

Veteran Health Identification Card (VHIC 4.28)

User Guide



Volume 5 – Card Replacement User

VHA Enrollment Services

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1. Introduction

1.1. Purpose

The purpose of this User Guide is to provide general system information, as well as accessibility and user roles with the VHIC application. This User Guide will provide a detailed walkthrough of creating a Veteran Health Identification Card replacement request using the VHIC application.

1.2. Document Orientation

1.2.1. Organization of the Manual

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

The first section will provide an overview of the documentation.

The second section explains what a VHIC is and what the eligibility requirements are.

The third section reviews the various user roles and their accessibility within the VHIC application and 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 step-by-step details of how to complete the Replacement Card Request. Once all of the required information has been provided, the final step in the process will allow a VHIC request to be submitted for processing.

Each day, these card requests are transmitted from the VHIC system to a vendor to print and mail the cards to the Veterans, the preferred facility, or the requesting facility. Typically, the cards are received in 7-10 business days from date of request. To ensure the VHIC is received at the appropriate address, the VHIC Associate must verify that the correct address is used, and the Print Vendor verifies that the address is valid. If the U.S. Postal Service cannot deliver the card, it is returned to the requesting facility.

1.3. Assumptions

This guide has been 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 required for the VHIC application.
- User is using Google Chrome or Microsoft Edge to do their job of either Creating a VHIC Card Request, Running Reports, or Managing VHICs depending on user roles.
- User has validated access to the VHIC application.
- User has completed any prerequisite training.

1.3.1. Disclaimers

1.3.1.1. 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.

1.3.1.2. 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.

1.3.2. Documentation Conventions

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

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

- 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).
- Screen shot and section cross references will be seen in italic font (*such as this*)
- User's responses to online prompts (e.g., manual entry, taps, clicks, etc.) will be **[boldface]** type and enclosed in brackets.

1.4. Enterprise Service Desk and Organizational Contacts

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

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

Table 1: Enterprise Service Desk Contact Information

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

2. Veteran Health Identification Card – What is it?

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

Figure 1: Example of what the VHIC looks like



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 Person Index (MPI), which is managed by the Identity and Access Management (IAM) of the VA

3. Getting Started

3.1. 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 complete list of Roles and Access levels please refer to the **VHIC Roles and Access** document.

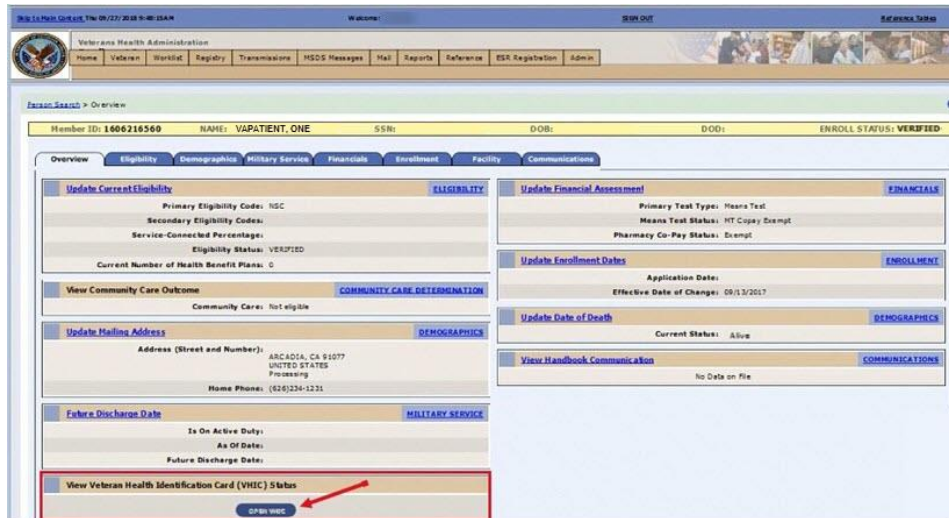
3.2. Proper Navigation of the VHIC Application

The correct way to navigate through the VHIC application is to use the 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.

3.3. Logging On: VHA Enrollment System Link to VHIC

Once users are logged into the Enrollment System, an eligible user will be able to click on a hyperlink in the VHA Enrollment System and be directed to VHIC. Their VHIC role of Card Replacement User provides access to features in the VHIC application for VES Users use only.

Figure 2: VHIC VES Hyperlink



3.4. VHIC Home Screen

After the hyperlink has been selected, a second browser tab will be opened and VHIC Users will be directed to the Home screen assigned to their roles. To the eligible HEC VES users (Card Replacement Role), the Veteran Card Details page serves as their Home page for the application.

Figure 3: VHIC VES User Home Page

Home
Logged in as:

Card Replacement option is only available for cards with current status of 'Replaced' or 'Requested', MVI status 'Active', and Print Status 'Mailed' and have not been requested within the last 10 days after the request was submitted.

