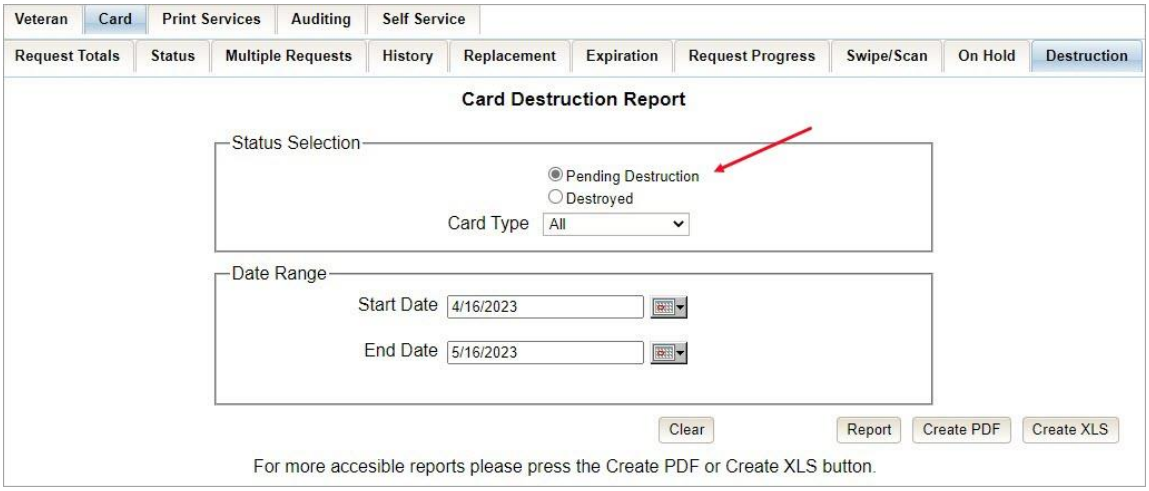
3.11. Card Destruction Report

Table 12: Card Destruction 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	Admins, Tech Admin (Tier 3), Auditor – unlimited
Search Criteria Available	Pending Destruction, Destroyed, Card Type, Start Date, End Date

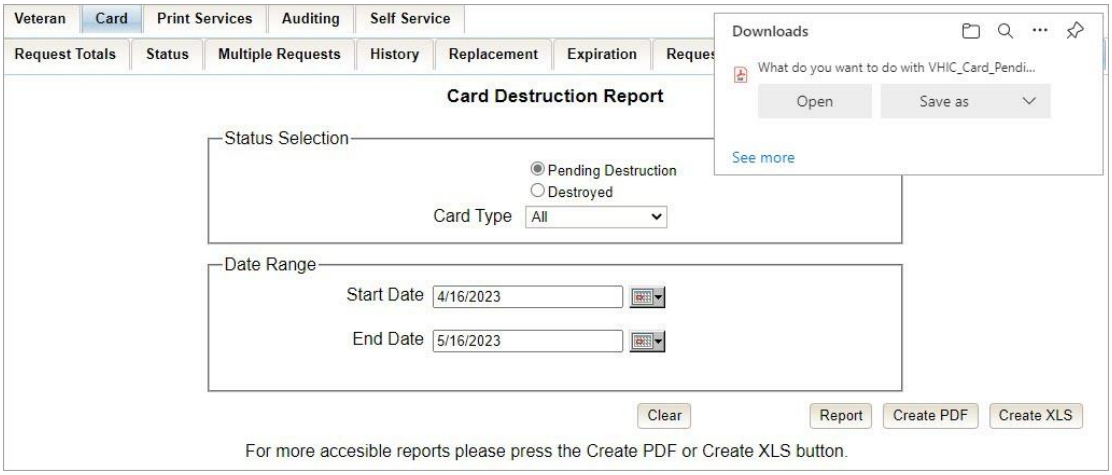
The *Card Destruction Report* contains two categories: Pending Destruction and Destroyed. The user must also a select one of four Card Type options: All, Legacy, Mass Reissuance, and VHIC. As with other searches, the user must specify a Start Date and End Date range for the search.

Figure 94: Card Destruction Report Pending Destruction – Administrator View



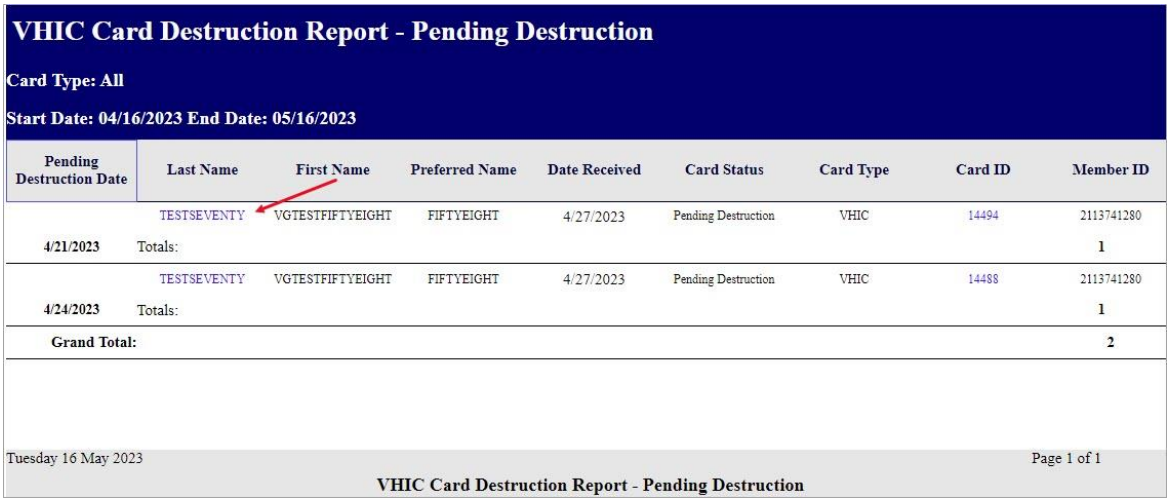
Clicking [PDF] will generate VHIC MPI Status Summary Report in a .pdf format.

Figure 95: Card Destruction Report Pending Destruction PDF Generated



Choosing Pending Destruction and Card Type All, users receive the *VHIC Card Destruction Report – Pending Destruction* report. Click the Last Name hyperlink highlighted below.

Figure 96: Card Destruction Report – Pending Destruction – Last Name Hyperlink



VHIC Card Destruction Report - Pending Destruction

Card Type: All

Start Date: 04/16/2023 End Date: 05/16/2023

Pending Destruction Date	Last Name	First Name	Preferred Name	Date Received	Card Status	Card Type	Card ID	Member ID
	TESTSEVENTY	VGTESTFIFTYEIGHT	FIFTYEIGHT	4/27/2023	Pending Destruction	VHIC	14494	2113741280
4/21/2023	Totals:							1
	TESTSEVENTY	VGTESTFIFTYEIGHT	FIFTYEIGHT	4/27/2023	Pending Destruction	VHIC	14488	2113741280
4/24/2023	Totals:							1
Grand Total:								2

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VHIC Card Destruction Report - Pending Destruction

This returns the Veteran Detail Report.

Figure 97: Veteran Detail Report

VHIC Card History by Card ID Report

Veteran ID: ANY Card ID: 14810

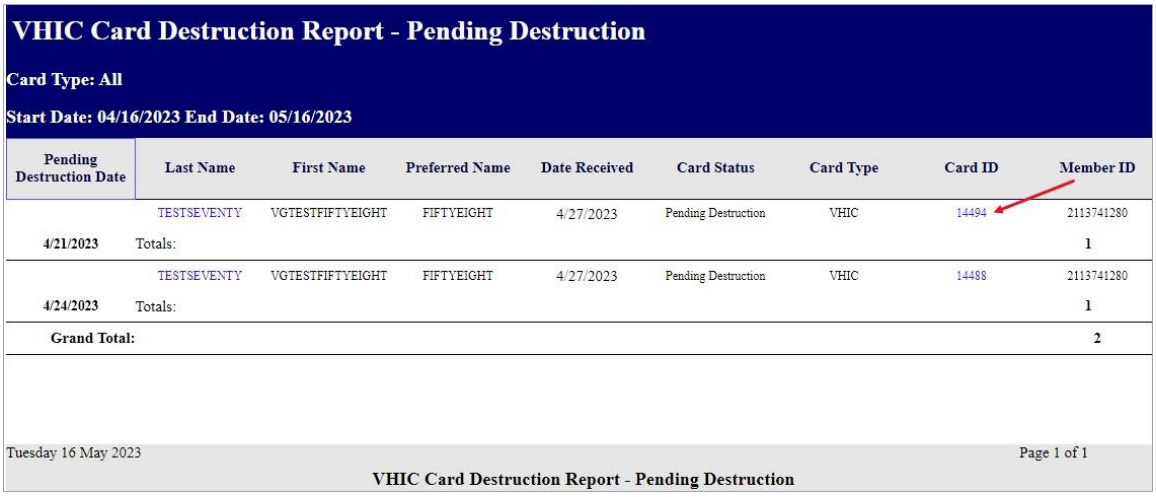
Veteran: VGTESTFIFTYEIGHT TESTSEVENTY (FIFTYEIGHT) Person ID: 23833

Gender	Date of Birth	Service	Card Count
FEMALE	01/26/1950	YES	1
Purple Heart	**Medal of Honor**	**Enrollment Status**	**Prisoner of War**
UNKNOWN	NO	ELIGIBLE	UNKNOWN

Card ID: 14810

Click the Card ID hyperlink highlighted below.

Figure 98: Card Destruction Report – Pending Destruction – Card ID Hyperlink



VHIC Card Destruction Report - Pending Destruction

Card Type: All

Start Date: 04/16/2023 End Date: 05/16/2023

Pending Destruction Date	Last Name	First Name	Preferred Name	Date Received	Card Status	Card Type	Card ID	Member ID
	TESTSEVENTY	VGTESTFIFTYEIGHT	FIFTYEIGHT	4/27/2023	Pending Destruction	VHIC	14494	2113741280
4/21/2023	Totals:							1
	TESTSEVENTY	VGTESTFIFTYEIGHT	FIFTYEIGHT	4/27/2023	Pending Destruction	VHIC	14488	2113741280
4/24/2023	Totals:							1
Grand Total:								2

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VHIC Card Destruction Report - Pending Destruction

The Card ID hyperlink opens the VHIC Card History by Card ID Report.

Figure 99: VHIC Card History by Card ID Report

VHIC Card History by Card ID Report

Veteran ID: ANY Card ID: 14810

Veteran: VGTESTFIFTYEIGHT TESTSEVENTY (FIFTYEIGHT) Person ID: 23833

Gender	Date of Birth	Service	Card Count
FEMALE	01/26/1950	YES	1
Purple Heart	**Medal of Honor**	**Enrollment Status**	**Prisoner of War**
UNKNOWN	NO	ELIGIBLE	UNKNOWN

Card ID: 14810

NOTE: Clicking the Person ID hyperlink, in the upper right-hand corner of the *VHIC Card History by Card ID Report*, opens the *Veteran Detail Report*.

Selecting the **[Create XLS]** button will generate the report and export it to an Excel spreadsheet. The exported Excel spreadsheet contains the detailed data used to produce the report.

Figure 100: Card Destruction Pending Report XLS Generated

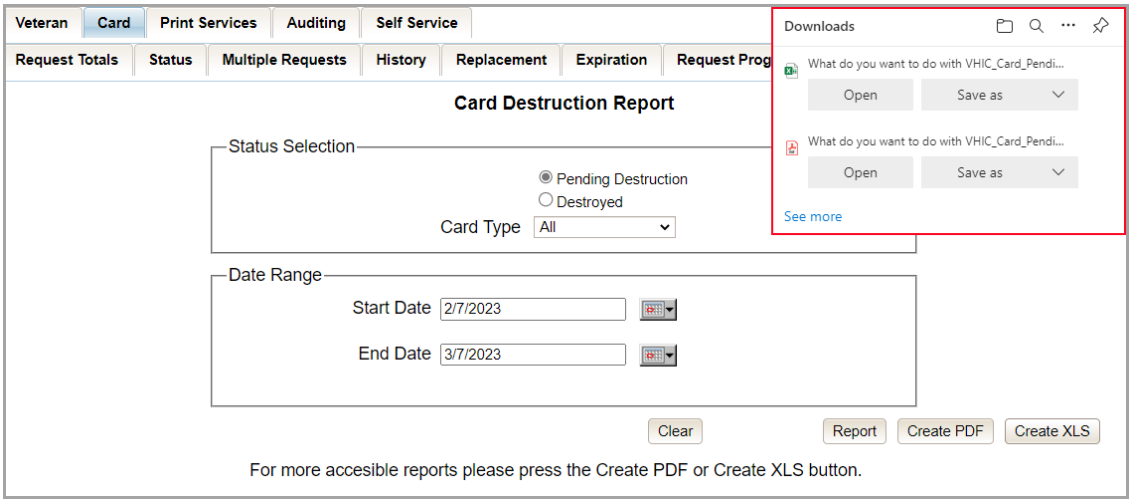
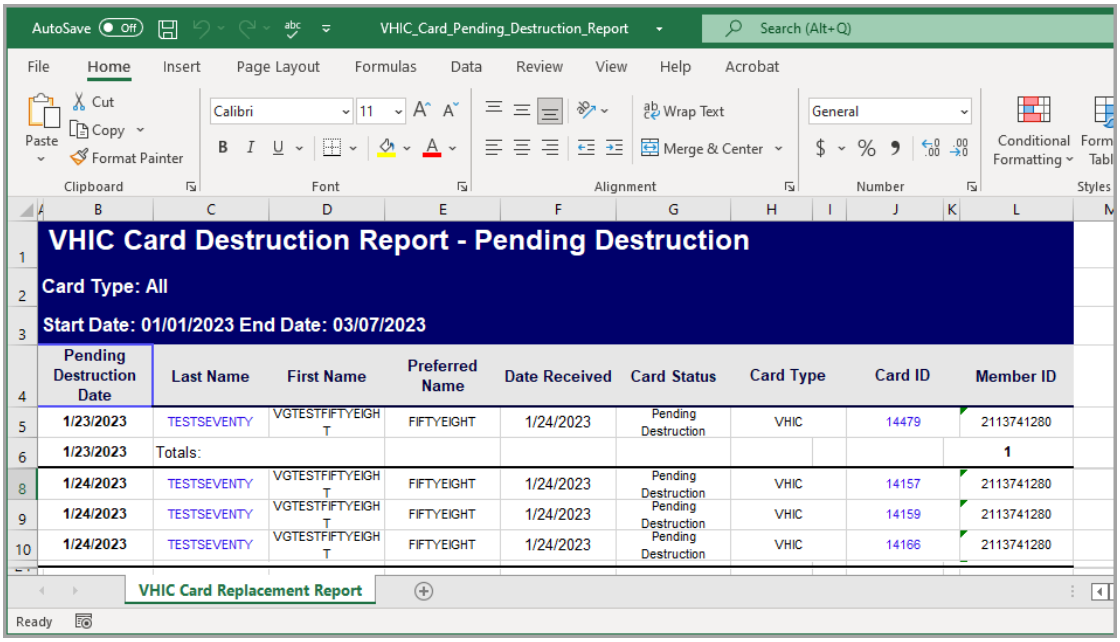
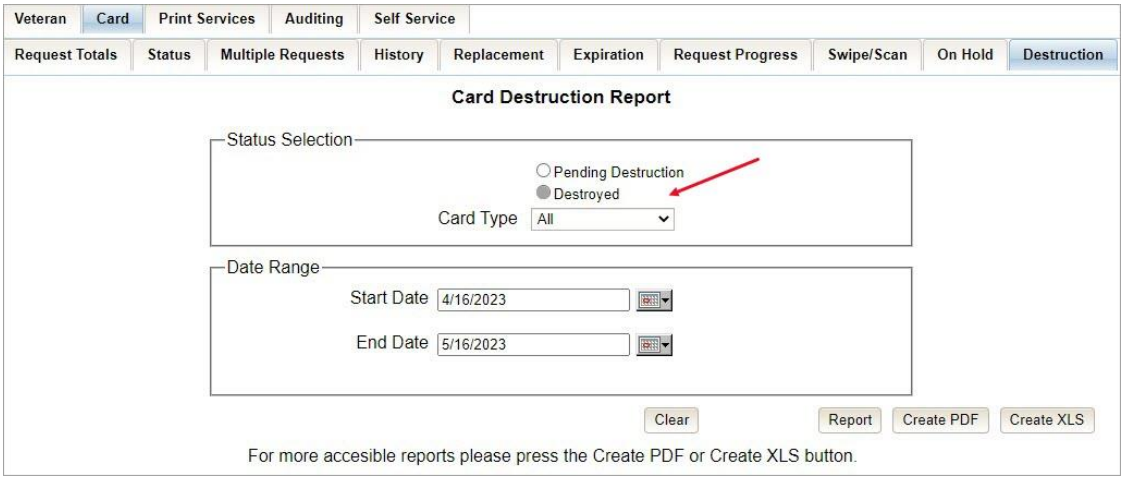


Figure 101: Card Destruction Pending Report Spreadsheet



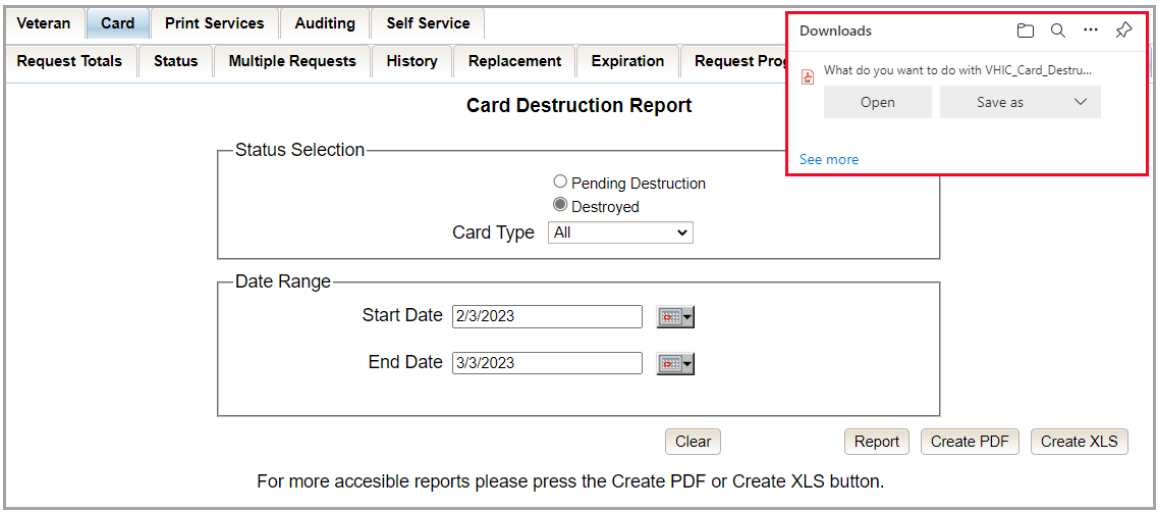
Choosing **Destroyed** and Card Type **All** the user receives a report of the cards destroyed within a specified date range.

Figure 102: Card Destruction Destroyed Report Query



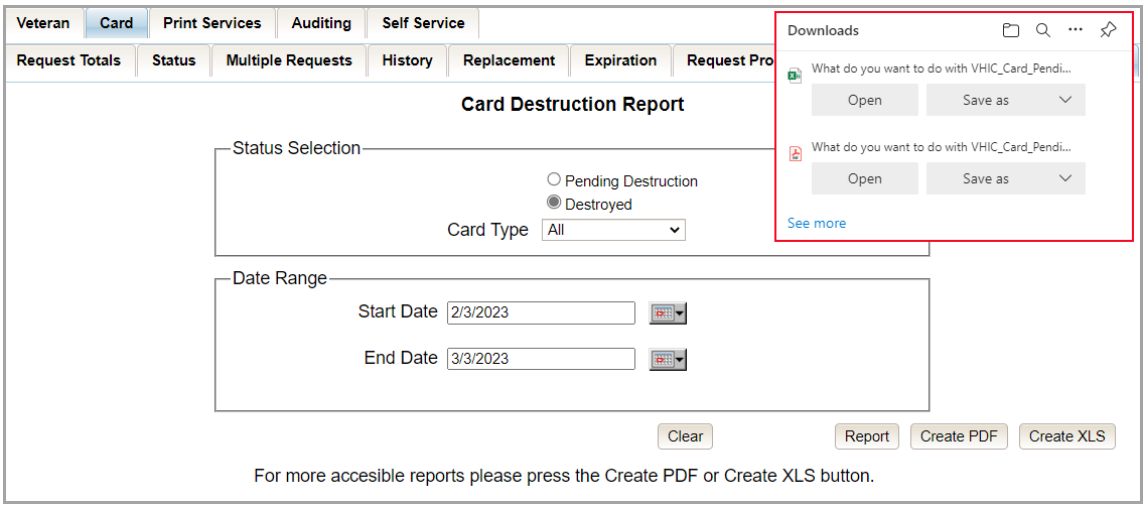
Clicking **[PDF]** will generate VHIC MPI Status **Summary Report** in a .pdf format.

