Veteran Health Identification Card (VHIC 4.10)

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. This User Guide will provide a detailed walkthrough of creating Veteran Health Identification Card requests using the VHIC application. This User Guide will also provide the detailed steps on how VHIC Administrators can deactivate all of the VHICs associated to a selected Veteran.

1.2. Document Orientation

1.2.1. Organization of the Manual

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

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

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

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

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

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

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

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

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

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

- **Veteran** – direct report to search for a Veteran
- **Card** – includes Request Totals, Status, Multiple Requests, History, Replacement, Expiration, Request Progress, Swipe/Scan, and On Hold
- **Print Services** – includes Processing, No Member ID, and Error
- **Auditing** – provides information on all User's activity in the system

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

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

1.2.2. Assumptions

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

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

1.2.3. Disclaimers

1.2.3.1. Software Disclaimer

This software was developed at the Department of Veterans Affairs (VA) by employees of the Federal Government in the course of their official duties. Pursuant to title 17 Section 105 of the United States Code this software is not subject to copyright protection and is in the public

domain. VA assumes no responsibility whatsoever for its use by other parties, and makes no guarantees, expressed or implied, about its quality, reliability, or any other characteristic. We would appreciate acknowledgement if the software is used. This software can be redistributed and/or modified freely provided that any derivative works bear some notice that they are derived from it, and any modified versions bear some notice that they have been modified.

1.2.3.2. Documentation Disclaimer

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

1.2.4. Documentation Conventions

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

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

Table 1 Documentation Symbols and Descriptions

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

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

1.3. 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 2: Enterprise Service Desk Contact Information

Issue	Contact Info
For Provisioning Issues	Contact the Enterprise Service Desk at (855) 673-4357, option 3 (Applications), then option 1. When contacted by a support specialist, be ready to supply the employee's full name, VA user ID and email address.
For Proofing Issues	Contact the Enterprise Service Desk at (855) 673-4357, option 3 (Applications), then option 1. 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 (855) 673-4357, option 3 (Applications), then option 1. 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 Internet Explorer (currently version 11).

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

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

2.1.1. 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 (VHIC 4.10) User Guide - Volume 4 - Troubleshooting** document.

2.2. Proper Navigation of the VHIC Application

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

Figure 2-1: 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 Section 3.3 System Menu.

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

Figure 2-3: VHIC Associate and VHIC Supervisor menu

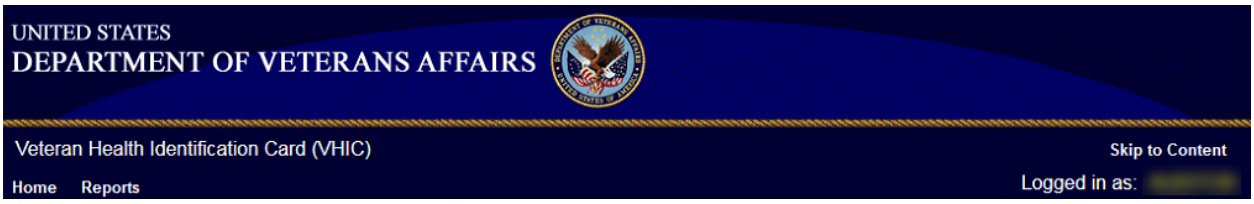


Figure 2-4: VHIC Auditor and VHIC Read-Only User menu

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.

2.3. 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.

3. Getting Started

3.1. Single Sign-On Internal (SSOi)

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

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

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

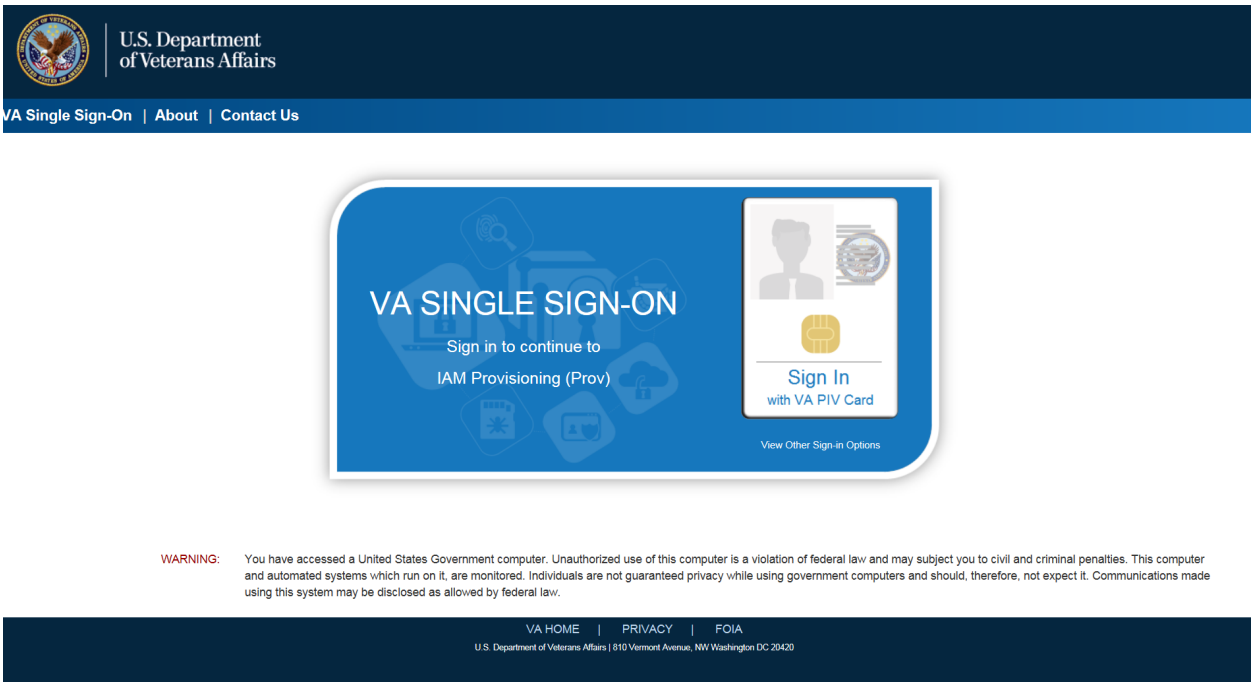


Figure 3-1: SSOi Login Screen

3.2. Logging On

The VHIC application is built to accommodate a specific set of pre-established user roles. During the provisioning process, the VHIC user will have a role assigned to them, which will determine what aspects of the VHIC application are available to them. The roles are listed below. For more information on the areas of access that accompanies each role, please refer to **VHIC Roles and Access** document.

3.3. System Menu

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

3.3.1. VHIC Administrator and Technical Administrator Tier 3

The VHIC Administrator and VHIC Technical Administrator Tier 3 users will be presented with three menu options: **Card Requests**, **Reports** and **Card 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 3-2: VHIC Administrator and VHIC Technical Administrator (Tier 3) Home screen

3.3.2. VHIC Associate and Supervisor

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

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

3.3.3. VHIC Auditor and Read-Only User

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

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

3.4. VHIC System Status Banner

The VHIC System will display a Status Banner at the top of the screen to notify users of reported issues with the system and/or during maintenance activities that do not require downtime.

Figure 3-5: VHIC System Status Banner

3.5. Changing User ID and Password

If you have any questions or need help with your User ID or your Password; Contact the Enterprise Service Desk at (855) 673-4357, option 1 (Account or Password Reset), then option 1.

4. Before Requesting a VHIC Card

For detailed step-by-step process of how to access and complete the Identity Proofing Verification task in the Identity Management Toolkit application, please refer to section 4 in the **Veteran Health Identification Card (VHIC 4.10) User Guide - Volume 1 - Card Requests – All Users** document.

5. Creating a VHIC Card – The Card Request Process

For a step-by-step process on how to navigate through the Card Request screens in the VHIC application and an explanation of the process involved in creating a VHIC for a Veteran, please refer to section 5 in the **Veteran Health Identification Card (VHIC 4.10) User Guide - Volume 1 - Card Requests – All Users** document.

6. Deactivating Cards – The Card Management Process

For detailed information that will help the VHIC Administrator navigate through the card deactivation screens in the VHIC application that will allow them to deactivate all of the VHICs for a specific Veteran, please refer to section 6 in the **Veteran Health Identification Card (VHIC 4.10) User Guide - Volume 3 - Card Management - Admins** document.

7. VHIC Reporting

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

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

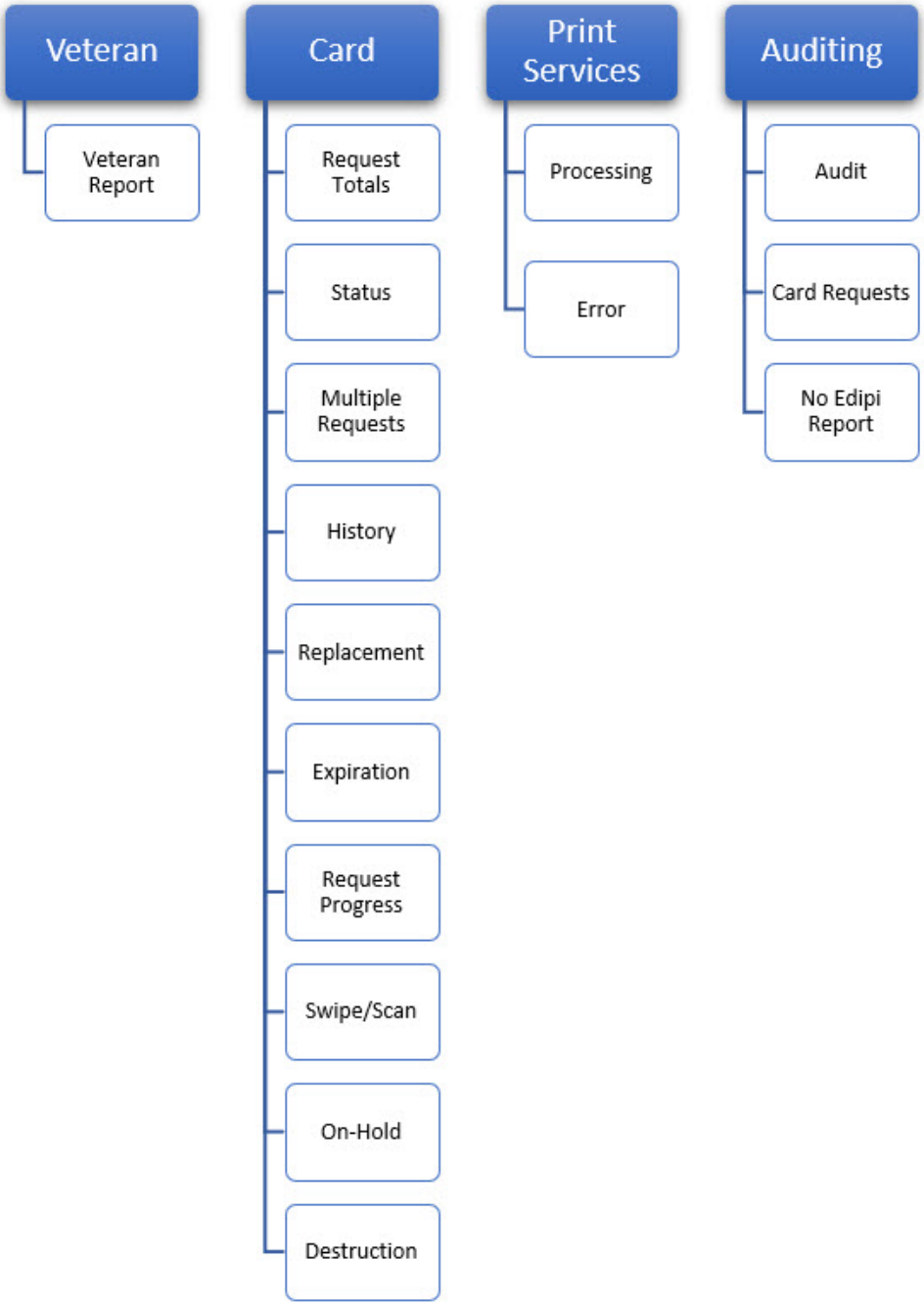
The ability to **Multi-select** is available on certain reports that have VISN and/or Facility selection criteria and is available to Administrators, and Tech Admin (Tier 3) roles. This feature works by holding down the **[Control]** button (Ctrl) on the keyboard and single clicking on each desired list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

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

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

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

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



Figure

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

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

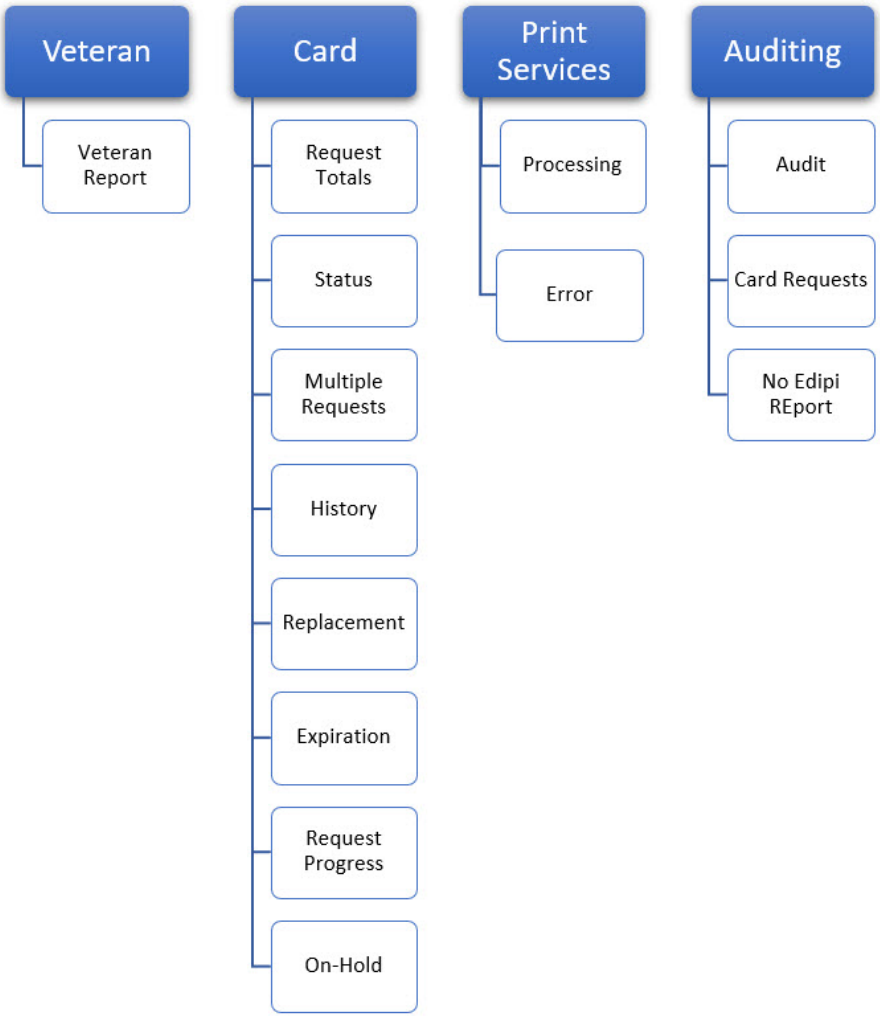


Figure 7-2: Report Tabular Structure for the Supervisor

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

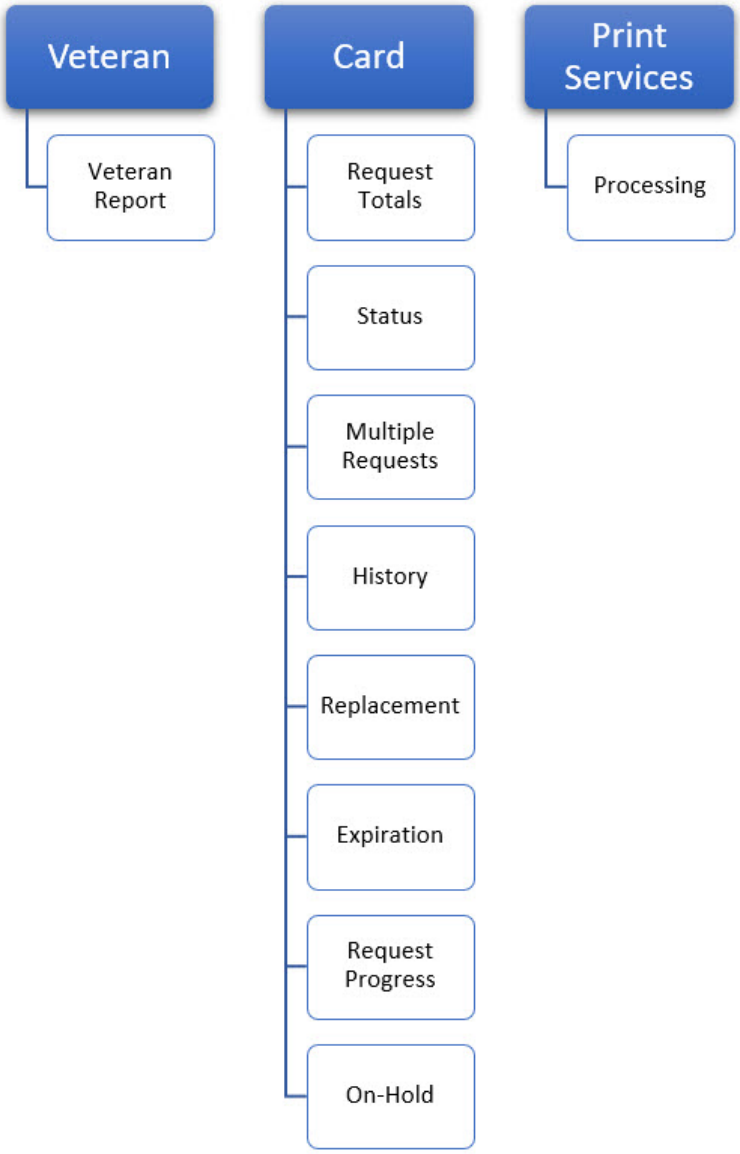


Figure 7-3: Report Tabular Structure for the Associate

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

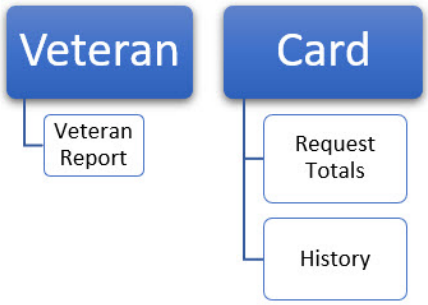


Figure 7-4: Report Tabular Structure for the Read-Only user

7.1. Veteran (Direct Search) Report

Table 3: Veteran Report at a Glance

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

The *Veteran Report* (a.k.a. *Direct Search* 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.

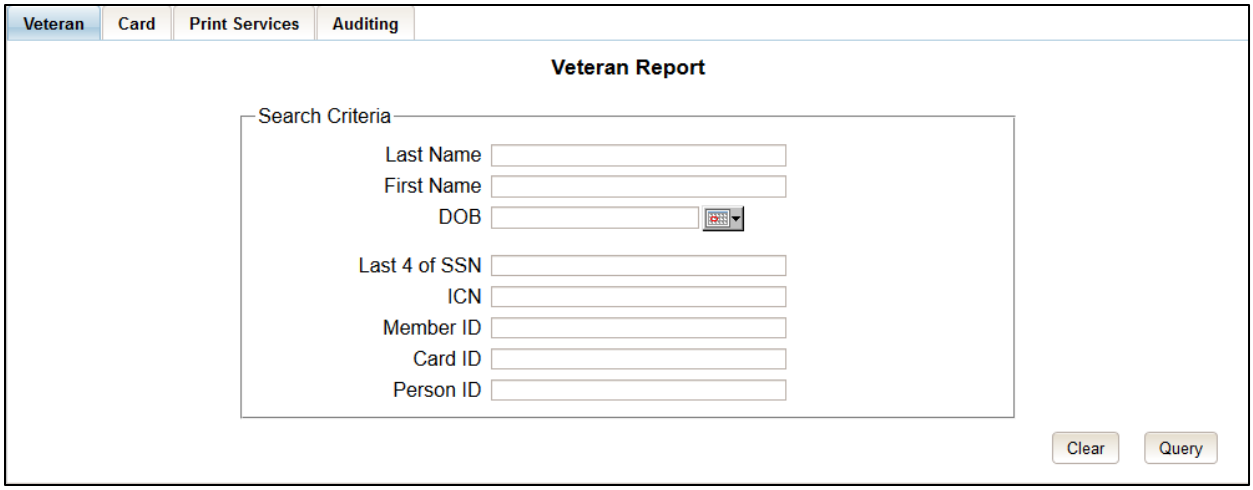


Figure 7-5: Veteran Report Query Fields – Administrator, Tech Admin (Tier 3), Auditor and Supervisor

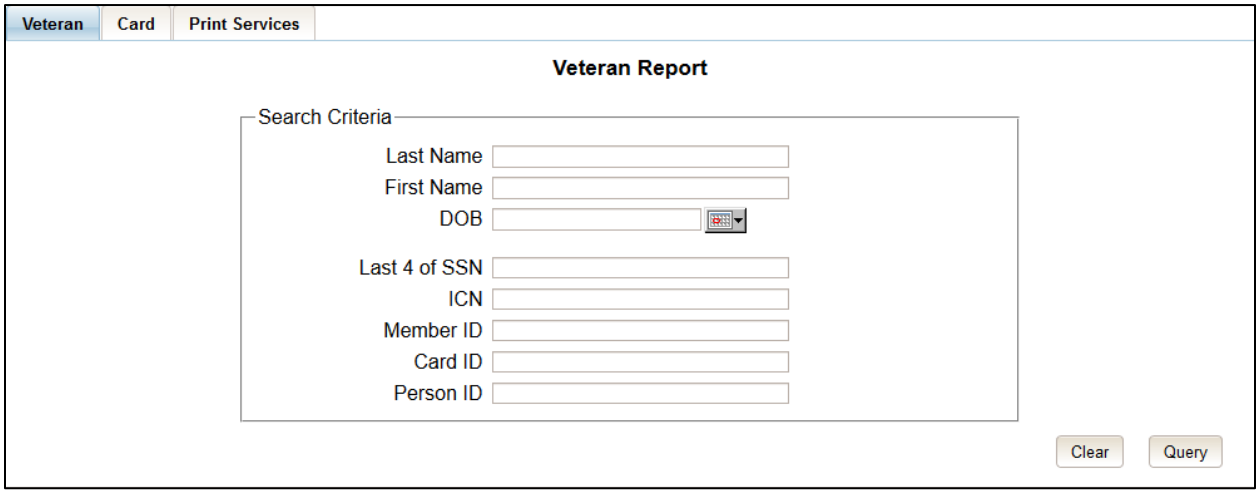


Figure 7-6: Veteran Report Query Fields – Associate

Veteran | Card

Veteran Report

Search Criteria

Last Name
First Name
DOB
Last 4 of SSN
ICN
Member ID
Card ID
Person ID

Clear | Query

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

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

Veteran Report

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

Back

Figure 7-8: 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
- 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 in *Figure 7-9: Card ID Error Message*. 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 7-9: 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*.

