

Veteran Health Identification Card (VHIC 4.17)

User Guide



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Table of Contents

- 1. Introduction 9**
 - 1.1. Purpose 9
 - 1.2. Document Orientation 9
 - 1.2.1. Organization of the Manual 9
 - 1.2.2. Assumptions..... 2
 - 1.2.3. Disclaimers..... 3
 - 1.2.3.1. Software Disclaimer 3
 - 1.2.3.2. Documentation Disclaimer 3
 - 1.2.4. Documentation Conventions 3
 - 1.3. Enterprise Service Desk and Organizational Contacts 4
- 2. Accessing the VHIC Application 4**
 - 2.1. Browser..... 4
 - 2.1.1. Browser Incompatibility Issue 5
 - 2.2. Proper Navigation of the VHIC Application 5
 - 2.3. Roles within VHIC 6
- 3. Getting Started 6**

3.1. Single Sign-On Internal (SSOi)	6
3.2. Logging On	7
3.3. System Menu	7
3.3.1. VHIC Administrator and Technical Administrator Tier 3	7
3.3.2. VHIC Associate and Supervisor	8
3.3.3. VHIC Auditor and Read-Only User	9
3.4. VHIC System Status Banner	9
3.5. Changing User ID and Password	9
4. Before Requesting a VHIC Card	9
5. Creating a VHIC Card – The Card Request Process	10
6. Deactivating Cards – The Card Management Process	10
7. VHIC Reporting	11
7.1. Veteran (Direct Search) Report	15
7.2. Card Request Totals Report	19
7.3. Card Status Report	26
7.3.1. MVI (Master Veteran Index) Status Option	28
7.3.2. Card Status Option	34
7.3.3. Print Release Status Option	37
7.4. Multiple Card Requests Report	41
7.5. Card History Report	45
7.6. Card Replacement Report	50
7.7. Card Expiration Report	56
7.8. Card Request Progress Report	61
7.9. Card Swipe/Scan Report	66
7.10. Card On Hold Report	68
7.11. Card Destruction Report	73
7.12. Print Services – Processing Report	78
7.13. Print Services – Batch Error Report	83
7.13.1. Sent Not Acknowledged	85
7.13.2. Acknowledged Not Confirmed	90
7.13.3. Pending Not Sent	95
7.14. Auditing Report	100
7.15. Card Requests Report	101
7.16. No Edipi Report	108
8. Troubleshooting	114

Table of Figures

Figure 2-1: VHIC Navigation Buttons	5
Figure 2-2: VHIC Administrator and VHIC Technical Administrator (Tier 3) menu	5
Figure 2-3: VHIC Associate and VHIC Supervisor menu	5
Figure 2-4: VHIC Auditor and VHIC Read-Only User menu	5
Figure 3-1: SSOi Login Screen	7
Figure 3-2: VHIC Administrator and VHIC Technical Administrator (Tier 3) Home screen.....	8
Figure 3-3: VHIC Associate and VHIC Supervisor Home screen	8
Figure 3-4: VHIC Auditor and VHIC Read-Only User Home screen.....	9
Figure 3-5: VHIC System Status Banner.....	9
Figure 7-1: Report Tabular Structure for the Administrator, Technical Administrator Tier 3 and the Auditor	12
Figure 7-2: Report Tabular Structure for the Supervisor	13
Figure 7-3: Report Tabular Structure for the Associate	14
Figure 7-4: Report Tabular Structure for the Read-Only user	15
Figure 7-5: Veteran Report Query Fields – Administrator, Tech Admin (Tier 3), Auditor and Supervisor	16
Figure 7-6: Veteran Report Query Fields – Associate	16
Figure 7-7: Veteran Report Query Fields – Read-Only User.....	17
Figure 7-8: Veteran Report Search Results	17
Figure 7-9: Card ID Error Message	18
Figure 7-10: VHIC Veteran Detail Report.....	18
Figure 7-11: VHIC Card History by Card ID	19
Figure 7-12: VHIC Card History by Person ID.....	19
Figure 7-13: Card Request Totals Report query screen – Administrators and Tech Admin (Tier 3).....	20
Figure 7-14: Card Request Totals Report query screen – Auditor	20
Figure 7-15: Card Request Totals Report query screen – Supervisor.....	21
Figure 7-16: Card Request Totals Report query screen – Associate	21
Figure 7-17: Card Request Totals Report query screen – Read-Only User	22
Figure 7-18: VHIC Card Request National Report	23
Figure 7-19: VHIC Card Request Totals report – VISN.....	24
Figure 7-20: VHIC Card Request Totals report – Facility	25
Figure 7-21: Card Status Report query screen – Administrator and Tech Admin (Tier 3)	26
Figure 7-22: Card Status Report query screen – Auditor	27
Figure 7-23: Card Status Report query screen – Supervisor.....	27
Figure 7-24: Card Status Report query screen – Associate	28
Figure 7-25: Card Status Report query screen with MVI Status drop-down options displayed	29
Figure 7-26: VHIC MVI Status National Summary Report – Active	30