Figure 103: Card Destruction Destroyed Report PDF Generated



Selecting the **[Create XLS]** button will generate the report and export it to an Excel spreadsheet.

Figure 104: Card Destruction Destroyed Report XLS Generated



The exported Excel spreadsheet contains the detailed data used to produce the report. An example can be found below.

Figure 105: Card Destroyed Report Spreadsheet

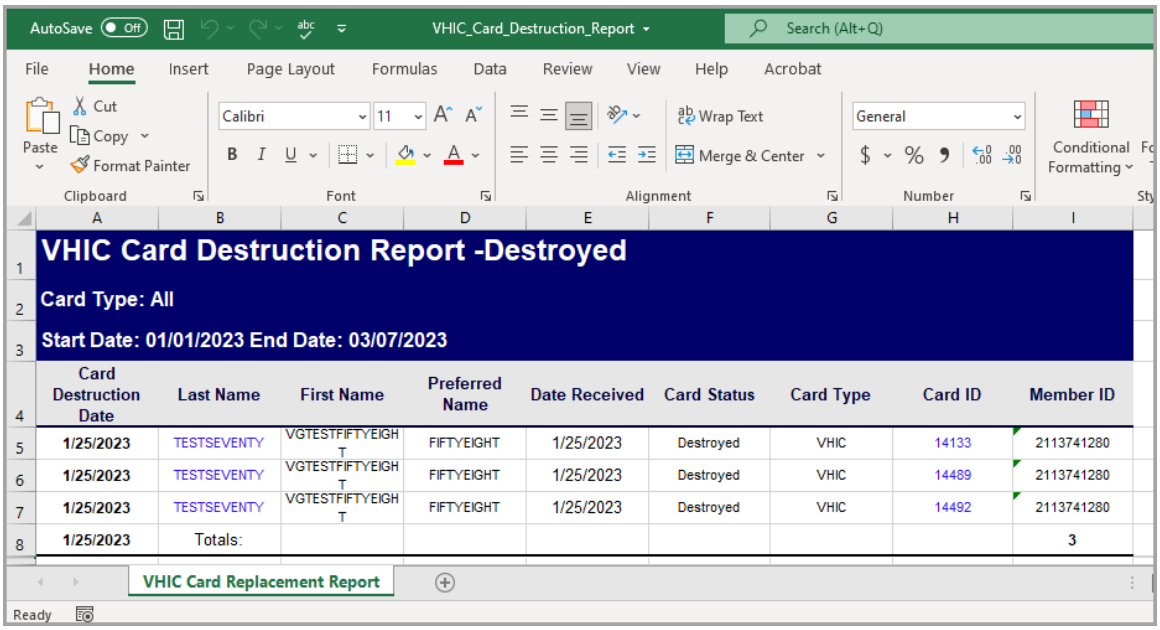
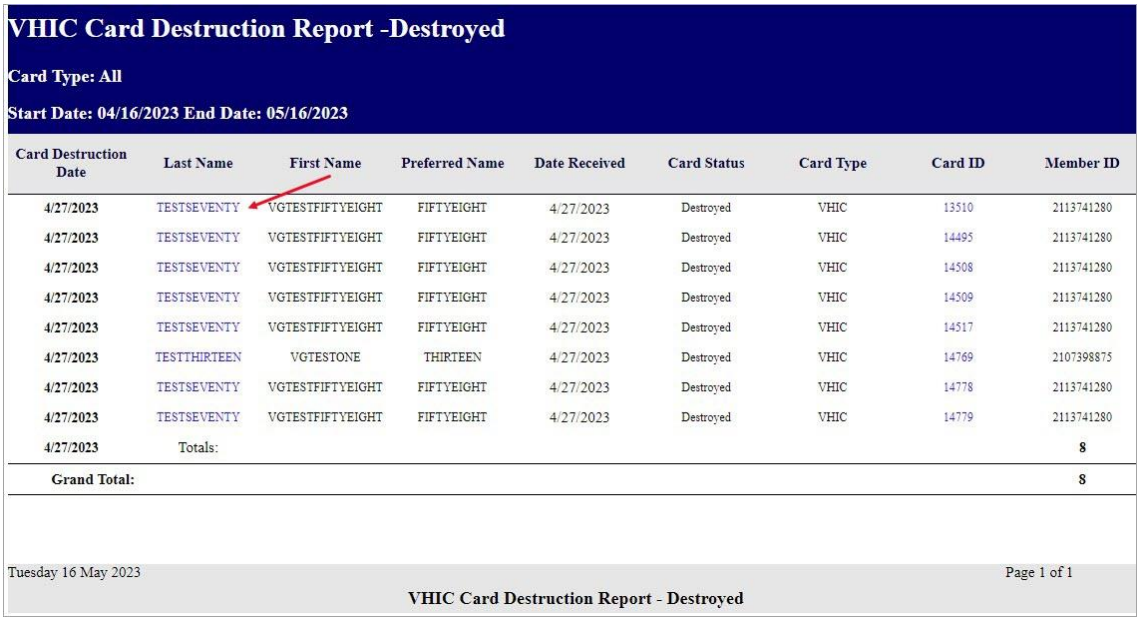


Figure 106: VHIC Card Destroyed Report



VHIC Card Destruction Report -Destroyed

Card Type: All

Start Date: 04/16/2023 End Date: 05/16/2023

Card Destruction Date	Last Name	First Name	Preferred Name	Date Received	Card Status	Card Type	Card ID	Member ID
4/27/2023	TESTSEVENTY	VGTESTFIFTYEIGHT	FIFTYEIGHT	4/27/2023	Destroyed	VHIC	13510	2113741280
4/27/2023	TESTSEVENTY	VGTESTFIFTYEIGHT	FIFTYEIGHT	4/27/2023	Destroyed	VHIC	14495	2113741280
4/27/2023	TESTSEVENTY	VGTESTFIFTYEIGHT	FIFTYEIGHT	4/27/2023	Destroyed	VHIC	14508	2113741280
4/27/2023	TESTSEVENTY	VGTESTFIFTYEIGHT	FIFTYEIGHT	4/27/2023	Destroyed	VHIC	14509	2113741280
4/27/2023	TESTSEVENTY	VGTESTFIFTYEIGHT	FIFTYEIGHT	4/27/2023	Destroyed	VHIC	14517	2113741280
4/27/2023	TESTTHIRTEEN	VGTESTONE	THIRTEEN	4/27/2023	Destroyed	VHIC	14769	2107398875
4/27/2023	TESTSEVENTY	VGTESTFIFTYEIGHT	FIFTYEIGHT	4/27/2023	Destroyed	VHIC	14778	2113741280
4/27/2023	TESTSEVENTY	VGTESTFIFTYEIGHT	FIFTYEIGHT	4/27/2023	Destroyed	VHIC	14779	2113741280
4/27/2023	Totals:							8
Grand Total:								8

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VHIC Card Destruction Report - Destroyed

Clicking on the Veteran Last Name hyper link will direct you to the Veteran Detail Report.

Figure 107: Veteran Detail Report

Veteran Detail Report

Veteran: VGTESTNINETYSEVEN TESTEIGHT Person ID: 24273

Name	Date of Birth	Date of Death	ICN	Member ID
VGTESTNINETYSEVEN TESTEIGHT	05/10/1955		1013804180V020332	2114518711

Service Connected	Prisoner of War	Purple Heart	Medal of Honor	Enrollment Status
YES	U: Unknown	U: Unknown	NO	ELIGIBLE

Card Number	Card Status	MVI Status	Print Release Status	Card Expiration Date
14811	Requested	Active	Mailed	

Clicking the Card ID hyperlink will direct you to the *Card History by ID Report* as seen below.

Figure 108: VHIC Card Destruction Report - Destroyed - Card ID Hyperlink

VHIC Card Destruction Report -Destroyed

Card Type: All

Start Date: 04/16/2023 End Date: 05/16/2023

Card Destruction Date	Last Name	First Name	Preferred Name	Date Received	Card Status	Card Type	Card ID	Member ID
4/27/2023	TESTSEVENTY	VGTESTFIFTYEIGHT	FIFTYEIGHT	4/27/2023	Destroyed	VHIC	13510	2113741280
4/27/2023	TESTSEVENTY	VGTESTFIFTYEIGHT	FIFTYEIGHT	4/27/2023	Destroyed	VHIC	14495	2113741280
4/27/2023	TESTSEVENTY	VGTESTFIFTYEIGHT	FIFTYEIGHT	4/27/2023	Destroyed	VHIC	14508	2113741280
4/27/2023	TESTSEVENTY	VGTESTFIFTYEIGHT	FIFTYEIGHT	4/27/2023	Destroyed	VHIC	14509	2113741280
4/27/2023	TESTSEVENTY	VGTESTFIFTYEIGHT	FIFTYEIGHT	4/27/2023	Destroyed	VHIC	14517	2113741280
4/27/2023	TESTTHIRTEEN	VGTESTONE	THIRTEEN	4/27/2023	Destroyed	VHIC	14769	2107398875
4/27/2023	TESTSEVENTY	VGTESTFIFTYEIGHT	FIFTYEIGHT	4/27/2023	Destroyed	VHIC	14778	2113741280
4/27/2023	TESTSEVENTY	VGTESTFIFTYEIGHT	FIFTYEIGHT	4/27/2023	Destroyed	VHIC	14779	2113741280
4/27/2023	Totals:							8
Grand Total:								8

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VHIC Card Destruction Report - Destroyed

Figure 109: VHIC Card History by Card ID Report

VHIC Card History by Card ID Report

Veteran ID: ANY Card ID: 14810

Veteran: VGTESTFIFTYEIGHT TESTSEVENTY (FIFTYEIGHT) Person ID: 23833

Gender	Date of Birth	Service	Card Count
FEMALE	01/26/1950	YES	1
Purple Heart	**Medal of Honor**	**Enrollment Status**	**Prisoner of War**
UNKNOWN	NO	ELIGIBLE	UNKNOWN

Card ID: 14810

NOTE: Clicking the Person ID hyperlink, in the upper right-hand corner of the VHIC Card History by Card ID Report, opens the Veteran Detail Report.

3.12. Print Services – Processing Report

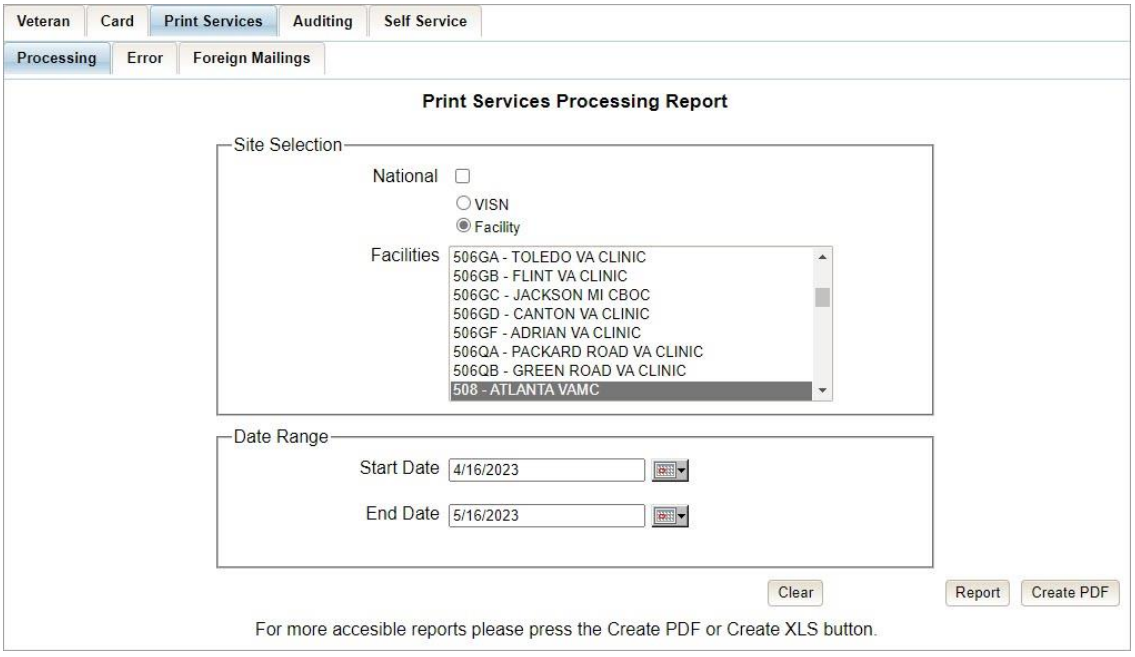
Table 13: Batch Summary Report at a Glance

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 an acknowledgement file for every request specifying success or failure in card printing. The number in the report comes from the data updated by the confirmation and acknowledgement files received from the print vendor.

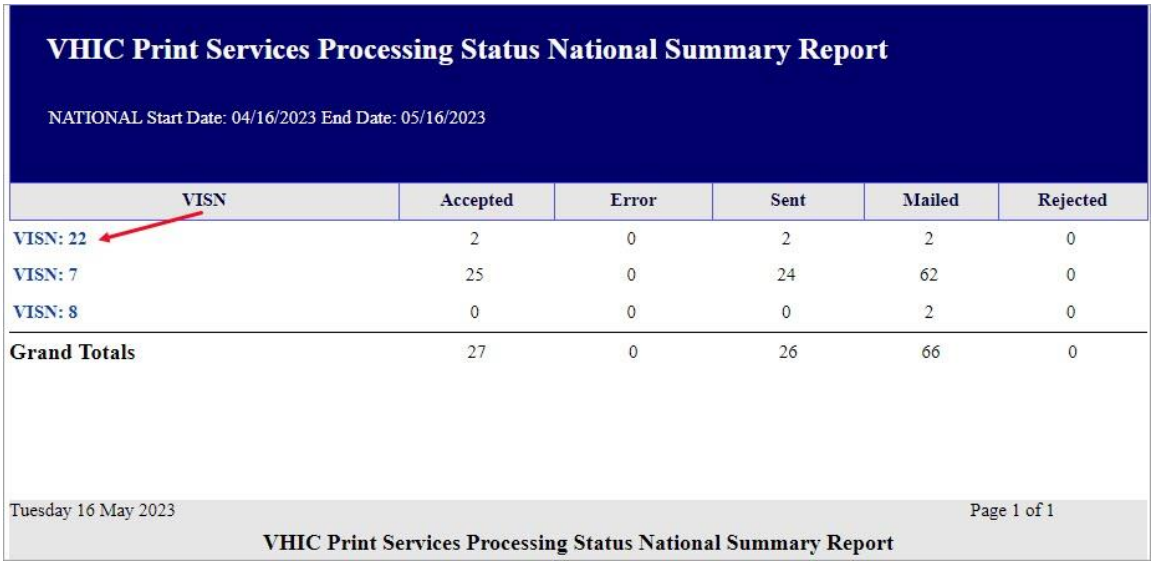
The *Print Services Processing Status Summary Report* date fields are not auto populated like most of the other reports. The user must populate them prior to running the report.

Figure 110: VHIC Print Services Processing Status Summary Report as seen by Administrators



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*.

Figure 111: VHIC Print Services Processing Status Summary Report



VHIC Print Services Processing Status National Summary Report

NATIONAL Start Date: 04/16/2023 End Date: 05/16/2023

VISN	Accepted	Error	Sent	Mailed	Rejected
VISN: 22	2	0	2	2	0
VISN: 7	25	0	24	62	0
VISN: 8	0	0	0	2	0
Grand Totals	27	0	26	66	0

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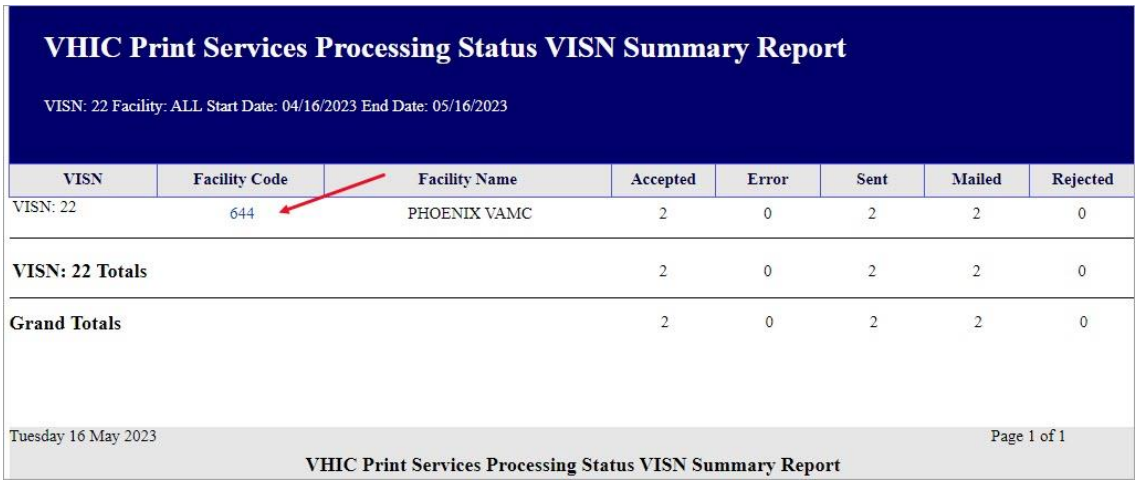
VHIC Print Services Processing Status National Summary Report

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*.

Figure 112: VHIC Print Services Processing Status VISN Summary Report



VHIC Print Services Processing Status VISN Summary Report

VISN: 22 Facility: ALL Start Date: 04/16/2023 End Date: 05/16/2023

VISN	Facility Code	Facility Name	Accepted	Error	Sent	Mailed	Rejected
VISN: 22	644	PHOENIX VAMC	2	0	2	2	0
VISN: 22 Totals			2	0	2	2	0
Grand Totals			2	0	2	2	0

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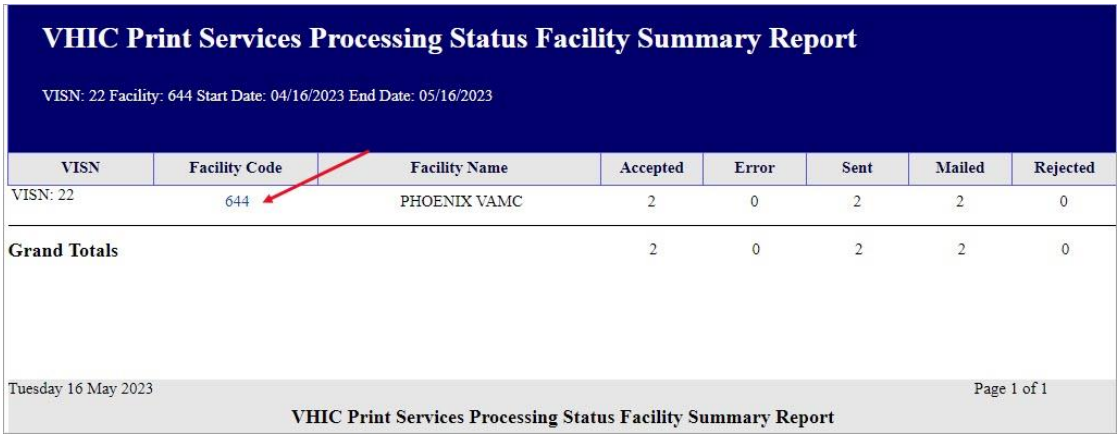
VHIC Print Services Processing Status VISN Summary Report

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*.

