

Veteran Health Identification Card (VHIC 4.8)

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

<i>Symbol</i>	<i>Description</i>
	<i>NOTE:</i> 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.

Issue	Contact Info
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. Veteran Health Identification Card – What is it?

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



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

2.1. Accessing the VHIC Application

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

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

2.2. Browser

Once users are logged into their VA desktop, they will access VHIC using Internet Explorer (IE) by either entering the URL listed above or via the bookmark saved during an earlier session. Please do **NOT** use the *Refresh* button at the top of your browser window if you mistype the

VHIC URL. The *Refresh* button will redirect you to the VA website. Please re-enter the VHIC URL and try again.

2.2.1. Browser Incompatibility Issue

In some instances, users may experience image misplacement or misalignment. This is most likely due to the current browser compatibility settings. You will want to ensure that the browser is not set to Compatibility View.

Examples of Image Misplacement and Other Misalignments:

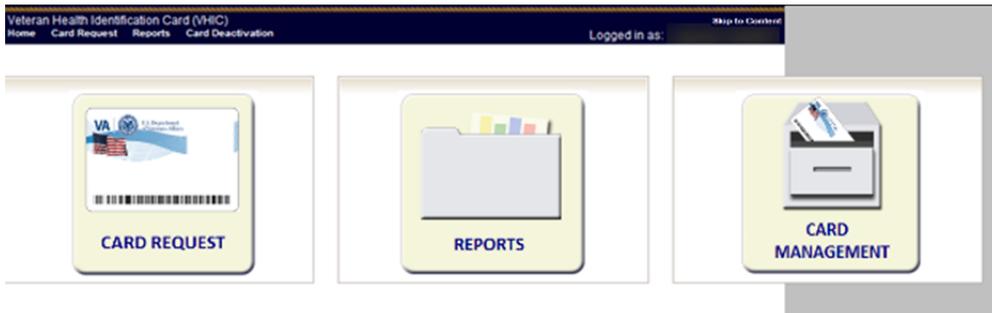


Figure 2-2: Over-sized icon buttons on the Home Screen

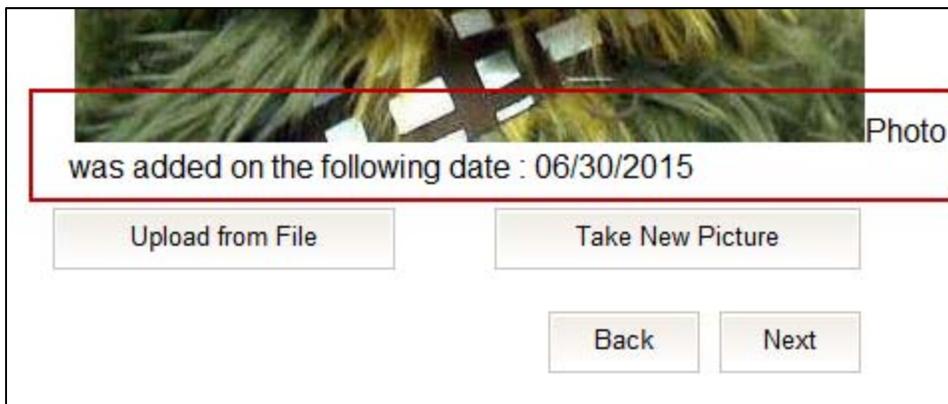


Figure 2-3: Words wrapping around the displayed photo on Step 3

Veteran Card Details



Content on the right is shifted down



Name as it will appear on card:

ASHLEY WECK

Address card will be mailed to:

ASHLEY WECK
23551 AVENIDA LA CAZA UNIT 132
COTO DE CAZA, CA 92679-3955 USA



Replacement Reason:

Lost

Service Connected	Y	Card Number	
Medal of Honor	Y	Member ID	2013070902
Purple Heart	Y	ICN	1008532456V343881
Prisoner of War	Y	Plan ID	7346-243-588

Figure 2-4: Content on the right of the Step 5 screen is shifted down

Card Request Totals Report

Site Selection

National

VISN

Facility

VISN

- 1 - VA New England Health Care System
- 10 - VA Healthcare System of Ohio
- 11 - Veterans in Partnership
- 12 - VA Great Lakes Healthcare
- 15 - VA Heartland Network
- 16 - South Central VA Healthcare
- 17 - VA Heart of Texas Healthcare
- 18 - VA Southwest Healthcare

Facilities

- 101 - CENTRAL OFFICE
- 102 - TOPEKA (DATA PROCESSING CNTR)
- 103 - CAPITAL REGION DATA CTR (CRDC)
- 104 - AUSTIN FINANCE CENTER
- 104HC - HEALTHCARE CLAIMS PROCESSING
- 105 - VBA MORTGAGE LOAN
- 112 - OFFICE OF ENTERPRISE DEVLPMNT
- 116 - EIE/OFFICE OF ENTERPRISE DEV

Date Range

Start Date

End Date

Figure 2-5: Both the VISN and Facility selection lists are displayed and shifted to the right

If you are experiencing misalignment issues, follow these steps to verify/update your browser compatibility settings:

1. With Internet Explorer open, right click in the blue area at the top of the browser window.
2. Click on Command Bar to display the Command Tool Bar.