Veteran Detail Report

Veteran: ETHAN PHILLIPS Person ID: 22737

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

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

Card Number	Card Status	MVI Status	Print Release Status	Card Expiration Date
6774	Requested	Active	Mailed	03/20/2027

Enrollment Address		
5270 LANDSLIDE DR		
ELSMORE		
KS	66732	USA

Veteran Photo

Preferred Facility Code	Preferred Facility Name
987	CHEY6

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

Person ID	Plan ID
22737	7346-243-588
Last Update	**Last Updated By**
03/20/2017	VAAUSIAM-VICTEST43

Card Request Count			
Total	Legacy	Mass Reissue	User Requested
111	0	0	111

Figure 7-10: VHIC Veteran Detail Report

The *VHIC Veteran Report* contains a hyperlink in the Card Number area. Clicking this hyperlink takes the user to the *VHIC Card History by Card ID report*. This user guide covers Card History Reports in section 7.5.

VHIC Card History by Card ID Report

Veteran ID: ANY Card ID: 6774

Veteran: ETHAN PHILLIPS Person ID: 22737

Gender	Date of Birth	Service	Card Count
MALE	11/02/1964	NO	1
Purple Heart	**Medal of Honor**	**Enrollment Status**	**Prisoner of War**
UNKNOWN	NO	ELIGIBLE	NO

Card ID: 6774

Card Issuer	Last Changed Date	Last Changed By	Card Type
VAAUSIAM-VICTEST43	04/19/2017	VIC	VHIC
Date Card Requested	**Date of Mailing**	**Expiration Date**	
03/20/2017	04/19/2017	03/20/2027	

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

Picture Effective Date	Branch of Service	VISN	Facility
03/20/2017	DECLINE	7	ATLANTA VAMC - 508
Mailed to Address		**Address Selected By Veteran**	
1670 CLAIRMONT RD DECATUR GA, 30033		1670 CLAIRMONT RD DECATUR GA, 30033	

Status	MVI	Print	Message	Status Change	Changed By
Pending	Not Correlated	Not Started	REQUEST PENDING.	03/20/2017 09:14:40	VAAUSIAM-VICTEST43

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

Figure 7-11: VHIC Card History by Card ID

The *VHIC Veteran Detail Report* also contains a hyperlink in the Person ID area. Clicking this hyperlink takes the user to the *VHIC Card History by Person ID Report*. This user guide covers Card History Reports in section 7.5.

VHIC Card History by Person ID Report

Veteran ID: 22737 Card ID: ANY

Veteran: ETHAN PHILLIPS Person ID: 22737

Gender	Date of Birth	Service	Card Count
MALE	11/02/1964	NO	111
Purple Heart	**Medal of Honor**	**Enrollment Status**	**Prisoner of War**
UNKNOWN	NO	ELIGIBLE	NO

Card ID: 6774

Veteran Image

Card Issuer	Last Changed Date	Last Changed By	Card Type
VAAUSIAM-VICTEST43	04/19/2017	VIC	VHIC
Date Card Requested	**Date of Mailing**	**Expiration Date**	
03/20/2017	04/19/2017	03/20/2027	

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

Picture Effective Date	Branch of Service	VISN	Facility
03/20/2017	DECLINE	7	ATLANTA VAMC - 508
Mailed to Address		**Address Selected By Veteran**	
1670 CLAIRMONT RD DECATUR GA, 30033		1670 CLAIRMONT RD DECATUR GA, 30033	

Status	MVI	Print	Message	Status Change	Changed By
Pending	Not Correlated	Not Started	REQUEST PENDING.	03/20/2017 09:14:40	VAAUSIAM-VICTEST43
Replacement Reason	**Hold Reason(s)**	**Print Error Reason**			**Deactivation Reason**
Stolen					

Status	MVI	Print	Message	Status Change	Changed By
Pending	Active	Not Started	PENDING REQUEST CORRELATED.	03/20/2017 09:14:49	VAAUSIAM-VICTEST43
Replacement Reason	**Hold Reason(s)**	**Print Error Reason**			**Deactivation Reason**
Stolen					

Status	MVI	Print	Message	Status Change	Changed By
Requested	Active	Pending	REQUEST SUBMITTED.	03/20/2017 09:14:49	VAAUSIAM-VICTEST43
Replacement Reason	**Hold Reason(s)**	**Print Error Reason**			**Deactivation Reason**
Stolen					

Status	MVI	Print	Message	Status Change	Changed By
Requested	Active	Sent	SENT TO PRINTER.	04/19/2017 16:00:59	VIC
Replacement Reason	**Hold Reason(s)**	**Print Error Reason**			**Deactivation Reason**
Stolen					

Status	MVI	Print	Message	Status Change	Changed By
Requested	Active	Received	PRINTING ACCEPTED.	04/19/2017 16:10:18	VIC
Replacement Reason	**Hold Reason(s)**	**Print Error Reason**			**Deactivation Reason**
Stolen		Successfully Accepted.			

Status	MVI	Print	Message	Status Change	Changed By
Requested	Active	Mailed	MAILED.	04/19/2017 16:10:18	VIC
Replacement Reason	**Hold Reason(s)**	**Print Error Reason**			**Deactivation Reason**
Stolen					

Card ID: 6773

Veteran Image

Card Issuer	Last Changed Date	Last Changed By	Card Type
VAAUSIAM-VICTEST43	05/02/2017	VIC CARD MONITOR	VHIC
Date Card Requested	**Date of Mailing**	**Expiration Date**	
03/20/2017		03/20/2027	

Picture Comment	Current Card Status	Current MVI Status	Current Print Status
	Replaced	Unlinked	Cancelled

Figure 7-12: VHIC Card History by Person ID

7.2. Card Request Totals Report

Table 4: 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 (based on a user's role).

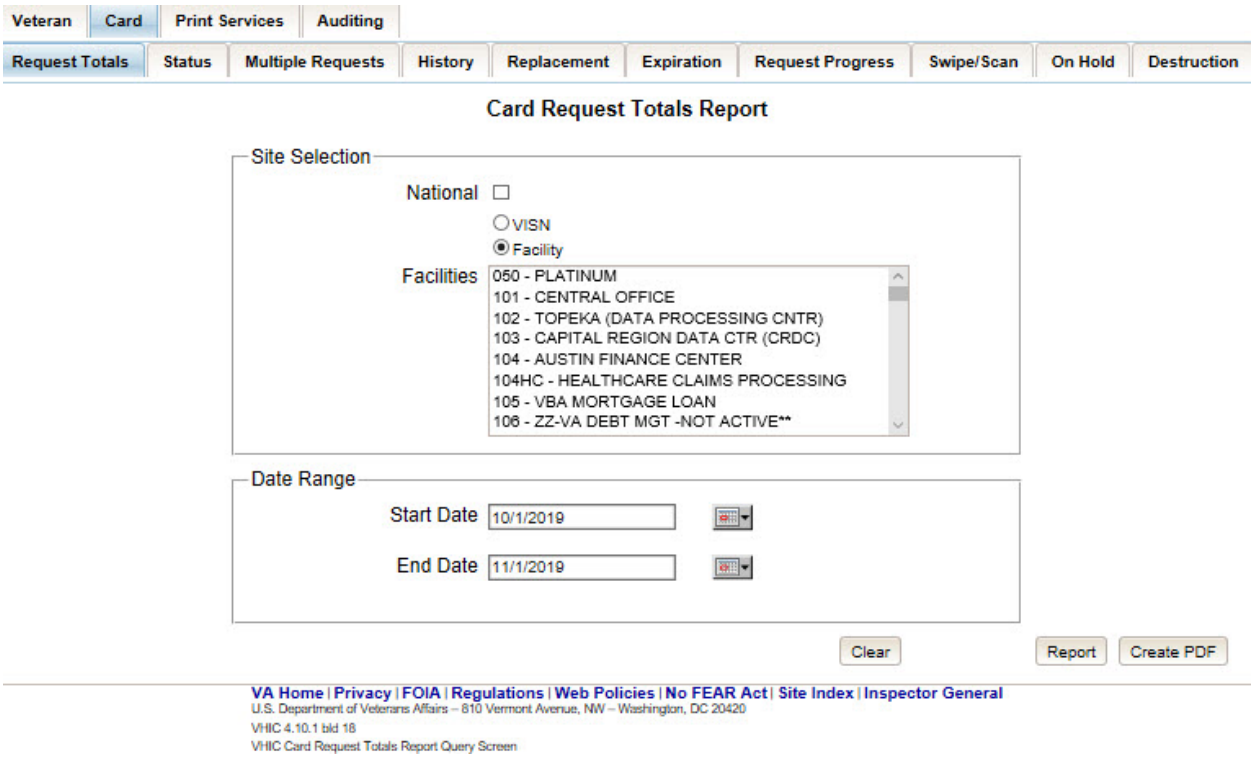


Figure 7-13: Card Request Totals Report query screen – Administrators and Tech Admin (Tier 3)

Veteran | Card | Print Services | Auditing

Request Totals | Status | Multiple Requests | History | Replacement | Expiration | Request Progress | Swipe/Scan | On Hold | Destruction

Card Request Totals Report

Site Selection

National ☐

○ VISN

◉ Facility

Facilities 050 - PLATINUM

Date Range

Start Date 10/1/2019

End Date 11/1/2019

Clear Report Create PDF

VA Home | Privacy | FOIA | Regulations | Web Policies | No FEAR Act | Site Index | Inspector General

U.S. Department of Veterans Affairs – 810 Vermont Avenue, NW – Washington, DC 20420

VHIC 4.10.1 bld 18

VHIC Card Request Totals Report Query Screen

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

Veteran | Card | Print Services | Auditing

Request Totals | Status | Multiple Requests | History | Replacement | Expiration | Request Progress | On Hold

Card Request Totals Report

Site Selection

Facilities 050 - PLATINUM

Date Range

Start Date 10/1/2019

End Date 11/1/2019

Clear Report Create PDF

VA Home | Privacy | FOIA | Regulations | Web Policies | No FEAR Act | Site Index | Inspector General

U.S. Department of Veterans Affairs – 810 Vermont Avenue, NW – Washington, DC 20420

VHIC 4.10.1 bld 18

VHIC Card Request Totals Report Query Screen

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

Veteran | Card | Print Services

Request Totals | Status | Multiple Requests | History | Replacement | Expiration | Request Progress | On Hold

Card Request Totals Report

Site Selection

Facilities 050 - PLATINUM

Date Range

Start Date 10/1/2019

End Date 11/1/2019

Clear | Report | Create PDF

VA Home | Privacy | FOIA | Regulations | Web Policies | No FEAR Act | Site Index | Inspector General

U.S. Department of Veterans Affairs – 810 Vermont Avenue, NW – Washington, DC 20420

VHIC 4.10.1 bld 18

VHIC Card Request Totals Report Query Screen

Figure 7-16: Card Request Totals Report query screen – Associate

Veteran | Card

Request Totals | History

Card Request Totals Report

Site Selection

VISN

Facility

Facilities 050 - PLATINUM

Date Range

Start Date 10/1/2019

End Date 11/1/2019

Clear | Report | Create PDF

VA Home | Privacy | FOIA | Regulations | Web Policies | No FEAR Act | Site Index | Inspector General

U.S. Department of Veterans Affairs – 810 Vermont Avenue, NW – Washington, DC 20420

VHIC 4.10.1 bld 18

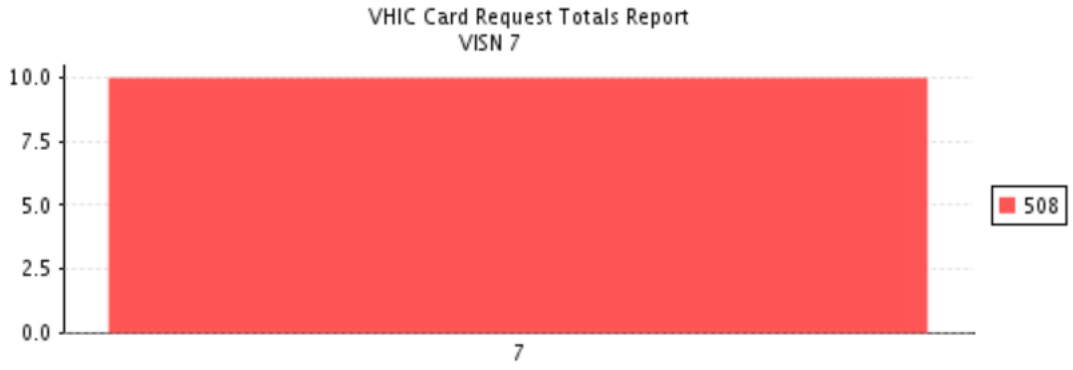
VHIC Card Request Totals Report Query Screen

Figure 7-17: Card Request Totals Report query screen – Read-Only User

VHIC National Card Request Totals

NATIONAL Start Date: 06/01/2017 End Date: 07/05/2017

VISN	Facility	CNT
7	508	10
VISN 7 Totals		**10**



National Total	10

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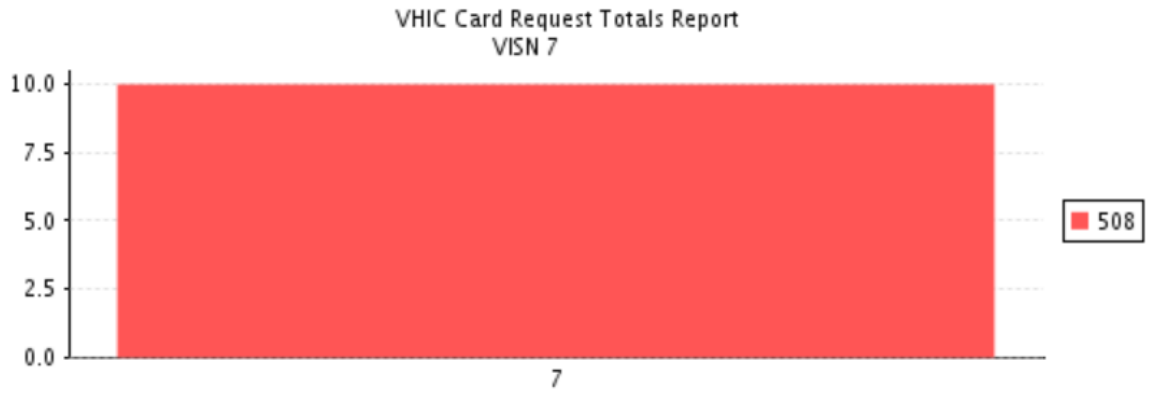
VHIC National Card Request Totals

Figure 7-18: VHIC Card Request National Report

VHIC VISN Card Request Totals

VISN: 7 FACILITY: ALL Start Date: 06/01/2017 End Date: 07/05/2017

VISN	Facility	CNT
7	508	10
VISN 7 Totals		**10**



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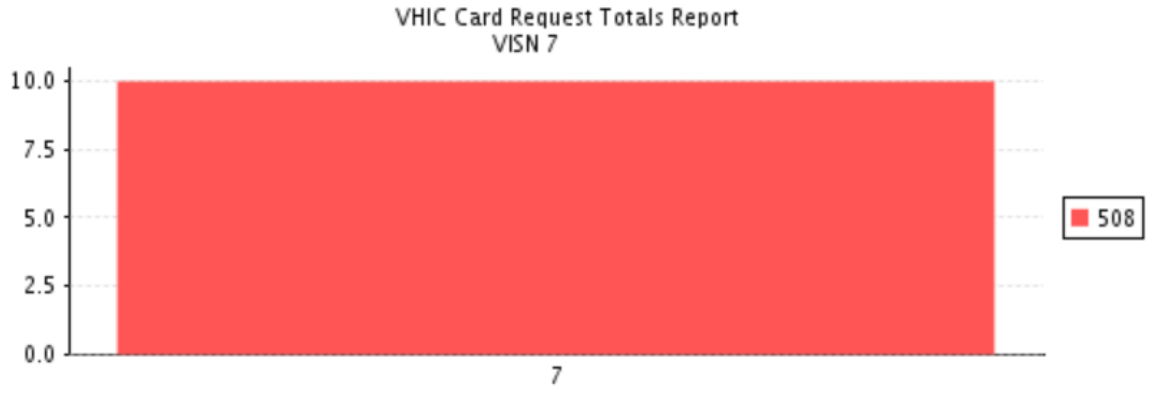
VHIC VISN Card Request Totals

Figure 7-19: VHIC Card Request Totals report – VISN

VHIC Facility Card Request Totals

VISN: ALL FACILITY: 508 Start Date: 06/01/2017 End Date: 07/05/2017

VISN	Facility	CNT
7	508	10
VISN 7 Totals		**10**



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VHIC Facility Card Request Totals

Figure 7-20: VHIC Card Request Totals report – Facility

7.3. Card Status Report

Table 5: Card Status Report at a Glance

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

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

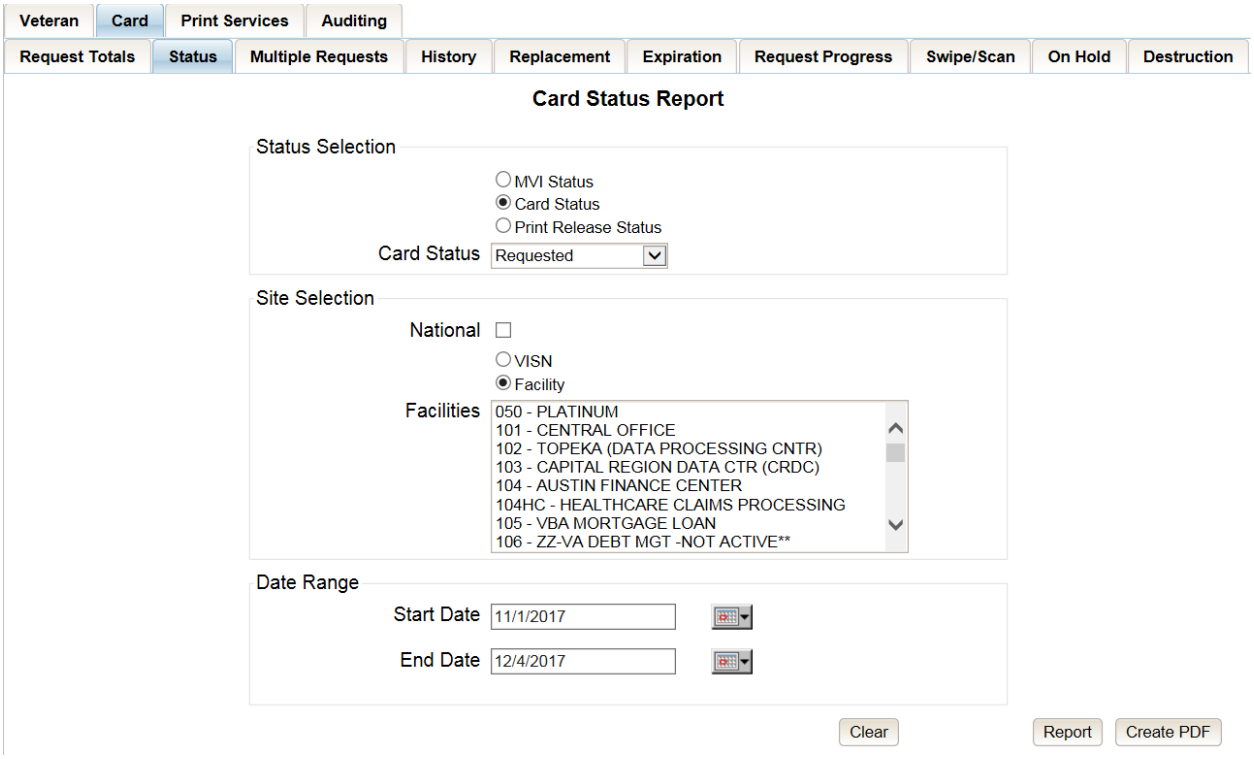

Figure 7-21: Card Status Report query screen – Administrator and Tech Admin (Tier 3)

Veteran | Card | Print Services | Auditing

Request Totals | Status | Multiple Requests | History | Replacement | Expiration | Request Progress | Swipe/Scan | On Hold | Destruction

Card Status Report

Status Selection

MVI Status
Card Status
Print Release Status

Card Status: Requested

Site Selection

National ☐

VISN
Facility

Facility: 508 - ATLANTA VAMC

Date Range

Start Date: 11/1/2017

End Date: 12/4/2017

Clear | Report | Create PDF

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

Veteran | Card | Print Services | Auditing

Request Totals | Status | Multiple Requests | History | Replacement | Expiration | Request Progress | On Hold