Figure 113: VHIC Print Services Processing Status Facility Summary Report



VHIC Print Services Processing Status Facility Summary Report

VISN: 22 Facility: 644 Start Date: 04/16/2023 End Date: 05/16/2023

VISN	Facility Code	Facility Name	Accepted	Error	Sent	Mailed	Rejected
VISN: 22	644	PHOENIX VAMC	2	0	2	2	0
Grand Totals			2	0	2	2	0

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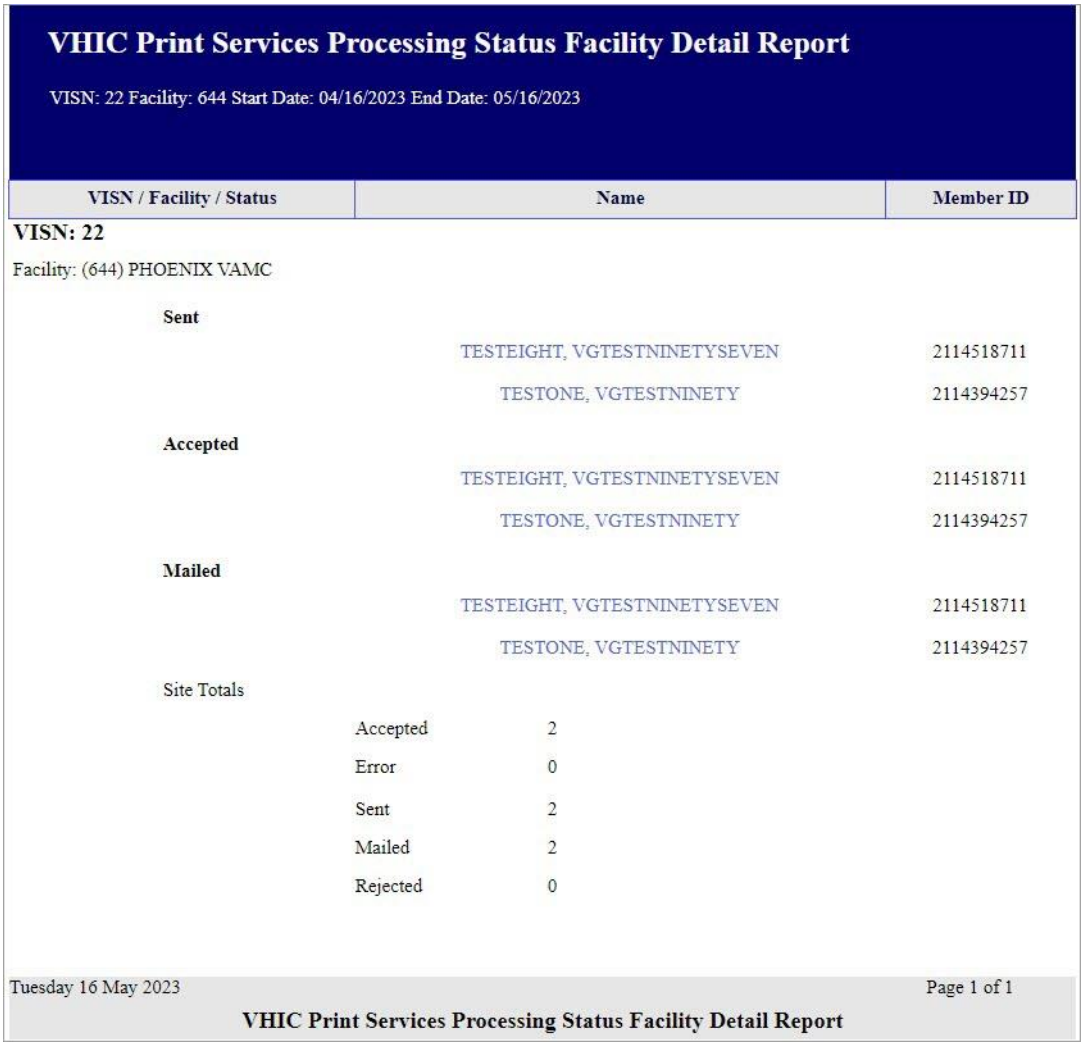
VHIC Print Services Processing Status Facility Summary Report

Figure 114: VHIC Print Services Processing Status Facility Detail Report



VHIC Print Services Processing Status Facility Detail Report

VISN: 22 Facility: 644 Start Date: 04/16/2023 End Date: 05/16/2023

VISN / Facility / Status	Name	Member ID
VISN: 22		
Facility: (644) PHOENIX VAMC		
Sent		
	TESTEIGHT, VGTESTNINETYSEVEN	2114518711
	TESTONE, VGTESTNINETY	2114394257
Accepted		
	TESTEIGHT, VGTESTNINETYSEVEN	2114518711
	TESTONE, VGTESTNINETY	2114394257
Mailed		
	TESTEIGHT, VGTESTNINETYSEVEN	2114518711
	TESTONE, VGTESTNINETY	2114394257
Site Totals		
Accepted	2	
Error	0	
Sent	2	
Mailed	2	
Rejected	0	

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VHIC Print Services Processing Status Facility Detail Report

3.13. Print Services – Batch Error Report

Table 14: Batch Error Report at a Glance

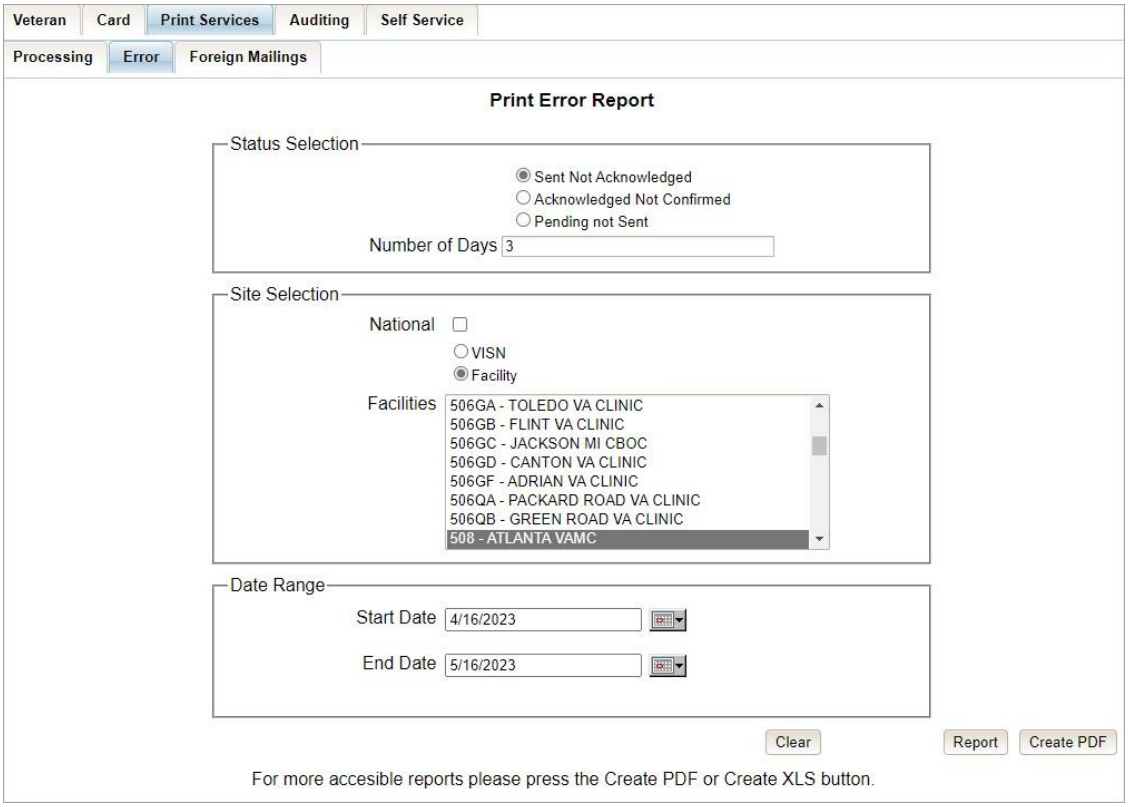
At a Glance…	
Who can access this report?	Administrator, Supervisor, Tech Admin (Tier 3), Auditor
Who can access National version?	Administrator, Tech Admin (Tier 3), Auditor
Date Range Allowed	Admins, Tech Admin (Tier 3), Auditor – unlimited Supervisor – one (1) year or less from date report is being 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 *VHIC Print Error Status Summary Report – Sent Not Acknowledged* 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 (*Acknowledged Not 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 (*Pending Not Sent*).

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.

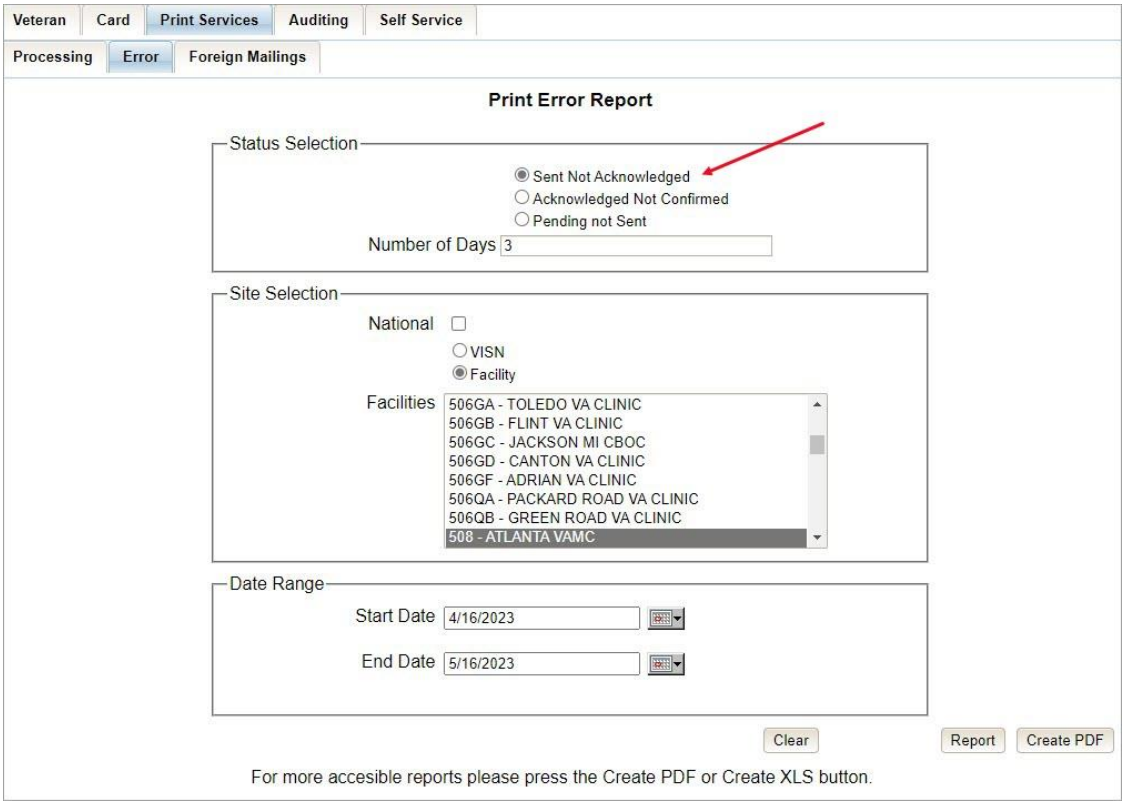
Figure 115: Print Services – Print Error Status Report query screen – Administrator View



3.13.1. Sent Not Acknowledged

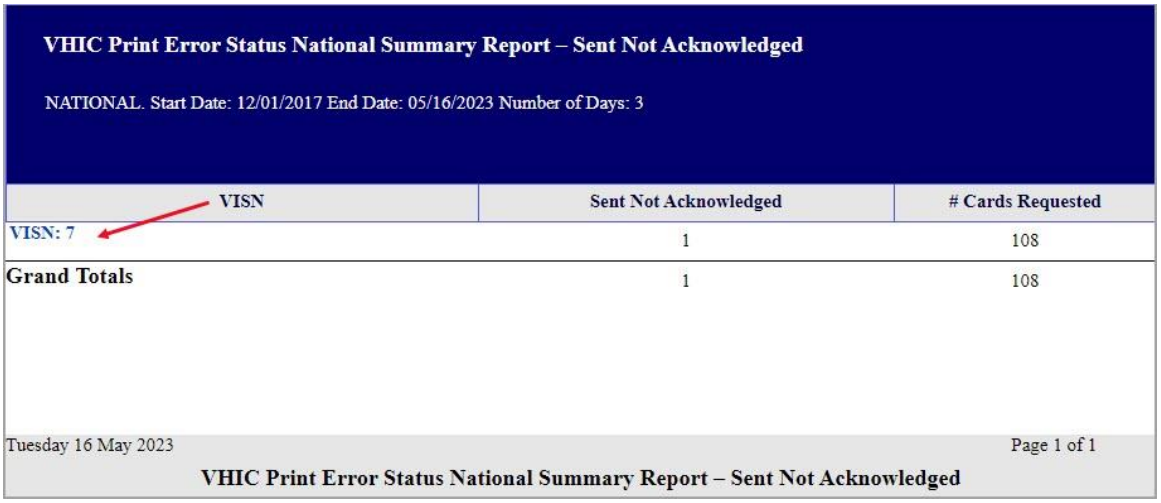
By selecting the **[Not Acknowledged]** radio button, the VHIC user will be able to see how many cards have not been acknowledged as received within the entered Number of Days (the default is three (3) days) after being sent to the print vendor during the selected Date Range.

Figure 116: VHIC Print Error Status Facility Summary Report – Sent Not Acknowledged



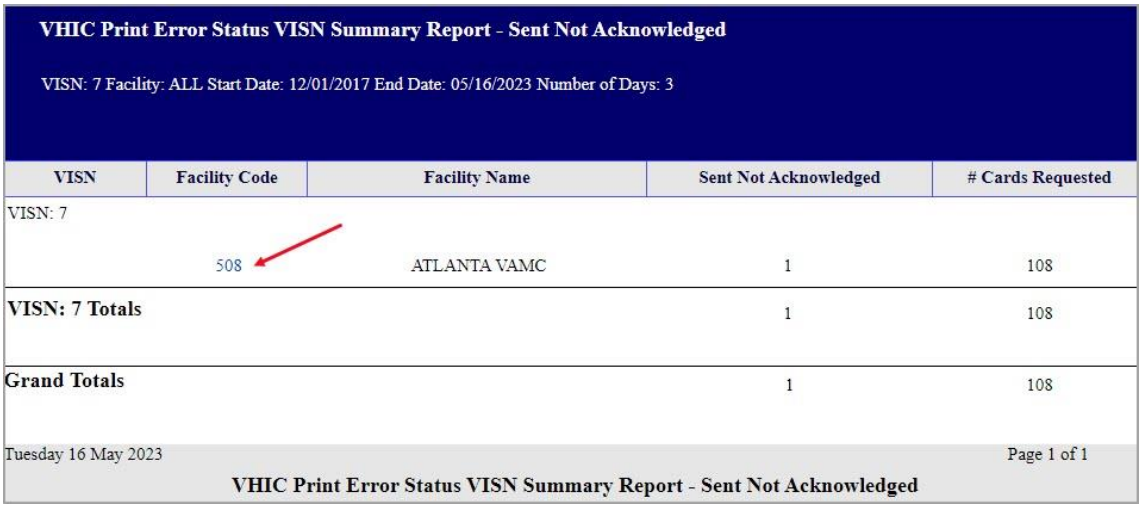
The National Error Summary report lists all of the VISNs and the VISN # is a hyperlink to the *VISN Error Summary Report*.

Figure 117: VHIC Print Error Status National Summary Report – Sent Not Acknowledged



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*.

Figure 118: VHIC Print Error Status VISN Summary Report – Sent Not Acknowledged



VHIC Print Error Status VISN Summary Report - Sent Not Acknowledged

VISN: 7 Facility: ALL Start Date: 12/01/2017 End Date: 05/16/2023 Number of Days: 3

VISN	Facility Code	Facility Name	Sent Not Acknowledged	# Cards Requested
VISN: 7				
	508	ATLANTA VAMC	1	108
VISN: 7 Totals			1	108
Grand Totals			1	108

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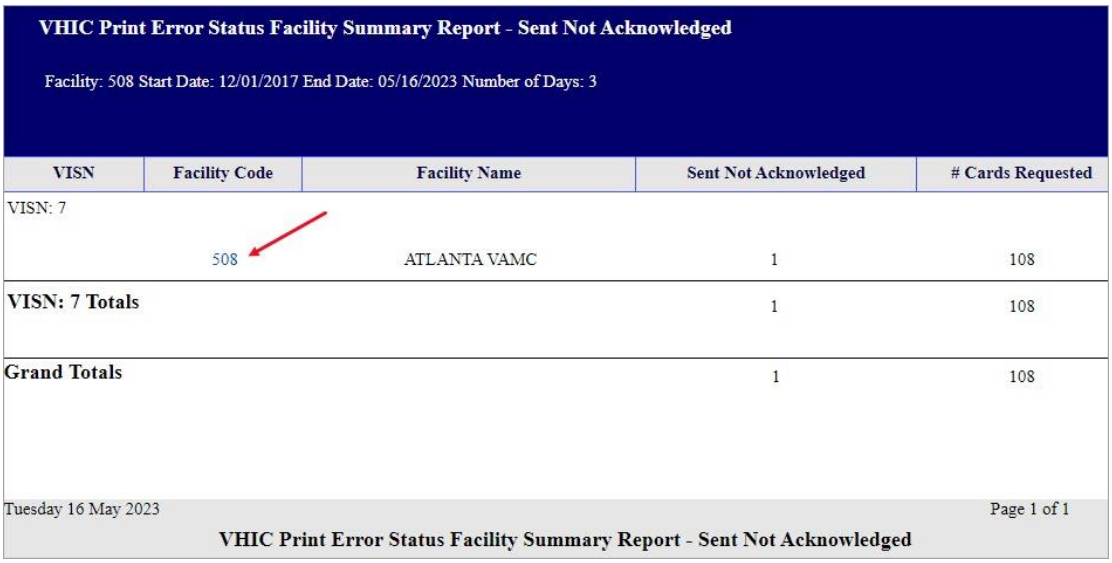
VHIC Print Error Status VISN Summary Report - Sent Not Acknowledged

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

Figure 119: VHIC Print Error Status Facility Summary Report – Sent Not Acknowledged



VHIC Print Error Status Facility Summary Report - Sent Not Acknowledged

Facility: 508 Start Date: 12/01/2017 End Date: 05/16/2023 Number of Days: 3

VISN	Facility Code	Facility Name	Sent Not Acknowledged	# Cards Requested
VISN: 7				
	508	ATLANTA VAMC	1	108
VISN: 7 Totals			1	108
Grand Totals			1	108

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VHIC Print Error Status Facility Summary Report - Sent Not Acknowledged

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.

Figure 120: VHIC Batch File Processing Error Status Detail Report - Not Acknowledged

VHIC Print Error Status Facility Detail Report - Sent Not Acknowledged

VISN: 7 Facility: 508 Start Date: 12/01/2017 End Date: 05/16/2023 Number of Days: 3

VISN / Facility / Status	Name	Card ID	Card Request File
VISN: (7) Facility: (508) ATLANTA VAMC			
Not Acknowledged			
	VGTESTFIVE TESTFOURTYFIVE	6899	VICE201801030
Facility: 508 Totals			1
Grand Totals			1

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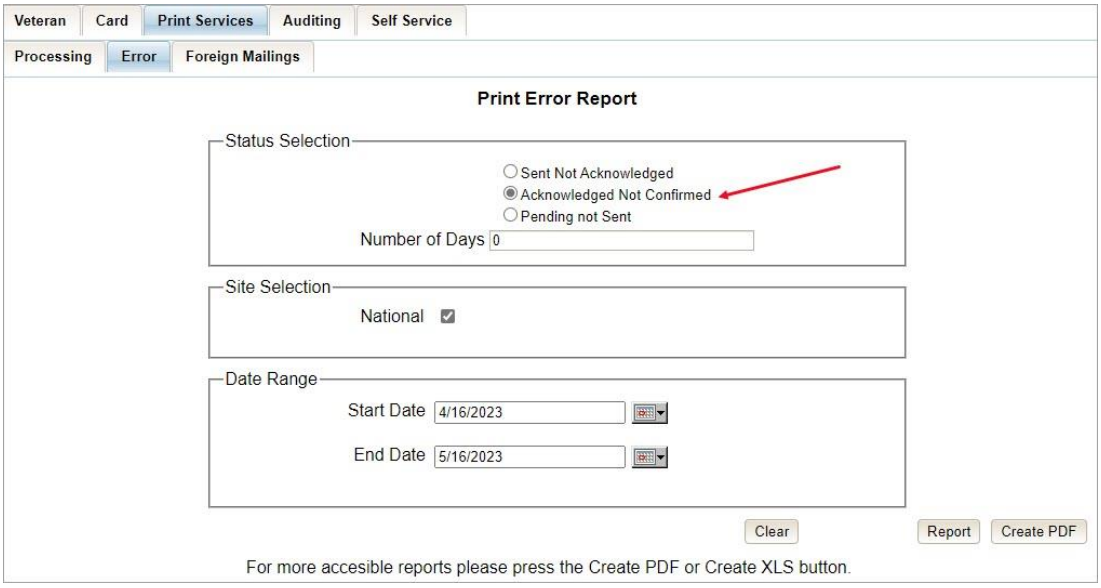
VHIC Print Error Status Facility Detail Report - Sent Not Acknowledged

3.13.2. Acknowledged Not Confirmed

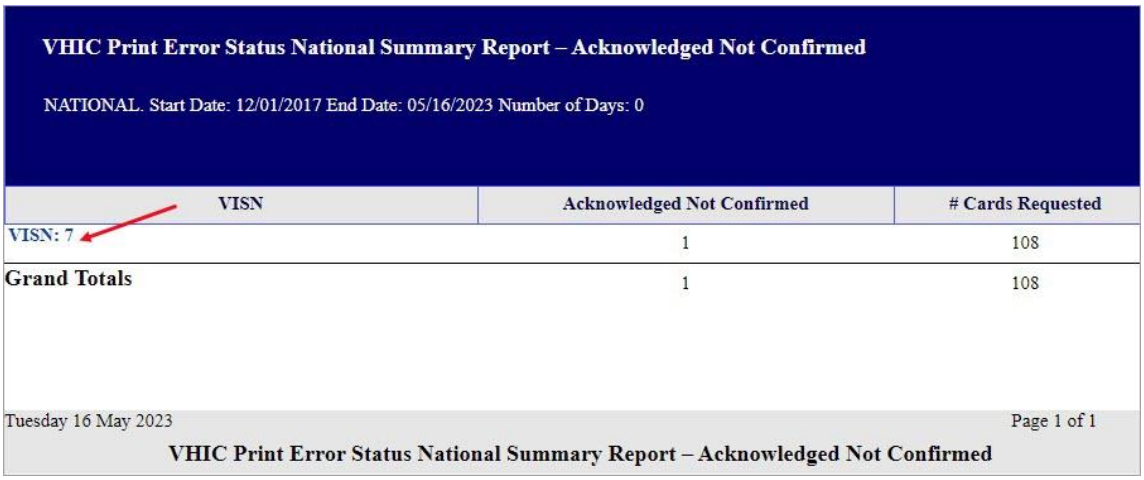
By selecting the **[Acknowledged Not Confirmed]** radio button, the VHIC user will be able to see how many cards have been acknowledged as received but have NOT been confirmed as mailed within the entered Number of Days (the default is seven (7) days) after receiving the acknowledgement file from the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

Figure 121: VHIC Print Error Status Facility Detail Report – 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*.