Veteran Card Details

Veteran Identity

Full Name	VETERAN M FOURTEEN
Date of Birth	
Gender	MALE
Branch of Service	UNAVAILABLE
Enrollment Status	Y
Person ID	22706

Card Details

Card ID	7713
VISN	7
Facility	ATLANTA VAMC
Current Card Status	Destroyed
Current MVI Status	Unlinked
Current Print Status	Cancelled
Card Request Date	9/14/2018
Date of Mailing	
Expiration Date	9/14/2028
Mailing Address	33 SULLEY CIRCLE TEST1 ARCADIA, CA 91077 USA

Veteran Card History

Card ID	Status	MVI	Print	Message	Changed Date	Changed By
6017	Pending Destruction	Unlinked	Mailed	UNEXPECTED STATUS TRANSITION (Y/U/S to Y/U/M)	9/14/2020	VIC
6096	Pending Destruction	Unlinked	Mailed	UNEXPECTED STATUS TRANSITION (D/U/M to Y/U/M)	2/5/2018	USERONE
6201	Pending Destruction	Unlinked	Mailed	UNEXPECTED STATUS TRANSITION (D/U/M to Y/U/M)	2/5/2018	USERONE
6213	Pending Destruction	Unlinked	Cancelled	UNEXPECTED STATUS TRANSITION (D/U/C to Y/U/C)	2/5/2018	USERONE
6215	Pending Destruction	Unlinked	Cancelled	UNEXPECTED STATUS TRANSITION (D/U/C to Y/U/C)	10/31/2018	USERONE
6216	Destroyed	Unlinked	Mailed	UNEXPECTED STATUS TRANSITION (Y/U/M to Z/U/M)	10/24/2019	USERONE
10824	Destroyed	Unlinked	Cancelled	UNEXPECTED STATUS TRANSITION (Z/A/C to Z/U/C)	8/3/2020	USERONE

3.4.1. Veteran Card Details Page

The Veteran Card Details page provides the latest Card Status information based on the card ID received from the VHA Enrollment System and provides capability to request a replacement VHIC card based on the business rules for card replacement.

The Veteran Card Details page is broken into three sections.

1. Veteran Identity Information

This section provides the Veteran Identity Information including:

- Veteran’s Full Name
- Date of Birth
- Gender
- Branch of Service
- Enrollment Status

- Person ID

Figure 4: Veteran Identity Section

Veteran Identity	
Full Name	FOUR O MVIPATIENT (PREFERREDNAME)
Date of Birth	8/22/1985
Gender	MALE
Branch of Service	UNAVAILABLE
Enrollment Status	Y
Person ID	22993

NOTE: If the Veteran has a Preferred Name on file it will appear within parenthesis where the Full Name appears as seen in the below example.

Figure 5. Veteran Identity Section with Preferred Name

Veteran Identity	
Full Name	FOUR O MVIPATIENT (PREFERREDNAME)
Date of Birth	8/22/1985
Gender	MALE
Branch of Service	UNAVAILABLE
Enrollment Status	Y
Person ID	22993

2. Veteran Card Details

This section provides the Veteran Identity Information including:

- Card ID
- VISN
- Facility
- Current Card Status
- Current MPI Status
- Current Print Status
- Card Request Date
- Date of Mailing
- Expiration Date
- Mailing Address

Figure 6: Card Detail Section

Veteran Identity	
Full Name	VAPATIENT, ONE
Date of Birth	4/22/1953
Gender	MALE
Branch of Service	UNAVAILABLE
Enrollment Status	Y
Person ID	22542
Card Details	
Card ID	7526
VISN	8
Facility	HEALTH ELIGIBILITY CENTER
Current Card Status	REQUESTED
Current MVI Status	ACTIVE
Current Print Status	MAILED
Card Request Date	8/16/2018
Date of Mailing	09/25/2018
Expiration Date	8/8/2028
Mailing Address	241 ALLISON CT BAHAMA, NC 27503 USA

3. Veteran Card History

This section provides the Veteran Card Information including:

- Card ID
- Card Status
- MPI Status
- Print Status
- Print Message
- Card Status
- Change Date
- ID of User that facilitated last Card Status change

Figure 7: Veteran Card History Section

[Get Replacement Card](#)

Veteran Card History

Card ID	Status	MVI	Print	Message	Changed Date	Changed By
7766	Replaced	Unlinked	Mailed	MVI CORRELATION UNLINKED.	10/29/2021	VIC CARD MONITOR
12213	Replaced	Active	Mailed	REPLACED.	2/22/2023	TEST_TEST_VAAUSIAM-VICTEST37
14631	Requested	Active	Mailed	MAILED.	3/3/2023	VIC

4. Requesting a Replacement VHIC Card

4.1. Card Replacement Eligibility

The Card Replacement option is only available to veterans with an active VHIC card.