Card Status Report

Status Selection

MVI Status
Card Status
Print Release Status

Card Status: Requested

Site Selection

Facility: 508 - ATLANTA VAMC

Date Range

Start Date: 11/1/2017

End Date: 12/4/2017

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

Clear | Report | Create PDF

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

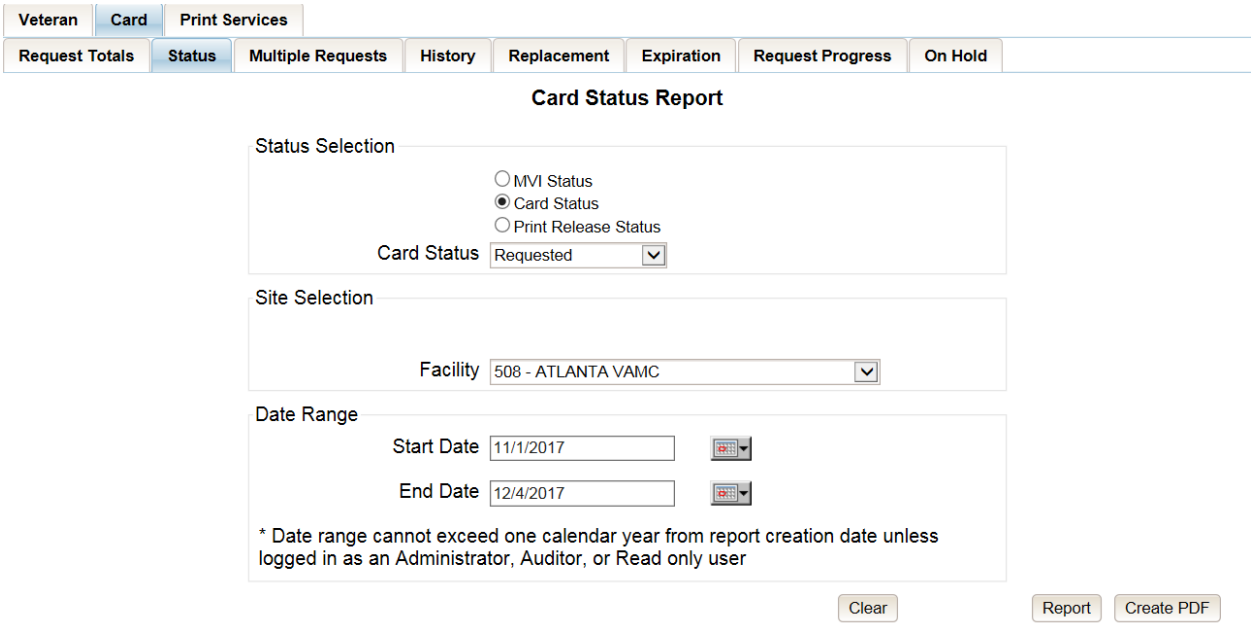

Figure 7-24: Card Status Report query screen – Associate

7.3.1. MVI (Master Veteran Index) Status Option

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

- Active*
- Not Correlated
- Rejected
- Unlinked

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

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

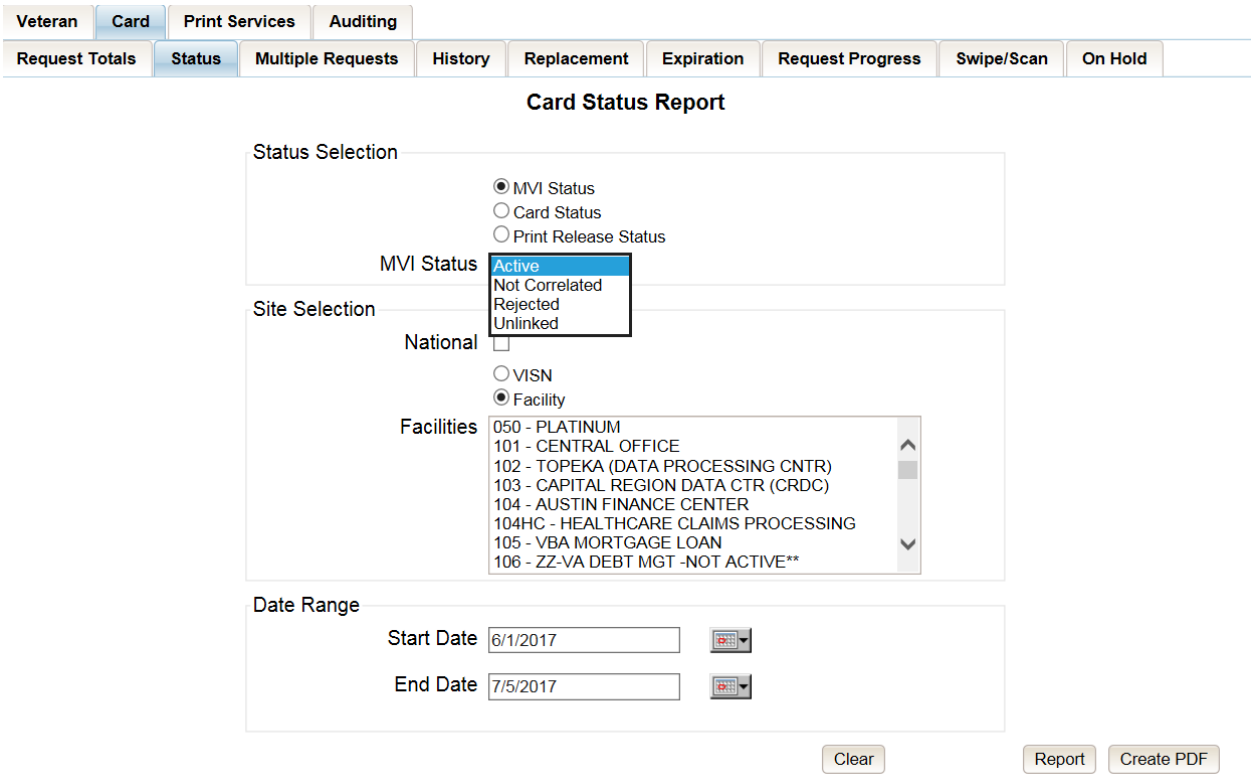

Figure 7-25: Card Status Report query screen with MVI Status drop-down options displayed

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

VHIC MVI Status National Summary Report

NATIONAL Start Date: 06/01/2017 End Date: 07/05/2017

VISN	VISN #	# of Cards Active	# of Cards Total
VA Southeast Network	7	9	729
	National Totals:	**9**	**729**

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VHIC MVI Status National Summary Report

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

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

VHIC MVI Status VISN Summary Report

VISN: 7 Start Date: 06/01/2017 End Date: 07/05/2017

VISN	VISN #	Facility	Facility #	# of Cards Active	# of Cards Total
VA Southeast Network	7	ATLANTA VAMC	508	9	729
VISN 7 Totals:				**9**	**729**

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VHIC MVI Status VISN Summary Report

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

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

VHIC MVI Status Facility Summary Report

Facility: 508 Start Date: 06/01/2017 End Date: 07/05/2017

VISN	VISN #	Facility	Facility #	# of Cards Active	# of Cards Total
VA Southeast Network	7	ATLANTA VAMC	508	9	729
VISN 7 Totals:				**9**	**729**

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VHIC MVI Status Facility Summary Report

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

VHIC MVI Status Facility Detail Summary Report

Facility: 508 Start Date: 10/05/2019 End Date: 11/05/2019

Facility	Facility #	Status Date	MVI Status	Last Name	First Name	Member ID	Card Cut
ATLANTA VAMC	508	10/23/2019	Active	BENSON	JIM	1607956533	1
ATLANTA VAMC	508	10/23/2019	Active	BROWN	WILSON	1607956576	1
ATLANTA VAMC	508	10/23/2019	Active	CUNDIFF	ANDREW	1606231420	2
ATLANTA VAMC	508	10/23/2019	Active	JACK	JILL		1
ATLANTA VAMC	508	10/23/2019	Active	POPE	ALEXANDER	1606248756	1
ATLANTA VAMC	508	10/24/2019	Active	PAPP	DAVID		1
ATLANTA VAMC	508	10/24/2019	Active	SULLIVAN	WARREN	1606216781	1
ATLANTA VAMC	508	10/24/2019	Active	THORPE	JIM	1606216536	1
ATLANTA VAMC	508	10/24/2019	Active	WESTON	MALIK	1606249744	1
ATLANTA VAMC	508	10/24/2019	Active	WILLIAM	JAMES		2
ATLANTA VAMC	508	10/25/2019	Active	RADSIX	VHICSIX		1
ATLANTA VAMC	508	10/25/2019	Active	TESTTHIRTYONE	VGTESTTWENTY	1607934270	1
ATLANTA VAMC	508	10/25/2019	Active	VHICTHREE	TESTTHREE		1
ATLANTA VAMC	508	10/28/2019	Active	ALIX	MARY		1
ATLANTA VAMC	508	10/28/2019	Active	POPE	ALEXANDER	1606248756	1
ATLANTA VAMC	508	10/30/2019	Active	SPANKOWSKI	JAMES	1606250068	1

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VHIC MVI Status Facility Detail Summary Report

Facility	Facility #	Status Date	MVI Status	Last Name	First Name	Member ID	Card Cut
ATLANTA VAMC	508	11/04/2019	Active	EDWARD	SMILE		2
ATLANTA VAMC	508	11/04/2019	Active	GOLD	MIKE		2
ATLANTA VAMC	508	11/05/2019	Active	JOHN	SMITH		2

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VHIC MVI Status Facility Detail Summary Report

Figure 7-29: VHIC MVI Status Facility Detail Report – Active

7.3.2. Card Status Option

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

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

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

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

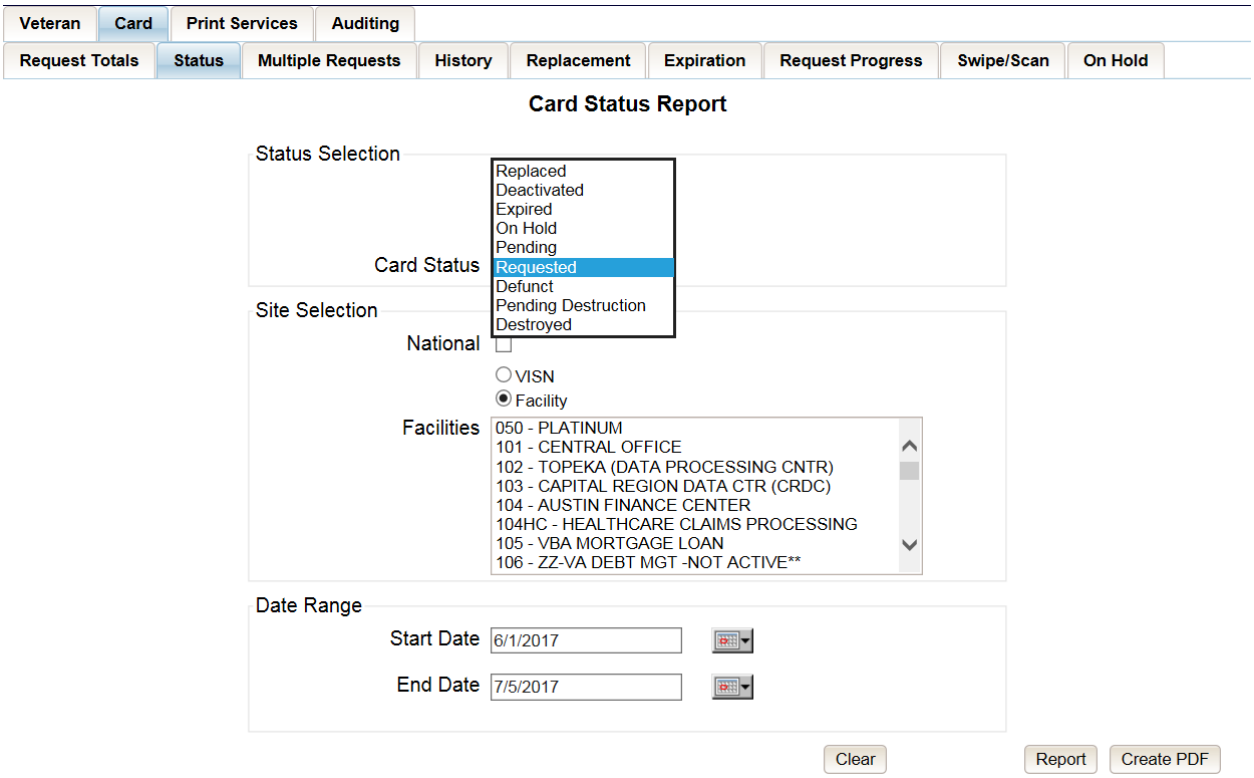

Figure 7-30: Card Status Report query screen with Card Status drop-down menu options displayed

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

VHIC Card Status National Summary Report

NATIONAL Start Date: 06/01/2017 End Date: 07/05/2017

VISN	VISN #	# of Cards Requested	# of Cards Total
VA Southeast Network	7	7	729
National Totals:		**7**	**729**

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VHIC Card Status National Summary Report

Figure 7-31: VHIC Card Status National Summary Report – Requested

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

VHIC Card Status VISN Summary Report

VISN: 7 Start Date: 06/01/2017 End Date: 07/05/2017

VISN	VISN #	Facility	Facility #	# of Cards Requested	# of Cards Total
VA Southeast Network	7	ATLANTA VAMC	508	7	729
VISN 7 Totals:				**7**	**729**

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VHIC Card Status VISN Summary Report

Figure 7-32: VHIC Card Status VISN Summary Report – Requested

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

VHIC Card Status Facility Summary Report

Facility: 508 Start Date: 06/01/2017 End Date: 07/20/2017

VISN	VISN #	Facility	Facility #	# of Cards Requested	# of Cards Total
VA Southeast Network	7	ATLANTA VAMC	508	11	740
VISN 7 Totals:				**11**	**740**

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VHIC Card Status Facility Summary Report

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

VHIC Card Status Facility Detail Report

Facility: 508 Start Date: 06/01/2017 End Date: 07/05/2017

Facility	Facility #	Status Date	Card Status	Last Name	First Name	Card Number	Member ID
ATLANTA VAMC	508	06/08/2017	Requested	TESTFOURTYFIVE	VGTESTTHIRTYFOU	6847	1607934238
ATLANTA VAMC	508	06/09/2017	Requested	TESTFOURTYONE	VGTESTTHIRTY	6850	1607934360
ATLANTA VAMC	508	06/09/2017	Requested	YATES	WILLIAM	6851	1606257631
ATLANTA VAMC	508	06/14/2017	Requested	YATES	JOSEPH	6852	1606216463
ATLANTA VAMC	508	07/03/2017	Requested	FERGUSON	KENNETH	6853	1606216560
ATLANTA VAMC	508	07/05/2017	Requested	BENSON	JIM	6855	
ATLANTA VAMC	508	07/05/2017	Requested	BROWN	WILSON	6856	1607956576

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VHIC Card Status Facility Detail Report

Figure 7-34: VHIC Card Status Facility Detail Report – Requested

7.3.3. Print Release Status Option

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

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

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

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

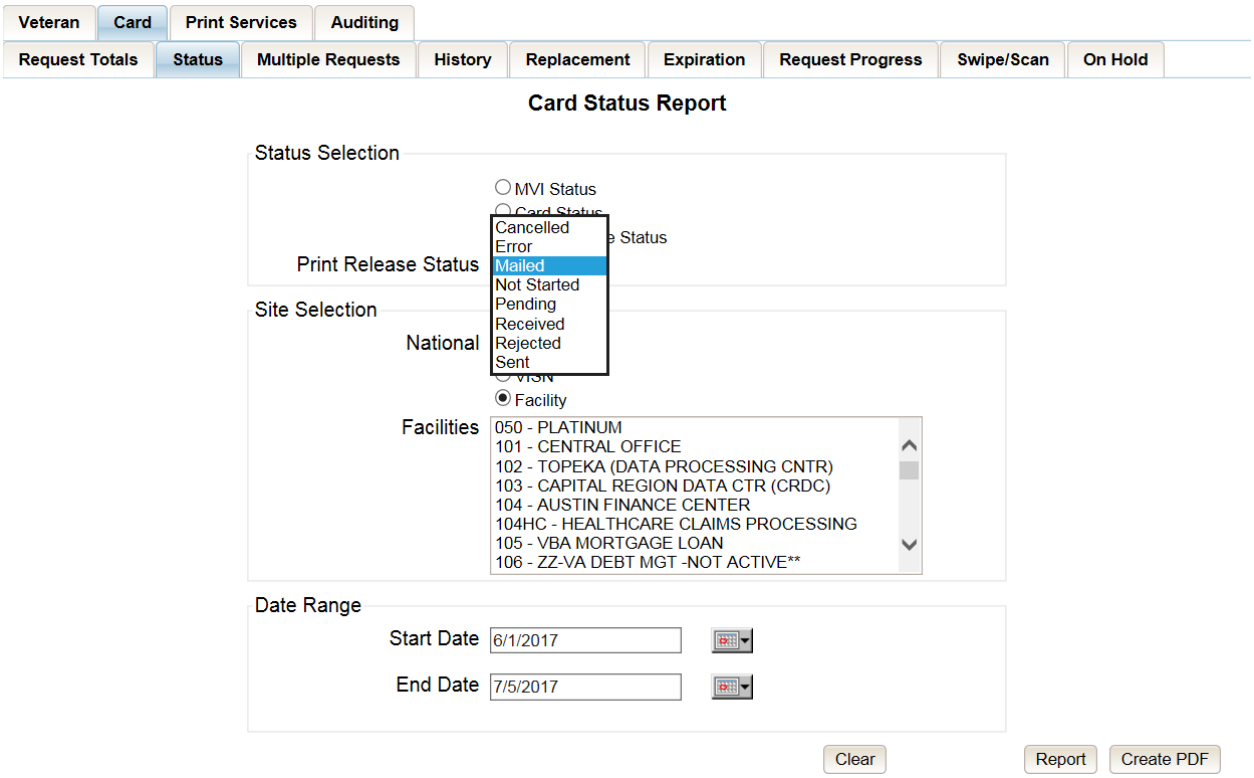

Figure 7-35: Card Status Report query screen with Print Release Status drop-down menu options displayed

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

VHIC Print Status National Summary Report

Start Date: 06/01/2017 End Date: 07/20/2017

VISN	VISN #	# of Cards Mailed	# of Cards Total
VA Southeast Network	7	5	25
	National Totals:	**5**	**25**

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VHIC Print Status National Summary Report

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

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

VHIC Print Status VISN Summary Report

VISN: 7 Facility: ALL Start Date: 06/01/2017 End Date: 07/20/2017

VISN	VISN #	Facility	Facility #	# of Cards Mailed	# of Cards Total
VA Southeast Network	7	ATLANTA VAMC	508	5	25
VISN 7 Totals:				**5**	**25**

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VHIC Print Status VISN Summary Report

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

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

VHIC Print Status Facility Summary Report

VISN: ALL Facility: 508 Start Date: 06/01/2017 End Date: 07/20/2017

VISN	VISN #	Facility	Facility #	# of Cards Mailed	# of Cards Total
VA Southeast Network	7	ATLANTA VAMC	508	5	25
VISN 7 Totals:				**5**	**25**

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VHIC Print Status Facility Summary Report

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

VHIC Print Status Facility Detail Report

Facility: 508 Start Date: 06/01/2017 End Date: 07/20/2017

Facility	Facility #	Date Mailed	# of Cards Mailed	Reason	Last Name	First Name	Member ID
ATLANTA VAMC	508	06/14/2017	1		TESTFOURTYFIVE	VGTESTTHIRTYFOU	1607934238
ATLANTA VAMC	508	06/14/2017	1		FERGUSON	KENNETH	1606216560
ATLANTA VAMC	508	06/14/2017	1		TESTFOURTYONE	VGTESTTHIRTY	1607934360
ATLANTA VAMC	508	06/14/2017	1		YATES	WILLIAM	1606257631
ATLANTA VAMC	508	06/14/2017	1		YATES	JOSEPH	1606216463

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VHIC Print Status Facility Detail Report

Figure 7-39: VHIC Print Status Detail Report - Facility – Mailed

7.4. Multiple Card Requests Report

Table 6: Multiple Request Report at a Glance

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

The *Multiple Card Requests Report* provides a summary of either multiple cards requested for a Veteran or multiple cards mailed to a Veteran. The user must select the radio button corresponding to the desired report. This report is customizable and will return multiples based on specific numeric criteria entered into the Card Requests field (*the default is two (2)*).

Once the user specifies 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*.