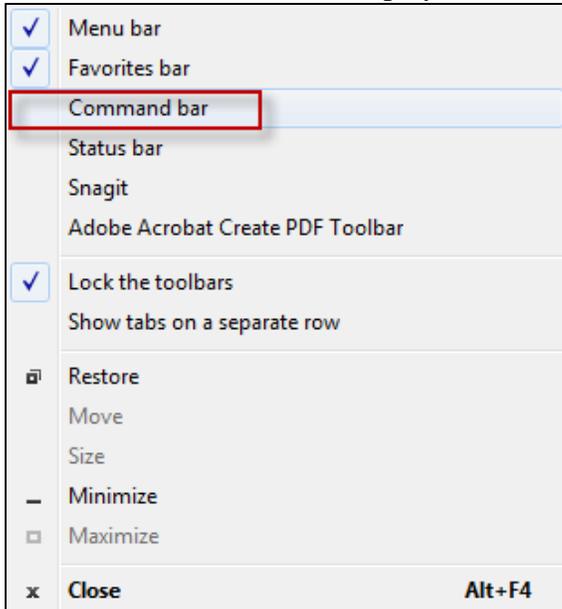


Figure 2-6: Internet Explorer's Toolbar Menu

3. Click on the Tools menu button.



Figure 2-7: Tools Menu button

4. Click on Compatibility View Settings.

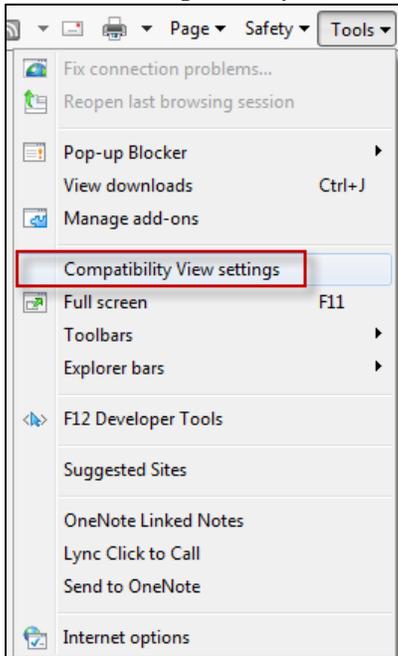


Figure 2-8: Tools drop-down menu

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

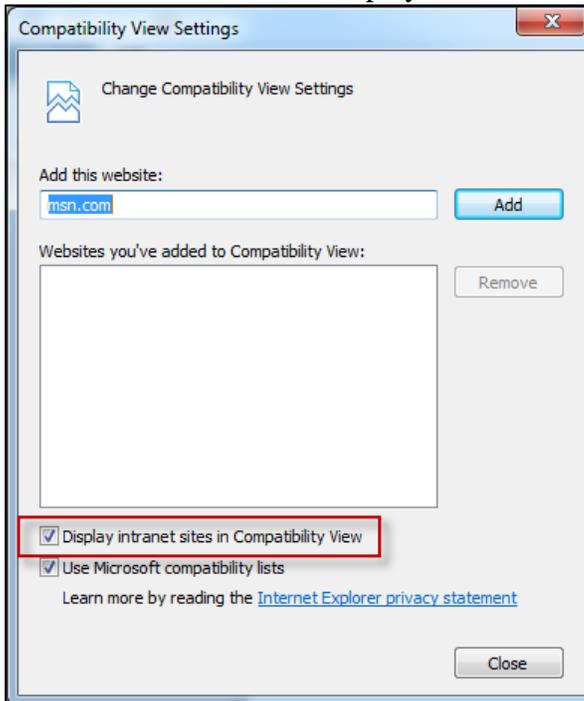


Figure 2-9: Compatibility View Settings screen

6. Click the Close button.

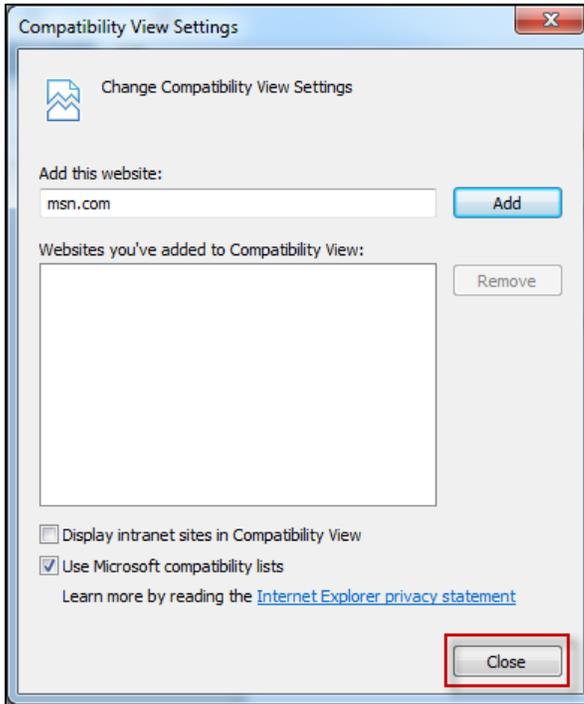


Figure 2-10: Compatibility View Settings Screen - Close



NOTE: *Compatibility mode does need to be turned on in order to access other applications such as Notes in NUMI's CERMe and the Beneficiary Travel Dashboard. You can turn compatibility mode back on by following the above directions and checking the Display intranet sites in Compatibility View checkbox.*

2.3. Proper Navigation of the VHIC Application

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



Figure 2-11: VHIC Navigation Buttons

The VHIC user can also navigate to the different features within the VHIC application by clicking on one of the navigation links located in the header near the top left of the screen. The user’s assigned role will determine which links are available as seen below. To see the full home screens for each user role, refer to the [3.2 System Menu section](#).

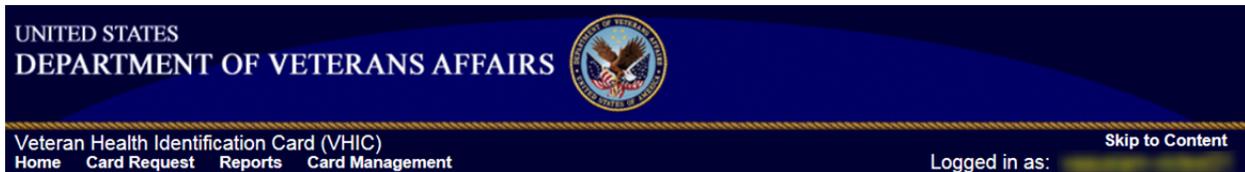


Figure 2-12: VHIC Administrator and VHIC Technical Administrator (Tier 3) menu



Figure 2-13: VHIC Associate and VHIC Supervisor menu



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

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

2.4. Roles within VHIC

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

If, while utilizing the VHIC application, a user finds they do not have access to items they feel they should have access to or find that they have access to items they should not, based on the definitions listed below, the VHIC user should report this information to their VHIC Supervisor. The VHIC Supervisor should then verify that the proper role has been assigned.

2.4.1. VHIC Associate

The VHIC Associate role shall be assigned to individuals responsible for processing card requests and resolving card request issues. Associates have the ability to create card requests and have access to a limited number of reports.

2.4.2. VHIC Supervisor

The VHIC Supervisor shall automatically inherit all access and privileges given to the VHIC Associate. The VHIC Supervisor role is allowed to submit a request for user access to the VHIC application. VHIC Supervisors have the ability to create card requests and have access to most available reports (excluding national versions).

2.4.3. VHIC Administrator

The VHIC Administrator role is reserved for the VHIC Business (HEC) team members responsible for the creation and maintenance of all other VHIC accounts/roles. The VHIC Administrator shall automatically inherit privileges given to the VHIC Supervisor. Administrators have the ability to create card requests, deactivate cards, and have access to all available reports.

2.4.4. VHIC Technical Administrator (Tier 3)

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

2.4.5. VHIC Auditor

The VHIC Auditor role shall be assigned to users with read-only access to the VHIC System. The VHIC Auditor does not have the ability to create card requests, but does have access to all available reports.

2.4.6. VHIC Read-Only User

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

3. Getting Started

3.1. Single Sign-On Internal (SSOi)

Once users are logged into their VA desktop, they will access VHIC using Internet Explorer (IE) by either entering the [URL](#) listed above or via the bookmark saved during an earlier session. Users will be presented with the Single Sign On – internal (SSOi) login screen (*shown below*).

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

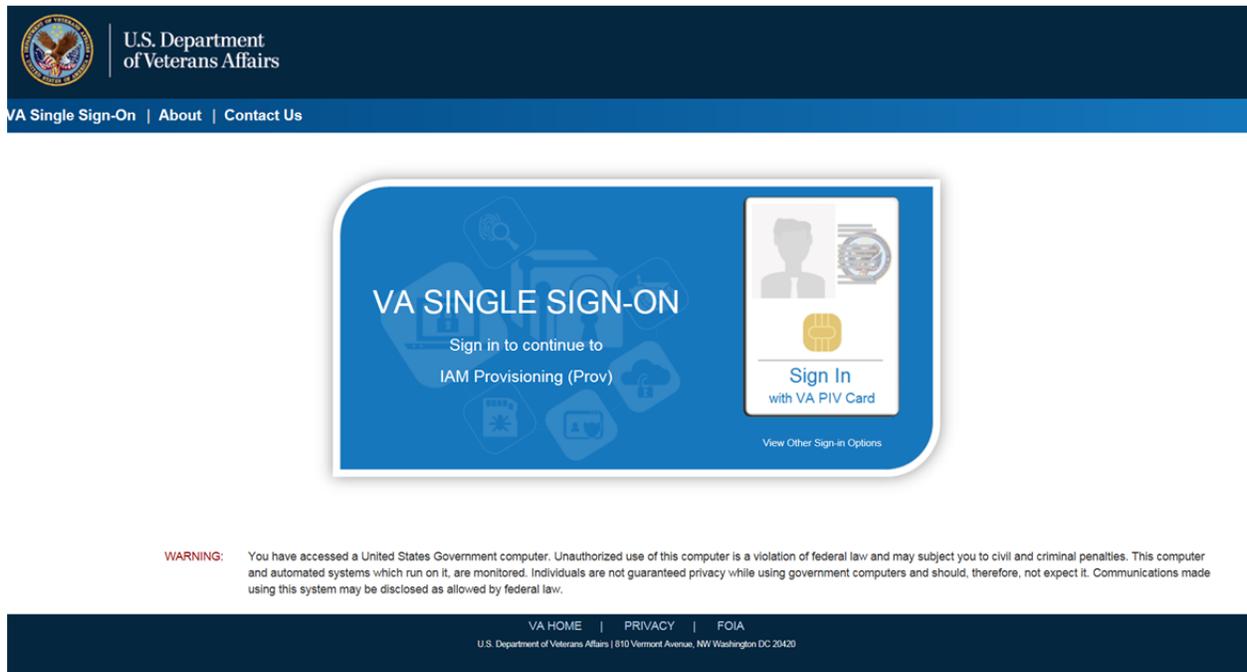


Figure 3-1: SSOi Login Screen

3.2. Logging On

The VHIC application is built to accommodate a specific set of pre-established user roles. During the provisioning process, the VHIC user will have a role assigned to them, which will determine what aspects of the VHIC application are available to them. The roles are listed below. For more information on the areas of access that accompanies each role, please refer to [section 2.4](#).

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

3.3. System Menu

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

3.3.1. VHIC Administrator and Technical Administrator Tier 3

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



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.