A card replacement request may not be made within 10 days of the submission of a previous card request.

If the replacement requirements are not met, the user will see a notification at the top of the page, and the [Get Replacement Card] button will be shown but greyed out and not available.

Figure 8: Card Not Eligible for Replacement

Home
Logged in as:

Card Replacement option is only available for cards with current status of 'Replaced' or 'Requested', MVI status 'Active', and Print Status 'Mailed' and have not been requested within the last 10 days after the request was submitted.

Veteran Card Details

Veteran Identity

Full Name	VETERAN M FOURTEEN
Date of Birth	
Gender	MALE
Branch of Service	UNAVAILABLE
Enrollment Status	Y
Person ID	22706

Card Details

Card ID	7713
VISN	7
Facility	ATLANTA VAMC
Current Card Status	Destroyed
Current MVI Status	Unlinked
Current Print Status	Cancelled
Card Request Date	9/14/2018
Date of Mailing	
Expiration Date	9/14/2028
Mailing Address	33 SULLY CIRCLE TEST1 ARCADIA, CA 91077 USA

Get Replacement Card

Veteran Card History

Card ID	Status	MVI	Print	Message	Changed Date	Changed By
6017	Pending Destruction	Unlinked	Mailed	UNEXPECTED STATUS TRANSITION (Y/U/S to Y/U/M)	9/14/2020	VIC
6096	Pending Destruction	Unlinked	Mailed	UNEXPECTED STATUS TRANSITION (D/U/M to Y/U/M)	2/5/2018	USERONE
6201	Pending Destruction	Unlinked	Mailed	UNEXPECTED STATUS TRANSITION (D/U/M to Y/U/M)	2/5/2018	USERONE
6213	Pending Destruction	Unlinked	Cancelled	UNEXPECTED STATUS TRANSITION (D/U/C to Y/U/C)	2/5/2018	USERONE
6215	Pending Destruction	Unlinked	Cancelled	UNEXPECTED STATUS TRANSITION (D/U/C to Y/U/C)	10/31/2018	USERONE
6216	Destroyed	Unlinked	Mailed	UNEXPECTED STATUS TRANSITION (Y/U/M to Z/U/M)	10/24/2019	USERONE
10824	Destroyed	Unlinked	Cancelled	UNEXPECTED STATUS TRANSITION (Z/A/C to Z/U/C)	8/3/2020	USERONE

If the card is Eligible for Replacement, the [Get Replacement Card] button can be seen and selected.

Figure 9: Card Eligible for Replacement

Veteran Health Identification Card (VHIC)
Skip to Content

Home
Logged in as:

Veteran Card Details

—Veteran Identity—

Full Name	FOUR O MVIPATIENT (PREFERREDNAME)
Date of Birth	8/22/1985
Gender	MALE
Branch of Service	UNAVAILABLE
Enrollment Status	Y
Person ID	22993

—Card Details—

Card ID	14631
VISN	7
Facility	ATLANTA VAMC
Current Card Status	Requested
Current MVI Status	Active
Current Print Status	Mailed
Card Request Date	2/22/2023
Date of Mailing	02/28/2023
Expiration Date	9/26/2028
Mailing Address	123 SESAME STREET FRONT ROYAL, VA 22630 USA

Veteran Card History

Card ID	Status	MVI	Print	Message	Changed Date	Changed By
7766	Replaced	Unlinked	Mailed	MVI CORRELATION UNLINKED.	10/29/2021	VIC CARD MONITOR
12213	Replaced	Active	Mailed	REPLACED.	2/22/2023	TEST_TEST_VAAUSIAM-VICTEST37
14631	Requested	Active	Mailed	MAILED.	3/3/2023	VIC

4.2. Requesting a Replacement Card

This section will give the VES user the step-by-step details of the process to replace a card in VHIC.

4.2.1. VHIC Card Replacement Request

Once you have been transferred from the VHA Enrollment System to the VHIC system, review and verify all information found on the Veteran Card Details Page. When all details have been verified, click on the **[Get Replacement Card]** button.

Figure 10: Select the Get Replacement Card Button

Veteran Health Identification Card (VHIC) Skip to Content

Home Logged in as: _____

Veteran Card Details

Veteran Identity

Full Name	FOUR O MVIPATIENT (PREFERREDNAME)
Date of Birth	8/22/1985
Gender	MALE
Branch of Service	UNAVAILABLE
Enrollment Status	Y
Person ID	22993

Card Details

Card ID	14631
VISN	7
Facility	ATLANTA VAMC
Current Card Status	Requested
Current MVI Status	Active
Current Print Status	Mailed
Card Request Date	2/22/2023
Date of Mailing	02/28/2023
Expiration Date	9/26/2028
Mailing Address	123 SESAME STREET FRONT ROYAL, VA 22630 USA