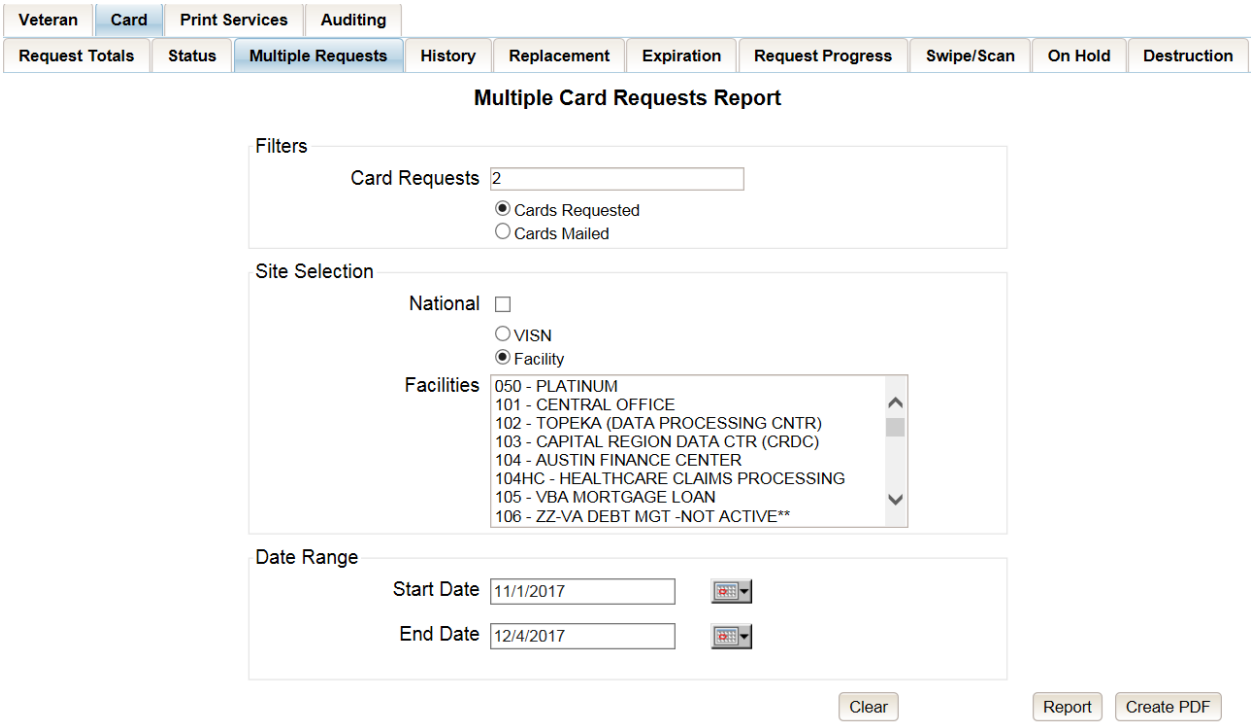

Figure 7-40: Multiple Card Requests Report query screen – Administrator and Tech Admin (Tier 3)

Veteran | Card | Print Services | Auditing

Request Totals | Status | Multiple Requests | History | Replacement | Expiration | Request Progress | Swipe/Scan | On Hold | Destruction

Multiple Card Requests Report

Filters

Card Requests 2

◉ Cards Requested
○ Cards Mailed

Site Selection

National ☐

○ VISN
◉ Facility

Facility 508 - ATLANTA VAMC

Date Range

Start Date 11/1/2017

End Date 12/4/2017

Clear | Report | Create PDF

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

Veteran | Card | Print Services | Auditing

Request Totals | Status | Multiple Requests | History | Replacement | Expiration | Request Progress | On Hold

Multiple Card Requests Report

Filters

Card Requests 2

◉ Cards Requested
○ Cards Mailed

Site Selection

Facility 508 - ATLANTA VAMC

Date Range

Start Date 11/1/2017

End Date 12/4/2017

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

Clear | Report | Create PDF

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

Veteran | Card | Print Services

Request Totals | Status | Multiple Requests | History | Replacement | Expiration | Request Progress | On Hold

Multiple Card Requests Report

Filters

Card Requests 2

◉ Cards Requested
○ Cards Mailed

Site Selection

Facility 508 - ATLANTA VAMC

Date Range

Start Date 11/1/2017

End Date 12/4/2017

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

Clear Report Create PDF

Figure 7-43: Multiple Card Requests Report query screen – Associate

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

VHIC National Summary Report for Number of Cards Requested

NATIONAL Start Date: 06/01/2017 End Date: 07/20/2017

VISN	VISN #	# Veterans	# Cards Requested
VA Southeast Network	7	1	2
		2	3
		1	4
NATIONAL Total:		**4**	**9**

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VHIC National Summary Report for Number of Cards Requested

Figure 7-44: 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.

VHIC VISN Summary Report for Number of Cards Requested
VISN: 7 Start Date: 06/01/2017 End Date: 07/20/2017

VISN	VISN #	# Veterans	# Cards Requested
VA Southeast Network	7	1	2
		2	3
		1	4

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VHIC VISN Summary Report for Number of Cards Requested

Figure 7-45: 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.

VHIC Facility Summary Report for Number of Cards Requested
Facility: 508 Start Date: 06/01/2017 End Date: 07/20/2017

Facility	Facility #	# Veterans	# Cards Requested
VA Southeast Network 7			
ATLANTA VAMC	508	1	2
		2	3
		1	4

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VHIC Facility Summary Report for Number of Cards Requested

Figure 7-46: 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.

VHIC Facility Detail Report for Number of Cards Requested

Site: 508 Start Date: 06/01/2017 End Date: 07/20/2017

Last Name	First Name	Member ID	# Cards Requested
ATLANTA VAMC 508			
PHILLIPS	ETHAN	1606249906	4
BROWN	WILSON	1607956576	3
FERGUSON	KENNETH	1606216560	3
YATES	WILLIAM	1606257631	2

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VHIC Facility Detail Report for Number of Cards Requested

Figure 7-47: VHIC Facility Detail Report for Number of Cards Requested

7.5. Card History Report

Table 7: Card History Report at a Glance

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

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

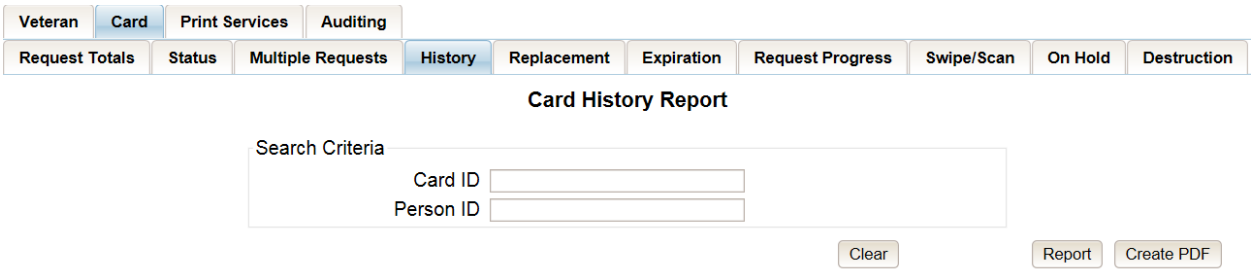

Figure 7-48: Card History Report query screen – Administrators, Tech Administrator (Tier 3), and Auditors

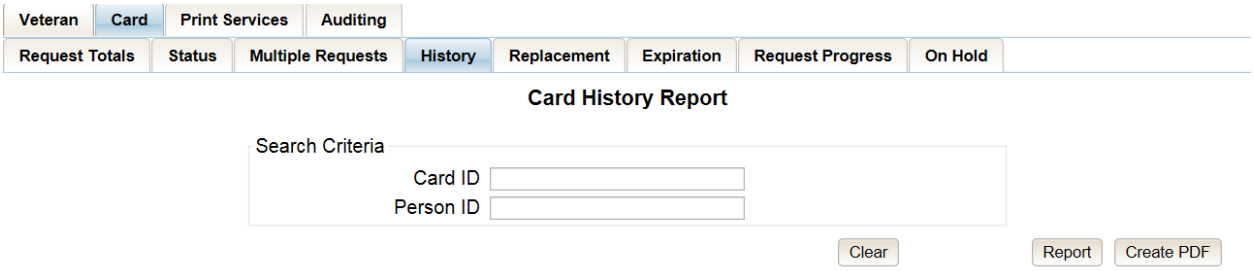

Figure 7-49: Card History Report query screen – Supervisor

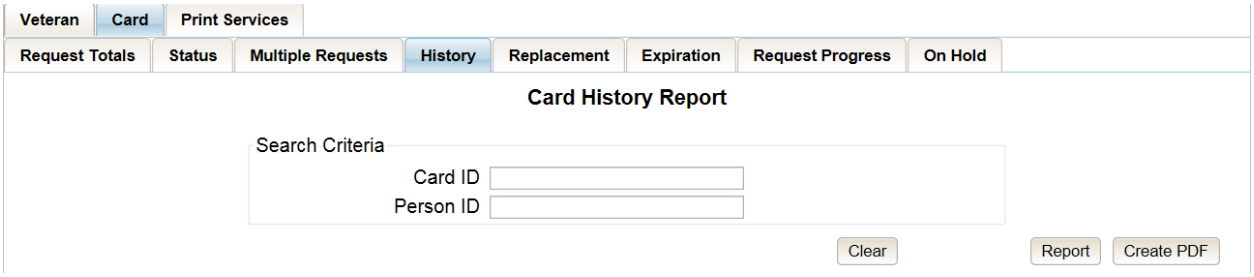

Figure 7-50: Card History Report query screen – Associate

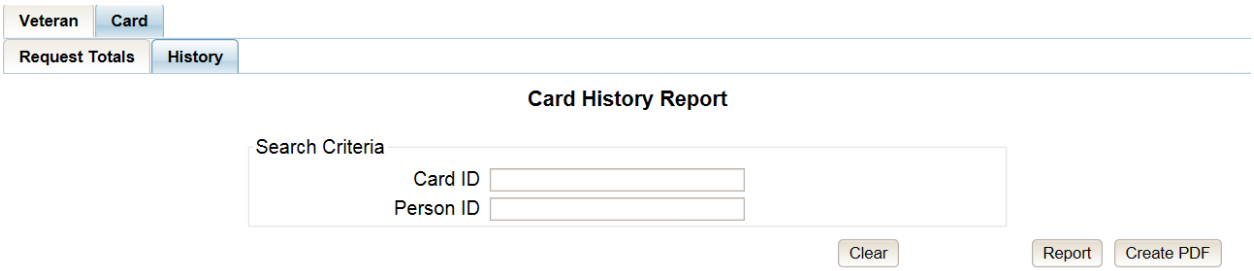

Figure 7-51: Card History Report query screen – Read-Only User

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.*

VHIC Card History by Card ID Report

Veteran ID: ANY Card ID: 6774

Veteran: ETHAN PHILLIPS Person ID: 22737

Gender	Date of Birth	Service	Card Count
MALE	11/02/1964	NO	1

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

Card ID: 6774

Veteran Image

Card Issuer	Last Changed Date	Last Changed By	Card Type
VAAUSIAM-VICTEST43	04/19/2017	VIC	VHIC

Date Card Requested	Date of Mailing	Expiration Date
03/20/2017	04/19/2017	03/20/2027

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

Picture Effective Date	Branch of Service	VISN	Facility
03/20/2017	DECLINE	7	ATLANTA VAMC - 508

Mailed to Address	Address Selected By Veteran
1670 CLAIRMONT RD DECATUR GA, 30033	1670 CLAIRMONT RD DECATUR GA, 30033

Status	MVI	Print	Message	Status Change	Changed By
Pending	Not Correlated	Not Started	REQUEST PENDING.	03/20/2017 09:14:40	VAAUSIAM-VICTEST43

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

Figure 7-52: VHIC Card History by Card ID Report

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

VHIC Card History by Person ID Report

Veteran ID: 22737 Card ID: ANY

Veteran: ETHAN PHILLIPS Person ID: 22737

Gender	Date of Birth	Service	Card Count
MALE	11/02/1964	NO	111
Purple Heart	**Medal of Honor**	**Enrollment Status**	**Prisoner of War**
UNKNOWN	NO	ELIGIBLE	NO

Card ID: 6774

Veteran Image

Card Issuer	Last Changed Date	Last Changed By	Card Type
VAAUSIAM-VICTEST43	04/19/2017	VIC	VHIC
Date Card Requested	**Date of Mailing**	**Expiration Date**	
03/20/2017	04/19/2017	03/20/2027	

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

Picture Effective Date	Branch of Service	VISN	Facility
03/20/2017	DECLINE	7	ATLANTA VAMC - 508

Mailed to Address	Address Selected By Veteran
1670 CLAIRMONT RD DECATUR GA, 30033	1670 CLAIRMONT RD DECATUR GA, 30033

Status	MVI	Print	Message	Status Change	Changed By
Pending	Not Correlated	Not Started	REQUEST PENDING.	03/20/2017 09:14:40	VAAUSIAM-VICTEST43

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

Figure 7-53: Card History by Person ID Report

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

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

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

Status	MVI	Print	Message	Status Change	Changed By
On Hold	Active	Not Started	ON HOLD UPDATED.	12/07/2015 09:30:18	VAAUSIAM-VICTEST43

Replacement Reason	Hold Reason(s)	Print Error Reason	Deactivation Reason
Lost	NOT PROOFED		

Figure 7-54: Card History Report Status History

7.6. Card Replacement Report

Table 8: Card Replacement Report at a Glance

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

Each *Card Replacement Report* gives the user a breakdown, in a tabular format, of the requested replacement cards. The report, sorted by the replacement reasons and by the selected VISN and/or Facility, displays the 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).

Veteran | Card | Print Services | Auditing

Request Totals | Status | Multiple Requests | History | Replacement | Expiration | Request Progress | Swipe/Scan | On Hold | Destruction

Card Replacement Report

Site Selection

National ☐

○ VISN

◉ Facility

Facilities
050 - PLATINUM
101 - CENTRAL OFFICE
102 - TOPEKA (DATA PROCESSING CNTR)
103 - CAPITAL REGION DATA CTR (CRDC)
104 - AUSTIN FINANCE CENTER
104HC - HEALTHCARE CLAIMS PROCESSING
105 - VBA MORTGAGE LOAN
106 - ZZ-VA DEBT MGT -NOT ACTIVE**

Date Range

Start Date 11/1/2017

End Date 12/4/2017

Clear | Report | Create PDF

Figure 7-55: VHIC Card Replacement Report query screen – Administrators and Tech Administrators (Tier 3)

Veteran | Card | Print Services | Auditing

Request Totals | Status | Multiple Requests | History | Replacement | Expiration | Request Progress | Swipe/Scan | On Hold | Destruction

Card Replacement Report

Site Selection

National ☐

○ VISN

◉ Facility

Facility 508 - ATLANTA VAMC

Date Range

Start Date 11/1/2017

End Date 12/4/2017

Clear | Report | Create PDF

Figure 7-56: VHIC Card Replacement Report query screen – Auditors

Veteran | Card | Print Services | Auditing

Request Totals | Status | Multiple Requests | History | Replacement | Expiration | Request Progress | On Hold

Card Replacement Report

Site Selection

Facility 508 - ATLANTA VAMC

Date Range

Start Date 11/1/2017

End Date 12/4/2017

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

Clear Report Create PDF

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

Veteran | Card | Print Services

Request Totals | Status | Multiple Requests | History | Replacement | Expiration | Request Progress | On Hold

Card Replacement Report

Site Selection

Facility 508 - ATLANTA VAMC

Date Range

Start Date 11/1/2017

End Date 12/4/2017

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

Clear Report Create PDF

Figure 7-58: VHIC Card Replacement Report query screen – Associates

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

VHIC Card Replacement National Summary Report

Number of Cards Replaced Between 06/01/2017 and 07/20/2017
National Report

Facility	Facility #	# of Cards Replaced
VISN 7 VA Southeast Network		
ATLANTA VAMC	508	18
VISN 7 Totals:		**18**

NATIONAL Total:	**18**

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VHIC Card Replacement National Summary Report

Figure 7-59: VHIC Card Replacement Summary Report – National

The *VHIC Card Replacement Facility Report* lists the Replacement Reasons and contains a hyperlink in the # of Cards Replaced column. Clicking the hyperlink takes the user to the *VHIC Card Replacement Facility Sub-Reason Report*.

VHIC Card Replacement Facility Summary Report

Number of Cards Replaced Between 06/01/2017 and 07/20/2017
Facility: 508

Replacement Reason	# of Cards Replaced
Facility 508 ATLANTA VAMC	
Lost	15
Stolen	3
Facility 508 Totals:	**18**

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VHIC Card Replacement Facility Summary Report

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

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.

VHIC Card Replacement Facility Summary Report

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

Replacement Reason	# of Cards Replaced
No Matching Data	

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VHIC Card Replacement Facility Summary Report

Figure 7-61: No Matching Data Message

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

VHIC Card Replacement Facility Subreason Summary Report

Number of Cards Replaced By Subreason Between 06/01/2017 and 07/20/2017
Facility: 508

Replacement Reason	Replacement Sub Reason	# of Cards Replaced
Stolen		3
Facility 508 Totals:		**3**

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VHIC Card Replacement Facility Subreason Summary Report

Figure 7-62: VHIC Card Replacement Facility Sub Reason Report – Summary

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

VHIC Card Replacement Facility Subreason Detail Report

Number of Cards Replaced VISN: 7 VA Southeast Network Facility: 508 ATLANTA VAMC
Reason: Stolen

Last Name	First Name	Card Number	Date of Birth	Last 4 SSN
FERGUSON	KENNETH	6849	03/21/1963	1254
PHILLIPS	ETHAN	6861	11/02/1964	1247
PHILLIPS	ETHAN	6859	11/02/1964	1247
Facility 508 Totals:				**3**

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VHIC Card Replacement Facility Subreason Detail Report

Figure 7-63: VHIC Card Replacement Facility Sub Reason Detail report

7.7. Card Expiration Report

Table 9: Card Expiration Report at a Glance

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

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

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

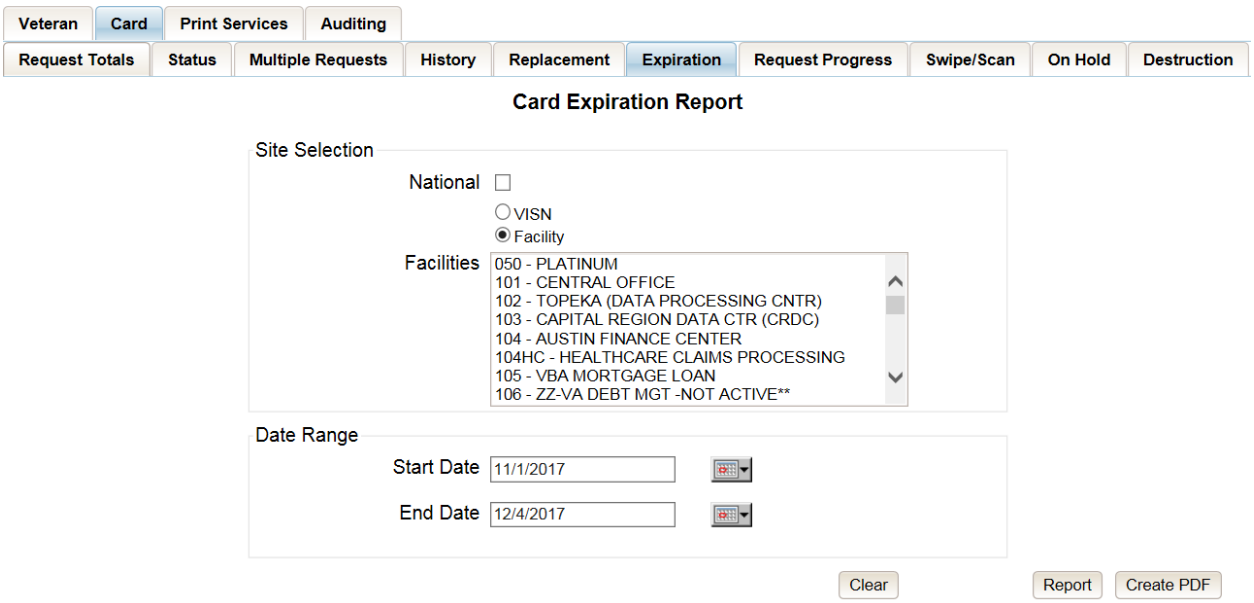

Figure 7-64: Card Expiration Report query screen – Administrators and Tech Administrators (Tier 3)

Veteran | Card | Print Services | Auditing

Request Totals | Status | Multiple Requests | History | Replacement | Expiration | Request Progress | Swipe/Scan | On Hold | Destruction

Card Expiration Report

Site Selection

National ☐

○ VISN

◉ Facility

Facility 508 - ATLANTA VAMC

Date Range

Start Date 11/1/2017

End Date 12/4/2017

Clear Report Create PDF

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

Veteran | Card | Print Services | Auditing

Request Totals | Status | Multiple Requests | History | Replacement | Expiration | Request Progress | On Hold

Card Expiration Report

Site Selection

Facility 508 - ATLANTA VAMC

Date Range

Start Date 11/1/2017

End Date 12/4/2017

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

Clear Report Create PDF

Figure 7-66: Card Expiration Report query screen – Supervisors

Veteran | Card | Print Services

Request Totals | Status | Multiple Requests | History | Replacement | Expiration | Request Progress | On Hold

Card Expiration Report

Site Selection

Facility 508 - ATLANTA VAMC

Date Range

Start Date 11/1/2017

End Date 12/4/2017

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

Clear Report Create PDF

Figure 7-67: Card Expiration Report query screen – Associates

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

VHIC Card Expiration National Summary Report

Number of Cards Expiring Between 01/01/2015 and 07/23/2017
National Report

VISN Name	VISN Number	# of Cards Expiring
VA Southeast Network	7	10

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VHIC Card Expiration National Summary Report

Figure 7-68: 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.

VHIC Card Expiration VISN Summary Report

Number of Cards Expiring Between 01/01/2015 and 07/23/2017
VISN: 7

VISN Name	VISN Number	# of Cards Expiring
VA Southeast Network	7	10

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VHIC Card Expiration VISN Summary Report

Figure 7-69: 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.

VHIC Card Expiration Facility Summary Report

Number of Cards Expiring Between 01/01/2015 and 07/23/2017
Site: 508

Facility Name	Facility Number	# of Cards Expiring
ATLANTA VAMC	508	10

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VHIC Card Expiration Facility Summary Report

Figure 7-70: 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.