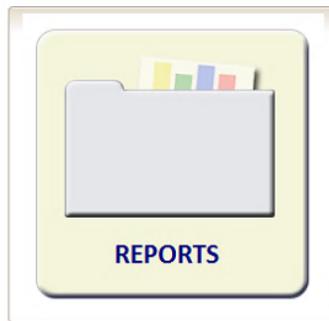


Figure 3-4: VHIC Auditor and VHIC Read-Only User Home screen

3.4. 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 4.8) 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 4.8) 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 4.8) 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:

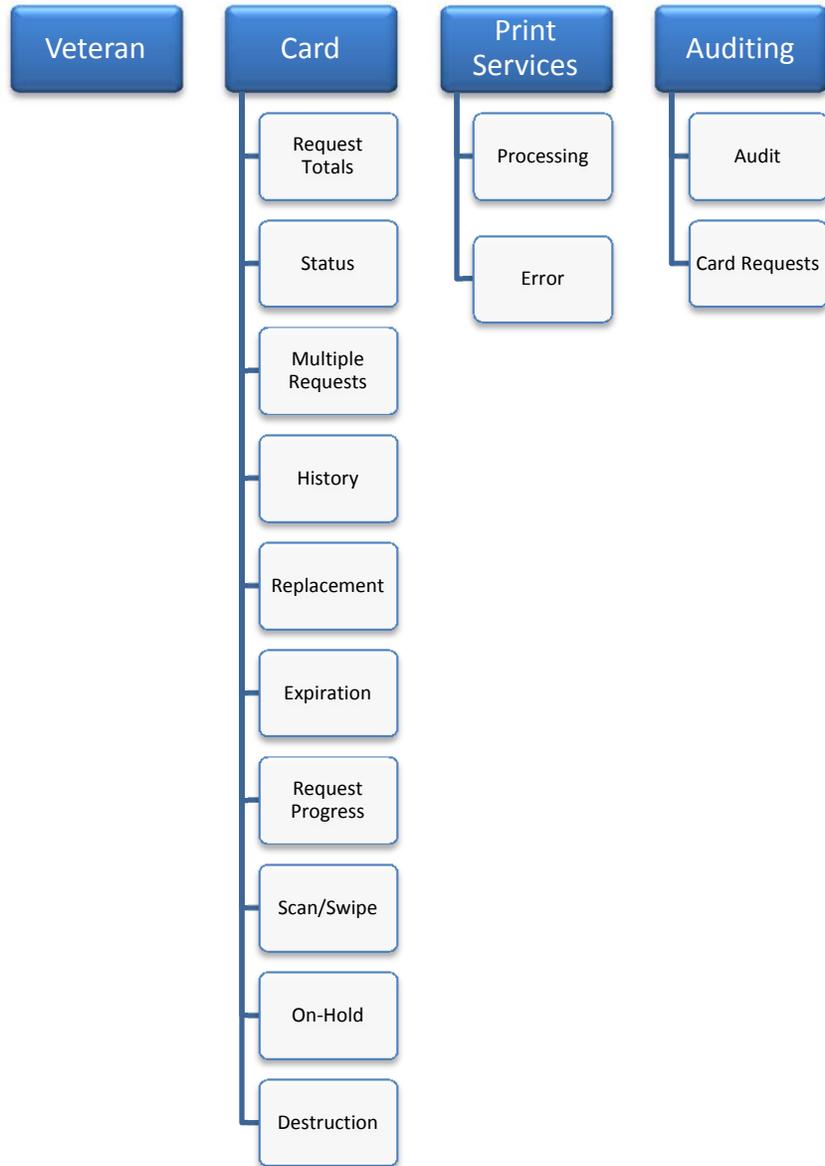


Figure 7-1: Report Tabular Structure for the Administrator, Technical Administrator Tier 3 and the Auditor