Figure 122: VHIC Print Error Status National Summary Report – Acknowledged Not Confirmed



VHIC Print Error Status National Summary Report – Acknowledged Not Confirmed

NATIONAL. Start Date: 12/01/2017 End Date: 05/16/2023 Number of Days: 0

VISN	Acknowledged Not Confirmed	# Cards Requested
VISN: 7	1	108
Grand Totals	1	108

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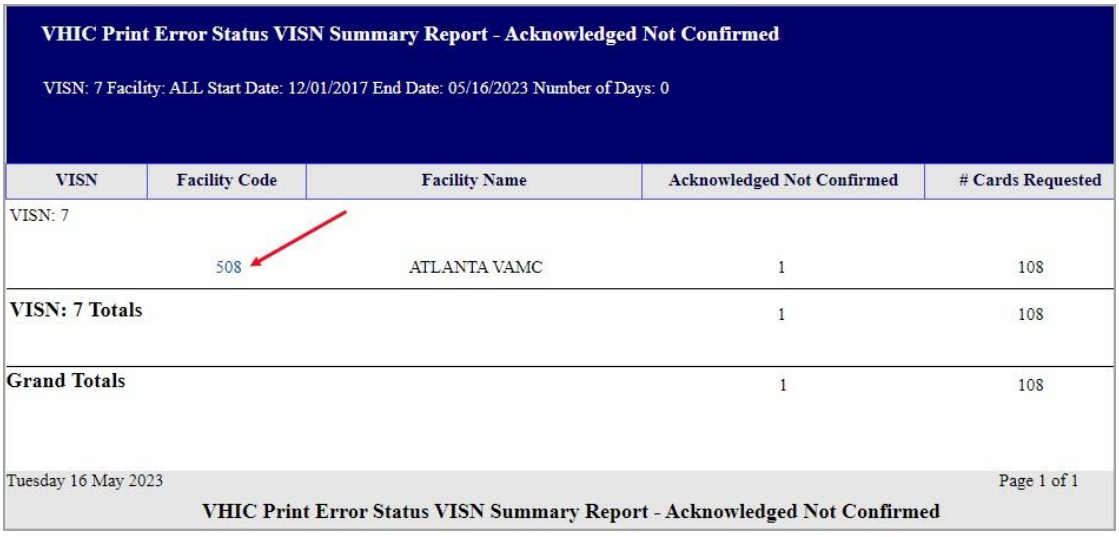
VHIC Print Error Status National Summary Report – Acknowledged Not Confirmed

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*.

Figure 123: VHIC Print Error Status VISN Summary Report – Acknowledged Not Confirmed



VHIC Print Error Status VISN Summary Report - Acknowledged Not Confirmed

VISN: 7 Facility: ALL Start Date: 12/01/2017 End Date: 05/16/2023 Number of Days: 0

VISN	Facility Code	Facility Name	Acknowledged Not Confirmed	# Cards Requested
VISN: 7				
	508	ATLANTA VAMC	1	108
VISN: 7 Totals			1	108
Grand Totals			1	108

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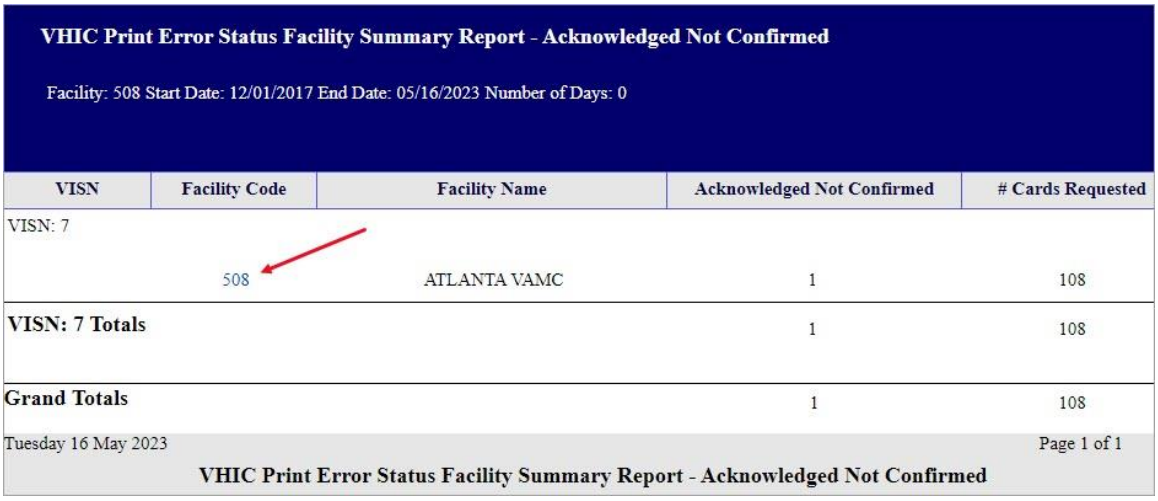
VHIC Print Error Status VISN Summary Report - Acknowledged Not Confirmed

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

Figure 124: VHIC Print Error Status Facility Detail Report – Acknowledged Not Confirmed



VHIC Print Error Status Facility Summary Report - Acknowledged Not Confirmed

Facility: 508 Start Date: 12/01/2017 End Date: 05/16/2023 Number of Days: 0

VISN	Facility Code	Facility Name	Acknowledged Not Confirmed	# Cards Requested
VISN: 7				
	508	ATLANTA VAMC	1	108
VISN: 7 Totals			1	108
Grand Totals			1	108

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VHIC Print Error Status Facility Summary Report - Acknowledged Not Confirmed

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.

Figure 125: VHIC Print Error Status Facility Detail Report – Acknowledged Not Confirmed

VHIC Print Error Status Facility Detail Report - Acknowledged Not Confirmed

VISN: 7 Facility: 508 Start Date: 12/01/2017 End Date: 05/16/2023 Number of Days: 0

VISN / Facility / Status	Name	Card ID	Acknowledged File
VISN: (7) Facility: (508) ATLANTA VAMC			
Acknowledged - Not Confirmed			
	TESTPATIENT TWENTYNINE	6452	VICEACK201601060
Facility: 508 Totals			1
Grand Totals			1

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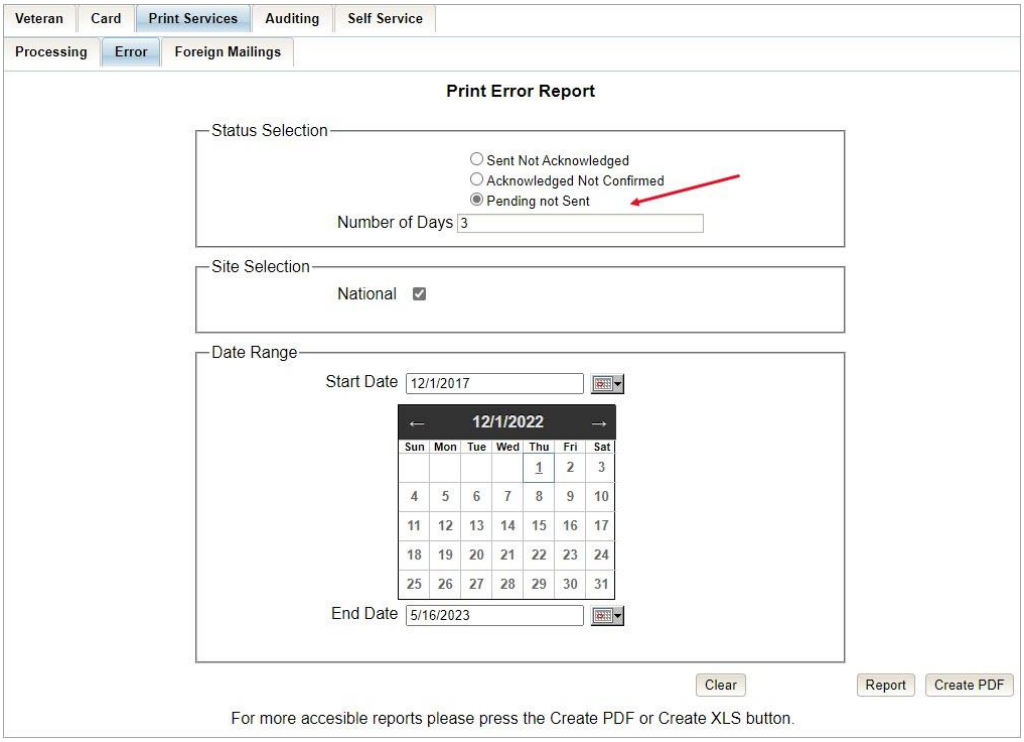
VHIC Print Error Status Facility Detail Report - Acknowledged Not Confirmed

3.13.3. 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.

Figure 126: VHIC Print Error Status National Summary Report – Pending Not Sent

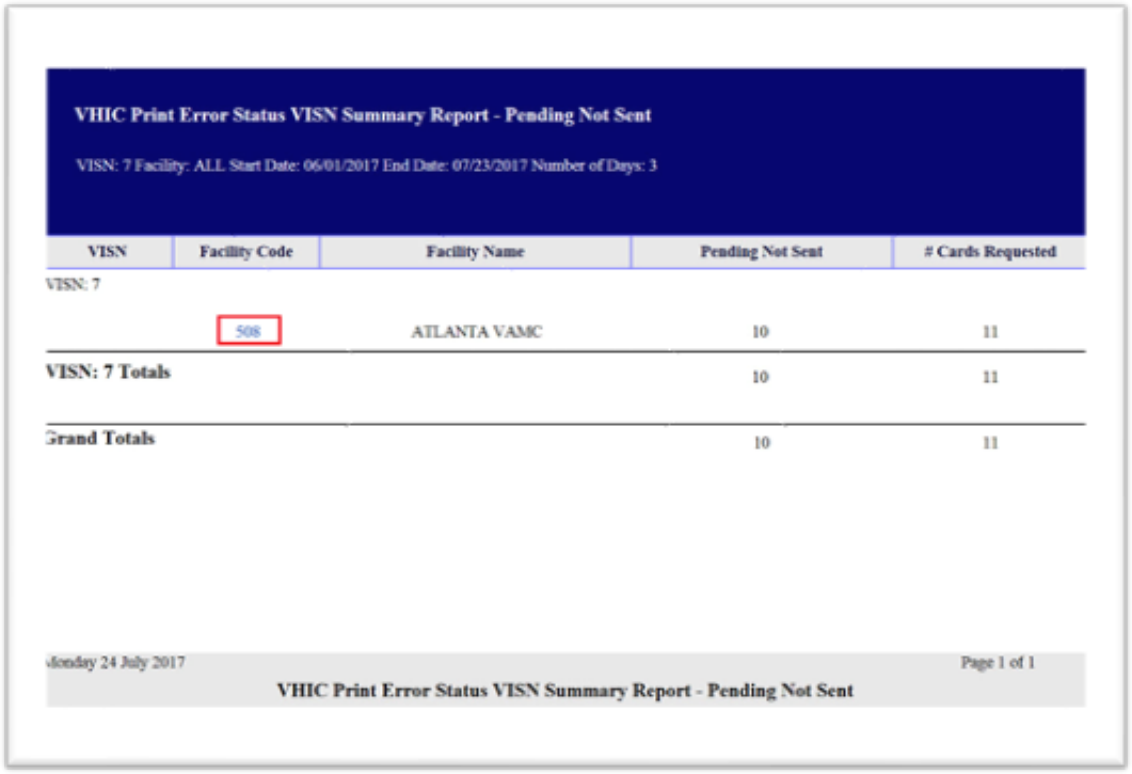


The *National Error Summary Report* lists all of the VISNs and the VISN # is a hyperlink to the *VISN Error Summary Report*.

Figure 127: VHIC Print Error Status National Summary Report – Pending Not Sent

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*.

Figure 128: VHIC Print Error Status VISN Summary Report – Pending Not Sent



VHIC Print Error Status VISN Summary Report - Pending Not Sent

VISN: 7 Facility: ALL Start Date: 06/01/2017 End Date: 07/23/2017 Number of Days: 3

VISN	Facility Code	Facility Name	Pending Not Sent	# Cards Requested
VISN: 7				
	508	ATLANTA VAMC	10	11
VISN: 7 Totals			10	11
Grand Totals			10	11

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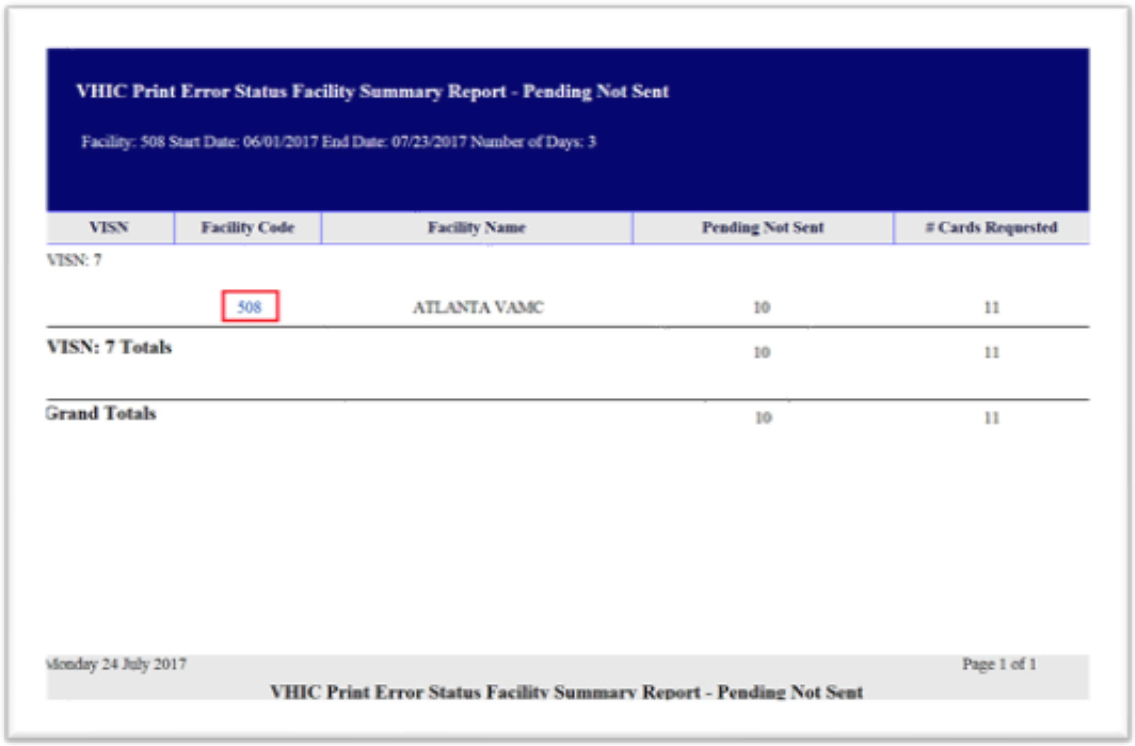
VHIC Print Error Status VISN Summary Report - Pending Not Sent

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

Figure 129: VHIC Batch File Processing Error Status Summary Report – Facility



VHIC Print Error Status Facility Summary Report - Pending Not Sent

Facility: 508 Start Date: 06/01/2017 End Date: 07/23/2017 Number of Days: 3

VISN	Facility Code	Facility Name	Pending Not Sent	# Cards Requested
VISN: 7				
	508	ATLANTA VAMC	10	11
VISN: 7 Totals			10	11
Grand Totals			10	11

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VHIC Print Error Status Facility Summary Report - Pending Not Sent

The *Facility Error Detail Report* gives 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.

Figure 130: VHIC Print Error Status Facility Detail Report – Pending Not Sent

REDACTED

3.14. 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), Auditor – 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. Items in the audit report are listed in order of the Date/Time stamp.