VHIC Card Expiration Facility Detail Report

Number of Cards Expiring 7 VA Southeast Network 508 ATLANTA VAMC Between 01/01/2015 and 07/23/2017

Expiration Date	Last Name	First Name	Card Number	Date of Birth	Last 4 SSN
09/18/2016	SPENCER	BENJAMIN	5484	09/09/1952	0033
01/01/2017	LANGFORD	JIM	5485	08/08/1952	0043
01/01/2017	RODRIGUEZ	JAMAL	5486	08/08/1953	0044
01/01/2017	BROWN	MALCOLM	5487	08/08/1954	0045
01/01/2017	GREEN	WARREN	5488	08/08/1955	0046
09/18/2016	JONES	JAMES	5491	08/08/1958	0049
09/18/2016	LEAF	MICHAEL	5492	08/08/1959	0050
09/18/2016	HAUSENBERGERDORFF	WOLFESCHLE	5493	07/07/1957	0053
09/18/2016	LONG	HENRY	5494	11/11/1951	0012
05/22/2015	SYLVESTER	DALE	6088	08/01/1937	
Site 508 Totals:					**9**

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VHIC Card Expiration Facility Detail Report

Figure 7-71: VHIC Card Expiration Facility Detail Report

7.8. Card Request Progress Report

Table 10: Card Request Progress Report at a Glance

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

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

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

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

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

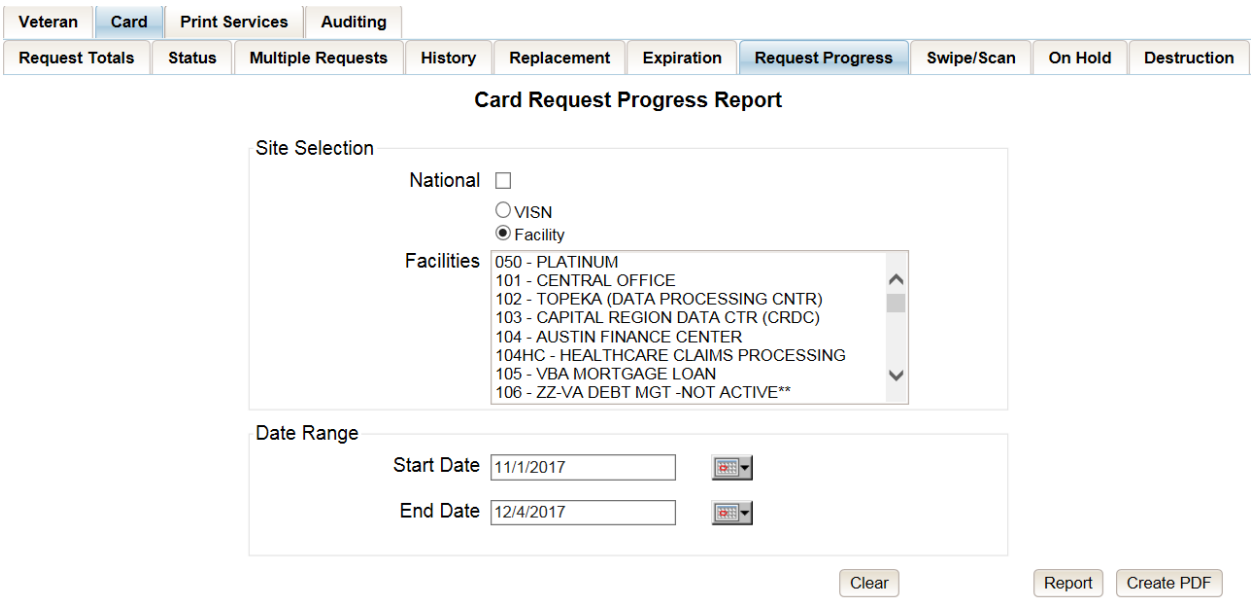

Figure 7-72: Card Request Progress Report query screen - Administrators and Tech Administrators (Tier 3)

Veteran | Card | Print Services | Auditing

Request Totals | Status | Multiple Requests | History | Replacement | Expiration | Request Progress | Swipe/Scan | On Hold | Destruction

Card Request Progress Report

Site Selection

National ☐

○ VISN

◉ Facility

Facility 508 - ATLANTA VAMC

Date Range

Start Date 11/1/2017

End Date 12/4/2017

Clear Report Create PDF

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

Veteran | Card | Print Services | Auditing

Request Totals | Status | Multiple Requests | History | Replacement | Expiration | Request Progress | On Hold

Card Request Progress Report

Site Selection

Facility 508 - ATLANTA VAMC

Date Range

Start Date 11/1/2017

End Date 12/4/2017

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

Clear Report Create PDF

Figure 7-74: Card Request Progress Report query screen – Supervisors

Veteran | Card | Print Services

Request Totals | Status | Multiple Requests | History | Replacement | Expiration | Request Progress | On Hold

Card Request Progress Report

Site Selection

Facility 508 - ATLANTA VAMC

Date Range

Start Date 11/1/2017

End Date 12/4/2017

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

Clear Report Create PDF

Figure 7-75: Card Request Progress Report query screen – Associates

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

VHIC Card Request Progress National Summary Report

NATIONAL Start Date: 07/01/2016 End Date: 08/04/2016

VISN Network Name	VISN #	Pending	Request Submitted	On Hold	Defunct	Sent to Printer	Acknowledged	Rejected	Confirmed Mailed
VA Healthcare - VISN 4	4	0	0	0	0	0	0	0	0
VA Mid-Atlantic Health Care Network	6	0	2	1	0	0	0	0	0
VA Southeast Network	7	0	5	0	0	0	0	0	0
NATIONAL Totals:	**17**	**0**	**7**	**1**	**0**	**0**	**0**	**0**	**0**

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VHIC Card Request Progress National Report

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

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

VHIC Card Request Progress VISN Summary Report

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

Facility Name	Facility #	Pending	Request Submitted	On Hold	Defunct	Sent to Printer	Acknowledged	Rejected	Confirmed Mailed
BEDFORD VAMC	518	0	1	2	0	1	0	0	1

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VHIC Card Request Progress VISN Summary Report

Figure 7-77: VHIC Card Request Progress VISN Summary Report

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

VHIC Card Request Progress Facility Summary Report

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

Facility Name	Facility #	Pending	Request Submitted	On Hold	Defunct	Sent to Printer	Acknowledged	Rejected	Confirmed Mailed
BEDFORD VAMC	518	0	1	2	0	1	0	0	1

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VHIC Card Request Progress Facility Summary Report

Figure 7-78: VHIC Card Request Progress Facility Summary Report

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

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

VHIC Card Request Progress Facility Detail Report

Facility: 518 Status: HOLD Start Date: 11/01/2015 End Date: 12/16/2015

Facility Name	Facility #	Status Date	Last Name	First Name	Card #	Member ID
BEDFORD VAMC	518	12/07/2015	KERR	REBECCA	14000483	2040506071
BEDFORD VAMC	518	12/11/2015	ROSADO	JOHN	14000488	2040506070

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VHIC Card Request Progress Facility Detail Report

Figure 7-79: VHIC Card Request Progress Facility Detail Report

7.9. Card Swipe/Scan Report

Table 11: Card Swipe/Scan Report at a Glance

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

The *Card Swipe/Scan Report* 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 7-80: VHIC Card Swipe/Scan Report query screen - Administrators, Tech Administrators (Tier 3), 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.

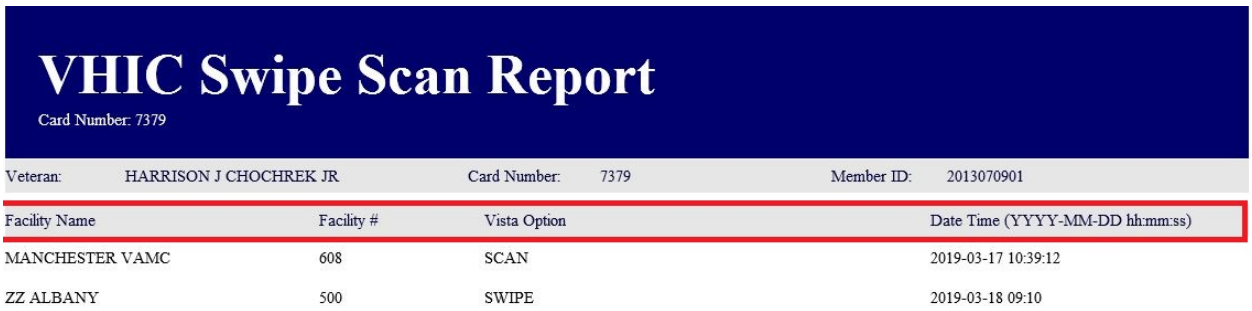

Figure 7-81: VHIC Swipe Scan Report results

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.

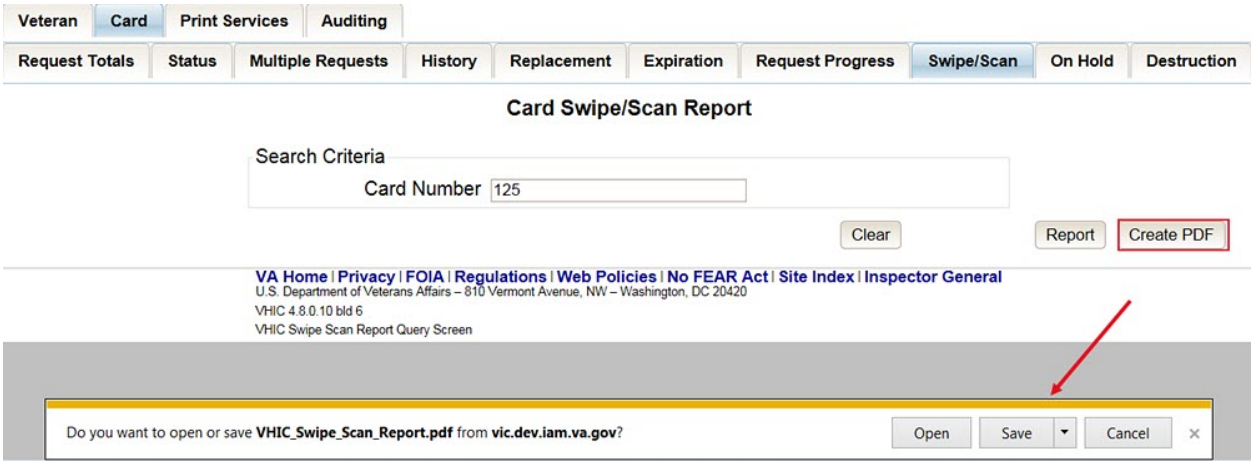

Figure 7-82: Create Swipe Scan PDF

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

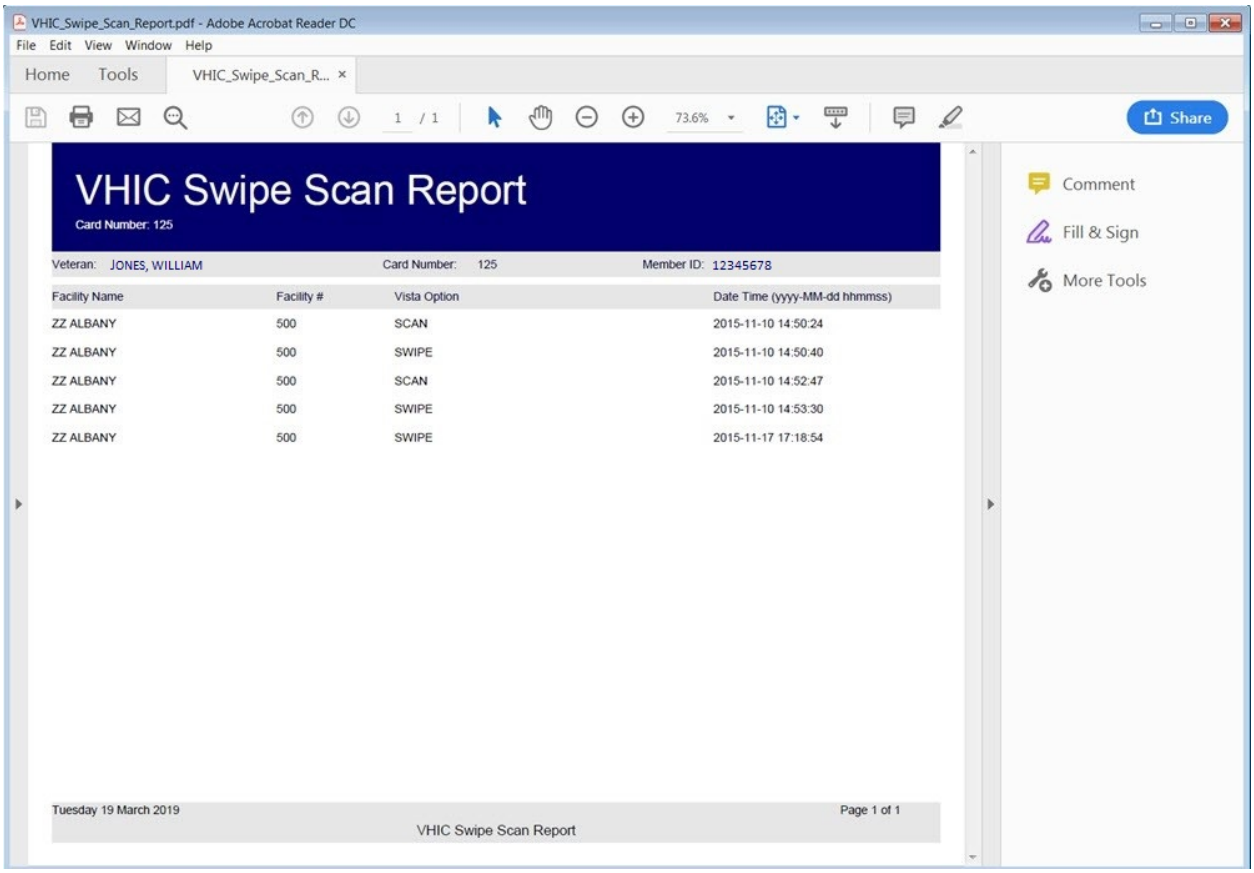

Figure 7-83: VHIC Swipe Scan Report results PDF

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

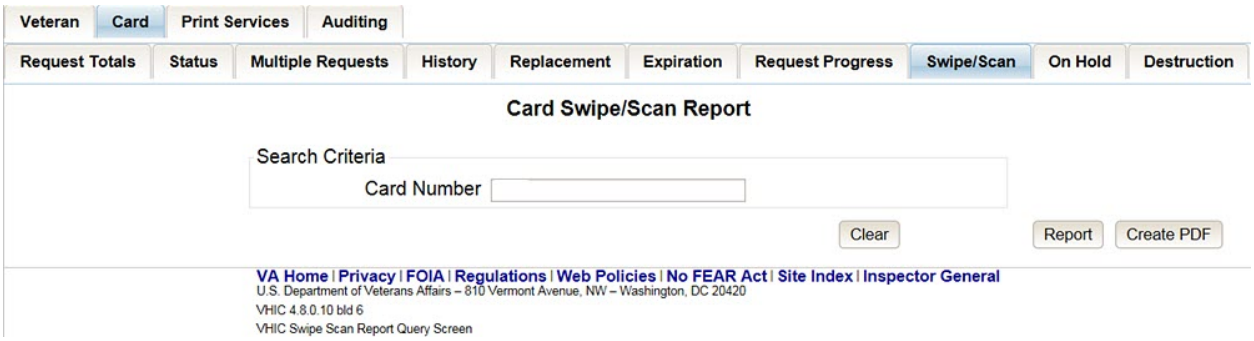

Figure 7-84: Card Swipe/Scan Report

7.10. Card On Hold Report

Table 12: On Hold Status Report at a Glance

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

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

Veteran | Card | Print Services | Auditing

Request Totals | Status | Multiple Requests | History | Replacement | Expiration | Request Progress | Swipe/Scan | On Hold | Destruction

On Hold Status Report

Status Selection

On Hold Status: All

Site Selection

National ☐

○ VISN

◉ Facility

Facilities:
103 - CAPITAL REGION DATA CTR (CRDC)
104 - AUSTIN FINANCE CENTER
104HC - HEALTHCARE CLAIMS PROCESSING
105 - VBA MORTGAGE LOAN
106 - ZZ-VA DEBT MGT -NOT ACTIVE**
112 - OFFICE OF ENTERPRISE DEVLPMNT
116 - EIE/OFFICE OF ENTERPRISE DEV
118 - TECHNOLOGY ACQUISITION CENTER

Date Range

Start Date: 11/1/2017

End Date: 12/4/2017

Clear | Report | Create PDF

Figure 7-85: On Hold Status Report query screen – Administrator and Tech Administrator (Tier 3)

Veteran | Card | Print Services | Auditing

Request Totals | Status | Multiple Requests | History | Replacement | Expiration | Request Progress | On Hold

On Hold Status Report

Status Selection

On Hold Status: All

Site Selection

Facility: 508 - ATLANTA VAMC

Date Range

Start Date: 11/1/2017

End Date: 12/4/2017

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

Clear | Report | Create PDF

Figure 7-86: On Hold Status Report query screen – Supervisor

Veteran | Card | Print Services

Request Totals | Status | Multiple Requests | History | Replacement | Expiration | Request Progress | On Hold

On Hold Status Report

Status Selection

On Hold Status: All

Site Selection

Facility: 508 - ATLANTA VAMC

Date Range

Start Date: 11/1/2017

End Date: 12/4/2017

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

Clear | Report | Create PDF

Figure 7-87: On Hold Status Report query screen – Associate

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

VHIC On Hold Card Status National Summary Report

Status: ALL

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

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

Figure 7-88: VHIC On Hold Card Status National Summary Report

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

VHIC On Hold Card Status VISN Summary Report

Status: ALL

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

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

Figure 7-89: VHIC On Hold Card Status VISN Summary Report

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

VHIC On Hold Card Status Facility Summary Report

Status: ALL

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

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

Figure 7-90: 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*

VHIC On Hold Card Status Facility Detail Report

Status: ALL

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

Facility Name	Facility #	On Hold Reason	On Hold Date	Card Issuer	Last Name	Card ID
ATLANTA VAMC	508	BAD DATA - Not Service Connected	2016-08-24 15:13:12.261659	VAAUSIAM-VICTEST43	MCCOLLUM	6645
ATLANTA VAMC	508	NO PHOTO	2016-08-24 15:25:19.013728	VAAUSIAM-VICTEST43	VHICTEST	6646
ATLANTA VAMC	508	ES UNAVAILABLE	2016-08-24 15:08:54.718465	VAAUSIAM-VICTEST43	HARPER	6644
ATLANTA VAMC	508	ELIGIBILITY PENDING,NOT PROOFED	2016-08-24 13:28:11.302337	VAAUSIAM-VICTEST33	DUDLEY	6640
ATLANTA VAMC	508	ELIGIBILITY PENDING,NOT PROOFED	2016-08-24 13:32:31.229451	VAAUSIAM-VICTEST33	RODGERS	6641
ATLANTA VAMC	508	NOT CORRELATED	2016-08-24 15:29:56.94473	VAAUSIAM-VICTEST43	POPE	6647
Facility 508 Totals:						**6**

Figure 7-91: VHIC On Hold Card Status Facility Detail Report

Veteran Detail Report

Veteran: ETHAN PHILLIPS Person ID: 22737

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

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

Card Number	Card Status	MVI Status	Print Release Status	Card Expiration Date
6861	Requested	Active	Pending	07/07/2027

Enrollment Address		
5270 LANDSLIDE DR		
ELSMORE		
KS	66732	USA

Veteran Photo

Preferred Facility Code	Preferred Facility Name
987	CHEY6

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

Person ID	Plan ID
22737	7346-243-588
Last Update	Last Updated By
07/07/2017	VAAUSIAM-VICTEST31

Card Request Count			
Total	Legacy	Mass Reissue	User Requested
115	0	0	115

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Veteran Detail Report

Figure 7-92: VHIC Veteran Detail Report

VHIC Card History by Card ID Report

Veteran ID: ANY Card ID: 6611

Veteran: ETHAN PHILLIPS Person ID: 22737

Gender	Date of Birth	Service	Card Count
MALE	11/02/1964	NO	1
Purple Heart	**Medal of Honor**	**Enrollment Status**	**Prisoner of War**
UNKNOWN	NO	ELIGIBLE	NO

Card ID: 6611

Veteran Image

Card Issuer	Last Changed Date	Last Changed By	Card Type
VAAUSIAM-VICTEST43	07/28/2016	VAAUSIAM-VICTEST43	VHIC
Date Card Requested			
07/26/2016		04/29/2026	

Picture Comment	Current Card Status	Current MVI Status	Current Print Status
	Deactivated	Unlinked	Cancelled

Picture Effective Date	Branch of Service	VISN	Facility
07/25/2016	COAST_GUARD	7	ATLANTA VAMC - 508
Mailed to Address		**Address Selected By Veteran**	
		527 LANDSLIDE DR ELSMORE KS, 66732	

Status	MVI	Print	Message	Status Change	Changed By
Pending	Not Correlated	Not Started	REQUEST PENDING.	07/26/2016 12:26:31	VAAUSIAM-VICTEST43
Replacement Reason	**Hold Reason(s)**	**Print Error Reason**			**Deactivation Reason**
Lost					

Status	MVI	Print	Message	Status Change	Changed By
Pending	Active	Not Started	PENDING REQUEST CORRELATED.	07/26/2016 12:26:32	VAAUSIAM-VICTEST43

Status	MVI	Print	Message	Status Change	Changed By
Deactivated	Unlinked	Cancelled	MVI CORRELATION UNLINKED.	07/28/2016 13:30:13	VAAUSIAM-VICTEST43
Replacement Reason	**Hold Reason(s)**	**Print Error Reason**			**Deactivation Reason**
Lost					Cancelled/Declined

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VHIC Card History by Card ID Report

Figure 7-93: VHIC Card History by Card ID

7.11. Card Destruction Report

Table 13: 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.