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

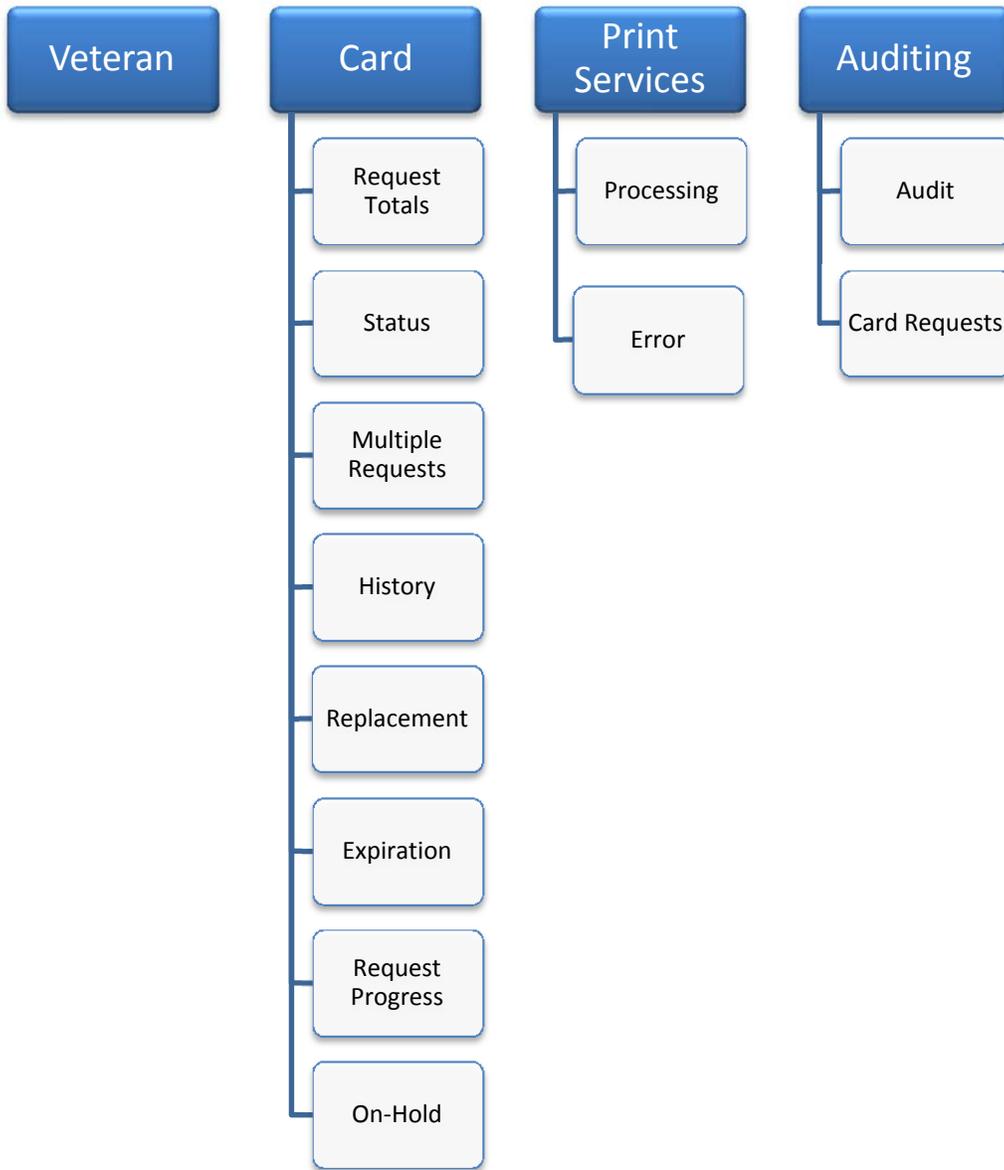


Figure 7-2: Report Tabular Structure for the Supervisor

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

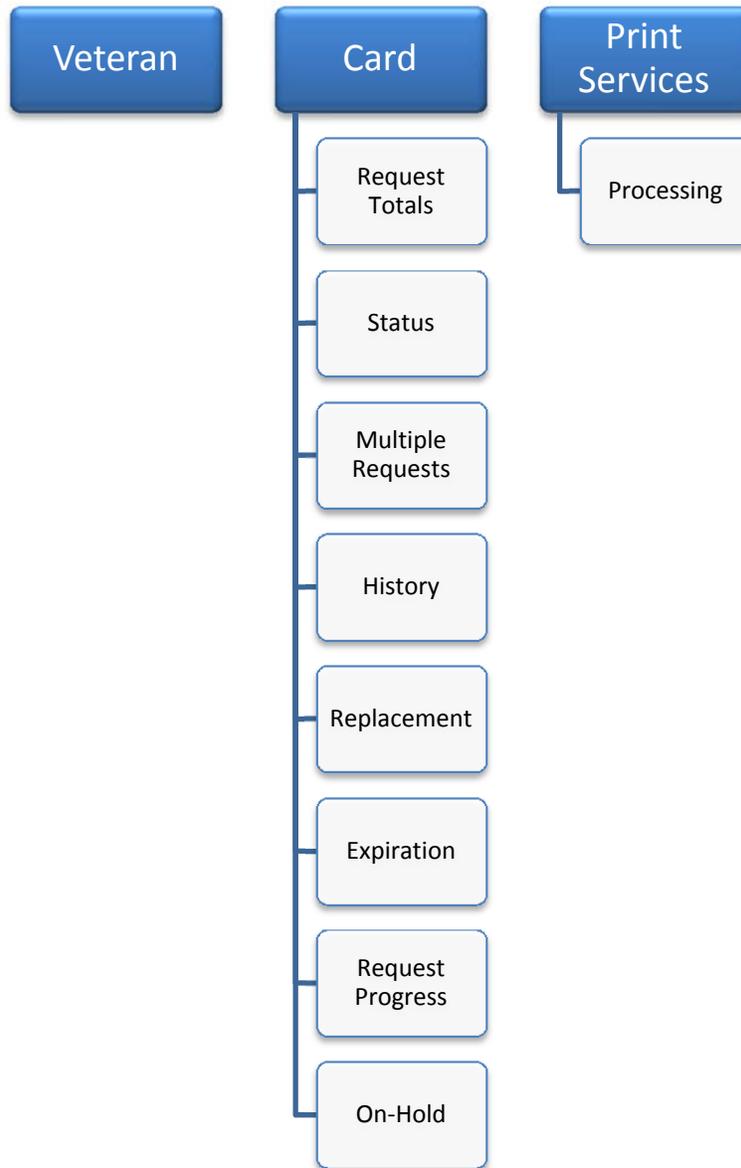


Figure 7-3: Report Tabular Structure for the Associate

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

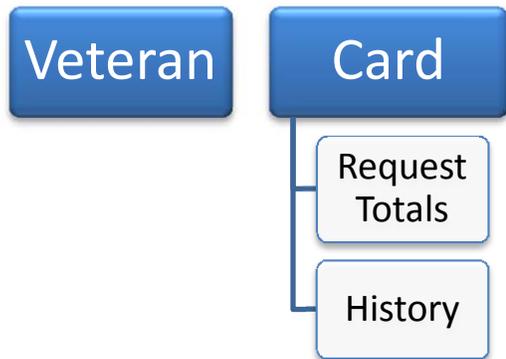


Figure 7-4: Report Tabular Structure for the Read-Only user

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

Veteran Card Print Services

Veteran Report

Search Criteria

Last Name

First Name

DOB 

Last 4 of SSN

ICN

Member ID

Card ID

Person ID

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

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

Figure 7-8: Veteran Report Search Results

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

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

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

Preferred Facility Code	Preferred Facility Name
987	CHEY6

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

Veteran Photo


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 7-9: 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 7-10: 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

	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

	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 7-11: 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. Selecting the National checkbox, if available, returns results for all VISNs and Facilities. Selecting either the VISN or the Facility radio button will update the list of available options accordingly (based on a user’s role).

Figure 7-12: Card Request Totals Report query screen – Administrators and Tech Admin (Tier 3)

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

Card Request Totals Report

Site Selection

National

VISN
 Facility

Facility

Date Range

Start Date

End Date

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

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

Card Request Totals Report

Site Selection

Facility

Date Range

Start Date

End Date

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

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

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

Card Request Totals Report

Site Selection

Facility

Date Range

Start Date

End Date

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

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

Veteran Card

Request Totals History

Card Request Totals Report

Site Selection

VISN
 Facility

Facility: 508 - ATLANTA VAMC

Date Range

Start Date: 11/1/2017
End Date: 12/4/2017

Clear Report Create PDF

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

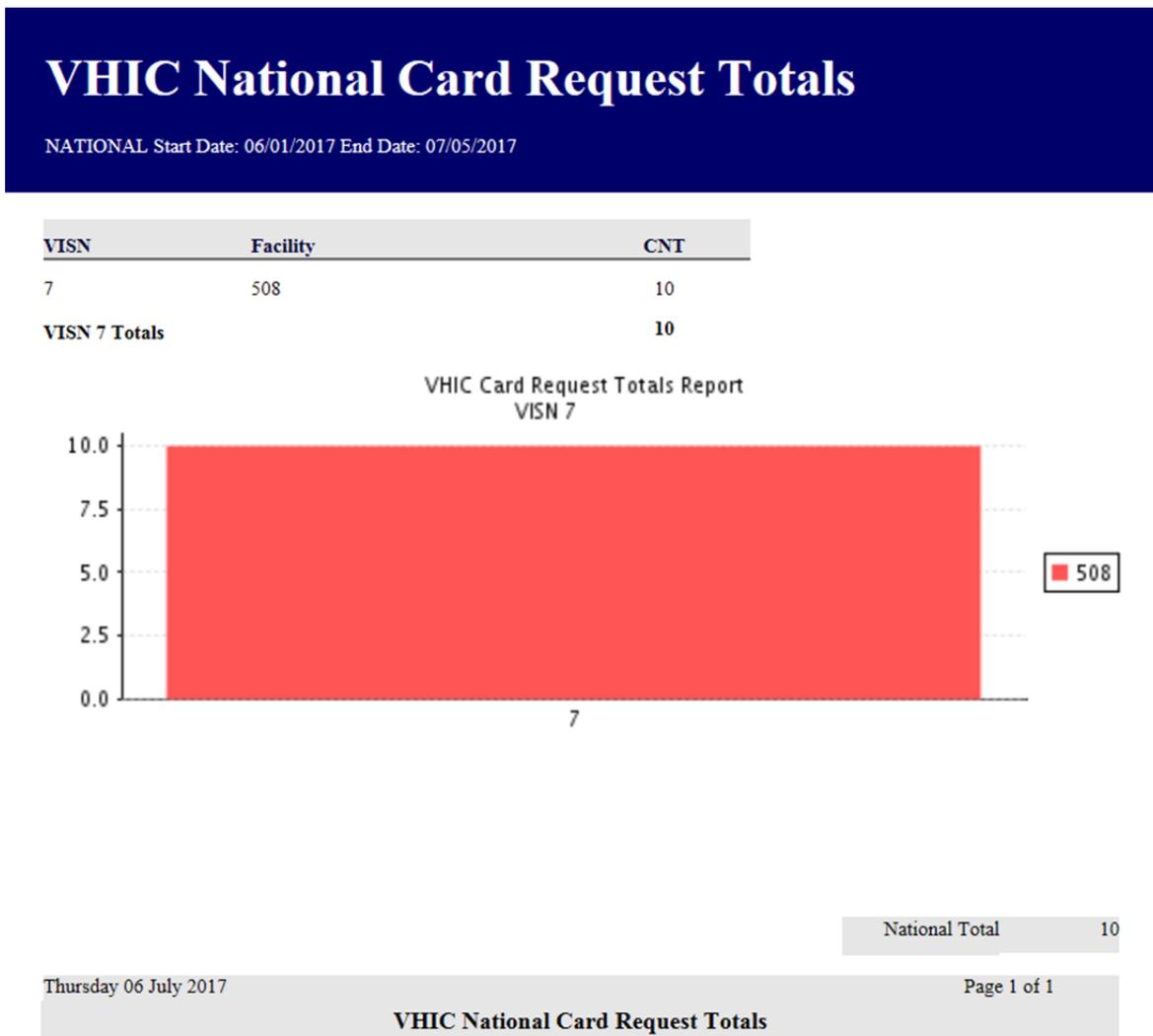
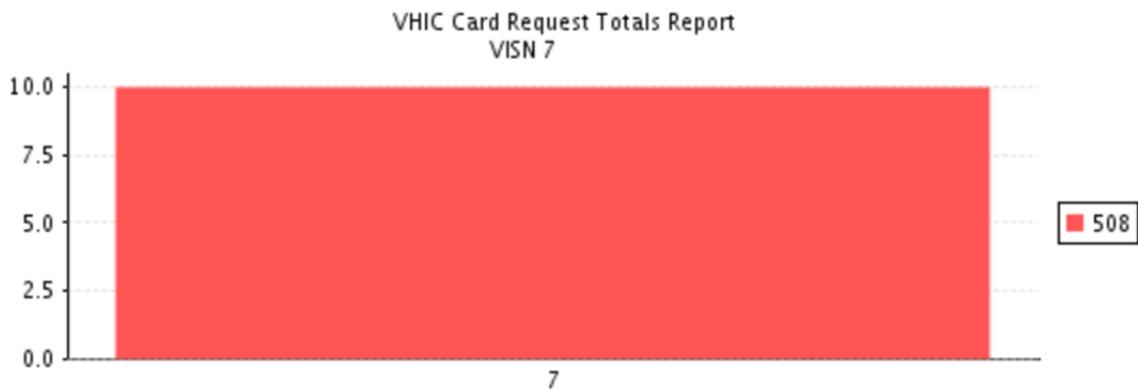


Figure 7-17: VHIC Card Request National Report

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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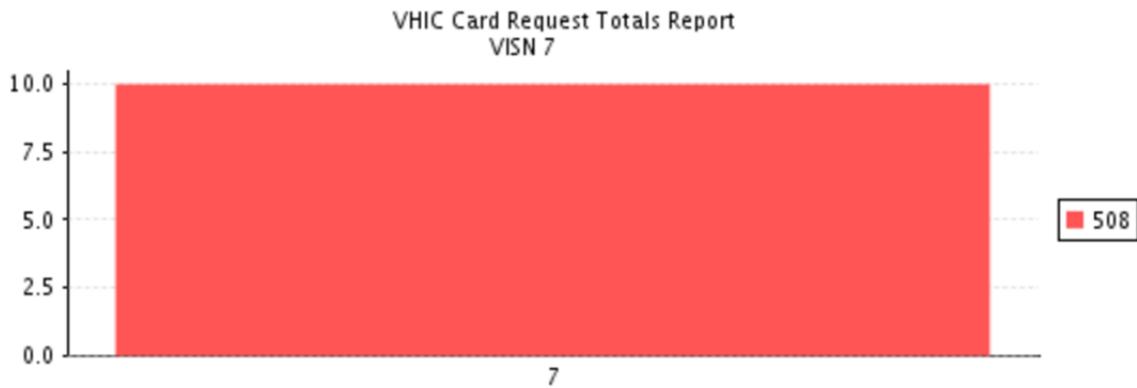
VHIC VISN Card Request Totals