Figure 131: Audit Report query screen – Administrators and Auditors

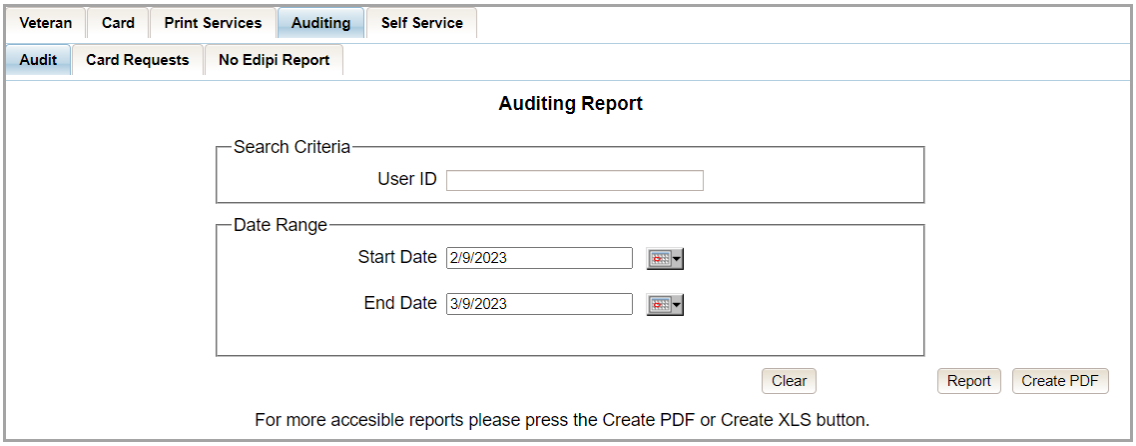
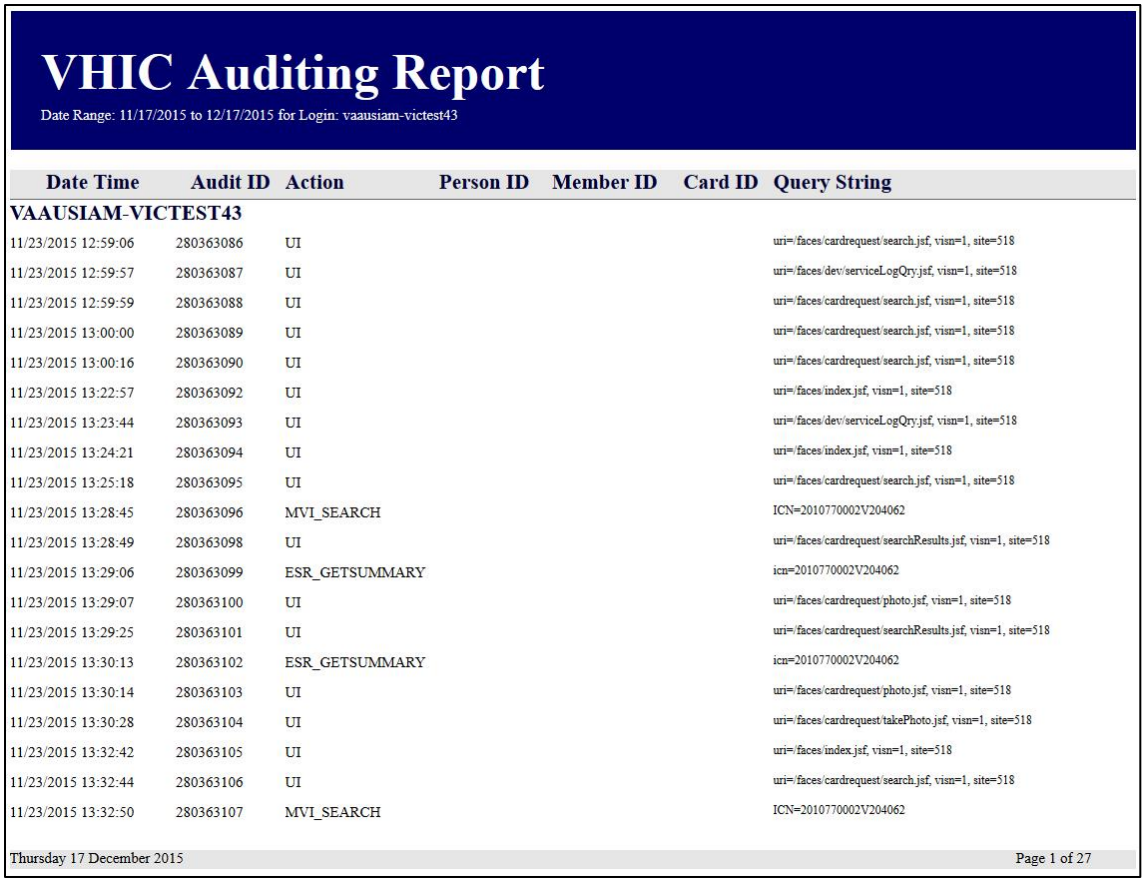


Figure 132: VHIC Auditing Report



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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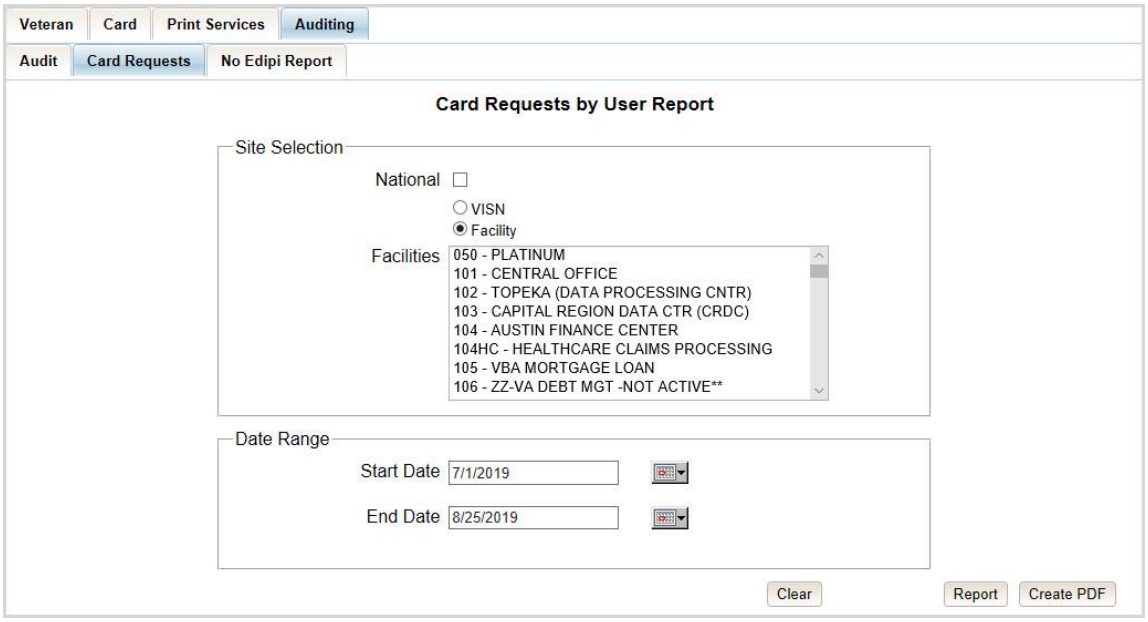
3.15. Card Requests Report

Table 16: Card 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?	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

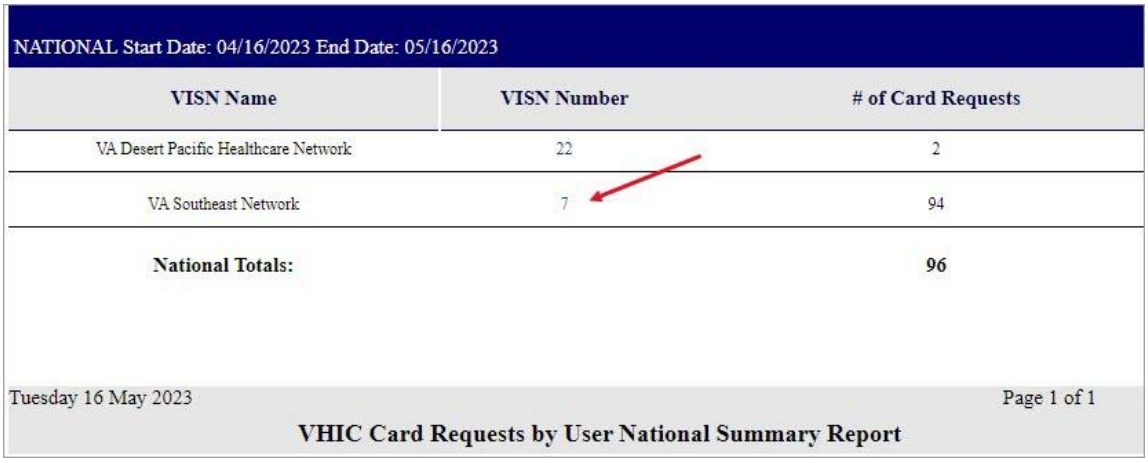
The *Card Requests Report* provides the VHIC card requests by user for the selected VISN and/or Facility. Selecting either the **[VISN]** or the **[Facility]** radio button will update the list of available options accordingly (based on a user's role). Selecting the National checkbox, if available, returns results for all VISNs and Facilities.

Figure 133: Card Requests query screen – Administrators and Auditors Only



The *Card Requests Report* provides results by user. Each report contains links that open additional reports. The following example illustrates those reports using a Site Selection of [**National]**. This search returns data under the columns of VISN Name, VISN Number, and # of Card Requests. Click the VISN Number hyperlink to open the next report.

Figure 134: VHIC Card Requests by User Summary Report – National



NATIONAL Start Date: 04/16/2023 End Date: 05/16/2023

VISN Name	VISN Number	# of Card Requests
VA Desert Pacific Healthcare Network	22	2
VA Southeast Network	7	94
National Totals:		**96**

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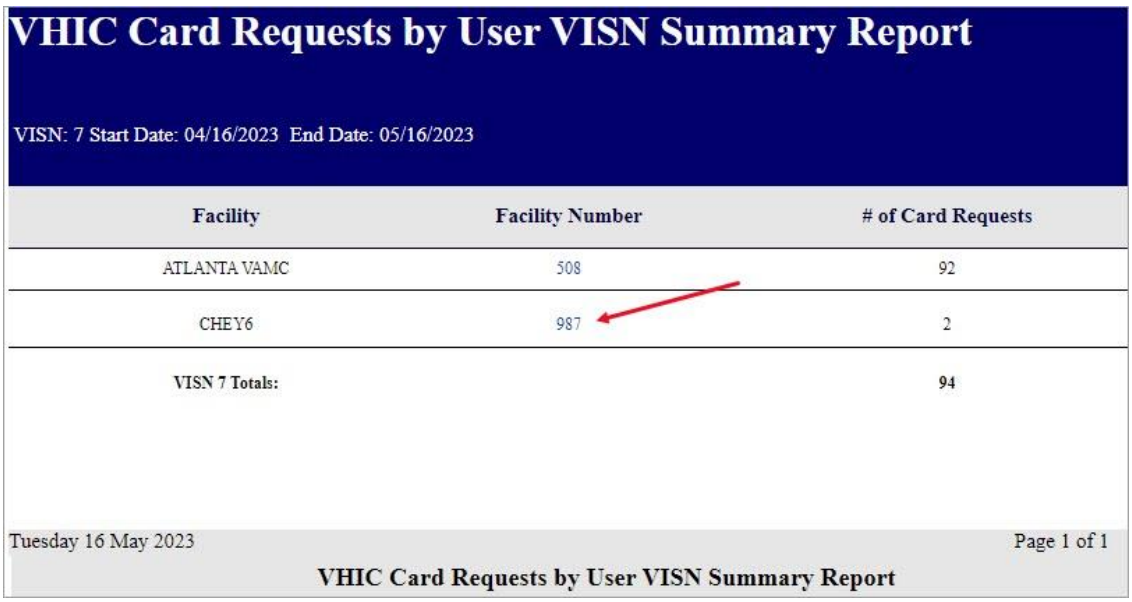
VHIC Card Requests by User National Summary Report

The *VHIC Card Requests by User VISN Summary Report* opens. This search returns data under the columns of Facility, Facility Number, and # of Card Requests. Click the Facility Number hyperlink to open the next report.

Figure 135: VHIC Card Requests by User VISN Summary Report



VHIC Card Requests by User VISN Summary Report

VISN: 7 Start Date: 04/16/2023 End Date: 05/16/2023

Facility	Facility Number	# of Card Requests
ATLANTA VAMC	508	92
CHEY6	987	2
VISN 7 Totals:		**94**

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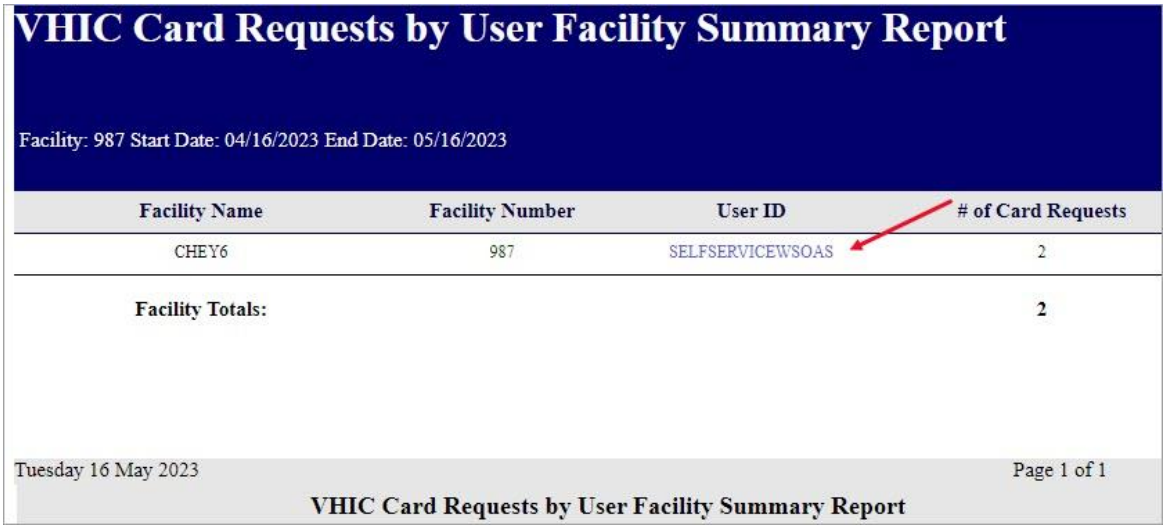
VHIC Card Requests by User VISN Summary Report

The *VHIC Card Requests by User Facility Summary Report* opens. This search returns data under the columns of Facility Name, Facility Number, User ID, and 3 of Card Requests. Click the User ID hyperlink to open the next report.

Figure 136: VHIC Card Requests by User Facility Summary Report



VHIC Card Requests by User Facility Summary Report

Facility: 987 Start Date: 04/16/2023 End Date: 05/16/2023

Facility Name	Facility Number	User ID	# of Card Requests
CHEY6	987	SELFSERVICEWSOAS	2
Facility Totals:			**2**

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VHIC Card Requests by User Facility Summary Report

The *VHIC Card Requests by User Detail Report* opens. This search returns data under the columns of Facility Name, Facility Number, User ID, Card Status, Last Name and Card ID. Both the Last Name column and the Card ID column offer hyperlinks to additional reports. Click the Last Name hyperlink to open the next report.

Figure 137: VHIC Card Requests by User Detail Report – Last Name Hyperlink

VHIC Card Requests by User Detail Report

User ID: SELFSERVICEWSOAS Start Date: 04/16/2023 End Date: 05/16/2023

Facility Name	Facility Number	User ID	Card Status	Last Name	Card ID
ATLANTA VAMC	508	SELFSERVICEWSOAS	On Hold	TESTFIFTYTWO	14816
ATLANTA VAMC	508	SELFSERVICEWSOAS	On Hold	TESTTEN	14876
ATLANTA VAMC	508	SELFSERVICEWSOAS	On Hold	TESTELEVEN	14877
PHOENIX VAMC	644	SELFSERVICEWSOAS	Requested	TESTEIGHT	14811
PHOENIX VAMC	644	SELFSERVICEWSOAS	Requested	TESTONE	14812
CHEY6	987	SELFSERVICEWSOAS	Requested	TESTTWENTYNINE	14815
CHEY6	987	SELFSERVICEWSOAS	On Hold	TESTFOURHUNDERD	14817

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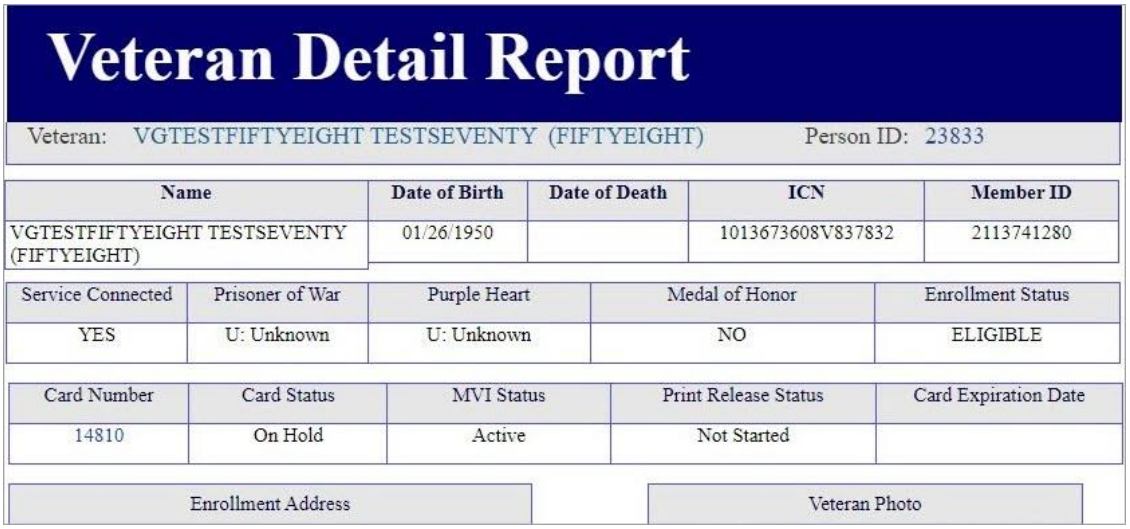
VHIC Card Requests by User Detail Report

The *Veteran Detail Report* opens. This search returns specific information relating to the last name clicked from the previous report.

Figure 138: Veteran Detail Report



Veteran Detail Report

Veteran: VGTESTFIFTYEIGHT TESTSEVENTY (FIFTYEIGHT) Person ID: 23833

Name	Date of Birth	Date of Death	ICN	Member ID
VGTESTFIFTYEIGHT TESTSEVENTY (FIFTYEIGHT)	01/26/1950		1013673608V837832	2113741280

Service Connected	Prisoner of War	Purple Heart	Medal of Honor	Enrollment Status
YES	U: Unknown	U: Unknown	NO	ELIGIBLE

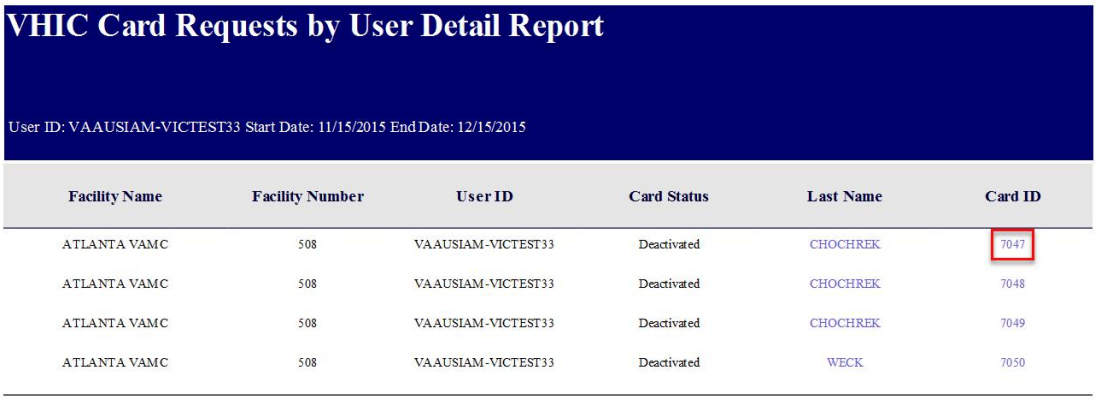
Card Number	Card Status	MVI Status	Print Release Status	Card Expiration Date
14810	On Hold	Active	Not Started	

Enrollment Address

Veteran Photo

The *VHIC Card Requests by User Detail Report* also contains a hyperlink for Card ID. Click the Card ID hyperlink to open the next report.

Figure 139: VHIC Card Requests by User Detail Report – Card ID Hyperlink



VHIC Card Requests by User Detail Report

User ID: VAAUSIAM-VICTEST33 Start Date: 11/15/2015 End Date: 12/15/2015

Facility Name	Facility Number	User ID	Card Status	Last Name	Card ID
ATLANTA VAMC	508	VAAUSIAM-VICTEST33	Deactivated	CHOCHREK	7047
ATLANTA VAMC	508	VAAUSIAM-VICTEST33	Deactivated	CHOCHREK	7048
ATLANTA VAMC	508	VAAUSIAM-VICTEST33	Deactivated	CHOCHREK	7049
ATLANTA VAMC	508	VAAUSIAM-VICTEST33	Deactivated	WECK	7050

The *VHIC Card History by Card ID Report* opens. This search returns specific information relating to the Card ID clicked from the previous report.