Figure 7-27: VHIC MVI Status VISN Summary Report – Active	31
Figure 7-28: VHIC MVI Status Facility Summary Report – Active	32
Figure 7-29: VHIC MVI Status Facility Detail Report – Active	33
Figure 7-30: Card Status Report query screen with Card Status drop-down menu options displayed	34
Figure 7-31: VHIC Card Status National Summary Report – Requested	35
Figure 7-32: VHIC Card Status VISN Summary Report – Requested	36
Figure 7-33: VHIC Card Status Facility Summary Report – Requested	37
Figure 7-34: VHIC Card Status Facility Detail Report – Requested	37
Figure 7-35: Card Status Report query screen with Print Release Status drop-down menu options displayed	38
Figure 7-36: VHIC Print Status National Summary Report – Mailed	39
Figure 7-37: VHIC Print Release Status Summary Report - VISN – Mailed	39
Figure 7-38: VHIC Print Release Status Summary Report - Facility – Mailed	40
Figure 7-39: VHIC Print Status Detail Report - Facility – Mailed	40
Figure 7-40: Multiple Card Requests Report query screen – Administrator and Tech Admin (Tier 3)	41
Figure 7-41: Multiple Card Requests Report query screen – Auditor	42
Figure 7-42: Multiple Card Requests Report query screen – Supervisors	42
Figure 7-43: Multiple Card Requests Report query screen – Associate	43
Figure 7-44: VHIC National Summary Report for Number of Cards Requested	43
Figure 7-45: VHIC VISN Summary Report for Number of Cards Requested	44
Figure 7-46: VHIC Facility Summary Report for Number of Cards Requested	44
Figure 7-47: VHIC Facility Detail Report for Number of Cards Requested	45
Figure 7-48: Card History Report query screen – Administrators, Tech Administrator (Tier 3), and Auditors	46
Figure 7-49: Card History Report query screen – Supervisor	46
Figure 7-50: Card History Report query screen – Associate	46
Figure 7-51: Card History Report query screen – Read-Only User	46
Figure 7-52: VHIC Card History by Card ID Report	47
Figure 7-53: Card History by Person ID Report	48
Figure 7-54: Card History Report Status History	50
Figure 7-55: VHIC Card Replacement Report query screen – Administrators and Tech Administrators (Tier 3)	51
Figure 7-56: VHIC Card Replacement Report query screen – Auditors	51
Figure 7-57: Card Replacement Report query screen – Supervisors	52
Figure 7-58: VHIC Card Replacement Report query screen – Associates	52
Figure 7-59: VHIC Card Replacement Summary Report – National	53
Figure 7-60: VHIC Card Replacement Facility Report – Summary	54
Figure 7-61: No Matching Data Message	54
Figure 7-62: VHIC Card Replacement Facility Sub Reason Report – Summary	55

Figure 7-63: VHIC Card Replacement Facility Sub Reason Detail report	55
Figure 7-64: Card Expiration Report query screen – Administrators and Tech Administrators (Tier 3)	56
Figure 7-65: Card Expiration Report query screen – Auditors.....	57
Figure 7-66: Card Expiration Report query screen – Supervisors	57
Figure 7-67: Card Expiration Report query screen – Associates.....	57
Figure 7-68: VHIC Card Expiration National Summary Report.....	58
Figure 7-69: VHIC Card Expiration VISN Summary Report	59
Figure 7-70: VHIC Card Expiration Facility Summary Report.....	59
Figure 7-71: VHIC Card Expiration Facility Detail Report.....	60
Figure 7-72: Card Request Progress Report query screen - Administrators and Tech Administrators (Tier 3)	61
Figure 7-73: Card Request Progress Report query screen – Auditors	62
Figure 7-74: Card Request Progress Report query screen – Supervisors	62
Figure 7-75: Card Request Progress Report query screen – Associates.....	63
Figure 7-76: VHIC Card Request Progress National Summary Report.....	63
Figure 7-77: VHIC Card Request Progress VISN Summary Report.....	64
Figure 7-78: VHIC Card Request Progress Facility Summary Report.....	65
Figure 7-79: VHIC Card Request Progress Facility Detail Report	66
Figure 7-80: VHIC Card Swipe/Scan Report query screen - Administrators, Tech Administrators (Tier 3), and Auditors	67
Figure 7-81: VHIC Swipe Scan Report results	67
Figure 7-82: Create Swipe Scan PDF	67
Figure 7-83: VHIC Swipe Scan Report results PDF	68
Figure 7-84: Card Swipe/Scan Report.....	68
Figure 7-85: On Hold Status Report query screen – Administrator and Tech Administrator (Tier 3).....	69
Figure 7-86: On Hold Status Report query screen – Supervisor	69
Figure 7-87: On Hold Status Report query screen – Associate.....	70
Figure 7-88: VHIC On Hold Card Status National Summary Report	70
Figure 7-89: VHIC On Hold Card Status VISN Summary Report.....	71
Figure 7-90: VHIC On Hold Card Status Facility Summary Report	71
Figure 7-91: VHIC On Hold Card Status Facility Detail Report	72
Figure 7-92: VHIC Veteran Detail Report.....	72
Figure 7-93: VHIC Card History by Card ID	72
Figure 7-94: Card Destruction Report – Administrators and Tech Administrators (Tier 3)	73
Figure 7-95: Card Destruction Report – Auditors	74
Figure 7-96: Card Destruction Report – Pending Destruction – Last Name Hyperlink ..	74
Figure 7-97: Veteran Detail Report.....	74
Figure 7-98: Card Destruction Report – Pending Destruction – Last Name Hyperlink ..	75