Veteran Card History

Card ID	Status	MVI	Print	Message	Changed Date	Changed By
7766	Replaced	Unlinked	Mailed	MVI CORRELATION UNLINKED.	10/29/2021	VIC CARD MONITOR
12213	Replaced	Active	Mailed	REPLACED.	2/22/2023	TEST_TEST_VAAUSIAM-VICTEST37
14631	Requested	Active	Mailed	MAILED.	3/3/2023	VIC

After clicking the [Get Replacement Card] button, you will be directed to the Veteran Identity Confirmation page. This screen displays the information retrieved from the Master Person Index (MPI) and the VHA Enrollment System (VES) for the selected Veteran. The purpose of this screen is to verify the displayed information, select the reason for replacement, and to determine where the Veteran’s card should be mailed.

Figure 11: Veteran Identity Confirmation Page

Home Logged in as:

Step 1
Enter Search Terms

Step 2
Select Veteran

Step 3
Capture Veteran Image

Step 4
Select Mailing Address

Step 5
Save Card Request

Veteran Identity Confirmation

Status

Card Request Status: Replacement
Replacement Reason: Lost

Veteran Identity Attributes

First Name: FOUR
Last Name: MVIPATIENT
Preferred Name: PREFERREDNAME
Date of Birth: 8/22/1985

Requesting Facility Address

Facility Name: ATLANTA VAMC
Facility Address: 1670 CLAIRMONT RD
DECATUR, GA 30033 USA

Address

Mail card to:

- Address received from Enrollment Services
- Address received from MVI
- Requesting facility
- Preferred facility (983 - CHYSHR)

Recipient: FOUR ONE MVIPATIENT III
Street 1: 123 SESAME STREET
Street 2:
Street 3:
City: FRONT ROYAL
State: VA
Zip Code: 22630
Province:
Postal Code:
Country: USA

Is the address displayed on screen where the Veteran is to receive his/her new VHIC card?

? Next

NOTE: If the Veteran has a Preferred Name on file it will appear in the Veteran Identity Attribute section as shown.

Figure 12. Veteran Identity Attributes with Preferred Name

The screenshot shows a web interface with a progress bar at the top containing five steps: Step 1 (Enter Search Terms), Step 2 (Select Veteran), Step 3 (Capture Veteran Image), Step 4 (Select Mailing Address), and Step 5 (Save Card Request). Step 4 is highlighted with a yellow background and a yellow arrow. Below the progress bar is the 'Veteran Identity Confirmation' section. It contains a 'Status' section with 'Card Request Status' set to 'Replacement' and a 'Replacement Reason' dropdown menu set to 'Lost'. Below this is the 'Veteran Identity Attributes' section, which includes fields for 'First Name' (FOUR), 'Last Name' (MVPATIENT), 'Preferred Name' (PREFERREDNAME), and 'Date of Birth' (8/22/1985). A red arrow points to the 'Preferred Name' field.

Select the reason for replacement from the drop-down menu. Confirm the Veteran and Facility information and move down to the Address section of the screen to select where the replacement card will be delivered.

Figure 13: Select Replacement Reason

This screenshot is similar to Figure 12, but the 'Replacement Reason' dropdown menu is open, showing a list of options: 'Lost', 'NOT SELECTED', 'Damaged', 'Expired', and 'Incorrect Information'. A red arrow points to the 'Lost' option, which is currently selected. The 'Veteran Identity Attributes' section is partially visible below the dropdown menu.

Figure 14: Select Mailing Address

Requesting Facility Address	
Facility Name	ATLANTA VAMC
Facility Address	1670 CLAIRMONT RD DECATUR, GA 30033 USA
Address	
Mail card to:	<input checked="" type="radio"/> Address received from Enrollment Services <input type="radio"/> Address received from MVI <input type="radio"/> Requesting facility <input type="radio"/> Preferred facility (983 - CHYSHR)
Recipient	FOUR ONE MVIPATIENT III
Street 1	123 SESAME STREET
Street 2	
Street 3	

This step provides several mailing options for the card:

- Mail to the address received from Enrollment Services
- Mail to the address received from MPI
- Mail to the requesting facility If requesting facility is not known a message will be displayed above for the on-hold condition and the Requesting facility button will be grayed out as seen in *Figure 15: Select Next Button to Continue*
- Mail to the preferred facility

NOTE: If Enrollment has flagged the Veteran’s address as bad, a message stating why, as well as additional guidance on how to proceed, will be displayed near the top of the screen. At this point, if the Veteran opts to **not** update their information with VES, the Associate **MUST** choose one of the remaining viable address options for mailing the card in order to proceed with the card request process.

NOTE: If MPI has flagged the Veteran’s address as bad, a message stating why, as well as additional guidance on how to proceed, will be displayed near the top of the screen. At this point, if the Veteran opts **not** to update their information with MPI or VES, the Associate **MUST** choose one of the remaining viable address options for mailing the card in order to proceed with the card request process. Selecting a radio button will automatically update the address information based on the selection. The process cannot continue until the appropriate radio button has been selected.