Figure 7-18: 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 7-19: 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 7-20: Card Status Report query screen – Administrator and Tech Admin (Tier 3)

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

Card Status Report

Status Selection

MVI Status
 Card Status
 Print Release Status

Card Status:

Site Selection

National
 VISN
 Facility

Facility:

Date Range

Start Date:

End Date:

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

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

Card Status Report

Status Selection

MVI Status
 Card Status
 Print Release Status

Card Status:

Site Selection

Facility:

Date Range

Start Date:

End Date:

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

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

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

Card Status Report

Status Selection

MVI Status
 Card Status
 Print Release Status

Card Status:

Site Selection

Facility:

Date Range

Start Date:

End Date:

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

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

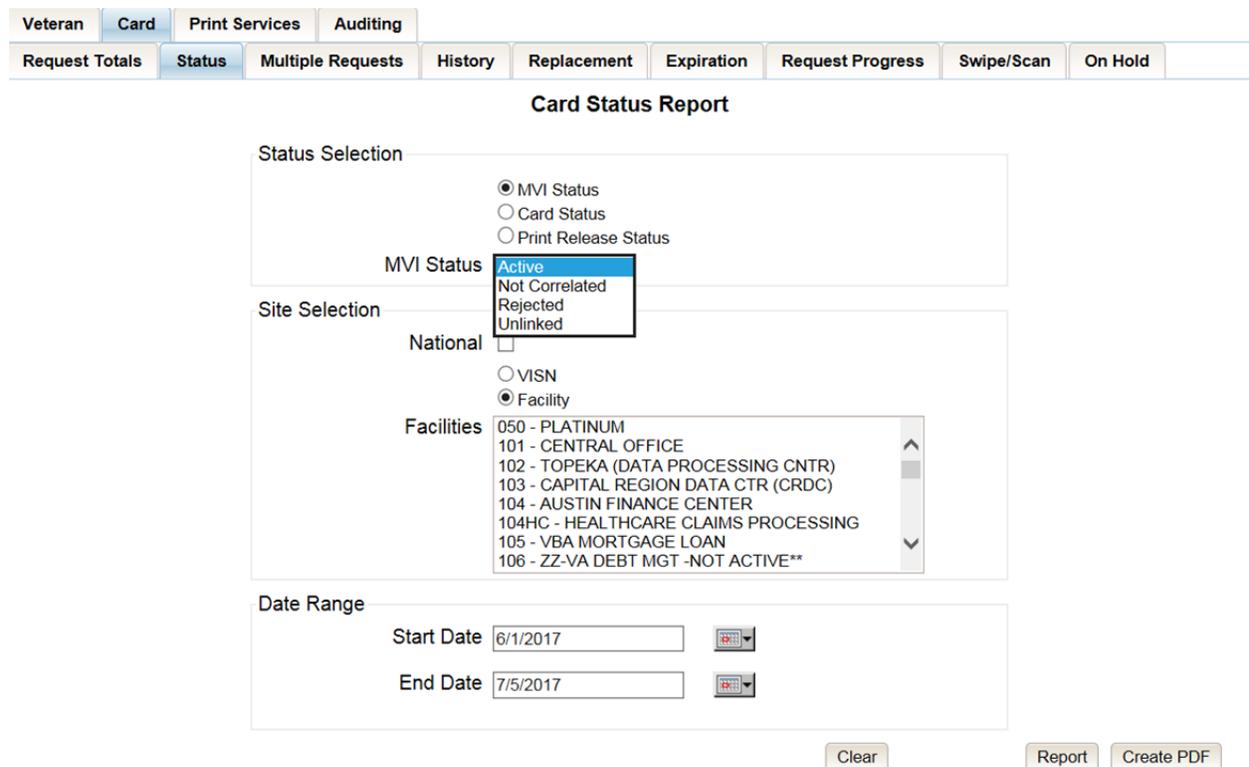
7.3.1. MVI (Master Veteran Index) Status Option

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

- Active*
- Not Correlated
- Rejected
- Unlinked

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

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



Card Status Report

Status Selection

MVI Status
 Card Status
 Print Release Status

MVI Status

Active
Not Correlated
Rejected
Unlinked

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 6/1/2017

End Date 7/5/2017

Clear Report Create PDF

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

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 7-26: 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

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

VHIC MVI Status Facility Detail Report

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

Facility	Facility #	Status Date	MVI Status	Last Name	First Name	Member ID
ATLANTA VAMC	508	06/08/2017	Active	TESTFOURTYFIVE	VGTESTTHIRTYFOU	1607934238
ATLANTA VAMC	508	06/09/2017	Active	FERGUSON	KENNETH	1606216560
ATLANTA VAMC	508	06/09/2017	Active	TESTFOURTYONE	VGTESTTHIRTY	1607934360
ATLANTA VAMC	508	06/09/2017	Active	YATES	WILLIAM	1606257631
ATLANTA VAMC	508	06/14/2017	Active	YATES	JOSEPH	1606216463
ATLANTA VAMC	508	07/03/2017	Active	FERGUSON	KENNETH	1606216560
ATLANTA VAMC	508	07/03/2017	Active	SPANKOWSKI	JAMES	1606250068
ATLANTA VAMC	508	07/05/2017	Active	BENSON	JIM	
ATLANTA VAMC	508	07/05/2017	Active	BROWN	WILSON	1607956576

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VHIC MVI Status Facility Detail Report

Figure 7-28: 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.”

Veteran Card Print Services Auditing

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

Card Status Report

Status Selection

Card Status

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

Site Selection

National

VISN

Facility

Facilities

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

Date Range

Start Date

End Date

Clear Report Create PDF

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

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

Figure 7-31: 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

Figure 7-32: 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

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Figure 7-33: 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 7-34: Card Status Report query screen with Print Release Status drop-down menu options displayed

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

VHIC Print Status National 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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Figure 7-35: 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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Figure 7-36: VHIC Print Release Status Summary Report - VISN – Mailed

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

<h2 style="text-align: center;">VHIC Print Status Facility Summary Report</h2> <p style="text-align: center;">VISN: ALL Facility: 508 Start Date: 06/01/2017 End Date: 07/20/2017</p>					
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 7-37: VHIC Print Release Status Summary Report - Facility – Mailed

<h2 style="text-align: center;">VHIC Print Status Facility Detail Report</h2> <p style="text-align: center;">Facility: 508 Start Date: 06/01/2017 End Date: 07/20/2017</p>							
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	1606257651
ATLANTA VAMC	508	06/14/2017	1		YATES	JOSEPH	1606216463

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VHIC Print Status Facility Detail Report

Figure 7-38: 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 an amount of cards requested or mailed, chooses a site, and inputs a date range, they will click the **[Report]** button. Clicking **[Report]** will display the “VHIC Detailed Report for Number of Cards Requested/Mailed.”

Multiple Card Requests Report

Filters

Card Requests

Cards Requested
 Cards Mailed

Site Selection

National

VISN
 Facility

Facilities

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

Date Range

Start Date

End Date

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

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

Multiple Card Requests Report

Filters

Card Requests

Cards Requested
 Cards Mailed

Site Selection

National

VISN
 Facility

Facility

Date Range

Start Date

End Date

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

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

Multiple Card Requests Report

Filters

Card Requests

Cards Requested
 Cards Mailed

Site Selection

Facility

Date Range

Start Date

End Date

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

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

Veteran Card Print Services

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

Multiple Card Requests Report

Filters

Card Requests

Cards Requested
 Cards Mailed

Site Selection

Facility

Date Range

Start Date

End Date

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

Clear Report Create PDF

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

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

VHIC 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 7-43: 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 <small>VISN: 7 Start Date: 06/01/2017 End Date: 07/20/2017</small>			
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 7-44: 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 <small>Facility: 508 Start Date: 06/01/2017 End Date: 07/20/2017</small>			
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 7-45: 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 7-46: VHIC Facility Detail Report for Number of Cards Requested

7.5. Card History Report

Table 7: Card History Report at a Glance

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

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

The screenshot shows a web application interface. At the top, there is a navigation bar with tabs: 'Veteran', 'Card', 'Print Services', and 'Auditing'. Below this is a sub-menu with tabs: 'Request Totals', 'Status', 'Multiple Requests', 'History' (which is highlighted), 'Replacement', 'Expiration', 'Request Progress', 'Swipe/Scan', 'On Hold', and 'Destruction'. The main content area is titled 'Card History Report'. It contains a 'Search Criteria' section with two input fields: 'Card ID' and 'Person ID'. Below these fields are three buttons: 'Clear', 'Report', and 'Create PDF'.