Figure 140: VHIC Card History by Card ID Report

VHIC Card History by Card ID Report

Veteran ID: ANY Card ID: 14810

Veteran: VGTESTFIFTYEIGHT TESTSEVENTY (FIFTYEIGHT) Person ID: 23833

Gender	Date of Birth	Service	Card Count
FEMALE	01/26/1950	YES	1
Purple Heart	**Medal of Honor**	**Enrollment Status**	**Prisoner of War**
UNKNOWN	NO	ELIGIBLE	UNKNOWN

Card ID: 14810

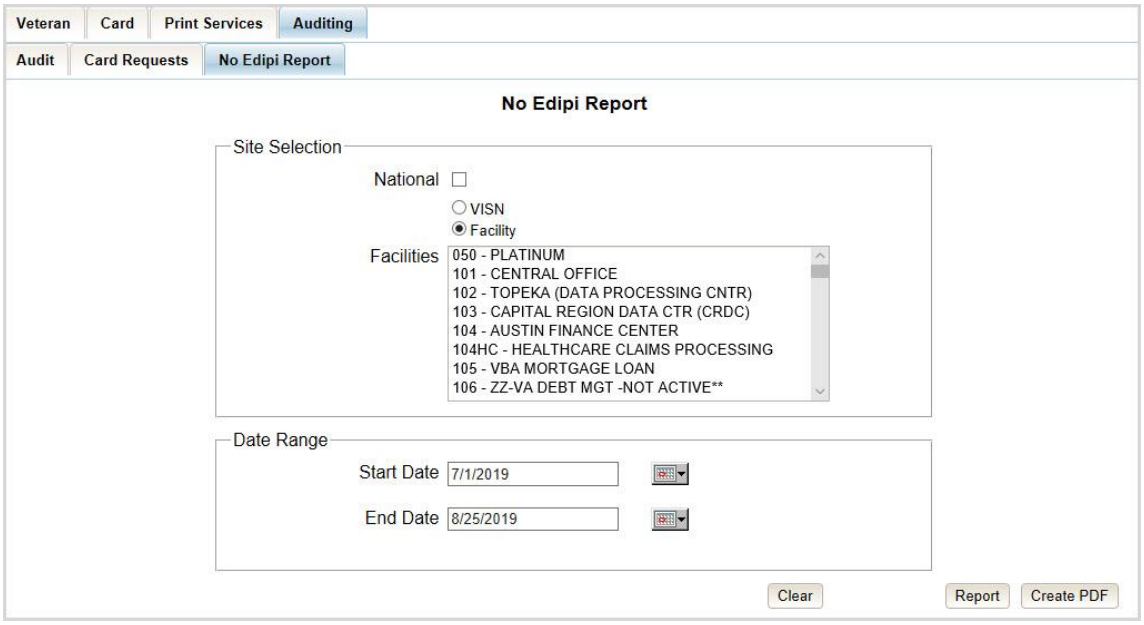
3.16. No EDIPI Report

Table 17. VHIC Cards Printed No EDIPI 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 and Tech Admin (Tier 3)
Date Range Allowed	Admins, Tech Admin (Tier 3) – unlimited Supervisor – one (1) year or less from date report is being run
Search Criteria Available	Site Selection, Start Date, End Date

The *VHIC Cards Printed No EDIPI Report* provides the number(s) of VHIC cards printed with no EDIPI by VISN and/or Facility. Selecting either the **[VISN]** or the **[Facility]** radio button will update the list of available options accordingly (based on a user's role). Selecting the **[National]** checkbox, if available, returns results for all VISNs and Facilities.

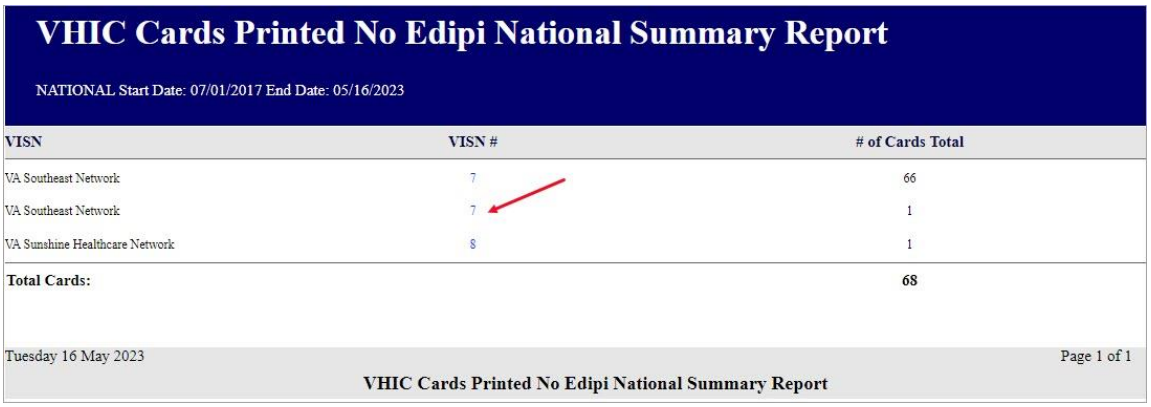
Figure 141: VHIC Cards Printed No EDIPI Report Query Screen



Once the user selects a site, and inputs a date range, they will click **[Report] or [Create PDF]**. Selecting the **[National]** check box will display the *VHIC Cards Printed No EDIPI National Summary Report* displaying the following information:

- VISN Description
- VISN Number
- Number of Cards Total

Figure 142: VHIC Cards Printed No EDIPI National Summary Report Results



VHIC Cards Printed No Edipi National Summary Report

NATIONAL Start Date: 07/01/2017 End Date: 05/16/2023

VISN	VISN #	# of Cards Total
VA Southeast Network	7	66
VA Southeast Network	7	1
VA Sunshine Healthcare Network	8	1
Total Cards:		**68**

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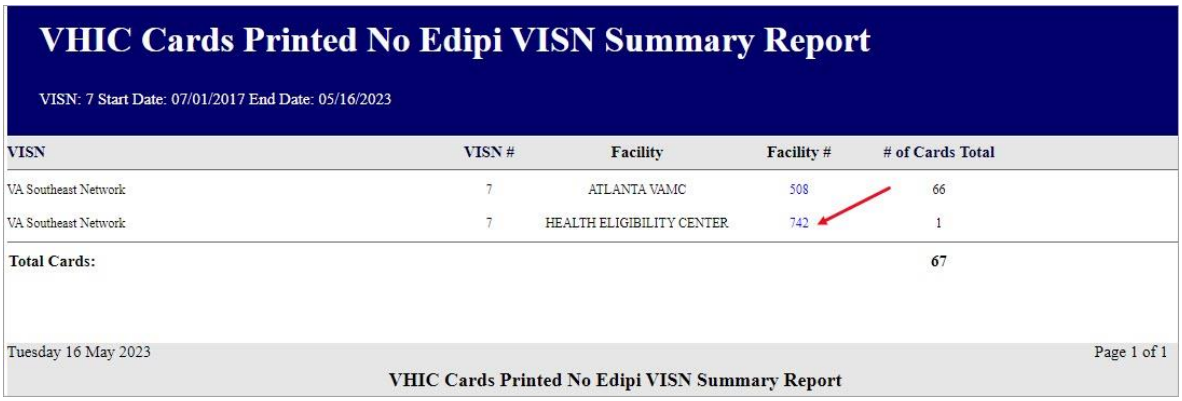
VHIC Cards Printed No Edipi National Summary Report

Clicking on the VISN number hyperlink will direct you to the *VHIC Cards Printed No EDIPI VISN Summary Report* displaying the following

- VISN
- VISN Number
- Facility
- Facility Number
- Number of Cards Total

Figure 143: VHIC Cards Printed No EDIPI VISN Summary Report



VHIC Cards Printed No Edipi VISN Summary Report

VISN: 7 Start Date: 07/01/2017 End Date: 05/16/2023

VISN	VISN #	Facility	Facility #	# of Cards Total
VA Southeast Network	7	ATLANTA VAMC	508	66
VA Southeast Network	7	HEALTH ELIGIBILITY CENTER	742	1
Total Cards:				**67**

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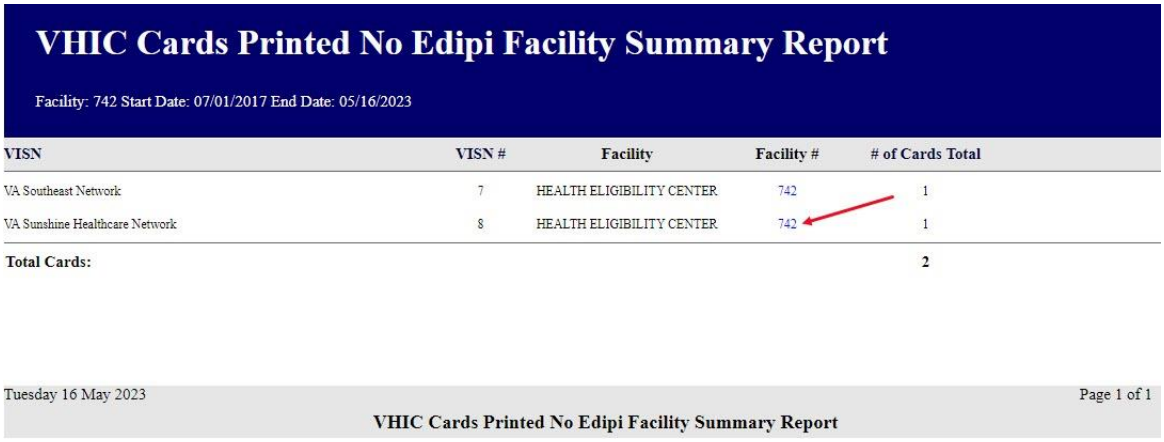
VHIC Cards Printed No Edipi VISN Summary Report

Clicking on the Facility number hyperlink will direct you to the *VHIC Cards Printed No EDIPI Facility Summary Report* displaying the following fields:

- VISN - SITE
- Card ID (hyperlink)
- Person ID (hyperlink)
- Name
- Last Changed

Figure 144: VHIC Cards Printed No EDIPI Facility Summary Report



VHIC Cards Printed No Edipi Facility Summary Report

Facility: 742 Start Date: 07/01/2017 End Date: 05/16/2023

VISN	VISN #	Facility	Facility #	# of Cards Total
VA Southeast Network	7	HEALTH ELIGIBILITY CENTER	742	1
VA Sunshine Healthcare Network	8	HEALTH ELIGIBILITY CENTER	742	1
Total Cards:				**2**

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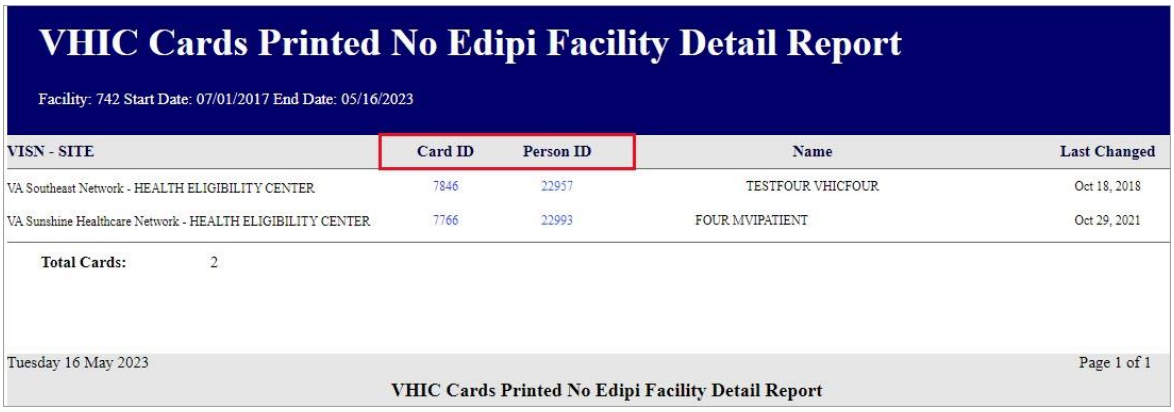
VHIC Cards Printed No Edipi Facility Summary Report

Clicking on the Facility number hyperlink will direct you to the *VHIC Cards Printed No EDIPI VISN Facility Detail Report* displaying the following:

- VISN – SITE Description
- Card ID (hyperlink)
- Person ID (hyperlink)
- Veteran Name
- Last Changed

Figure 145: VHIC Cards Printed No EDIPI VISN Facility Detail Report



VHIC Cards Printed No Edipi Facility Detail Report

Facility: 742 Start Date: 07/01/2017 End Date: 05/16/2023

VISN - SITE	Card ID	Person ID	Name	Last Changed
VA Southeast Network - HEALTH ELIGIBILITY CENTER	7846	22957	TESTFOUR VHICFOUR	Oct 18, 2018
VA Sunshine Healthcare Network - HEALTH ELIGIBILITY CENTER	7766	22993	FOUR MVIPATIENT	Oct 29, 2021
Total Cards: 2				

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VHIC Cards Printed No Edipi Facility Detail Report

The *VHIC Cards Printed No EDIPI VISN Facility Detail Report* contain two hyperlinks Card ID and Person ID.

Clicking on the Card ID hyperlink will direct you to the *VHIC Card History by Card ID Report* screen.

Figure 146: VHIC Card History by Card ID Report screen

VHIC Card History by Card ID Report

Veteran ID: ANY Card ID: 14810

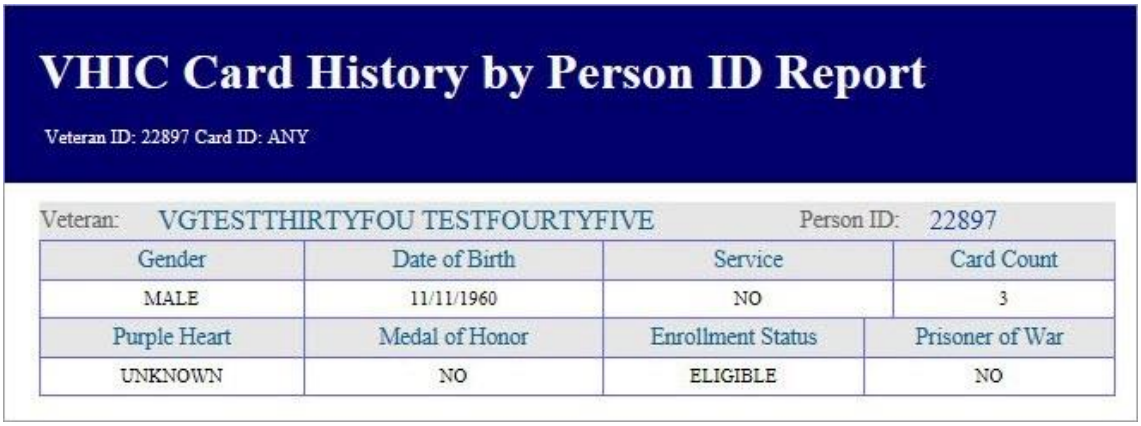
Veteran: VGTESTFIFTYEIGHT TESTSEVENTY (FIFTYEIGHT) Person ID: 23833

Gender	Date of Birth	Service	Card Count
FEMALE	01/26/1950	YES	1
Purple Heart	**Medal of Honor**	**Enrollment Status**	**Prisoner of War**
UNKNOWN	NO	ELIGIBLE	UNKNOWN

Card ID: 14810

Clicking on the Person ID hyperlink will direct you to the *VHIC Card History by Person ID Report* screen.

Figure 147: VHIC Card History by Person ID Report screen



VHIC Card History by Person ID Report

Veteran ID: 22897 Card ID: ANY

Veteran: VGTESTTHIRTYFOU TESTFOURTYFIVE Person ID: 22897

Gender	Date of Birth	Service	Card Count
MALE	11/11/1960	NO	3
Purple Heart	**Medal of Honor**	**Enrollment Status**	**Prisoner of War**
UNKNOWN	NO	ELIGIBLE	NO

3.17. Self-Service Card Request Reports

The VHIC Self-Service Application was created to allow Veterans to request new and replacement VHIC card(s) without having to visit their local facilities offering them convenience and safely limiting exposure to Covid 19. The Self-Service Reports allow the VHIC users to monitor card requests submitted through the Self-Service Tool.

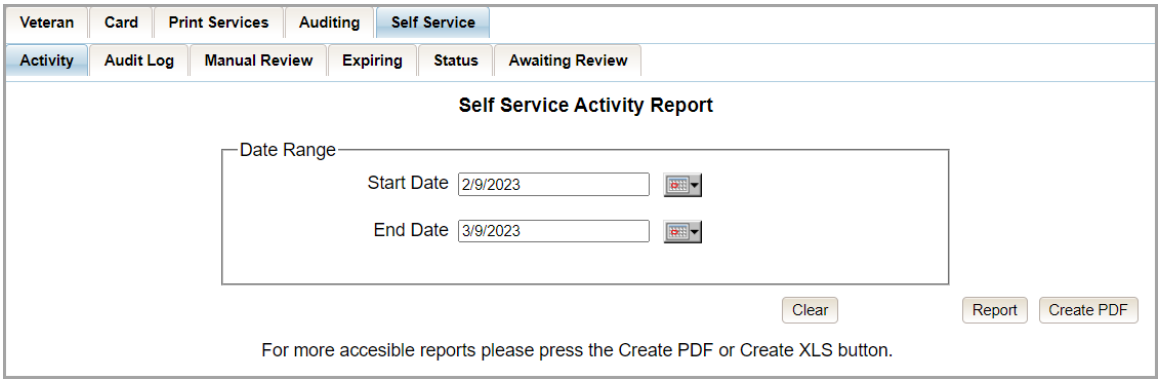
Table 18. Self-Service Activity Report at a Glance

At a Glance…	
Who can access this report?	Administrator, Supervisor, Tech Admin (Tier 3), Associate, Auditor
Who can access National version?	N/A
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	Start Date, End Date

3.17.1. Self-Service Activity Report

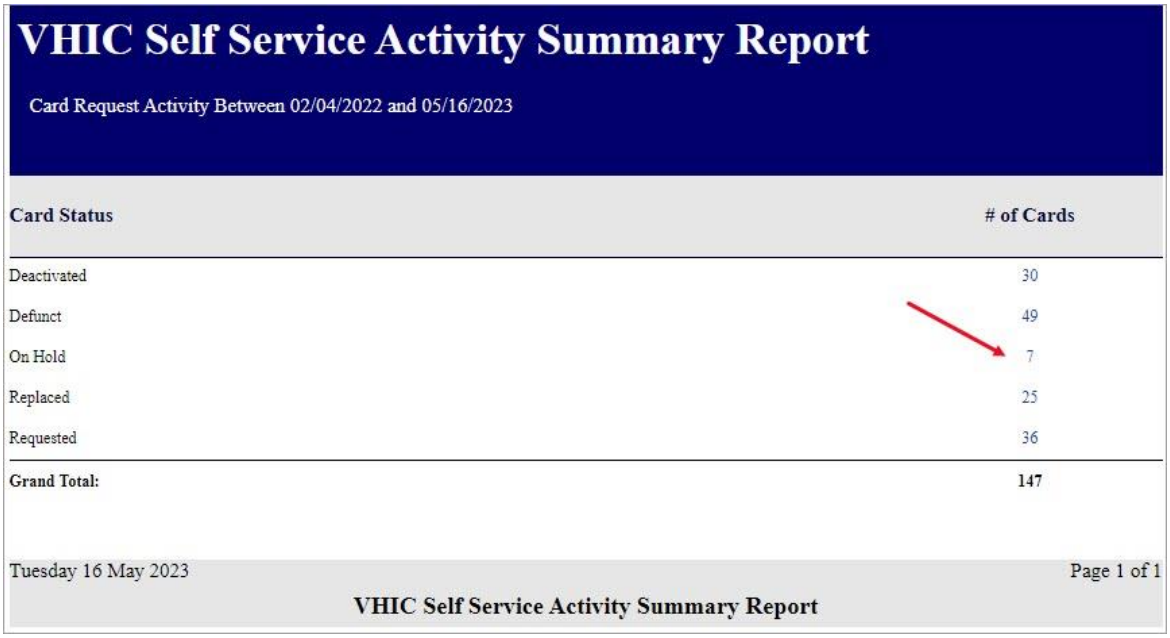
The *Self-Service Activity Report* provides the VHIC user a view of the activity submitted by the **VHIC Self-Service Card Request Tool** within a specified date range. Using the calendar dropdowns, the user enters the date range desired and select the option to either view the report by clicking the **[Report]** button or using the **[Create PDF]** button to generate a pdf of the results for use.

Figure 148. Self-Service Activity Summary Report



The Report/PDF generated will include the **Card Status** and number of self-service card requests submitted resulting in that status.

Figure 149. VHIC Self-Service Activity Summary Report



VHIC Self Service Activity Summary Report

Card Request Activity Between 02/04/2022 and 05/16/2023

Card Status	# of Cards
Deactivated	30
Defunct	49
On Hold	7
Replaced	25
Requested	36
Grand Total:	**147**

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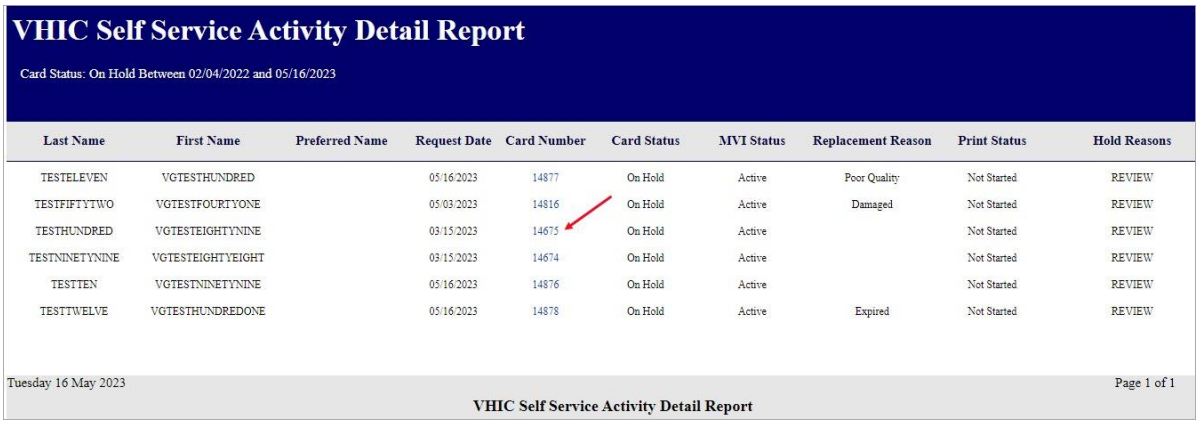
VHIC Self Service Activity Summary Report

Selecting the **# of Cards** hyperlink will take you to the *Self-Service Activity Detail Report*; giving the user the details of the cards with the status selected.