NOTE: If no preferred facility information has been received from VES or the preferred facility address is flagged as bad, a message stating why, as well as additional guidance on how to proceed, will be displayed near the top of the screen. The Associate **MUST** choose one of the remaining viable address options for mailing the card in order to proceed with the card request process. Selecting a radio button will automatically update the address information based on the selection. The process cannot continue until the appropriate radio button has been selected.

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Selecting a radio button will automatically update the address information based on the selection. The process cannot continue until the appropriate radio button has been selected.

If the information on the screen is a correct match, select the [Next] button in the lower right hand to move forward.

Figure 15: Select Next Button to Continue

The screenshot shows the 'Veteran Health Identification Card (VHC)' application interface. At the top, it displays 'UNITED STATES DEPARTMENT OF VETERANS AFFAIRS' and the VA logo. Below this is a navigation bar with 'Home', 'Card Request', 'Reports', and 'Card Management'. A 'Logged in as:' field is visible on the right. A progress indicator shows five steps: Step 1 (Enter Search Terms), Step 2 (Select Veteran), Step 3 (Capture Veteran Image), Step 4 (Select Mailing Address), and Step 5 (Save Card Request). Step 4 is currently active, indicated by a yellow arrow. A red box highlights an error message: 'Bad requesting facility address for Facility ID 508 - no address available' and 'Bad preferred facility address for Facility ID 983 - no address available'. Below the error is the 'Veteran Identity Confirmation' section, which includes fields for Status (Card Request Status New), Veteran Identity Attributes (First Name: VGTSTTHIRTYNIN, Last Name: TESTFOURTYNINE, Preferred Name: THIRTY, Date of Birth: 11/16/1960), Requesting Facility Address (Facility Name, Facility Address), and Address (Mail card to: Address received from Enrollment Services, Address received from MV, Requesting facility, Preferred facility). The 'Requesting facility' radio button is selected and highlighted with a red box. Below the address fields are fields for Recipient (VGTSTTHIRTYNIN TESTFOURTYNINE), Street 1 (10043 S AVENUE M), Street 2, Street 3, City (CHICAGO), State (IL), Zip Code (60617-5911), Province, Postal Code, and Country (USA). At the bottom, there is a question: 'Is the address displayed on screen where the Veteran is to receive his/her new VHC card?' and 'Back' and 'Next' buttons.

You will be directed to the Save Card Request page (*Figure 20: Save Card Request*) which gives the VHC user and the Veteran one more opportunity to review all of the information on the screen for accuracy.

This screen contains the following information for review:

Veteran Health Identification Card 4.28

- Name as it will appear on card
- Address card will be mailed to (*this also contains the name as it will appear in the mailing address*)
- Replacement reason (*if applicable*)
- Reason for hold (*if applicable*)
- Service connected status
- Medal of Honor status
- Purple Heart status
- Prisoner of War status
- Branch of Service selection
- Date of Birth

Other fields that either will be populated or will populate upon final submission are:

- Card Number (populates upon final submission)
- Member ID
- ICN
- Member Benefit Plan ID
- VISN and Facility where request is being processed

4.2.1.1. Branch of Service

If available, the Veteran's Branch of Service options will be displayed on screen. The Veteran should be given the opportunity to select which logo they would prefer to appear on their card or if they would like to decline the logo option altogether (*decline is the default option*). The appropriate radio button should be selected based upon the Veteran's preference. Only those branches of service that are listed in the VHA Enrollment System and in which the Veteran has served will be shown. This will need to be chosen before submitting the card request.

NOTES:

- Only one Branch of Service logo can appear on the card; those with more than one branch will have to select one or decline to show any logo.
- The Preferred Name listed on the preview screen will not be printed on the card. It is only housed in the VHIC system.

Figure 16: Branch of Service Selection

The screenshot shows a five-step process for creating a Veteran Health Identification Card (VHIC). Step 5, 'Save Card Request', is the current step. The form displays 'Veteran Card Details' for a user named VGTESTONE T TESTTHIRTEEN. A red arrow points to the 'Branch Of Service' section, which includes radio button options for various military branches and a 'Veteran Declines Branch of Service Logo' option. The 'Reason for Hold' section has a 'Bad data' checkbox.

Step 1 Enter Search Terms

Step 2 Select Veteran

Step 3 Capture Veteran Image

Step 4 Select Mailing Address

Step 5 Save Card Request

Veteran Card Details

Service Connected N **Card Number**

Medal of Honor N **Member ID** 2107398875

Purple Heart N **ICN** 1012896256V941508

Prisoner of War N **Plan ID** 7346-243-588

VISN 7

Facility 508

Date of Birth 8/8/1950

Name as it will appear on card:
VGTESTONE T TESTTHIRTEEN

Preferred name:
THIRTEEN

Address card will be mailed to:
VGTESTNINETYFIVE TESTSIX
2-19-23 AOBADAI
MEGURO, TOKYO 153-0042 JPN
Foreign Mailing Address?