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

This screenshot is similar to Figure 7-47 but with a different sub-menu configuration. The sub-menu tabs are: 'Request Totals', 'Status', 'Multiple Requests', 'History' (highlighted), 'Replacement', 'Expiration', 'Request Progress', and 'On Hold'. The rest of the interface, including the 'Card History Report' title, search criteria fields, and buttons, is identical to the previous figure.

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

This screenshot is also similar to the previous ones. The sub-menu tabs are: 'Request Totals', 'Status', 'Multiple Requests', 'History' (highlighted), 'Replacement', 'Expiration', 'Request Progress', and 'On Hold'. The search criteria and buttons remain the same.

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

This screenshot shows a simplified version of the interface. The navigation bar has 'Veteran' and 'Card' tabs. The sub-menu has 'Request Totals' and 'History' tabs, with 'History' highlighted. The search criteria fields and buttons are present but the overall layout is less complex than the previous figures.

Figure 7-50: 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**

	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 7-51: VHIC Card History by Card ID Report

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

VHIC Card History 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**

	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: Card History by Person ID Report

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

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

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

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

Figure 7-53: Card History Report Status History

7.6. Card Replacement Report

Table 8: Card Replacement Report at a Glance

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

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

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

Figure 7-54: VHC 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

Date Range

Start Date

End Date

Figure 7-55: 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

Date Range

Start Date

End Date

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

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

Veteran Card Print Services

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

Card Replacement Report

Site Selection

Facility

Date Range

Start Date

End Date

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

Clear Report Create PDF

Figure 7-57: 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 7-58: VHIC Card Replacement Summary Report – National

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

VHIC Card Replacement Facility 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 7-59: VHIC Card Replacement Facility Report – Summary

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

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

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

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

7.7. Card Expiration Report

Table 9: Card Expiration Report at a Glance

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

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



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

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

Facilities

050 - PLATINUM

101 - CENTRAL OFFICE

102 - TOPEKA (DATA PROCESSING CNTR)

103 - CAPITAL REGION DATA CTR (CRDC)

104 - AUSTIN FINANCE CENTER

104HC - HEALTHCARE CLAIMS PROCESSING

105 - VBA MORTGAGE LOAN

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

Date Range

Start Date

End Date

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

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

Card Expiration Report

Site Selection

National

VISN
 Facility

Facility

Date Range

Start Date

End Date

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

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

Card Expiration Report

Site Selection

Facility

Date Range

Start Date

End Date

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

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

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

Card Expiration Report

Site Selection

Facility

Date Range

Start Date

End Date

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

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

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

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

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VHIC Card Expiration National Summary Report

Figure 7-66: 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.

<h2 style="margin: 0;">VHIC Card Expiration VISN Summary Report</h2> <p style="margin: 0;">Number of Cards Expiring Between 01/01/2015 and 07/23/2017 VISN: 7</p>		
VISN Name	VISN Number	# of Cards Expiring
VA Southeast Network	7	10

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VHIC Card Expiration VISN Summary Report	

Figure 7-67: 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.

<h2 style="margin: 0;">VHIC Card Expiration Facility Summary Report</h2> <p style="margin: 0;">Number of Cards Expiring Between 01/01/2015 and 07/23/2017 Site: 508</p>		
Facility Name	Facility Number	# of Cards Expiring
ATLANTA VAMC	508	10

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VHIC Card Expiration Facility Summary Report	

Figure 7-68: 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 7-69: 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.

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

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

Card Request Progress Report

Site Selection

National

VISN
 Facility

Facility ▼

Date Range

Start Date ▼

End Date ▼

Figure 7-71: 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 ▼

Date Range

Start Date ▼

End Date ▼

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

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

[Veteran](#) | [Card](#) | [Print Services](#)

[Request Totals](#) | [Status](#) | [Multiple Requests](#) | [History](#) | [Replacement](#) | [Expiration](#) | [Request Progress](#) | [On Hold](#)

Card Request Progress Report

Site Selection

Facility:

Date Range

Start Date:

End Date:

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

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

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

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

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VHIC Card Request Progress National Report

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

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

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

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VHIC Card Request Progress VISN Summary Report

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

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

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

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VHIC Card Request Progress Facility Summary Report

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

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

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

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

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VHIC Card Request Progress Facility Detail Report

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

7.9. Card Swipe/Scan Report

Table 11: Card Swipe/Scan Report at a Glance

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

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

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

Card Swipe/Scan Report

Search Criteria

Card Number

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

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



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

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

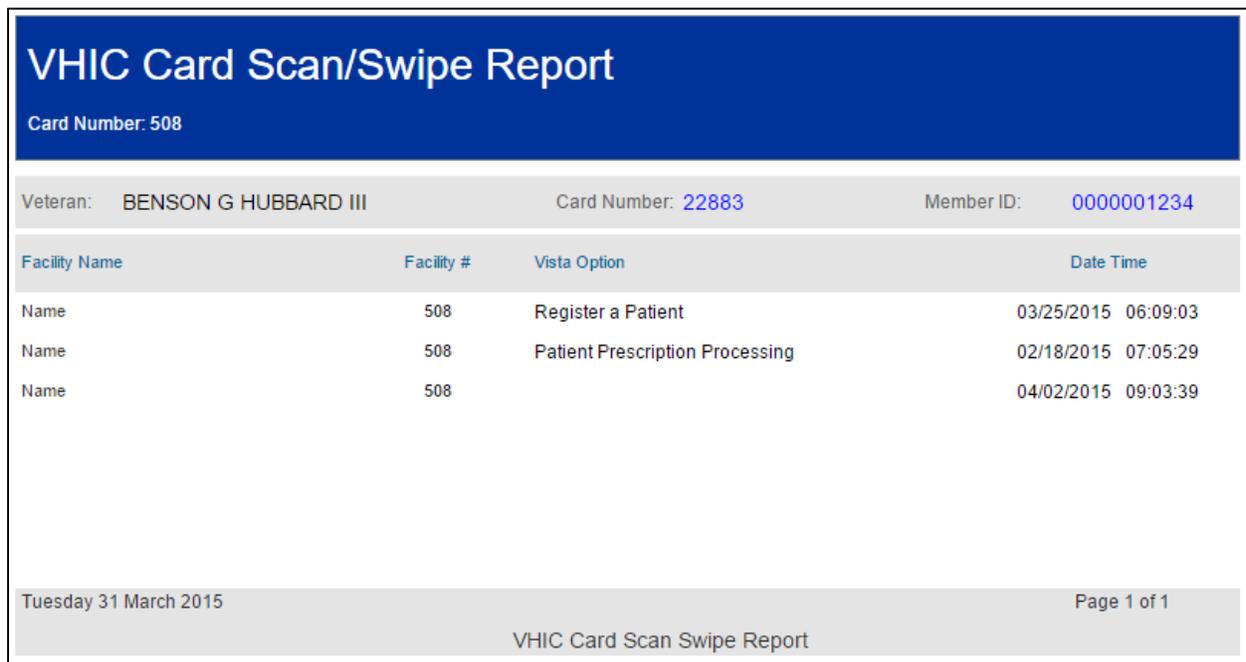


Figure 7-80: VHIC Card Swipe/Scan Report

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*.

Figure 7-81: 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

Site Selection
Facility

Date Range
Start Date
End Date

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

Figure 7-82: 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

Site Selection
Facility

Date Range
Start Date
End Date

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

Figure 7-83: On Hold Status Report query screen – 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 7-84: 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 7-85: 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 7-86: VHIC On Hold Card Status Facility Summary Report

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

- Clicking on the hyperlinked 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 7-87: 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

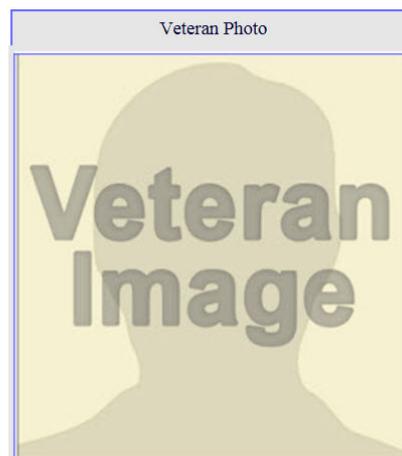
Service Connected	Prisoner of War	Purple Heart	Medal of Honor	Enrollment Status
NO	N: Not a POW.	U: Unknown	NO	ELIGIBLE

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

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

Figure 7-88: 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

	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 7-89: VHIC Card History by Card ID

7.11. Card Destruction Report

Table 13: Card Destruction Report 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 *Card Destruction Report* contains two categories: Pending Destruction and Destroyed. The user must also 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 7-90: Card Destruction Report – Administrators and Tech Administrators (Tier 3)

Figure 7-91: 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
Saturday 02 December 2017								
VHIC Card Destruction Report - Pending Destruction								
Page 1 of 1								

Figure 7-92: Card Destruction Report – Pending Destruction – Last Name Hyperlink

This returns the Veteran Detail Report.