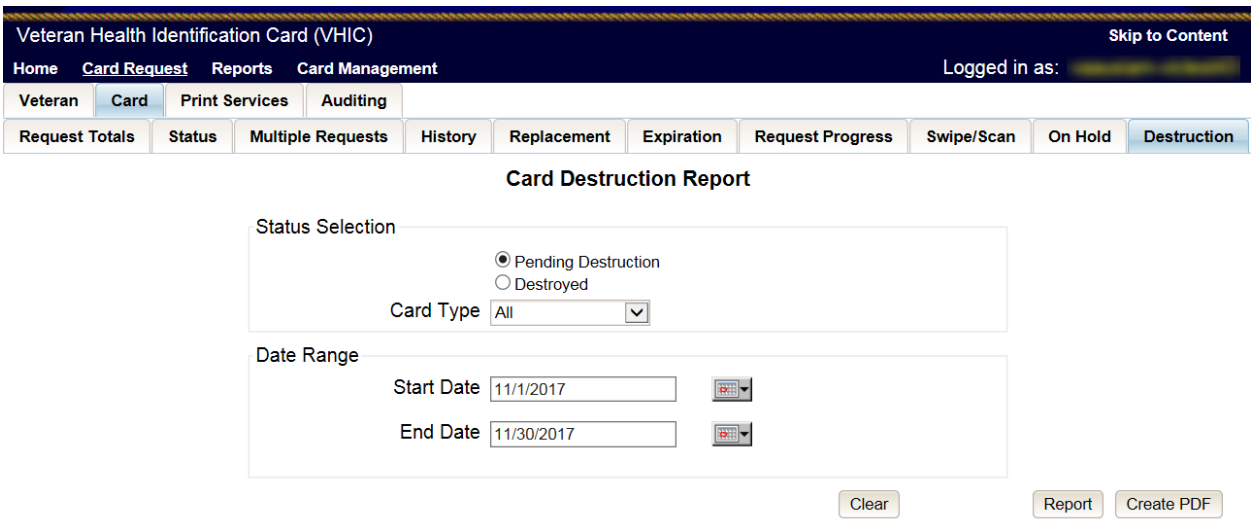

Figure 7-94: Card Destruction Report – Administrators and Tech Administrators (Tier 3)

Veteran Health Identification Card (VHIC) Skip to Content

Home Reports Logged in as:

Veteran | Card | Print Services | Auditing

Request Totals | Status | Multiple Requests | History | Replacement | Expiration | Request Progress | Swipe/Scan | On Hold | Destruction

Card Destruction Report

Status Selection

(•) Pending Destruction
( ) Destroyed

Card Type: All

Date Range

Start Date: 11/1/2017

End Date: 11/30/2017

Clear | Report | Create PDF

Figure 7-95: Card Destruction Report – Auditors

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

VHIC Card Destruction Report - Pending Destruction

Card Type: All

Start Date: 8/1/2017 **End Date:** 8/30/2017

Pending Destruction Date	Last Name	First Name	Middle Name	Date Received	Card Status	Card Type	Card ID	Member ID
8/14/2017								
	SORRELL	STERLING	L	8/14/2017	Pending Destruction	Legacy	5442	2013070906
	SORRELL	STERLING	L	8/14/2017	Pending Destruction	VHIC	5559	2013070906
	SORRELL	STERLING	L	8/14/2017	Pending Destruction	VHIC	5735	2013070906
8/14/2017	Totals:							3
8/15/2017								
	SORRELL	STERLING	L	8/15/2017	Pending Destruction	VHIC	5789	2013070906
	CHOCHREK	HARRISON	J	8/15/2017	Pending Destruction	VHIC	6067	2013070901
	CHOCHREK	HARRISON	J	8/15/2017	Pending Destruction	VHIC	7316	2013070901
	SORRELL	STERLING	L	8/15/2017	Pending Destruction	VHIC	7377	2013070906
8/15/2017	Totals:							4

Grand Total: 7

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VHIC Card Destruction Report - Pending Destruction

Figure 7-96: Card Destruction Report – Pending Destruction – Last Name Hyperlink

This returns the Veteran Detail Report.

Veteran Detail Report

Veteran: STERLING L SORRELL Person ID: 22360

Name	Date of Birth	Date of Death	ICN	Member ID
STERLING L SORRELL	12/08/2013	-	1008532889V700144	2013070906

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
7572	Requested	Active	Pending	11/30/2027

Enrollment Address		
14164 LAKEPOINT DR		
WILLIS		
TX	77318-3164	USA

Veteran Photo

Preferred Facility Code	Preferred Facility Name
580	HOUSTON VAMC

Preferred Facility Address	
2002 HOLCOMBE BOULEVARD	
HOUSTON	
TX	77030

Person ID	Plan ID
22360	7346-243-588
Last Update	**Last Updated By**
11/30/2017	VAAUSIAM-VICTEST43

Card Request Count			
Total	Legacy	Mass Reissue	User Requested
134	1	0	133

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Veteran Detail Report

Figure 7-97: Veteran Detail Report

Click the Card ID hyperlink highlighted below.

VHIC Card Destruction Report - Pending Destruction

Card Type: All

Start Date: 8/1/2017 **End Date:** 8/30/2017

Pending Destruction Date	Last Name	First Name	Middle Name	Date Received	Card Status	Card Type	Card ID	Member ID
8/14/2017								
	SORRELL	STERLING	L	8/14/2017	Pending Destruction	Legacy	5442	2013070906
	SORRELL	STERLING	L	8/14/2017	Pending Destruction	VHIC	5559	2013070906
	SORRELL	STERLING	L	8/14/2017	Pending Destruction	VHIC	5735	2013070906
8/14/2017	Totals:							3
8/15/2017								
	SORRELL	STERLING	L	8/15/2017	Pending Destruction	VHIC	5789	2013070906
	CHOCHREK	HARRISON	J	8/15/2017	Pending Destruction	VHIC	6067	2013070901
	CHOCHREK	HARRISON	J	8/15/2017	Pending Destruction	VHIC	7316	2013070901
	SORRELL	STERLING	L	8/15/2017	Pending Destruction	VHIC	7377	2013070906
8/15/2017	Totals:							4
Grand Total:								7

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VHIC Card Destruction Report - Pending Destruction

Figure 7-98: Card Destruction Report – Pending Destruction – Last Name Hyperlink

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

VHIC Card History by Card ID Report

Veteran ID: 22360 Card ID: 5442

Veteran: STERLING L SORRELL Person ID: 22360

Gender	Date of Birth	Service	Card Count
MALE	12/08/2013	NO	1
Purple Heart	**Medal of Honor**	**Enrollment Status**	**Prisoner of War**
UNKNOWN	NO	ELIGIBLE	UNKNOWN

Card ID: 5442

Veteran Image

Card Issuer	Last Changed Date	Last Changed By	Card Type
vaausiam-victest43	10/07/2015	VIC CARD MONITOR	Legacy
Date Card Requested	**Date of Mailing**	**Expiration Date**	
07/08/2014	07/08/2014	07/08/2024	

Picture Comment	Current Card Status	Current MVI Status	Current Print Status
	Pending Destruction	Unlinked	Mailed

Picture Effective Date	Branch of Service	VISN	Facility
07/08/2014	UNAVAILABLE	7	ATLANTA VAMC - 508
Mailed to Address		**Address Selected By Veteran**	
		14164 LAKEPOINT DR WILLIS TX, 773183164	

Status	MVI	Print	Message	Status Change	Changed By
Replaced	Active	Mailed	NEW REQUEST	07/08/2014 14:29:39	VAAUSIAM-VICTEST43
Replacement Reason	Hold Reason(s)	Print Error Reason			Deactivation Reason

Status	MVI	Print	Message	Status Change	Changed By
Replaced	Active	Mailed	MVI UPDATED	07/08/2014 14:29:43	
Replacement Reason	Hold Reason(s)	Print Error Reason			Deactivation Reason

Status	MVI	Print	Message	Status Change	Changed By
Replaced	Active	Mailed	SENT TO PRINTER	07/08/2014 15:43:24	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
Replaced	Active	Mailed	SUCCESSFULLY ACCEPTED.	07/08/2014 15:46:20	VIC
Replacement Reason	Hold Reason(s)	Print Error Reason			Deactivation Reason

Status	MVI	Print	Message	Status Change	Changed By
Replaced	Active	Mailed	MVI CORRELATION SUCCEEDED. CARD MAILED.	07/08/2014 15:46:23	VIC
Replacement Reason	Hold Reason(s)	Print Error Reason			Deactivation Reason

Status	MVI	Print	Message	Status Change	Changed By
Replaced	Active	Mailed	CARD DEACTIVATED	10/07/2014 13:28:35	
Replacement Reason	Hold Reason(s)	Print Error Reason			Deactivation Reason

Status	MVI	Print	Message	Status Change	Changed By
Deactivated	Active	Mailed	DEACTIVATED.	05/22/2015 13:02:17	VAAUSIAM-VICTEST43
Replacement Reason	Hold Reason(s)	Print Error Reason			Deactivation Reason
					Cancelled/Declined

Status	MVI	Print	Message	Status Change	Changed By
Deactivated	Unlinked	Mailed	MVI CORRELATION UNLINKED.	10/07/2015 16:22:28	VIC CARD MONITOR
Replacement Reason	Hold Reason(s)	Print Error Reason			Deactivation Reason
					Cancelled/Declined

Status	MVI	Print	Message	Status Change	Changed By
Pending Destruction	Unlinked	Mailed	UNEXPECTED STATUS TRANSITION (D/U/M to Y/U/M)	08/14/2017 15:38:09	VIC CARD MONITOR
Replacement Reason	Hold Reason(s)	Print Error Reason			Deactivation Reason
					Cancelled/Declined

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VHIC Card History by Card ID Report

Figure 7-99: VHIC Card History by Card ID Report

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*.

Choosing Destroyed and Card Type All, the user receives the *VHIC Card Destruction Report – Destroyed* report. Click the Last Name hyperlink highlighted below.

VHIC Card Destruction Report -Destroyed

Card Type: All

Start Date: 11/1/2017 **End Date:** 11/3/2017

Card Destruction Date	Last Name	First Name	Middle Name	Date Received	Card Status	Card Type	Card ID	Member ID
11/2/2017	CHOCHREK	HARRISON	J	11/3/2017	Destroyed	Mass Reissuance	5494	2013070901
11/2/2017	Totals:							1
11/3/2017	WECK	ASHLEY		11/3/2017	Destroyed	VHIC	6982	2013070902
11/3/2017	Totals:							1

Grand Total: 2

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VHIC Card Destruction Report - Destroyed

Figure 7-100: VHIC Card History by Card ID Report

The Last Name hyperlink opens the *Veteran Detail Report*.

Veteran Detail Report

Veteran: HARRISON J CHOCHREK JR Person ID: 22357

Name	Date of Birth	Date of Death	ICN	Member ID
HARRISON J CHOCHREK JR	07/26/1925	-	1008532446V876394	2013070901

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
7570	Requested	Active	Pending	11/29/2027

Enrollment Address		
1003 GOTHAM DRIVE		
SAINT JAMES		
NY	11780	USA

Veteran Photo

Preferred Facility Code	Preferred Facility Name
632	NORTHPORT VAMC

Preferred Facility Address	
79 MIDDLEVILLE ROAD	
NORTHPORT	
NY	11768

Person ID	Plan ID
22357	7346-243-588
Last Update	**Last Updated By**
11/29/2017	VAAUSIAM-VICTEST43

Card Request Count			
Total	Legacy	Mass Reissue	User Requested
133	2	2	129

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Veteran Detail Report

Figure 7-101: Veteran Detail Report

Click the Card ID hyperlink highlighted below.

VHIC Card Destruction Report -Destroyed

Card Type: All

Start Date: 11/1/2017 **End Date:** 11/3/2017

Card Destruction Date	Last Name	First Name	Middle Name	Date Received	Card Status	Card Type	Card ID	Member ID
11/2/2017								
	CHOCHREK	HARRISON	J	11/3/2017	Destroyed	Mass Reissuance	5494	2013070901
11/2/2017	Totals:							1
11/3/2017								
	WECK	ASHLEY		11/3/2017	Destroyed	VHIC	6982	2013070902
11/3/2017	Totals:							1
Grand Total:								2

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VHIC Card Destruction Report - Destroyed

Figure 7-102: VHIC Card Destruction Report - Destroyed - Card ID Hyperlink

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

VHIC Card History by Card ID Report

Veteran ID: 22357 Card ID: 5494

Veteran: HARRISON J CHOCHREK Person ID: 22357

Gender	Date of Birth	Service	Card Count
MALE	07/26/1925	YES	1
Purple Heart	**Medal of Honor**	**Enrollment Status**	**Prisoner of War**
UNKNOWN	NO	ELIGIBLE	UNKNOWN

Card ID: 5494

Veteran Image

Card Issuer	Last Changed Date	Last Changed By	Card Type
BULK REISSUE	10/07/2015	VIC CARD MONITOR	Mass Reissuance
Date Card Requested	**Date of Mailing**	**Expiration Date**	
08/18/2014		08/18/2024	

Picture Comment	Current Card Status	Current MVI Status	Current Print Status
	Destroyed	Unlinked	Cancelled

Picture Effective Date	Branch of Service	VISN	Facility
08/18/2014	ARMY	1	BEDFORD VAMC - 518
Mailed to Address		**Address Selected By Veteran**	
		1003 GOTHAM DRIVE SAINT JAMES NY, 11780	

Status	MVI	Print	Message	Status Change	Changed By
Defunct	Active	Cancelled	NEW REQUEST	08/18/2014 12:59:41	VHAISWCUSTIM
Replacement Reason	**Hold Reason(s)**	**Print Error Reason**		**Deactivation Reason**	

Status	MVI	Print	Message	Status Change	Changed By
Defunct	Active	Cancelled	MVI UPDATED	08/18/2014 12:59:47	
Replacement Reason	**Hold Reason(s)**	**Print Error Reason**		**Deactivation Reason**	

Status	MVI	Print	Message	Status Change	Changed By
Defunct	Active	Cancelled	CANCELLED - DUPLICATE	10/07/2014 11:36:11	
Replacement Reason	**Hold Reason(s)**	**Print Error Reason**		**Deactivation Reason**	

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Destroyed	Unlinked	Cancelled	UNEXPECTED STATUS TRANSITION (Y/U/C to Z/U/C)	11/03/2017 13:46:00	VIC CARD MONITOR
Replacement Reason	**Hold Reason(s)**	**Print Error Reason**		**Deactivation Reason**	
				Cancelled/Declined	

Figure 7-103: VHIC Card History by Card ID Report

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.

7.12. Print Services – Processing Report

Table 14: Batch Summary Report at a Glance

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

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

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

The *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.

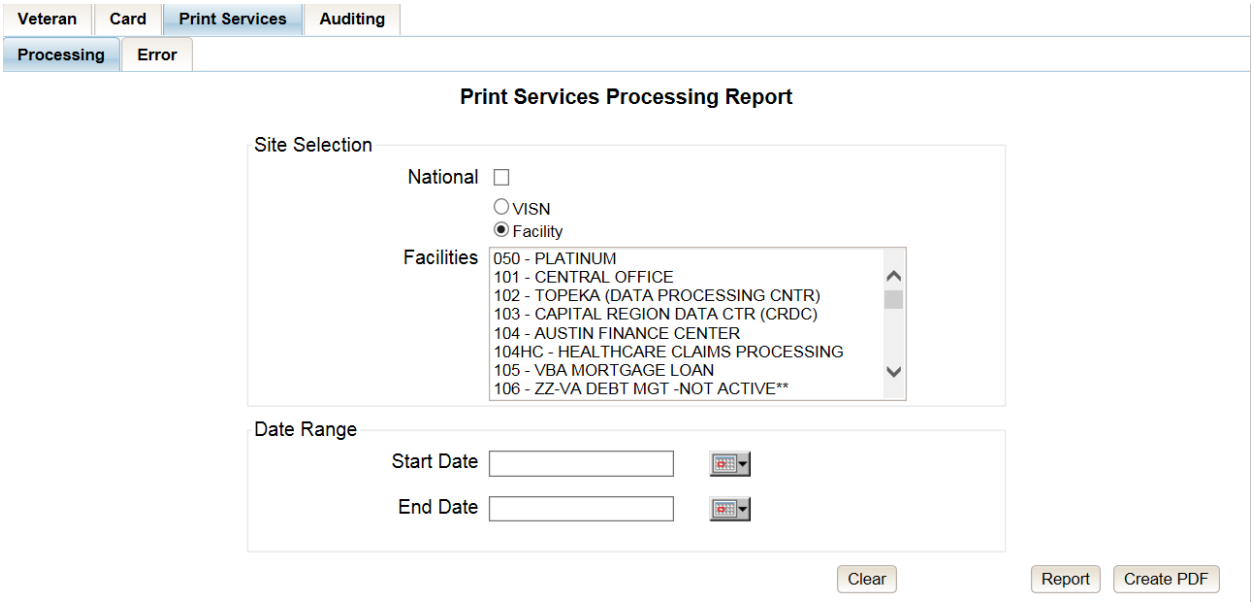

Figure 7-104: VHIC Print Services Processing Status Summary Report – Administrators and Tech Administrators (Tier 3)

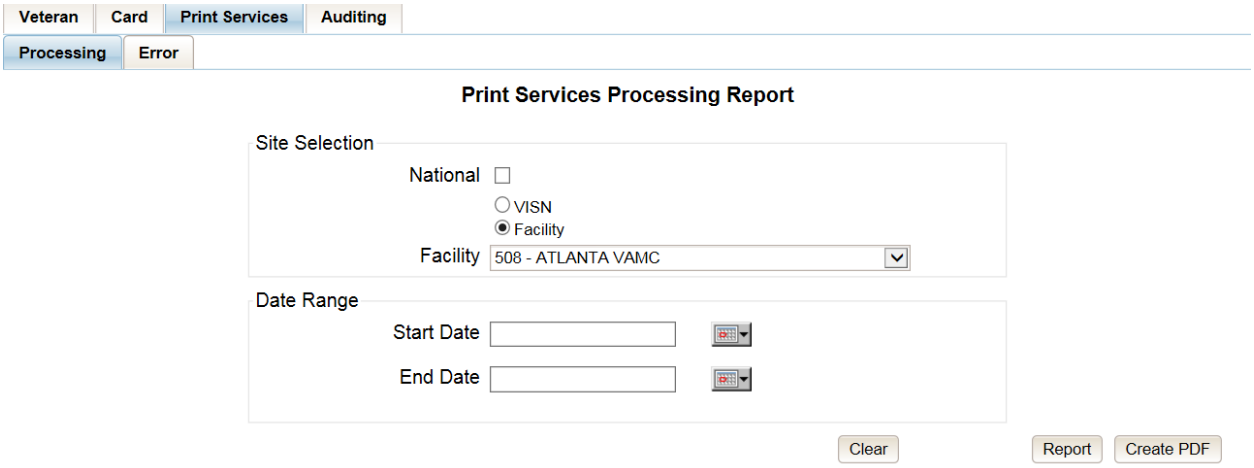

Figure 7-105: VHIC Print Services Processing Status Summary Report – Auditors

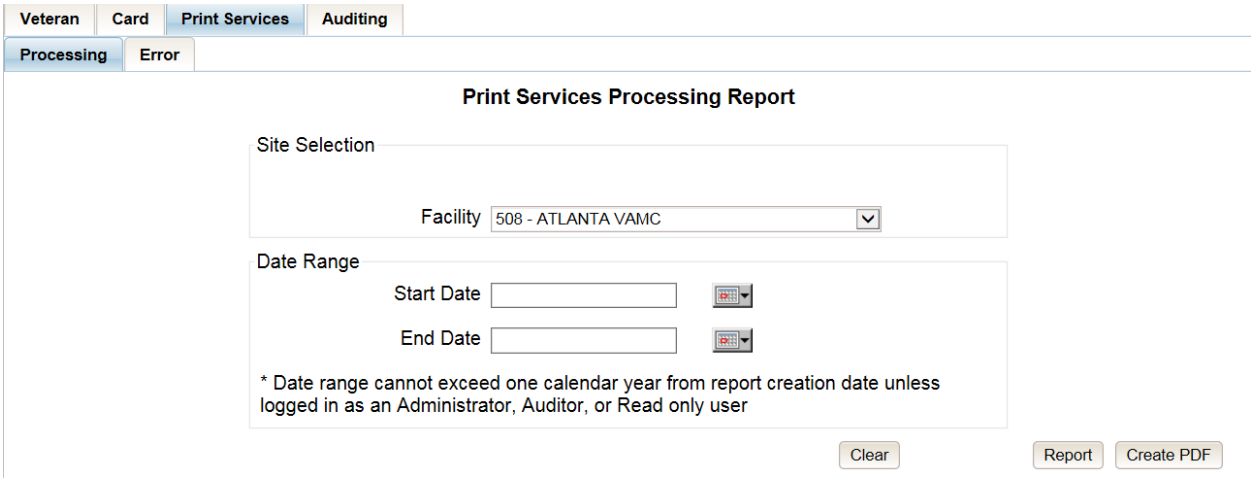

Figure 7-106: VHIC Print Services Processing Status Summary Report – Supervisors

Veteran | Card | Print Services
Processing

Print Services Processing Report

Site Selection

Facility 508 - ATLANTA VAMC

Date Range

Start Date

End Date

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

Clear | Report | Create PDF

Figure 7-107: VHIC Print Services Processing Status Summary Report query screen – Associates

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

VHIC Print Services Processing Status National Summary Report

NATIONAL Start Date: 01/01/2011 End Date: 07/20/2017

VISN	Accepted	Error	Sent	Mailed	Rejected
VISN: 1	0	0	33	0	0
VISN: 7	229	10	509	670	0
Grand Totals	229	10	542	670	0

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VHIC Print Services Processing Status National Summary Report

Figure 7-108: VHIC Print Services Processing Status Summary Report

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

VHIC Print Services Processing Status VISN Summary Report

VISN: 7 Facility: ALL Start Date: 01/01/2011 End Date: 07/20/2017

VISN	Facility Code	Facility Name	Accepted	Error	Sent	Mailed	Rejected
VISN: 7							
	508	ATLANTA VAMC	229	10	509	670	0
VISN: 7 Totals			229	10	509	670	0
Grand Totals			229	10	509	670	0

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VHIC Print Services Processing Status VISN Summary Report

Figure 7-109: 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*.