Branch Of Service

- United States Public Health Service (USPHS)
- Coast Guard
- Merchant Seamen
- Space Force
- Navy
- Army
- Air Force
- Marine Corps
- Veteran Declines Branch of Service Logo


Replacement Reason:
Lost

Reason for Hold:
Bad data

Back **Submit**

NOTE: If the Veteran has a Preferred Name on file, it will appear as seen in below. Though Preferred Name appears in the system; it does NOT appear on the VHIC card at this time.


Figure 17. Branch of Service Selection Preferred Name Highlighted

Veteran Card Details	
	Service Connected N Card Number
	Medal of Honor N Member ID 2107398875
	Purple Heart N ICN 1012896256V941508
	Prisoner of War N Plan ID 7346-243-588
	VISN 7
	Facility 508
	Date of Birth 8/8/1950
Name as it will appear on card: VGTESTONE T TESTTHIRTEEN	
Preferred name: THIRTEEN	

4.2.1.2. Mailing Address Verification

Veterans with a foreign mailing address, have different postage requirements. To ensure they are handled appropriately, select the check box indicating Foreign mailing address.

Figure 18. Veteran With Foreign Mailing Address

Step 1	Step 2	Step 3	Step 4	Step 5
Enter Search Terms	Select Veteran	Capture Veteran Image	Select Mailing Address	Save Card Request
Veteran Card Details				
	Service Connected Y Card Number			
	Medal of Honor N Member ID 2110317517			
	Purple Heart N ICN 1013629589V434443			
	Prisoner of War N Plan ID 7346-243-588			
	VISN 7			
	Facility 508			
	Date of Birth 12/26/1955			
Name as it will appear on card: VGTESTFIFTYONE TESTSIXTYTHREE				
Preferred name:				
Address card will be mailed to: VGTESTFIFTYONE TESTSIXTYTHREE 214 ZARAGOZA HIGHWAY 28850, MADRID SPAIN				
Foreign mailing address? <input type="checkbox"/>				
Branch Of Service <input type="radio"/> Space Force <input checked="" type="radio"/> Veteran Declines Branch of Service Logo				

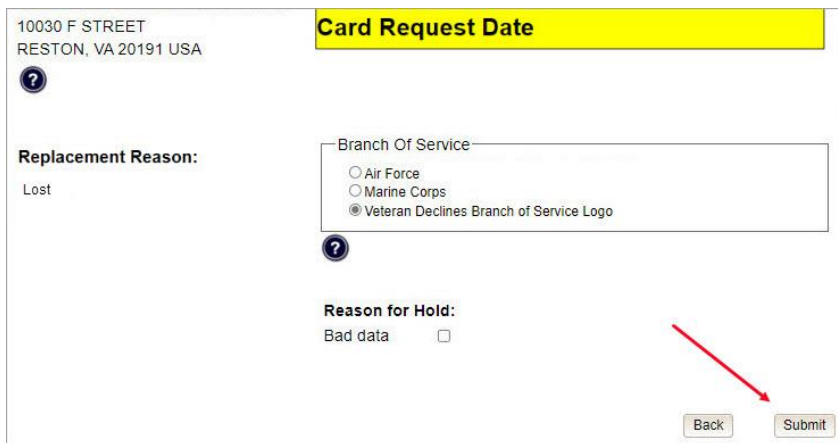
A pop-up message will appear asking you to confirm the Foreign Address Setting. Click Yes to continue or Cancel to return.

Figure 19. Confirm Foreign Address Setting



After the card and information have been confirmed, click the *Submit* button at the bottom of the page to advance the request.

Figure 20: Save Card Request



4.2.1.3. Photograph Verification

After reviewing and approving the card details the VHIC user will click the **[Submit]** button. A pop-up box will appear requiring the clerk to acknowledge that they have approved the final picture that will be submitted for card printing. Selecting ok will allow the process to continue and submitting the request possible.

Figure 21: Validate Veteran Photo

Service Connected Y Card Number
Medal of Honor N Member ID 2110317517
Purple Heart N ICN 1013629589V434443
Prisoner of War N Plan ID 7346-243-588
VISN 7
Facility 508
Date of Birth 12/26/1955

Name as it will appear on card:
VGTESTFIFTYONE TESTSIXTYTHREE

Preferred name:

Address card will be mailed to:
VGTESTNINETYFIVE TESTSIX
2-19-23 AOBADAI
MEGURO, TOKYO 153-0042 JPN
Foreign Mailing Address?