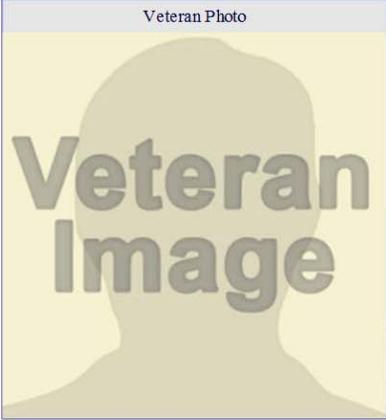
Veteran Detail Report				
Veteran: STERLING L SORRELL			Person ID: 22360	
Name	Date of Birth	Date of Death	ICN	Member ID
STERLING L SORRELL	12/08/2013	-	1008532889V700144	2013070906
Service Connected	Prisoner of War	Purple Heart	Medal of Honor	Enrollment Status
NO	U: Unknown	U: Unknown	NO	ELIGIBLE
Card 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		
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			
Veteran Photo				
				
Card Request Count				
Total	Legacy	Mass Reissue	User Requested	
134	1	0	133	
Saturday 02 December 2017			Page 1 of 1	
Veteran Detail Report				

Figure 7-93: 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	
Saturday 02 December 2017						Page 1 of 1			
VHIC Card Destruction Report - Pending Destruction									

Figure 7-94: 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					
	Card Issuer	Last Changed Date	Last Changed By	Card Type	
	VAUSAM-VICTEST43	10/7/2015	VIC CARD MONITOR	Legacy	
	Date Card Regenerated	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	VDSN	Facility		
07/08/2014	UNAVAILABLE	7	ATLANTA VAMC - 508		
Mailed to Address	Address Selected By Veteran				
	14164 LAKEPOINT DR WILLIS TX, 75183164				
Status	MVI	Print	Message	Status Change	Changed By
Replaced	Active	Mailed	NEW REQUEST	07/08/2014 14:29:39	VAUSAM-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 11:02:17	VAUSAM-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 (DUM to YUM)	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 7-95: 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
<hr/>								
11/3/2017	WECK	ASHLEY		11/3/2017	Destroyed	VHIC	6982	2013070902
11/3/2017	Totals:							1
<hr/>								
Grand Total:								2
Saturday 02 December 2017						Page 1 of 1		
VHIC Card Destruction Report - Destroyed								

Figure 7-96: VHIC Card History by Card ID Report

The Last Name hyperlink opens the Veteran Detail Report.

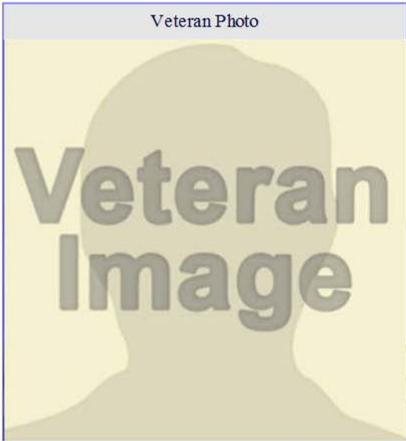
Veteran Detail Report				
Veteran: HARRISON J CHOCHREK JR		Person ID: 22357		
Name	Date of Birth	Date of Death	ICN	Member ID
HARRISON J CHOCHREK JR	07/26/1925	-	1008532446V876394	2013070901
Service Connected	Prisoner of War	Purple Heart	Medal of Honor	Enrollment Status
YES	U: Unknown	U: Unknown	NO	ELIGIBLE
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		
Preferred Facility Code				
632		Preferred Facility Name		
		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			
Veteran Photo				
				
Card Request Count				
Total	Legacy	Mass Reissue	User Requested	
133	2	2	129	
Saturday 02 December 2017		Page 1 of 1		
Veteran Detail Report				

Figure 7-97: 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
Saturday 02 December 2017								
VHIC Card Destruction Report - Destroyed								
Page 1 of 1								

Figure 7-98: 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				Person ID: 22357	
Veteran: HARRISON J CHOCHREK	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					
	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		08/18/2014		
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 7-99: 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.

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 7-100: VHIC Print Services Processing Status Summary Report – Administrators and Tech Administrators (Tier 3)

Veteran Card **Print Services** Auditing

Processing Error

Print Services Processing Report

Site Selection

National

VISN

Facility

Facility 508 - ATLANTA VAMC

Date Range

Start Date

End Date

Clear Report Create PDF

Figure 7-101: VHIC Print Services Processing Status Summary Report – Auditors

Veteran Card **Print Services** Auditing

Processing Error

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 7-102: 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 7-103: 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 7-104: 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 7-105: 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 7-106: 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

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 7-107: 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 7-108: 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

Site Selection

National

VISN
 Facility

Facility

Date Range

Start Date

End Date

Figure 7-109: 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

Site Selection

Facility

Date Range

Start Date

End Date

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

Figure 7-110: 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.

The screenshot shows the 'Print Error Report' interface. At the top, there are navigation tabs: 'Veteran', 'Card', 'Print Services', and 'Auditing'. Below these are sub-tabs: 'Processing' and 'Error'. The main title is 'Print Error Report'. The 'Status Selection' section has three radio buttons: 'Sent Not Acknowledged' (selected), 'Acknowledged Not Confirmed', and 'Pending not Sent'. Below this is a 'Number of Days' input field with the value '7'. The 'Site Selection' section has a 'National' checkbox (unchecked) and three radio buttons: 'VISN', 'Facility' (selected), and 'Facilities'. The 'Facilities' list includes: '517GC - ZZ-PRINCETON VA CLINIC', '517HK - BECKLEY VA MOBILE CLINIC', '517PA - BECKLEY PR RTP', '517QA - PRINCETON VA CLINIC', '518 - BEDFORD VAMC' (highlighted in blue), '5189A - BEDFORD NURSING HOME', '5189AA - BEDFORD NURSING HOME', and '518BU - BEDFORD DOMICILIARY'. The 'Date Range' section has 'Start Date' (11/1/2015) and 'End Date' (12/16/2015) fields with calendar icons. At the bottom right, there are 'Clear', 'Report', and 'Create PDF' buttons.

Figure 7-111: 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 <small>NATIONAL. Start Date: 11/01/2016 End Date: 07/23/2017 Number of Days: 3</small>		
VISN	Sent Not Acknowledged	# Cards Requested
VISN: 7	2	50
Grand Totals	2	50

Figure 7-112: 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 7-113: 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 7-114: 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 Acknowledged 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

Figure 7-115: 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.

Print Error Report

Status Selection

Sent Not Acknowledged
 Acknowledged Not Confirmed
 Pending not Sent

Number of Days

Site Selection

National
 VISN
 Facility

Facilities

- 517GC - ZZ-PRINCETON VA CLINIC
- 517HK - BECKLEY VA MOBILE CLINIC
- 517PA - BECKLEY PR RTP
- 517QA - PRINCETON VA CLINIC
- 518 - BEDFORD VAMC**
- 5189A - BEDFORD NURSING HOME
- 5189AA - BEDFORD NURSING HOME
- 518BU - BEDFORD DOMICILIARY

Date Range

Start Date

End Date

Clear Report Create PDF

Figure 7-116: 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

Figure 7-117: 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 <small>VISN: 7 Facility: ALL Start Date: 06/01/2017 End Date: 07/23/2017 Number of Days: 7</small>				
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 7-118: 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

Figure 7-119: 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 7-120: 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.

Print Error Report

Status Selection

Sent Not Acknowledged
 Acknowledged Not Confirmed
 Pending not Sent

Number of Days

Site Selection

National

VISN
 Facility

Facilities

- 517GC - ZZ-PRINCETON VA CLINIC
- 517HK - BECKLEY VA MOBILE CLINIC
- 517PA - BECKLEY PR RTP
- 517QA - PRINCETON VA CLINIC
- 518 - BEDFORD VAMC**
- 5189A - BEDFORD NURSING HOME
- 5189AA - BEDFORD NURSING HOME
- 518BU - BEDFORD DOMICILIARY

Date Range

Start Date

End Date

Figure 7-121: 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 <small>NATIONAL. Start Date: 06/01/2017 End Date: 07/23/2017 Number of Days: 3</small>		
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 7-122: 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 7-123: 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 7-124: 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 7-125: 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 7-126: Audit Report query screen – Administrators, Tech Administrators (Tier 3), and Auditors

Figure 7-127: 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 7-128: 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.