VHIC Print Services Processing Status Facility Summary Report

VISN: ALL Facility: 508 Start Date: 01/01/2011 End Date: 07/20/2017

VISN	Facility Code	Facility Name	Accepted	Error	Sent	Mailed	Rejected
VISN: 7							
	508	ATLANTA VAMC	229	10	509	670	0
Grand Totals			229	10	509	670	0

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VHIC Print Services Processing Status Facility Summary Report

Figure 7-110: VHIC Print Services Processing Status Facility Summary Report

VHIC Print Services Processing Status Facility Detail Report

VISN: 7 Facility: 508 Start Date: 07/01/2017 End Date: 07/20/2017

VISN / Facility / Status	Name	Member ID
VISN: 7		
Facility: (508) ATLANTA VAMC		
Sent		
	PHILLIPS, ETHAN	1606249906
	PHILLIPS, ETHAN	1606249906
	PHILLIPS, ETHAN	1606249906
	PHILLIPS, ETHAN	1606249906
	PHILLIPS, ETHAN	1606249906
	PHILLIPS, ETHAN	1606249906
	PHILLIPS, ETHAN	1606249906
Mailed		
	SPENCER, CURTIS	
	PHILLIPS, ETHAN	1606249906
	PHILLIPS, ETHAN	1606249906
	FERGUSON, KENNETH	1606216560
	YATES, WILLIAM	1606257631
Site Totals		
	Accepted	0
	Error	0
	Sent	7
	Mailed	5
	Rejected	0

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VHIC Print Services Processing Status Facility Detail Report

Figure 7-111: VHIC Print Services Processing Status Facility Detail Report

7.13. Print Services – Batch Error Report

Table 15: 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 within a given date range. The user will also be able to see how many cards are still sitting in a Pending state and have not been sent to the print vendor.

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

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

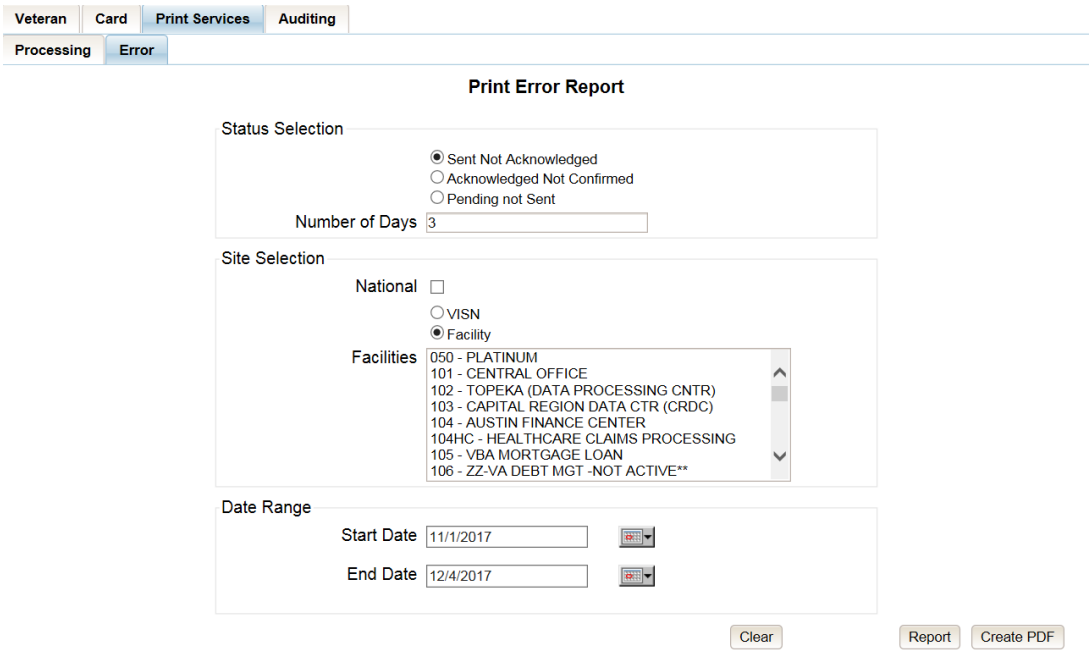

Figure 7-112: Print Services – Print Error Status Report query screen – Administrators and Tech Administrators (Tier 3)

Veteran | Card | Print Services | Auditing

Processing | Error

Print Error Report

Status Selection

- (●) Sent Not Acknowledged
- ( ) Acknowledged Not Confirmed
- ( ) Pending not Sent

Number of Days: 3

Site Selection

National ☐

- ( ) VISN
- (●) Facility

Facility: 508 - ATLANTA VAMC

Date Range

Start Date: 11/1/2017

End Date: 12/4/2017

Clear | Report | Create PDF

Figure 7-113: Print Services - Print Error Status Report query screen – Auditors

Veteran | Card | Print Services | Auditing

Processing | Error

Print Error Report

Status Selection

- (●) Sent Not Acknowledged
- ( ) Acknowledged Not Confirmed
- ( ) Pending not Sent

Number of Days: 3

Site Selection

Facility: 508 - ATLANTA VAMC

Date Range

Start Date: 11/1/2017

End Date: 12/4/2017

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

Clear | Report | Create PDF

Figure 7-114: Print Services - Print Error Status Report query screen – Supervisors

7.13.1. Sent Not Acknowledged

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

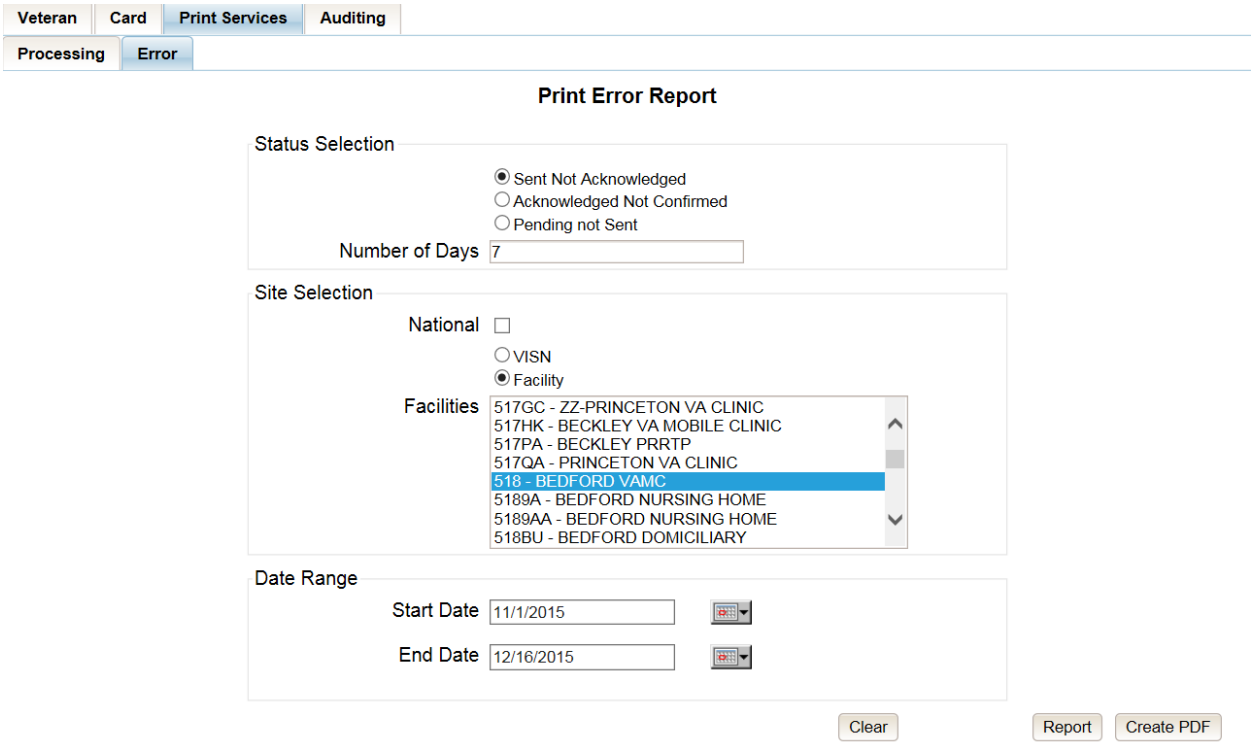

Figure 7-115: VHIC Print Error Status Facility Summary Report – Sent Not Acknowledged

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

VHIC Print Error Status National Summary Report – Sent Not Acknowledged

NATIONAL. Start Date: 11/01/2016 End Date: 07/23/2017 Number of Days: 3

VISN	Sent Not Acknowledged	# Cards Requested
VISN: 7	2	50
Grand Totals	2	50

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VHIC Print Error Status National Summary Report – Sent Not Acknowledged

Figure 7-116: 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*.

VHIC Print Error Status VISN Summary Report - Sent Not Acknowledged

VISN: 7 Facility: ALL Start Date: 11/01/2016 End Date: 07/23/2017 Number of Days: 3

VISN	Facility Code	Facility Name	Sent Not Acknowledged	# Cards Requested
VISN: 7				
	508	ATLANTA VAMC	2	50
VISN: 7 Totals			2	50
Grand Totals			2	50

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VHIC Print Error Status VISN Summary Report - Sent Not Acknowledged

Figure 7-117: 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*.

VHIC Print Error Status Facility Summary Report - Sent Not Acknowledged

Facility: 508 Start Date: 11/01/2016 End Date: 07/23/2017 Number of Days: 3

VISN	Facility Code	Facility Name	Sent Not Acknowledged	# Cards Requested
VISN: 7				
	508	ATLANTA VAMC	2	50
VISN: 7 Totals			2	50
Grand Totals			2	50

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VHIC Print Error Status Facility Summary Report - Sent Not Acknowledged

Figure 7-118: 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.

VHIC Print Error Status Facility Detail Report - Sent Not Acknowledged

VISN: 7 Facility: 508 Start Date: 11/01/2016 End Date: 07/23/2017 Number of Days: 3

VISN / Facility / Status	Name	Card ID	Card Request File
VISN: (7) Facility: (508) ATLANTA VAMC			
Not Acknowledged			
	BRANDON LAFREDO	6712	VICE201612090
	ALEXANDER POPE	6718	VICE201612090
Facility: 508 Totals			2
Grand Totals			2

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VHIC Print Error Status Facility Detail Report - Sent Not Acknowledged

Figure 7-119: VHIC Batch File Processing Error Status Detail Report - Not Acknowledged

7.13.2. Acknowledged Not Confirmed

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

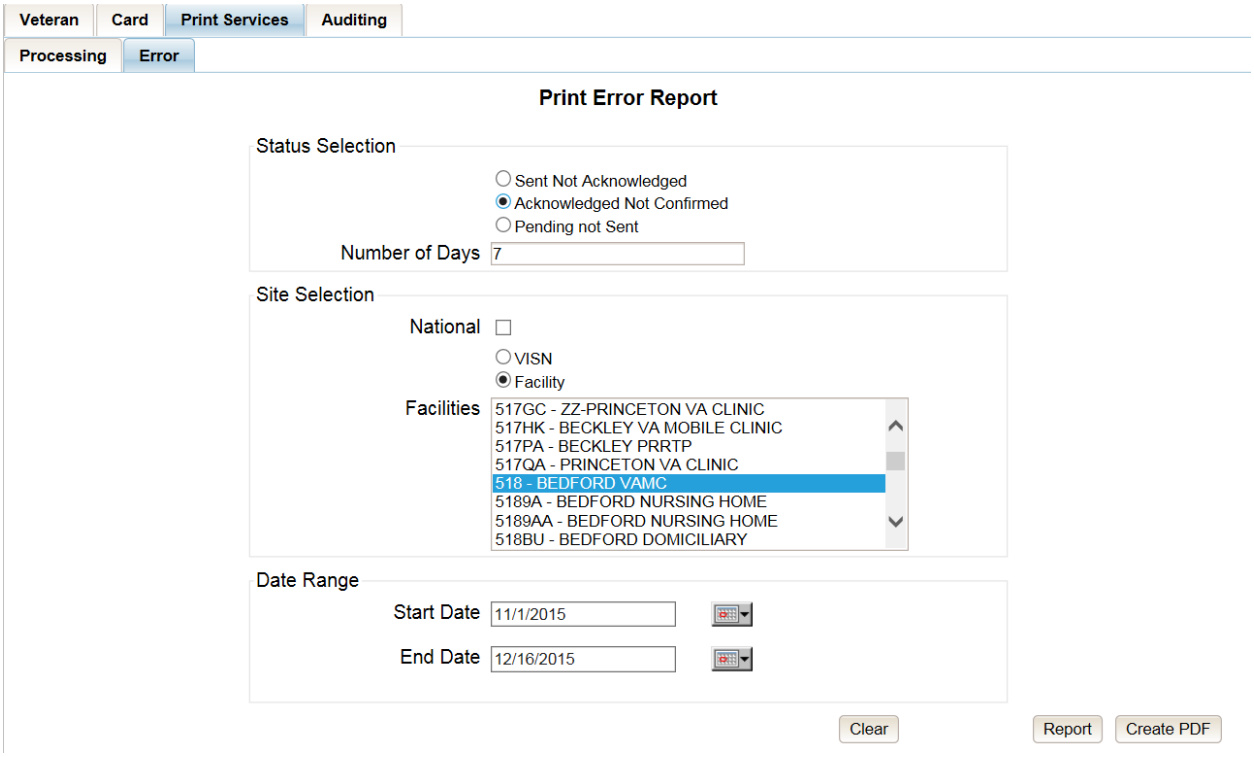

Figure 7-120: VHIC Print Error Status Facility Detail Report – Acknowledged Not Confirmed

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

VHIC Print Error Status Facility Summary Report - Acknowledged Not Confirmed

Facility: 508 Start Date: 06/01/2017 End Date: 07/23/2017 Number of Days: 7

VISN	Facility Code	Facility Name	Acknowledged Not Confirmed	# Cards Requested
VISN: 7				
	508	ATLANTA VAMC	2	11
VISN: 7 Totals			2	11
Grand Totals			2	11

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VHIC Print Error Status Facility Summary Report - Acknowledged Not Confirmed

Figure 7-121: 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*.

VHIC Print Error Status VISN Summary Report - Acknowledged Not Confirmed

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

VISN	Facility Code	Facility Name	Acknowledged Not Confirmed	# Cards Requested
VISN: 7				
	508	ATLANTA VAMC	2	11
VISN: 7 Totals			2	11
Grand Totals			2	11

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VHIC Print Error Status VISN Summary Report - Acknowledged Not Confirmed

Figure 7-122: 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*.

VHIC Print Error Status Facility Summary Report - Acknowledged Not Confirmed

Facility: 508 Start Date: 06/01/2017 End Date: 07/23/2017 Number of Days: 7

VISN	Facility Code	Facility Name	Acknowledged Not Confirmed	# Cards Requested
VISN: 7				
	508	ATLANTA VAMC	2	11
VISN: 7 Totals			2	11
Grand Totals			2	11

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VHIC Print Error Status Facility Summary Report - Acknowledged Not Confirmed

Figure 7-123: VHIC Print Error Status Facility Detail 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.

VHIC Print Error Status Facility Detail Report - Acknowledged Not Confirmed

VISN: 7 Facility: 508 Start Date: 06/01/2017 End Date: 07/23/2017 Number of Days: 7

VISN / Facility / Status	Name	Card ID	Acknowledged File
VISN: (7) Facility: (508) ATLANTA VAMC			
Acknowledged - Not Confirmed			
	BRIAN SKEETER	6269	VICEACK201509240
	JAMES FRANK PALMER, V	6270	VICEACK201509240
Facility: 508 Totals			2
Grand Totals			2

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VHIC Print Error Status Facility Detail Report - Acknowledged Not Confirmed

Figure 7-124: VHIC Print Error Status Facility Detail Report – Acknowledged Not Confirmed

7.13.3. Pending Not Sent

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

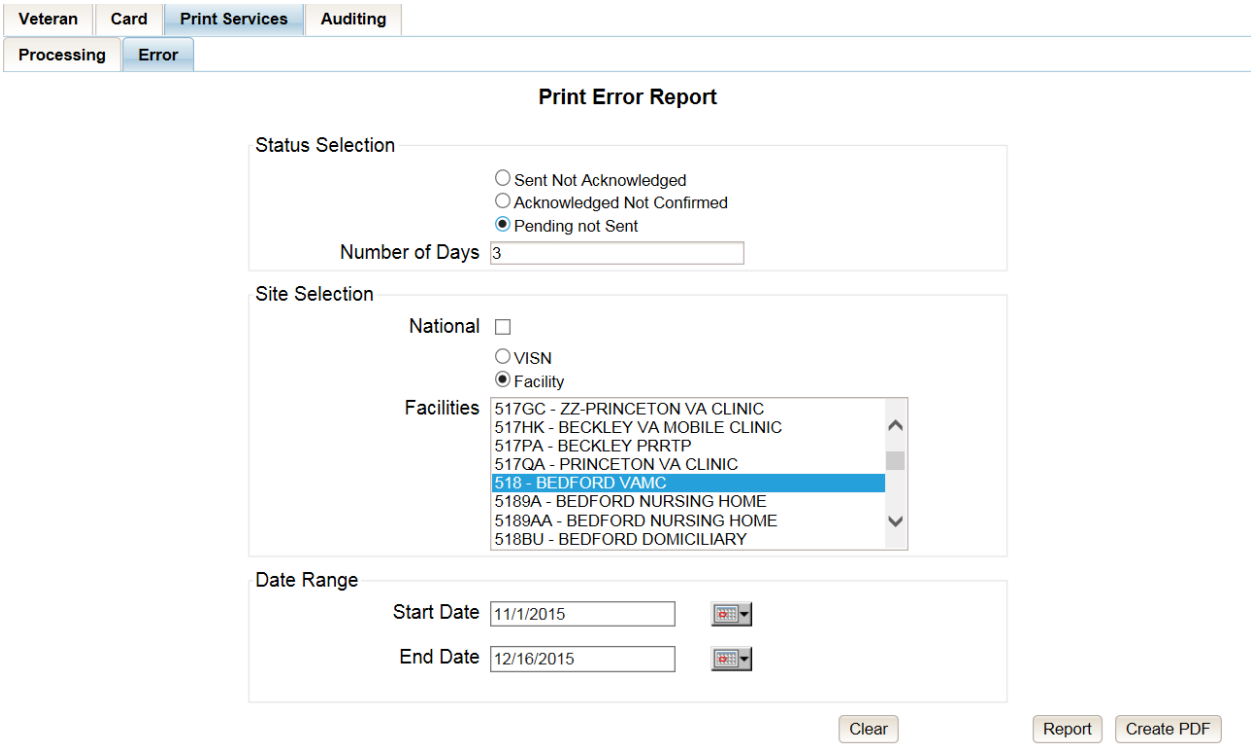

Figure 7-125: VHIC Print Error Status National Summary Report – Pending Not Sent

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

VHIC Print Error Status National Summary Report – Pending Not Sent

NATIONAL. Start Date: 06/01/2017 End Date: 07/23/2017 Number of Days: 3

VISN	Pending Not Sent	# Cards Requested
VISN: 7	10	11
Grand Totals	10	11

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VHIC Print Error Status National Summary Report – Pending Not Sent

Figure 7-126: 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*.

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

Figure 7-127: 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*.

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

Figure 7-128: VHIC Batch File Processing Error Status Summary Report – Facility

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.

VHIC Print Error Status Facility Detail Report - Pending Not Sent

VISN: 7 Facility: 508 Start Date: 06/01/2017 End Date: 07/23/2017 Number of Days: 3

VISN / Facility / Status	Name	Card ID	Acknowledged File
VISN: (7) Facility: (508) ATLANTA VAMC			
Pending Not Sent			
	CARLOS DAVIS	5556	
	DESTINEE WEBB	5572	
	KENNETH FERGUSON	6853	
	JIM BENSON	6855	
	MARY ALIX	6857	
	ETHAN PHILLIPS	6861	
	GABRIEL HARPER	6863	
	CURTIS SPENCER	6864	
	WOLFESCHLE X HAUSENBERGERDORFF	6867	
	WILLIAM YATES	6868	
Facility: 508 Totals			10
Grand Totals			10

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VHIC Print Error Status Facility Detail Report - Pending Not Sent

Figure 7-129: VHIC Print Error Status Facility Detail Report – Pending Not Sent

7.14. Auditing Report

Table 16: 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 page. Items in the audit report are listed in order of the Date/Time stamp.