Replacement Reason:
Lost

Reason for Hold:
Bad data

Validate Veteran Photo
I acknowledge that the veteran picture meets VHIC standards for quality and clarity of features.
OK Cancel

Space Force
 Veteran Declines Branch of Service Logo

Back Submit

Should a new photograph be needed, the user selects **[Cancel]** and will need to refer the veteran to the VHIC office for a new photo and replacement card.

Figure 22: Photo Does Not Meet VHIC Standards

Service Connected N Card Number
Medal of Honor N Member ID 2107346530
Purple Heart N ICN 1012991005V582194
Prisoner of War N Plan ID 7346-243-588
VISN 7
Facility 508
Date of Birth 8/22/1985

Name as it will appear on card:
FOUR O MVIPATIENT III

Address card will be mailed to:
VGTESTNINETYFIVE TESTSIX
2-19-23 AOBADAI
MEGURO, TOKYO 153-0042 JPN
Foreign Mailing Address?

Replacement Reason:
Lost

Reason for Hold:
No Branch of Service is available

Validate Veteran Photo
I acknowledge that the veteran picture meets VHIC standards for quality and clarity of features.
OK Cancel

Card Request Date

NOTE: Greyscale pictures are not permitted to appear on the VHIC card.

Should the Veteran photo be Black and White or Greyscale, the VES User should select the [Cancel]

And refer the veteran to the VHIC office.

Figure 23: Cancel Black and White Photo

The screenshot shows a VA system interface. On the left, there is a preview of a veteran's photo and a barcode. Below the photo, the text reads: "Name as it will appear on card: VGTSTONE T TESTTHIRTEEN", "Preferred name: THIRTEEN", and "Address card will be mailed to: VGTSTNINETYFIVE TESTSIX 7-19-23 AOBADA MEGURO, TOKYO 153-0042 JPN Foreign Mailing Address? [X]". On the right, there is a table of service details:

Service Connected	N	Card Number	
Medal of Honor	N	Member ID	2107398
Purple Heart	N	ICN	1012898
Prisoner of War	N	Plan ID	7346-24
		VISN	7
		Facility	508
		Date of Birth	8/8/1950

In the center, a dialog box titled "Validate Veteran Photo" is displayed. It contains the text: "I acknowledge that the veteran picture meets VHIC standards for quality and clarity of features". Below the text are two buttons: "OK" and "Cancel". The "Cancel" button is highlighted with a red border.

Once veteran photo has been approved and the [Submit] button selected the request will now show a Submitted status.

Upon submission, a Card Number will be generated as well as an Expiration Date and Card Request Date. The colored field will change from yellow to green and the corresponding Card Status will change from Pending to Submitted as seen below.

Figure 24: Card Request Submitted

The screenshot shows the "Veteran Card Details" page. At the top, there is a progress bar with five steps: "Step 1 Enter Search Terms", "Step 2 Select Veteran", "Step 3 Capture Veteran Image", "Step 4 Select Mailing Address", and "Step 5 Save Card Request". The "Step 5" button is highlighted with a yellow arrow. Below the progress bar, there is a preview of the veteran's photo and a barcode. Below the photo, the text reads: "Name as it will appear on card: VGTSTFIFTYONE TESTSIXTYTHREE", "Preferred name:", and "Address card will be mailed to:". On the right, there is a table of service details:

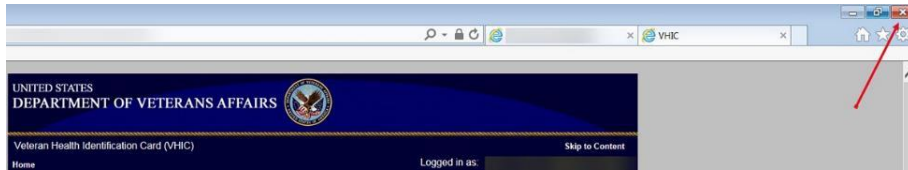
Service Connected	Y	Card Number	14657
Medal of Honor	N	Member ID	2110317517
Purple Heart	N	ICN	1013629589V434443
Prisoner of War	N	Plan ID	7346-243-588
		VISN	7
		Facility	508
		Date of Birth	12/26/1955
		Expiration Date	1/30/2033

At the bottom, there is a green status bar with the following text:

Card Status	Submitted
Card Request Date	03/06/2023

This action has been completed. To exit the application, click the [X] button to close this browser window.

Figure 25: Close Browser Window



NOTE: If the veteran does not have an EDIPI number, the card request will be marked as Pending and saved for thirty (30) days. A request will be generated for HC IdM to investigate and resolve once you select the hold button.