Figure 150. VHIC Self-Service Activity Detail Report



VHIC Self Service Activity Detail Report

Card Status: On Hold Between 02/04/2022 and 05/16/2023

Last Name	First Name	Preferred Name	Request Date	Card Number	Card Status	MVI Status	Replacement Reason	Print Status	Hold Reasons
TESTELEVEN	VGTESTHUNDRED		05/16/2023	14877	On Hold	Active	Poor Quality	Not Started	REVIEW
TESTFIFTYTWO	VGTESTFOURTYONE		05/03/2023	14816	On Hold	Active	Damaged	Not Started	REVIEW
TESTHUNDRED	VGTESTEIGHTYNINE		03/15/2023	14675	On Hold	Active		Not Started	REVIEW
TESTNINETYNINE	VGTESTEIGHTYEIGHT		03/15/2023	14674	On Hold	Active		Not Started	REVIEW
TESTTEN	VGTESTNINETYNINE		05/16/2023	14876	On Hold	Active		Not Started	REVIEW
TESTTWELVE	VGTESTHUNDREDONE		05/16/2023	14878	On Hold	Active	Expired	Not Started	REVIEW

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VHIC Self Service Activity Detail Report

Selecting the **Card Number** hyperlink in the Detail report will take the user to the *Card History by Card ID Report.*

Figure 151. VHIC Card History by Card ID Report

VHIC Card History by Card ID Report

Veteran ID: ANY Card ID: 14810

Veteran: VGTESTFIFTYEIGHT TESTSEVENTY (FIFTYEIGHT) Person ID: 23833

Gender	Date of Birth	Service	Card Count
FEMALE	01/26/1950	YES	1

Purple Heart	Medal of Honor	Enrollment Status	Prisoner of War
UNKNOWN	NO	ELIGIBLE	UNKNOWN

Card ID: 14810

3.17.2. Self-Service Audit Log

Table 19. Self-Service Audit Log at a Glance

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

The *Self-Service Audit Log* provides a way to track all activity for the VHIC Self-Service Tool. The resulting report returns the following fields of information: Date, Action, System, ICN, Card ID, Status Message, and HTTP Response. The query string shows all 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 and Time.

Figure 152. Self-Service Audit Log Field Entry

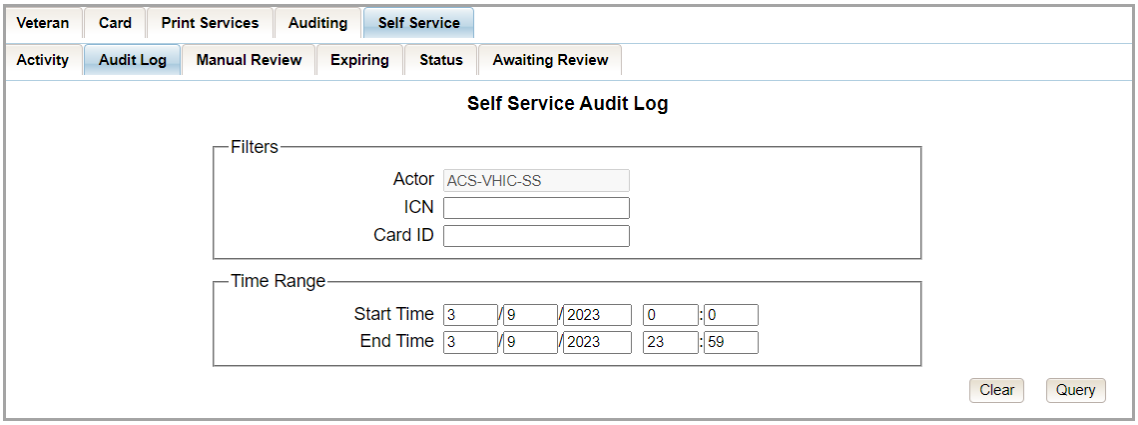
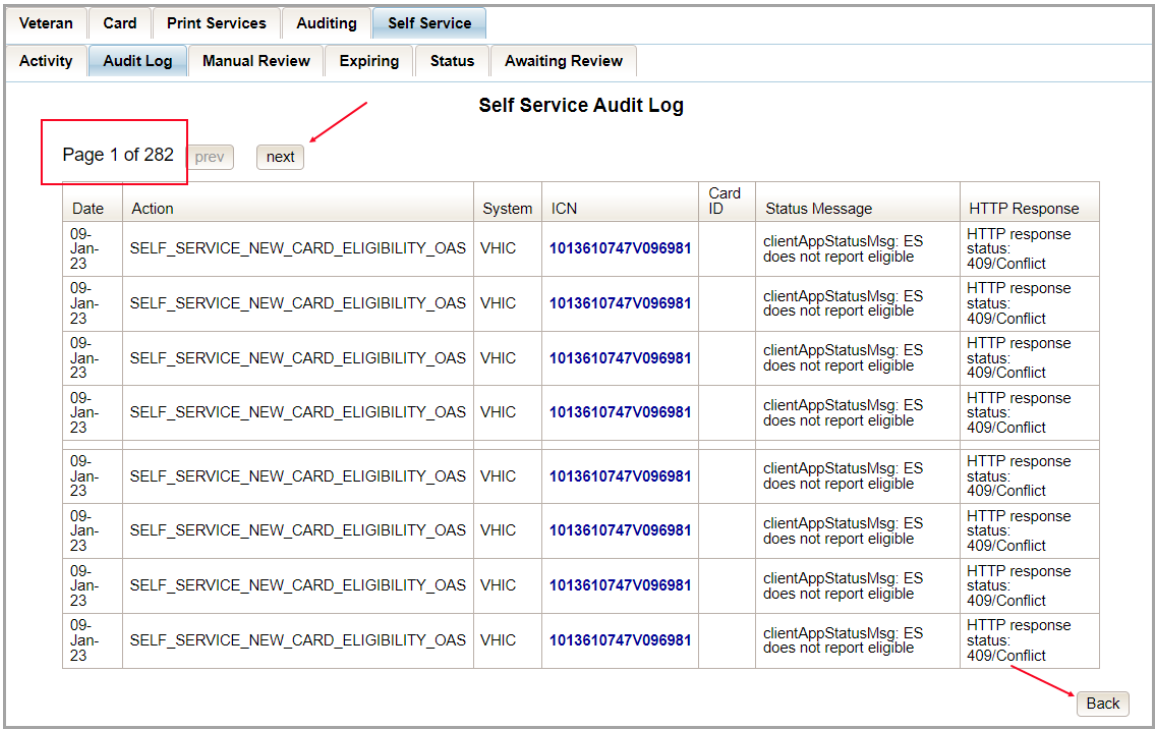
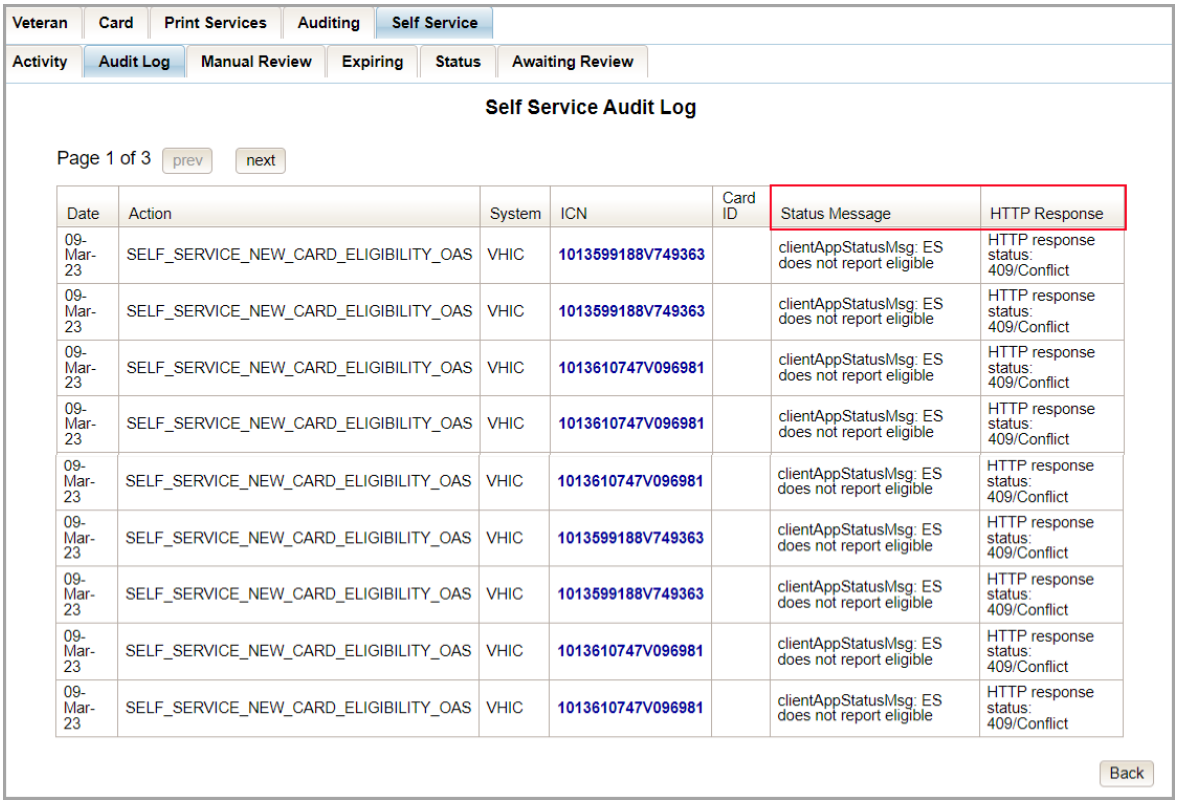


Figure 153. Self-Service Audit Log Results



The **Status Message** and **HTTP Response** will give the User more details regarding the card request submitted by the veteran using the **Self-Service Tool**. ICN (hyperlink) will take the user to the *Veteran Detail Report and the* Card ID (hyperlink) will take the user to *Card History by Card ID Report.*

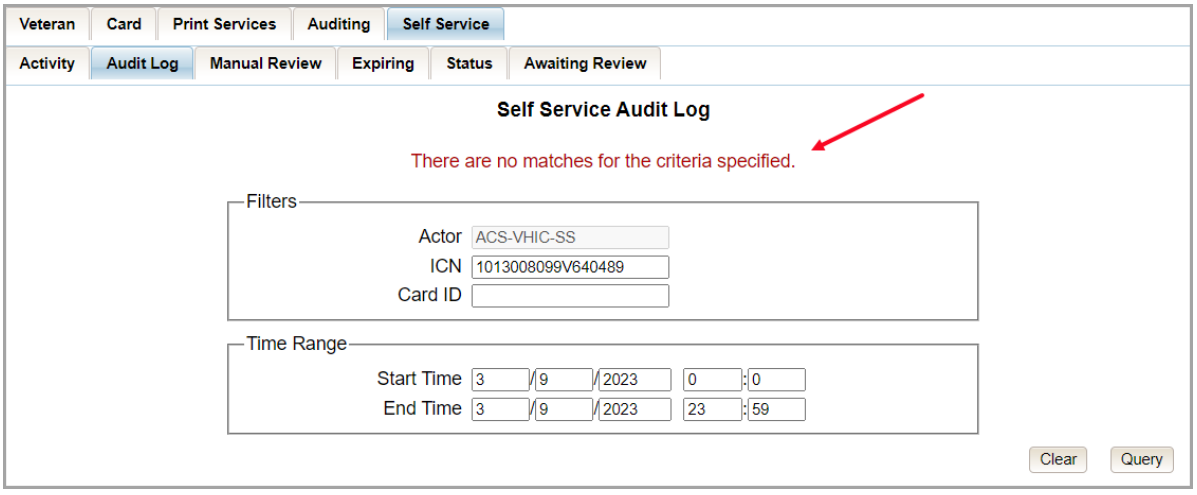
Figure 154. Status Messages and HTTP Responses Highlighted



Date	Action	System	ICN	Card ID	Status Message	HTTP Response
09-Mar-23	SELF_SERVICE_NEW_CARD_ELIGIBILITY_OAS	VHIC	1013599188V749363		clientAppStatusMsg: ES does not report eligible	HTTP response status: 409/Conflict
09-Mar-23	SELF_SERVICE_NEW_CARD_ELIGIBILITY_OAS	VHIC	1013599188V749363		clientAppStatusMsg: ES does not report eligible	HTTP response status: 409/Conflict
09-Mar-23	SELF_SERVICE_NEW_CARD_ELIGIBILITY_OAS	VHIC	1013610747V096981		clientAppStatusMsg: ES does not report eligible	HTTP response status: 409/Conflict
09-Mar-23	SELF_SERVICE_NEW_CARD_ELIGIBILITY_OAS	VHIC	1013610747V096981		clientAppStatusMsg: ES does not report eligible	HTTP response status: 409/Conflict
09-Mar-23	SELF_SERVICE_NEW_CARD_ELIGIBILITY_OAS	VHIC	1013610747V096981		clientAppStatusMsg: ES does not report eligible	HTTP response status: 409/Conflict
09-Mar-23	SELF_SERVICE_NEW_CARD_ELIGIBILITY_OAS	VHIC	1013599188V749363		clientAppStatusMsg: ES does not report eligible	HTTP response status: 409/Conflict
09-Mar-23	SELF_SERVICE_NEW_CARD_ELIGIBILITY_OAS	VHIC	1013599188V749363		clientAppStatusMsg: ES does not report eligible	HTTP response status: 409/Conflict
09-Mar-23	SELF_SERVICE_NEW_CARD_ELIGIBILITY_OAS	VHIC	1013610747V096981		clientAppStatusMsg: ES does not report eligible	HTTP response status: 409/Conflict
09-Mar-23	SELF_SERVICE_NEW_CARD_ELIGIBILITY_OAS	VHIC	1013610747V096981		clientAppStatusMsg: ES does not report eligible	HTTP response status: 409/Conflict

If specific criteria are entered into the *Audit Log* and the system cannot locate the information a message will appear as in the figure below.

Figure 155. Self-Service Audit Log No Match Message



3.17.3. Self-Service Manual Review Activity Report

Table 20. Self-Service Manual Activity Report at a Glance

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

The *Self-Service Manual Review Activity Report* indicates the number of card requests submitted through the Self-Service request process and can be sorted by **National Requests**, **VSN Requests**, and **Facility Requests**, though the report is set to **Facility** by default. The report can also be exported to .pdf form.

Selecting the **National** radio button (access permitting) the resulting report returns the following fields of information: **VISN**, **VISN Number**, and the **Number of Cards** submitted.

Figure 156. VHIC Self-Service Requests National Summary Report

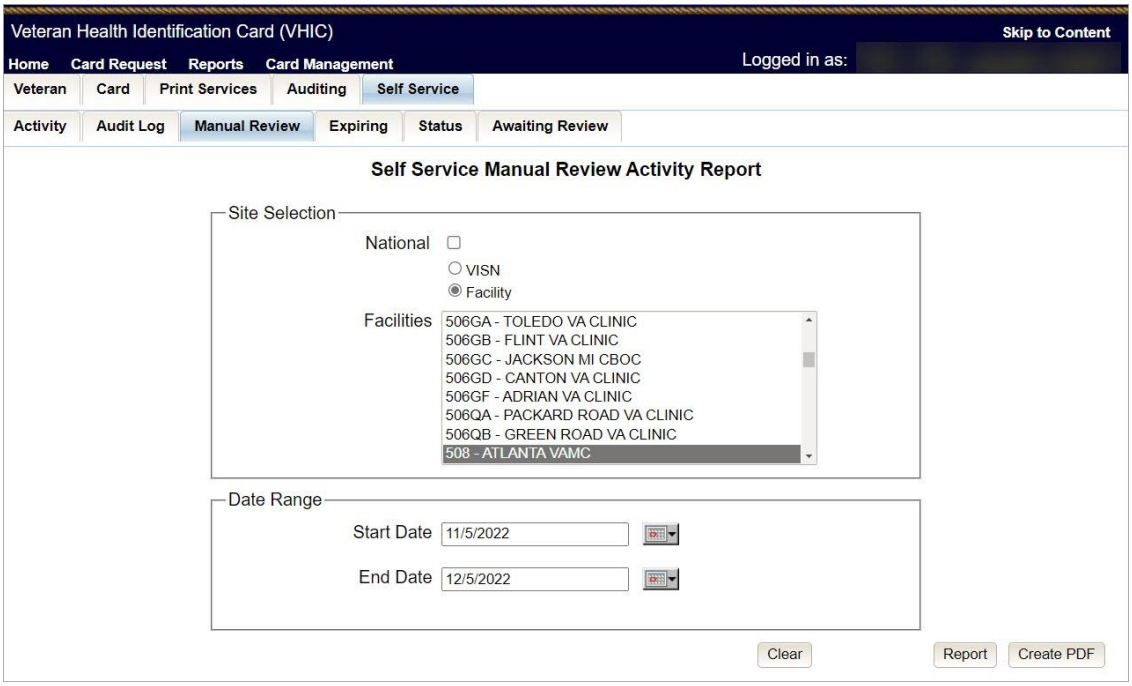
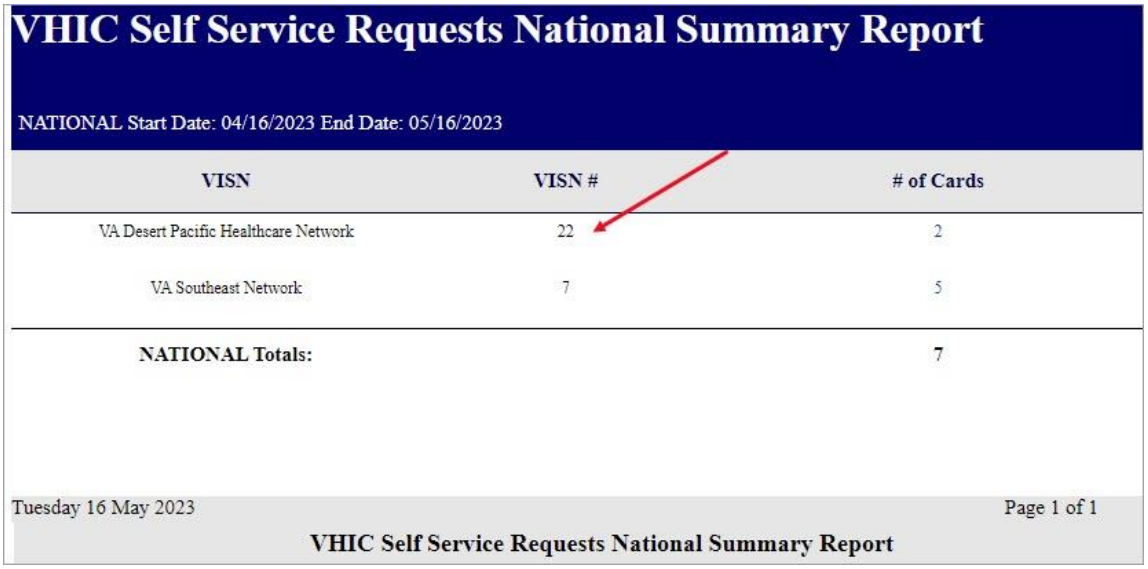


Figure 157. VHIC Self-Service Requests National Summary Report Results



VHIC Self Service Requests National Summary Report

NATIONAL Start Date: 04/16/2023 End Date: 05/16/2023

VISN	VISN #	# of Cards
VA Desert Pacific Healthcare Network	22	2
VA Southeast Network	7	5
NATIONAL Totals:		**7**

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VHIC Self Service Requests National Summary Report

The **VISN#** is a link to the *VISN Summary Report* providing **Facility**, **Facility Number**, and the **Number of Cards** submitted for review per Facility within that VISN.