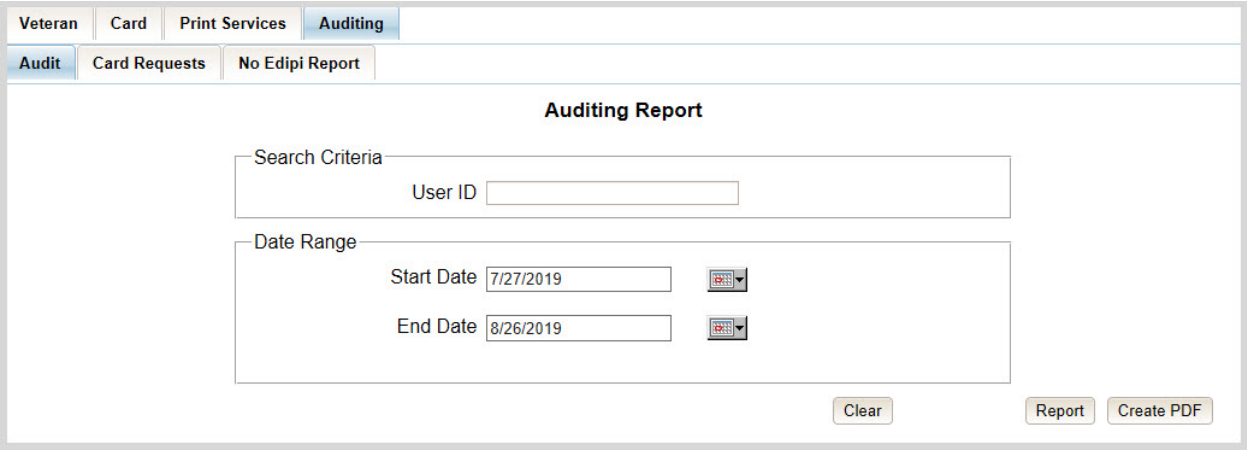

Figure 7-130: Audit Report query screen – Administrators, Tech Administrators (Tier 3), and Auditors

Veteran | Card | Print Services | Auditing

Audit | Card Requests

Auditing Report

Search Criteria

User ID

Date Range

Start Date 11/1/2017

End Date 12/1/2017

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

Clear | Report | Create PDF

Figure 7-131: Audit Report query screen – Supervisors

VHIC Auditing Report

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

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

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Figure 7-132: VHIC Auditing Report

7.15. Card Requests Report

Table 17: 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.

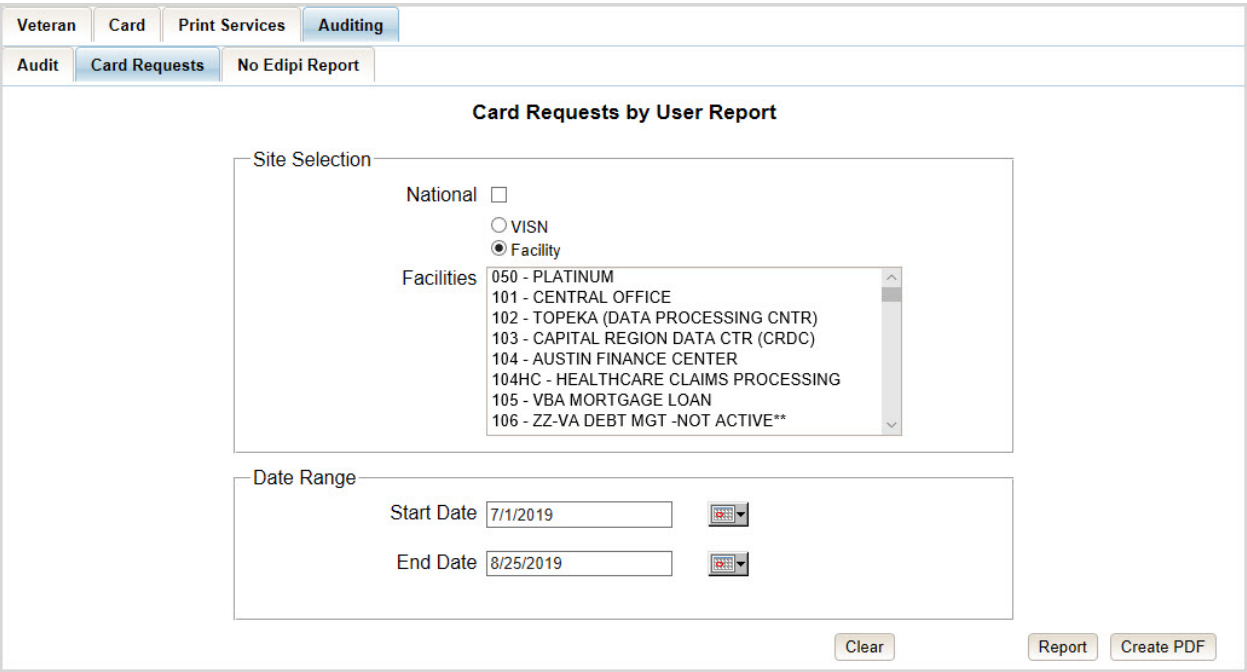


Figure 7-133: Card Requests query screen – Administrators, Tech Administrators (Tier 3), and Auditors

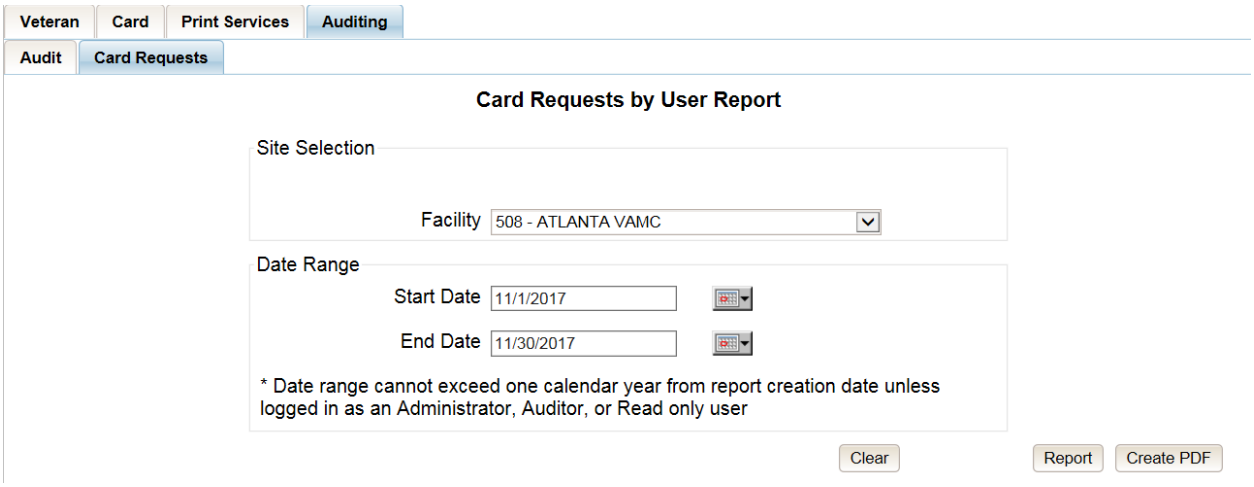
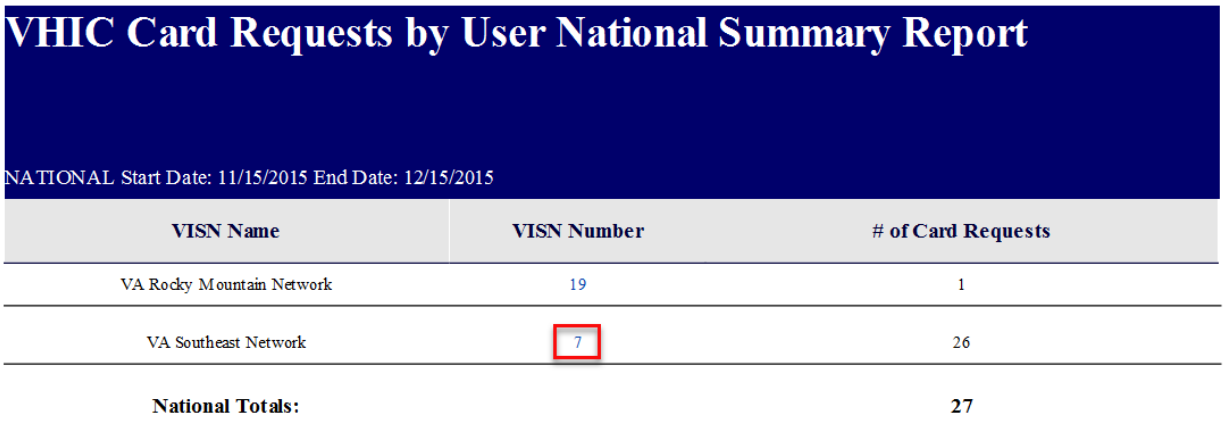


Figure 7-134: Card Requests query screen – Supervisor

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.



VHIC Card Requests by User National Summary Report

NATIONAL Start Date: 11/15/2015 End Date: 12/15/2015

VISN Name	VISN Number	# of Card Requests
VA Rocky Mountain Network	19	1
VA Southeast Network	7	26
National Totals:		**27**

Figure 7-135: VHIC Card Requests by User Summary Report – National

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.

VHIC Card Requests by User VISN Summary Report

VISN: 7 Start Date: 11/15/2015 End Date: 12/15/2015

Facility	Facility Number	# of Card Requests
ATLANTA VAMC	508	26
VISN 7 Totals:		**26**

Figure 7-136: 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.

VHIC Card Requests by User Facility Summary Report

Facility: 508 Start Date: 11/15/2015 End Date: 12/15/2015

Facility Name	Facility Number	User ID	# of Card Requests
ATLANTA VAMC	508	VAAUSIAM-VICTEST33	4
ATLANTA VAMC	508	VAAUSIAM-VICTEST43	8
ATLANTA VAMC	508	VAAUSIAM-VICTEST45	13
ATLANTA VAMC	508	vaausiam-victest45	1
Facility Totals:			**26**

Figure 7-137: 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.

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

Figure 7-138: VHIC Card Requests by User Detail Report – Last Name Hyperlink

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

Veteran Detail Report

Veteran: HARRISON J CHOCHREK JR Person ID: 22357

Name	Date of Birth	Date of Death	ICN	Member ID
HARRISON J CHOCHREK JR	07/26/1925	-	1008532446V876394	2013070901

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
7570	Requested	Active	Pending	11/29/2027

Enrollment Address		
1003 GOTHAM DRIVE		
SAINT JAMES		
NY	11780	USA

Veteran Photo

Preferred Facility Code	Preferred Facility Name
632	NORTHPORT VAMC

Preferred Facility Address	
79 MIDDLEVILLE ROAD	
NORTHPORT	
NY	11768

Person ID	Plan ID
22357	7346-243-588
Last Update	**Last Updated By**
11/29/2017	VAAUSIAM-VICTEST43

Card Request Count			
Total	Legacy	Mass Reissue	User Requested
133	2	2	129

Figure 7-139: Veteran Detail Report

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.

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

Figure 7-140: VHIC Card Requests by User Detail Report – Card ID Hyperlink

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

VHIC Card History by Card ID Report

Veteran ID: 22357 Card ID: 7047

Veteran: HARRISON J CHOCHREK Person ID: 22357

Gender	Date of Birth	Service	Card Count
MALE	07/26/1925	YES	1
Purple Heart	**Medal of Honor**	**Enrollment Status**	**Prisoner of War**
UNKNOWN	NO	ELIGIBLE	UNKNOWN

Card ID: 7047

Veteran Image

Card Issuer	Last Changed Date	Last Changed By	Card Type
VAAUSIAM-VICTEST33	12/11/2015	VAAUSIAM-VICTEST31	VHIC
Date Card Requested			
11/19/2015		11/19/2025	

Picture Comment	Current Card Status	Current MVI Status	Current Print Status
	Deactivated	Unlinked	Cancelled

Picture Effective Date	Branch of Service	VISN	Facility
11/19/2015	ARMY	7	ATLANTA VAMC - 508

Mailed to Address	Address Selected By Veteran
	1003 GOTHAM DRIVE SAINT JAMES NY, 11780

Status	MVI	Print	Message	Status Change	Changed By
Pending	Not Correlated	Not Started	REQUEST PENDING.	11/19/2015 13:32:25	VAAUSIAM-VICTEST33
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.	11/19/2015 13:32:25	VAAUSIAM-VICTEST33
Replacement Reason	**Hold Reason(s)**	**Print Error Reason**			**Deactivation Reason**

Status	MVI	Print	Message	Status Change	Changed By
Requested	Active	Pending	REQUEST SUBMITTED.	11/19/2015 13:32:25	VAAUSIAM-VICTEST33
Replacement Reason	**Hold Reason(s)**	**Print Error Reason**			**Deactivation Reason**

Figure 7-141: VHIC Card History by Card ID Report

7.16. No Edipi Report

Table 18. 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.

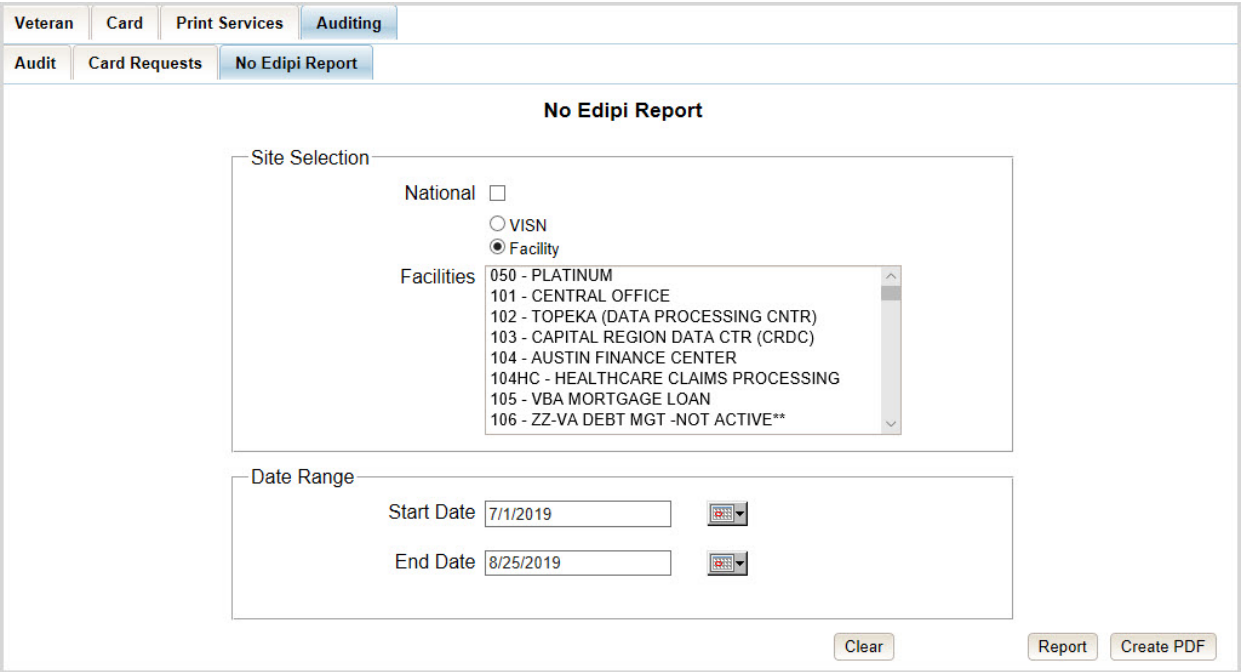


Figure 7-142: VHIC Cards Printed No Edipi Report Query Screen

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

VHIC Cards Printed No Edipi National Summary Report

NATIONAL Start Date: 07/01/2017 End Date: 08/28/2019

VISN	VISN #	# of Cards Total
VA Healthcare Network Upstate New York	2	2
VA Southeast Network	7	53
VA Southeast Network	7	5
VA Sunshine Healthcare Network	8	3
Total Cards:		63

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VHIC Cards Printed No Edipi National Summary Report

Figure 7-143: VHIC Cards Printed No Edipi National Summary Report Results

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

VHIC Cards Printed No Edipi VISN Summary Report

VISN: 2 Start Date: 07/01/2017 End Date: 08/28/2019

VISN	VISN #	Facility #	Facility #	# of Cards Total
VA Healthcare Network Upstate New York	2	HAMPTON VA MEDICAL CENTER	590	2
Total Cards:				**2**

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VHIC Cards Printed No Edipi VISN Summary Report

Figure 7-144: 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

VHIC Cards Printed No Edipi Facility Summary Report

Facility: 590 Start Date: 07/01/2017 End Date: 08/28/2019

VISN	VISN #	Facility #	Facility #	# of Cards Total
VA Healthcare Network Upstate New York	2	HAMPTON VA MEDICAL CENTER	590	2
Total Cards:				**2**

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VHIC Cards Printed No Edipi Facility Summary Report

Figure 7-145: 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

VHIC Cards Printed No Edipi Facility Detail Report

Facility: 590 Start Date: 07/01/2017 End Date: 08/28/2019

VISN - SITE	Card ID	Person ID	Name	Last Changed
VA Healthcare Network Upstate New York - HAMPTON VA MEDICAL CENTER	7262	22854	JONES MAX	Sep 24, 2018
VA Healthcare Network Upstate New York - HAMPTON VA MEDICAL CENTER	7263	22716	HAROLD SMITHY	Sep 24, 2018

Total Cards: 2

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VHIC Cards Printed No Edipi Facility Detail Report

Figure 7-146: VHIC Cards Printed No Edipi VISN 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.

VHIC Card History by Card ID Report

Veteran ID: ANY Card ID: 7262

Veteran: JONES MAX Person ID: 22854

Gender	Date of Birth	Service	Card Count
FEMALE	10/10/1959	NO	1
Purple Heart	**Medal of Honor**	**Enrollment Status**	**Prisoner of War**
UNKNOWN	NO	ELIGIBLE	NO

Card ID: 7262

Card Issuer	Last Changed Date	Last Changed By	Card Type
TIER3_ADMIN	09/24/2018	VIC	VHIC
Date Card Requested	**Date of Mailing**	**Expiration Date**	
06/04/2018	06/04/2018	02/03/2027	

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

Picture Effective Date	Branch of Service	VISN	Facility
02/03/2017	DECLINE	2	

Mailed to Address	Address Selected By Veteran
10004 F STREET RESTON VA, 20191	10004 F STREET RESTON VA, 20191

Status	MVI	Print	Message	Status Change	Changed By
Pending	Not Correlated	Not Started	REQUEST PENDING.	06/04/2018 17:03:34	TIER3_ADMIN
Replacement Reason	**Hold Reason(s)**	**Print Error Reason**		**Deactivation Reason**	
Lost					

Status	MVI	Print	Message	Status Change	Changed By
Pending	Active	Not Started	PENDING REQUEST CORRELATED.	06/04/2018 17:03:36	TIER3_ADMIN
Replacement Reason	**Hold Reason(s)**	**Print Error Reason**		**Deactivation Reason**	
Lost					

Status	MVI	Print	Message	Status Change	Changed By
Requested	Active	Pending	REQUEST SUBMITTED.	06/04/2018 17:03:36	TIER3_ADMIN
Replacement Reason	**Hold Reason(s)**	**Print Error Reason**		**Deactivation Reason**	
Lost					

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VHIC Card History by Card ID Report

Figure 7-147: VHIC Card History by Card ID Report screen

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

VHIC Card History by Person ID Report

Veteran ID: 22854 Card ID: ANY

Veteran: JONES MAX Person ID: 22854

Gender	Date of Birth	Service	Card Count
FEMALE	10/10/1959	NO	2
Purple Heart	**Medal of Honor**	**Enrollment Status**	**Prisoner of War**
UNKNOWN	NO	ELIGIBLE	NO

Card ID: 7262

Card Issuer	Last Changed Date	Last Changed By	Card Type
TIER3_ADMIN	09/24/2018	VIC	VHIC
Date Card Requested	**Date of Mailing**	**Expiration Date**	
06/04/2018	06/04/2018	02/03/2027	

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

Picture Effective Date	Branch of Service	VISN	Facility
02/03/2017	DECLINE	2	

Mailed to Address	Address Selected By Veteran
10004 F STREET RESTON VA, 20191	10004 F STREET RESTON VA, 20191

Status	MVI	Print	Message	Status Change	Changed By
Pending	Not Correlated	Not Started	REQUEST PENDING.	06/04/2018 17:03:34	TIER3_ADMIN
Replacement Reason	**Hold Reason(s)**	**Print Error Reason**		**Deactivation Reason**	
Lost					

Status	MVI	Print	Message	Status Change	Changed By
Pending	Active	Not Started	PENDING REQUEST CORRELATED.	06/04/2018 17:03:36	TIER3_ADMIN
Replacement Reason	**Hold Reason(s)**	**Print Error Reason**		**Deactivation Reason**	
Lost					

Status	MVI	Print	Message	Status Change	Changed By
Requested	Active	Pending	REQUEST SUBMITTED.	06/04/2018 17:03:36	TIER3_ADMIN
Replacement Reason	**Hold Reason(s)**	**Print Error Reason**		**Deactivation Reason**	
Lost					

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VHIC Card History by Person ID Report

Figure 7-148: VHIC Card History by Person ID Report screen

8. Troubleshooting

For a through set of troubleshooting guidelines, please refer to the **Veteran Health Identification Card (VHIC 4.10) User Guide - Volume 4 - Troubleshooting** document.

Template Revision History

Date	Version	Description	Author
August 2019	1.7	Updated to reflect current OI&T Documentation Standards	Process Management
December 2015	1.6	Updated to align with current OI&T Documentation Standards, edited to conform with latest Section 508 guidelines, and remediated with Common Look Office tool	Process Management
June 2015	1.5	Edited to conform with Section 508 guidelines and remediated with Common Look Office tool	Process Management
May 2015	1.4	Reviewed and approved by PMAS Process Improvement Lockdown. Updated instructional test.	Process Management
November 2014	1.3	Updated to conform with latest Section 508 guidelines and remediated with Common Look Office tool	Process Management
April 2014	1.2	Changed title page to clarify that version number refers to software version	Process Management
April 2011	1.1	Formatted to current ProPath documentation standards and edited to conform with latest Alternative Text (Section 508) guidelines	Process Management
June 2009	1.0	Initial Version	PMAS Business Office