Figure 26: Pending Request No EDIPI

A screenshot of a web form titled 'Card Status Pending'. The form contains the following fields:

- Address card will be mailed to:** CURTIS SPENCER, 1217 MARLBORO DR, LITTLE ROCK, AR 72201 USA.
- Card Status:** Pending
- Card Request Date:** (empty field)
- Branch Of Service:** Radio buttons for 'Navy' and 'Veteran Declines Branch of Service Logo' (selected).
- Replacement Reason:** Lost
- Reason for Hold:** A section with two options: 'No EDIPI' and 'Bad data' (with a checkbox).
- Buttons:** 'Back' and 'Hold' (with a red arrow pointing to it).

A Confirmation message will appear, select the [OK] button.

Figure 27: On Hold Request Confirmation Box

A screenshot of a confirmation dialog box with the following text:

Card requests placed on-hold require manual release due to one or more of the following reasons:
ES is unavailable, eligibility pending, or bad data.

The On-Hold report under the Reports tab is available for tracking these requests.

Buttons: OK, Cancel

The VHIC REQUEST ON HOLD – EDIPI request number will be displayed in a message that can be used for tracking purposes in the Tool Kit. Should anything prevent the card hold from resolving in 30 days an email will be generated to the VHIC Team for additional action.

Figure 28: HC IdM Request Confirmation

No EDIPI assigned to this Veteran. A service request for EDIPI generation has been created for ICN=1012662733V270774. Request #1005248802

Veteran Card Details

Service Connected Y Card Number 11476
 Medal of Honor N Member ID
 Purple Heart N ICN 1012662733V270774
 Prisoner of War N Plan ID 7346-243-588
 VISN 7
 Facility 508
 Date of Birth 6/6/1952
 Expiration Date

Card Status Saved On Hold
Card Request Date 11/17/2020

Reason for Hold:
 No EDIPI

Replacement Reason:
 Lost

If a second request is generated before the thirty (30) days, the user will get a message indicating that a request is open in the system.

Figure 29: Active Request Exists in System Message

A service request for EDIPI generation already exists - please allow time for completion.


Veteran Card Details

Service Connected N Card Number 12273
 Medal of Honor N Member ID
 Purple Heart N ICN 1012991008V153263
 Prisoner of War N Plan ID 7346-243-588
 VISN 7
 Facility 508
 Date of Birth 4/4/1987
 Expiration Date 9/26/2028

NOTE: If the VA received an imprecise Date of Birth, such as Month/year instead of Month/Date/Year. A request needs to be created for HC IdM remediation. Select the Branch of Service (if available) and click on the **[Hold]** button. This will save the card request for thirty (30) days and generate the remediation request for HC IdM.

Figure 30: Reason for Hold: No EDIPI

Veteran Card Details



Name as it will appear on card:
THREE M MPIPATIENT

Address card will be mailed to:
VGTSTNINETYFIVE TESTSIX
2-19-23 AOBADAI
MEGURO, TOKYO 153-0042 JPN
Foreign Mailing Address?

Replacement Reason:
Lost

Service Connected	N	Card Number	
Medal of Honor	N	Member ID	2107710011
Purple Heart	N	ICN	1013020501V903479
Prisoner of War	N	Plan ID	7346-243-588
		VISN	7
		Facility	508
		Date of Birth	

Card Status Pending

Card Request Date

No Branch of Service is available

Reason for Hold:

Eligibility Pending

Invalid Date of Birth ←

Bad data

Back Hold

A Confirmation request message will appear, select the [OK] button.

Figure 31: On Hold Request Confirmation Request

Card requests placed on-hold require manual release due to one or more of the following reasons:
ES is unavailable, eligibility pending, or bad data.

The On-Hold report under the Reports tab is available for tracking these requests.

OK Cancel

The screen will change showing that the Card Request Status has been updated and saved.

Figure 32: Saved on Hold

The screenshot displays the 'Veteran Card Details' page. At the top, there are five steps: Step 1 (Enter Search Terms), Step 2 (Select Veteran), Step 3 (Capture Veteran Image), Step 4 (Select Mailing Address), and Step 5 (Save Card Request), which is highlighted with a yellow arrow. The main content area is titled 'Veteran Card Details' and contains a preview of the card, a list of service details, a mailing address, and a status box. A red arrow points to the 'Card Status' box, which is highlighted in orange and contains the text 'Card Status Saved On Hold' and 'Card Request Date 03/04/2021'. Below this, there is a message 'No Branch of Service is available' and a 'Reason for Hold' section with two options: 'Eligibility Pending' and 'Invalid Date of Birth'.

Veteran Card Details			
Service Connected	N	Card Number	11943
Medal of Honor	N	Member ID	2107710011
Purple Heart	N	ICN	1013020501V903479
Prisoner of War	N	Plan ID	7346-243-588
		VISN	7
		Facility	508
		Date of Birth	
		Expiration Date	

Card Status **Saved On Hold**
Card Request Date **03/04/2021**

No Branch of Service is available

Reason for Hold:
Eligibility Pending
Invalid Date of Birth