Figure 158. VHIC Self-Service Requests VISN Summary Report Results

VHIC Self Service Requests VISN Summary Report

VISN: 22 Start Date: 04/16/2023 End Date: 05/16/2023

Facility	Facility #	# of Cards
PHOENIX VAMC	644	2
VISN 22 Totals:		**2**

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VHIC Self Service Requests VISN Summary Report

Selecting the facility number link will take the user to the VHIC Self-Service **Requests Facility Summary Report** providing **Facility**, **Facility Number**, and the **Number of Cards** submitted for review for the specific Facility.

Figure 159. Self-Service Facility Summary Report Results

VHIC Self Service Requests Facility Summary Report

Facility: 644 Start Date: 04/16/2023 End Date: 05/16/2023

Facility	Facility #	# of Cards
PHOENIX VAMC	644	2
Facility Totals:		**2**

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VHIC Self Service Requests Facility Summary Report

The **Facility #** link to the *Self-Service Facility Detail Report* displays the following information:

Facility Name, **On Hold Reason**, **On Hold Date**, **Card Issuer**, **Last Name**, **Card ID**, **Card Status**, Patient **ICN**, **Task Status**, and what (if any) POC the request has been **Assigned To**.

Figure 160. Self-Service Facility Detail Report

VHIC Self Service Requests Facility Detail Report

Facility: 644 Start Date: 04/16/2023 End Date: 05/16/2023

Facility Name	On Hold Reason(s)	On Hold Date	Card Issuer	Last Name	Card Id	Card Status	ICN	Task Status	Assigned To
PHOENIX VAMC	REVIEW	2023-05-02 11:51:23.169334	SELFSERVICEWSOAS	TESTEIGHT	14811	Requested	1013804180V020332	Accepted	
PHOENIX VAMC	REVIEW	2023-05-02 11:56:12.491838	SELFSERVICEWSOAS	TESTONE	14812	Requested	1013782731V181162	Accepted	

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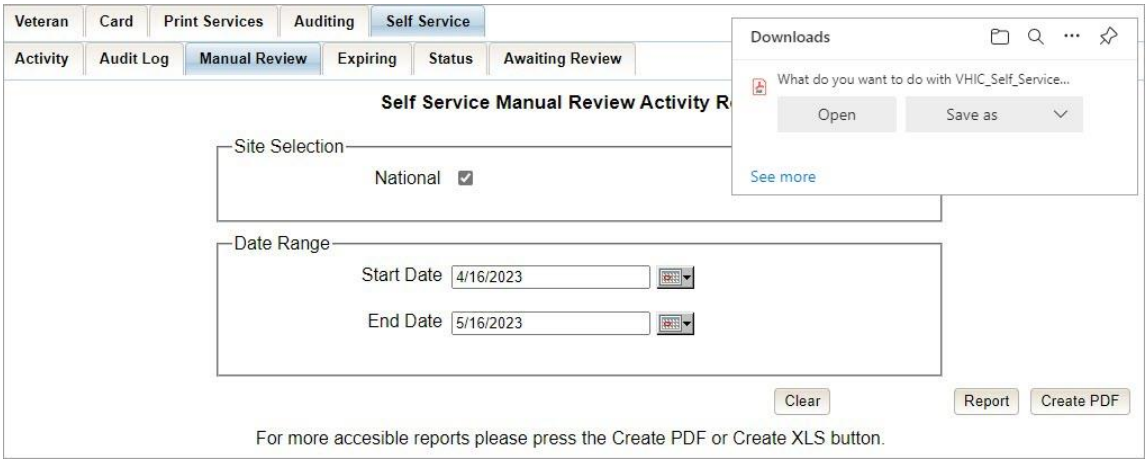
VHIC Self Service Requests Facility Detail Report

Figure 161. Figure Self-Service Facility Report Exported to .PDF



3.17.4. Self-Service Expiring Requests Report

Table 21. Self-Service Expiring Requests Report

At a Glance…	
Who can access this report?	Administrator, Supervisor, Tech Admin (Tier 3), Associate, Auditor
Who can access National version?	Administrator, Tech Admin (Tier 3), Auditor
Date Range Allowed	90 Days
Search Criteria Available	N/A

The Self-Service Expiring Requests Report indicates the number of card requests submitted through Self-Service that have not been processed and are going to expire within the date range specified (maximum of 90 days.) The report can be sorted by National Requests, VSN Requests, and Facility Requests, though the report is set to Facility by default.

Selecting the National radio button (access permitting) the resulting report returns the following fields of information: Card Type, Expiration Status, VISN, VISN Number, Facility Number, Facility Name, City, State, Card ID, Request Date, Number of Days From When the Request was submitted, ICN, Last Name of Veteran, First Name of Veteran, and Preferred Name if available. An example of the report can be seen in *Figure 163. VHIC Self-Service Requests Expiring Report Results*. The report can be exported to an Excel spreadsheet as in *Figure 163. VHIC Self-Service Requests Expiring Report Results* ***Error! Not a valid bookmark self-reference.*** The exported Excel spreadsheet contains the data used to produce the summary.

Figure 162. VHIC Self-Service Requests Expiring Report

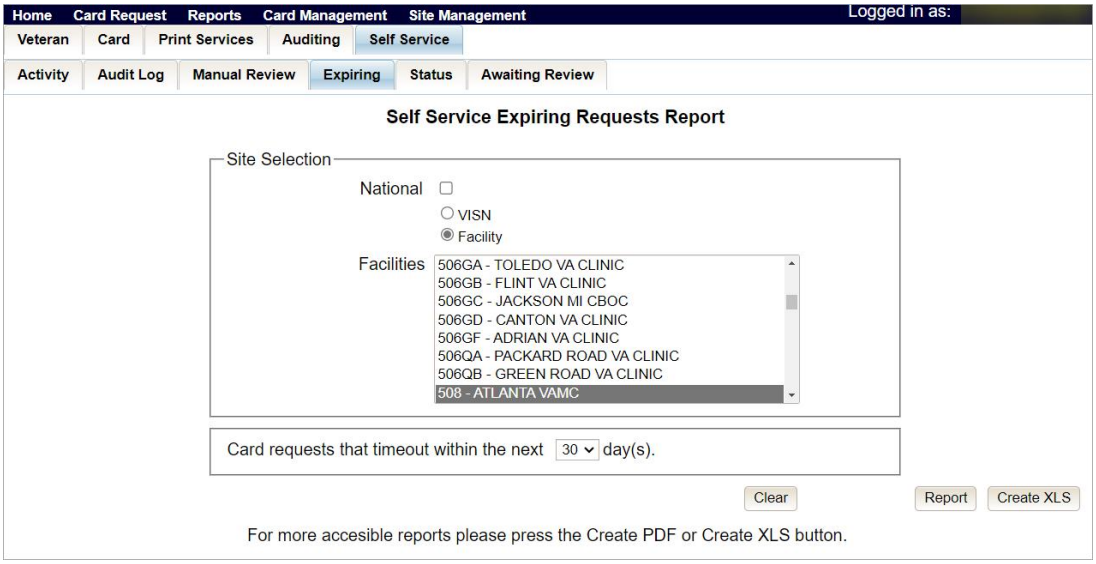


Figure 163. VHIC Self-Service Requests Expiring Report Results

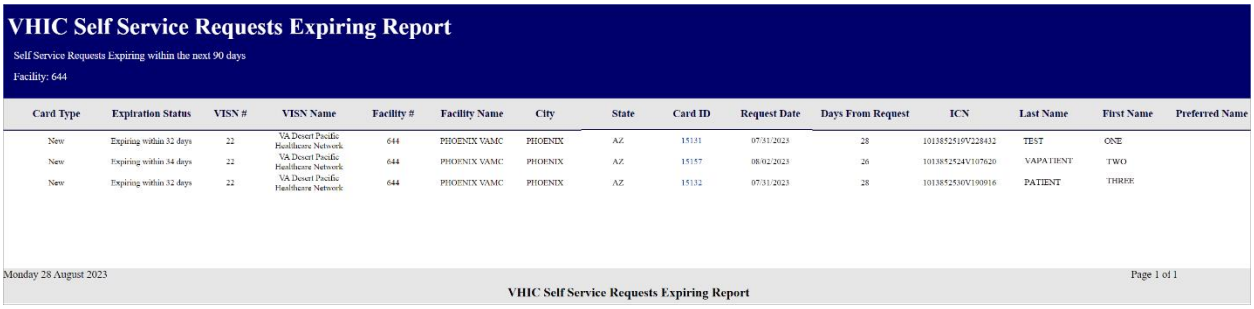
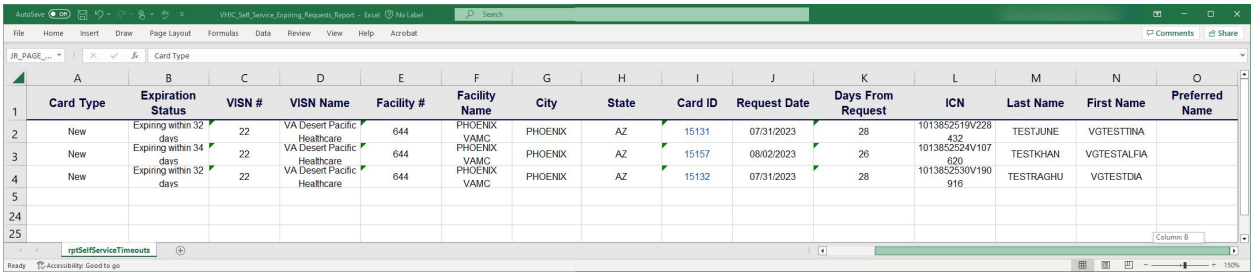


Figure 164. VHIC Self-Service Requests Expiring Report Exported Spreadsheet



	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O
1	Card Type	Expiration Status	VISN #	VISN Name	Facility #	Facility Name	City	State	Card ID	Request Date	Days From Request	ICN	Last Name	First Name	Preferred Name
2	New	Expiring within 32 days	22	VA Desert Pacific Healthcare	644	PHOENIX VAMC	PHOENIX	AZ	15131	07/31/2023	28	1013852519V228432	TESTJUNE	VGTESTTINA	
3	New	Expiring within 34 days	22	VA Desert Pacific Healthcare	644	PHOENIX VAMC	PHOENIX	AZ	15157	08/02/2023	26	1013852524V107820	TESTKHAN	VGTESTALFIA	
4	New	Expiring within 32 days	22	VA Desert Pacific Healthcare	644	PHOENIX VAMC	PHOENIX	AZ	15132	07/31/2023	28	1013852530V190916	TESTRAGHU	VGTESTDIA	
5															
24															
25															

3.17.5. Self-Service Review Status Report

Table 22. Self-Service Review Status Report

At a Glance…	
Who can access this report?	Administrator, Supervisor, Tech Admin (Tier 3), Associate, Auditor,
Who can access National version?	Administrator, Tech Admin (Tier 3), Auditor
Date Range Allowed	30 Days
Search Criteria Available	Start Date, End Date

The Self-Service Review Status Report indicates the number of card requests submitted through Self-Service and their print status (Cancelled, Not started, Pending, Mailed) within a specified date range. The report can be sorted by National Requests, VSN Requests, and Facility Requests, though the report is set to Facility by default.

Selecting the National radio button (access permitting) the resulting report returns the following fields of information: Card Status, Print Status, Month the request was started (within the 30-day period), Total number of card requests as in *Figure 164. VHIC Self-Service Requests Expiring Report Exported Spreadsheet.* Exporting the report to an Excel spreadsheet will show the detailed data used to produce the summary as seen in *Figure 165. Self-Service Review Status Report.*

Figure 165. Self-Service Review Status Report

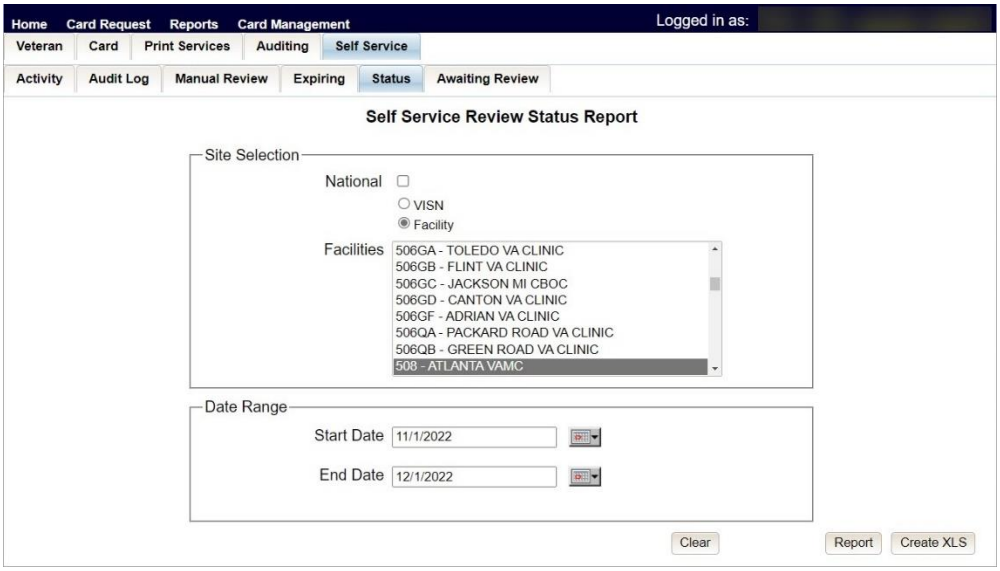


Figure 166. Self-Service Review Status Report Results

VHIC Self Service Requests Review Status Report

Status of Self Service Requests submitted between 11/01/2022 and 12/01/2022.

National Report

		NOV	DEC	Total
Accepted	Not Started	1	0	1
	Pending	3	0	3
	Total	4	0	4
Assigned	Cancelled	1	0	1
	Not Started	1	0	1
	Total	2	0	2
Rejected	Cancelled	1	0	1
	Total	1	0	1
Unassigned	Cancelled	3	0	3
	Not Started	3	2	5
	Pending	2	1	3
	Total	8	3	11
Total		15	3	18

Figure 167. Self-Service Review Status Report Results Exported to Spreadsheet

REDACTED

3.17.6. Self-Service Requests Awaiting Review

Table 23. Self-Service Requests Awaiting Review By VISN Report

At a Glance…	
Who can access this report?	Administrator, Supervisor, Tech Admin (Tier 3), Associate, Auditor
Who can access VISN version?	Administrator, Tech Admin (Tier 3), Auditor
Date Range Allowed	90 days

The Self-Service Requests Awaiting Review By VISN Report. *Self-Service Requests Awaiting Review By VISN Report Page* indicates the total number of card requests submitted through Self-Service within a VISN within the last 90 days. The results are broken down by Facility within the VISN. An example of the report results can be seen in *Figure 168. Self-Service Requests Awaiting Review By VISN Report Page.* The report can be exported to an Excel spreadsheet as in *Figure 170. Self-Service Requests Awaiting Review By VISN Report Exported*. The exported Excel spreadsheet contains the data used to produce the summary.

Figure 168. Self-Service Requests Awaiting Review By VISN Report Page

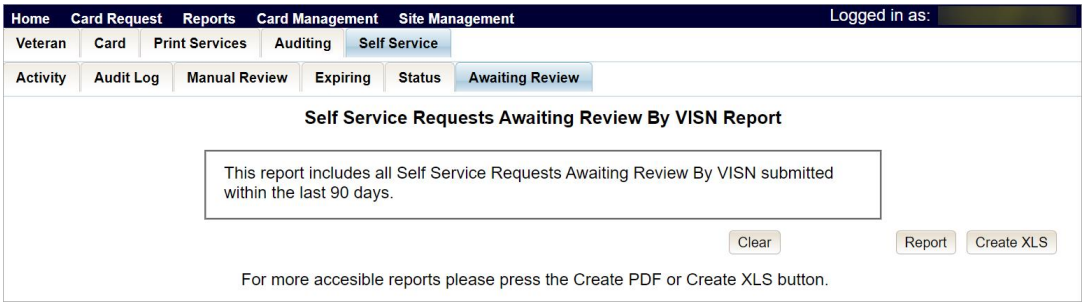


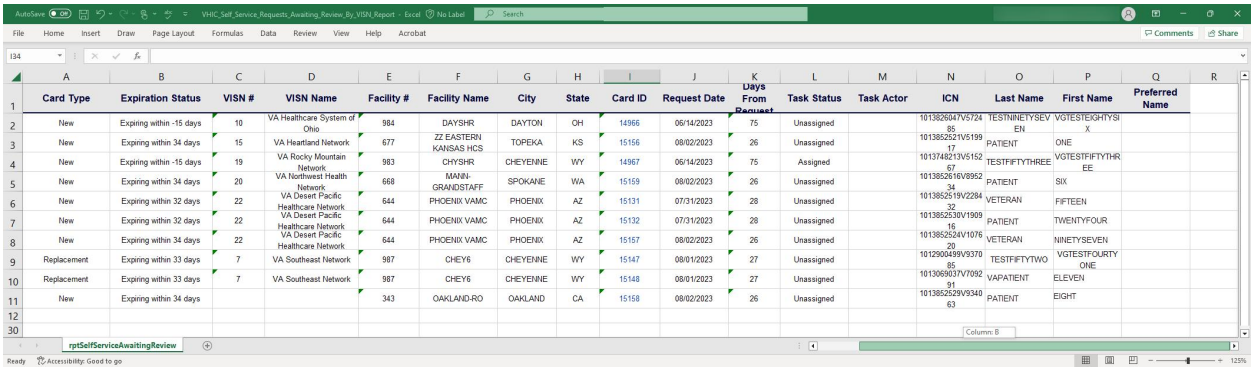
Figure 169. Self-Service Requests Awaiting Review By VISN Report Results

VHIC Self Service Requests Awaiting Review By VISN Report

Self Service Requests Awaiting Review By VISN submitted between 05/30/2023 and 08/28/2023.

VISN	Facility	Total
10	984	1
	Total	1
15	677	1
	Total	1
19	983	1
	Total	1
20	668	1
	Total	1
22	644	3
	Total	3
7	987	2
	Total	2
null	343	1
	Total	1
Grand Total		10

Figure 170. Self-Service Requests Awaiting Review By VISN Report Exported



Card Type	Expiration Status	VISN #	VISN Name	Facility #	Facility Name	City	State	Card ID	Request Date	Days From Request	Task Status	Task Actor	ICN	Last Name	First Name	Preferred Name
New	Expiring within -15 days	10	VA Healthcare System of Ohio	984	DAYSHR	DAYTON	OH	14966	06/14/2023	75	Unassigned		1013626047V572485	TESTNINETYSEVEN	VGTESTEIGHTYSIX	
New	Expiring within 34 days	15	VA Heartland Network	677	ZZ EASTERN KANSAS HCS	TOPEKA	KS	15156	08/02/2023	26	Unassigned		1013852521V515917	PATIENT	ONE	
New	Expiring within -15 days	19	VA Rocky Mountain Network	983	CHYSHR	CHEYENNE	WY	14967	06/14/2023	75	Assigned		1013748213V515267	TESTFIFTYTHREE	VGTESTFIFTYTHREE	
New	Expiring within 34 days	20	VA Northwest Health Network	668	MANN-GRANDSTAFF	SPOKANE	WA	15159	08/02/2023	26	Unassigned		1013852616V895234	PATIENT	SIX	
New	Expiring within 32 days	22	VA Desert Pacific Healthcare Network	644	PHOENIX VAMC	PHOENIX	AZ	15131	07/31/2023	28	Unassigned		1013852519V228432	VETERAN	FIFTEEN	
New	Expiring within 32 days	22	VA Desert Pacific Healthcare Network	644	PHOENIX VAMC	PHOENIX	AZ	15132	07/31/2023	28	Unassigned		1013852530V190916	PATIENT	TWENTYFOUR	
New	Expiring within 34 days	22	VA Desert Pacific Healthcare Network	644	PHOENIX VAMC	PHOENIX	AZ	15157	08/02/2023	26	Unassigned		1013852524V107620	VETERAN	NINETYSEVEN	
Replacement	Expiring within 33 days	7	VA Southeast Network	987	CHEY6	CHEYENNE	WY	15147	08/01/2023	27	Unassigned		1012900499V937085	TESTFIFTYTWO	VGTESTFOURTYONE	
Replacement	Expiring within 33 days	7	VA Southeast Network	987	CHEY6	CHEYENNE	WY	15148	08/01/2023	27	Unassigned		1013069037V709291	VAPATIENT	ELEVEN	
New	Expiring within 34 days			343	OAKLAND-RO	OAKLAND	CA	15158	08/02/2023	26	Unassigned		1013852529V934063	PATIENT	EIGHT	

4. Troubleshooting

For a through set of troubleshooting guidelines, please refer to the *Veteran Health Identification Card User Guide - Volume 4 - Troubleshooting* document.