Veteran Card Print Services Auditing

Audit Card Requests

Card Requests by User 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

End Date

Clear Report Create PDF

Figure 7-129: Card Requests query screen – Administrators, Tech Administrators (Tier 3), and Auditors

Veteran Card Print Services Auditing

Audit Card Requests

Card Requests by User Report

Site Selection

Facility

Date Range

Start Date

End Date

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

Clear Report Create PDF

Figure 7-130: Card Requests query screen – Supervisors

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 7-131: 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 7-132: 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 7-133: 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 7-134: 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

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

Veteran Photo


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

Figure 7-135: 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 7-136: 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 7-137: VHIC Card History by Card ID Report

8. Troubleshooting

For a thorough set of troubleshooting guidelines, please refer to the **Veteran Health Identification Card (VHIC 4.8) User Guide - Volume 4 - Troubleshooting** document.

Appendix A: VHIC Roles

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

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

Card Status - Card Status Report	(Card menu tab - Status sub-menu tab - Card Status radio button)							
<i>National</i>								
VHIC Card Status National Report	Click National Checkbox	Replaced	X	X			X	
		Deactivated	X	X			X	
		Expired	X	X			X	
		On Hold	X	X			X	
		Pending	X	X			X	
		Requested	X	X			X	
		Defunct	X	X			X	
		Pending Destruction	X	X			X	
		Destroyed	X	X			X	
<i>VISN</i>								
VHIC Card Status Summary Report	Click VISN radio button	Replaced	X	X			X	
		Deactivated	X	X			X	
		Expired	X	X			X	
		On Hold	X	X			X	
		Pending	X	X			X	
		Requested	X	X			X	
		Defunct	X	X			X	
		Pending Destruction	X	X			X	
		Destroyed	X	X			X	
<i>Facility</i>								
VHIC Card Status Summary Report	Click Facility ration button	Replaced	X	X	X	X	X	
		Deactivated	X	X	X	X	X	
		Expired	X	X	X	X	X	

		On Hold	X	X	X	X	X	
		Pending	X	X	X	X	X	
		Requested	X	X	X	X	X	
		Defunct	X	X	X	X	X	
		Pending Destruction	X	X	X	X	X	
		Destroyed	X	X	X	X	X	
<i>Facility Detail</i>								
VHIC Card Status Detail Report	Click on the Facility Number	Replaced	X	X	X	X	X	
		Deactivated	X	X	X	X	X	
		Expired	X	X	X	X	X	
		On Hold	X	X	X	X	X	
		Pending	X	X	X	X	X	
		Requested	X	X	X	X	X	
		Defunct	X	X	X	X	X	
		Pending Destruction	X	X	X	X	X	
		Destroyed	X	X	X	X	X	
Card Status - Print Release Status Report	(Card menu tab - Status sub-menu tab - Print Status radio button)							
<i>National</i>								
VHIC Print Status National Report	Click National Checkbox	Cancelled	X	X			X	
		Error	X	X			X	
		Mailed	X	X			X	
		Not Started	X	X			X	
		Pending	X	X			X	
		Received	X	X			X	
		Rejected	X	X			X	

		Sent	X	X			X	
<i>VISN</i>								
VHIC Print Status Detail Report	Click VISN radio button	Cancelled	X	X			X	
		Error	X	X			X	
		Mailed	X	X			X	
		Not Started	X	X			X	
		Pending	X	X			X	
		Received	X	X			X	
		Rejected	X	X			X	
		Sent	X	X			X	
<i>Facility</i>								
VHIC Print Status Detail Report	Click Facility ration button	Cancelled	X	X	X	X	X	
		Error	X	X	X	X	X	
		Mailed	X	X	X	X	X	
		Not Started	X	X	X	X	X	
		Pending	X	X	X	X	X	
		Received	X	X	X	X	X	
		Rejected	X	X	X	X	X	
		Sent	X	X	X	X	X	
<i>Facility Detail</i>								
VHIC Print Status Detail Report	Click on the Facility Number	Cancelled	X	X	X	X	X	
		Error	X	X	X	X	X	
		Mailed	X	X	X	X	X	
		Not Started	X	X	X	X	X	
		Pending	X	X	X	X	X	
		Received	X	X	X	X	X	
		Rejected	X	X	X	X	X	

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

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

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

VHIC Card Replacement Facility Report	Click Facility ration button	N/A	X	X	X	X	X	
<i>Facility Sub-Reason Summary</i>								
VHIC Card Replacement Facility Subreason Report	Click # of Cards Replaced	N/A	X	X	X	X	X	
<i>Facility Sub-Reason Detail</i>								
VHIC Card Replacement Facility Subreason Detail	Click # of Cards Replaced	N/A	X	X	X	X	X	
On Hold	(Card menu tab - On-Hold sub-menu tab)							
<i>National</i>								
VHIC On Hold Card Status National Summary Report	Click National Checkbox	Not Proofed	X	X			X	
		Eligibility Pending	X	X			X	
		Enrollment Services Unavailable	X	X			X	
		Bad Data	X	X			X	
		All	X	X			X	
<i>VISN</i>								
VHIC On Hold Card Status VISN Summary Report	Click VISN radio button	Not Proofed	X	X			X	
		Eligibility Pending	X	X			X	

		Enrollment Services Unavailable	X	X			X	
		Bad Data	X	X			X	
		All	X	X			X	
<i>Facility</i>								
VHIC On Hold Card Status Facility Summary Report	Click Facility ration button	Not Proofed	X	X	X	X	X	
		Eligibility Pending	X	X	X	X	X	
		Enrollment Services Unavailable	X	X	X	X	X	
		Bad Data	X	X	X	X	X	
		All	X	X	X	X	X	
<i>Facility Detail</i>								
VHIC On Hold Card Status Facility Detail Report	Click on Facility #	Not Proofed	X	X	X	X	X	
		Eligibility Pending	X	X	X	X	X	
		Enrollment Services Unavailable	X	X	X	X	X	
		Bad Data	X	X	X	X	X	
		All	X	X	X	X	X	
Card Destruction	(Card menu tab – Destruction sub-menu tab)							
Pending Destruction	(Pending Destruction radio button)							
Basic (no national)								

option)								
VHIC Card Destruction Report – Pending Destruction	Select Status and Date Range	All	X	X			X	
		Legacy	X	X			X	
		Mass Reissuance	X	X			X	
		VHIC	X	X			X	
Destroyed	(Destroyed radio button)							
Basic (no national option)								
VHIC Card Destruction Report – Destroyed	Select Status and Date Range	All	X	X			X	
		Legacy	X	X			X	
		Mass Reissuance	X	X			X	
		VHIC	X	X			X	
Print Services Processing	(Print Services menu tab - Processing sub-menu tab)							
<i>National</i>								
VHIC Batch File Processing Status National Report	Click National Checkbox	N/A	X	X			X	
<i>VISN</i>								
VHIC Batch File Processing Status Summary Report	Click VISN radio button	N/A	X	X			X	
<i>Facility</i>								
VHIC Batch File Processing Status Summary Report	Click Facility ration button	N/A	X	X	X	X	X	

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

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

VHIC Batch File Processing Error Status Summary Report - Facility	Click Facility ration button	N/A	X	X	X		X	
<i>Facility Detail</i>								
VHIC Batch File Processing Error Detail Report - Acknowledged Not Confirmed	Click on the Facility Number	N/A	X	X	X		X	
Cards printed without Member ID	(Print Services menu tab - No Member ID sub-menu tab)							
<i>National</i>								
VHIC Cards Printed Without Member ID Report	Click National Checkbox	N/A	X	X			X	
<i>VISN</i>								
VHIC Cards Printed Without Member ID Report	Click VISN radio button	N/A	X	X			X	
<i>Facility</i>								
VHIC Cards Printed Without Member ID Report	Click Facility ration button	N/A	X	X	X	X	X	
Auditing	(Auditing menu tab)							
<i>Basic (no national option)</i>								
VHIC Auditing Report	Default view for Auditing menu tab	N/A	X	X	X		X	
Card Requests by User	(Auditing menu tab – Card Requests sub-menu tab)							
Card Requests by								

User								
<i>National</i>								
VHIC Card Requests by User National Summary Report	Click National Checkbox	N/A	X	X			X	
<i>VISN</i>								
VHIC Card Requests by User VISN Summary Report	Click VISN radio button	N/A	X	X			X	
<i>Facility</i>								
VHIC Card Requests by User Facility Summary Report	Click Facility radio button	N/A	X	X	X		X	
<i>User Detail</i>								
VHIC Card Requests by User Detail Report	Click on the User ID	N/A	X	X	X		X	

Template Revision History

Date	Version	Description	Author
December 2015	1.6	Updated to align with current OI&T Documentation Standards, edited to conform with latest Section 508 guidelines, and remediated with Common Look Office tool	Process Management
June 2015	1.5	Edited to conform with Section 508 guidelines and remediated with Common Look Office tool	Process Management
May 2015	1.4	Reviewed and approved by PMAS Process Improvement Lockdown. Updated instructional test.	Process Management
November 2014	1.3	Updated to conform with latest Section 508 guidelines and remediated with Common Look Office tool	Process Management
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