Figure 7-99: VHIC Card History by Card ID Report.....	76
Figure 7-100: VHIC Card History by Card ID Report.....	76
Figure 7-101: Veteran Detail Report	77
Figure 7-102: VHIC Card Destruction Report - Destroyed - Card ID Hyperlink.....	77
Figure 7-103: VHIC Card History by Card ID Report.....	78
Figure 7-104: VHIC Print Services Processing Status Summary Report – Administrators and Tech Administrators (Tier 3)	79
Figure 7-105: VHIC Print Services Processing Status Summary Report – Auditors	79
Figure 7-106: VHIC Print Services Processing Status Summary Report – Supervisors	80
Figure 7-107: VHIC Print Services Processing Status Summary Report query screen – Associates	80
Figure 7-108: VHIC Print Services Processing Status Summary Report.....	81
Figure 7-109: VHIC Print Services Processing Status VISN Summary Report.....	81
Figure 7-110: VHIC Print Services Processing Status Facility Summary Report	82
Figure 7-111: VHIC Print Services Processing Status Facility Detail Report.....	82
Figure 7-112: Print Services – Print Error Status Report query screen – Administrators and Tech Administrators (Tier 3)	83
Figure 7-113: Print Services - Print Error Status Report query screen – Auditors.....	84
Figure 7-114: Print Services - Print Error Status Report query screen – Supervisors ...	84
Figure 7-115: VHIC Print Error Status Facility Summary Report – Sent Not Acknowledged	85
Figure 7-116: VHIC Print Error Status National Summary Report – Sent Not Acknowledged	86
Figure 7-117: VHIC Print Error Status VISN Summary Report – Sent Not Acknowledged	87
Figure 7-118: VHIC Print Error Status Facility Summary Report – Sent Not Acknowledged	88
Figure 7-119: VHIC Batch File Processing Error Status Detail Report - Not Acknowledged	89
Figure 7-120: VHIC Print Error Status Facility Detail Report – Acknowledged Not Confirmed.....	90
Figure 7-121: VHIC Print Error Status National Summary Report – Acknowledged Not Confirmed.....	91
Figure 7-122: VHIC Print Error Status VISN Summary Report – Acknowledged Not Confirmed.....	92
Figure 7-123: VHIC Print Error Status Facility Detail Report – Acknowledged Not Confirmed.....	93
Figure 7-124: VHIC Print Error Status Facility Detail Report – Acknowledged Not Confirmed.....	94
Figure 7-125: VHIC Print Error Status National Summary Report – Pending Not Sent.	95
Figure 7-126: VHIC Print Error Status National Summary Report – Pending Not Sent.	96
Figure 7-127: VHIC Print Error Status VISN Summary Report – Pending Not Sent.....	97

Figure 7-128: VHIC Batch File Processing Error Status Summary Report – Facility.....	98
Figure 7-129: VHIC Print Error Status Facility Detail Report – Pending Not Sent.....	99
Figure 7-130: Audit Report query screen – Administrators, Tech Administrators (Tier 3), and Auditors	100
Figure 7-131: Audit Report query screen – Supervisors.....	101
Figure 7-132: VHIC Auditing Report.....	101
Figure 7-133: Card Requests query screen – Administrators, Tech Administrators (Tier 3), and Auditors	102
Figure 7-134: Card Requests query screen – Supervisor	102
Figure 7-135: VHIC Card Requests by User Summary Report – National	103
Figure 7-136: VHIC Card Requests by User VISN Summary Report.....	104
Figure 7-137: VHIC Card Requests by User Facility Summary Report	104
Figure 7-138: VHIC Card Requests by User Detail Report – Last Name Hyperlink	105
Figure 7-139: Veteran Detail Report	106
Figure 7-140: VHIC Card Requests by User Detail Report – Card ID Hyperlink	107
Figure 7-141: VHIC Card History by Card ID Report.....	108
Figure 7-142: VHIC Cards Printed No Edipi Report Query Screen	109
Figure 7-143: VHIC Cards Printed No Edipi National Summary Report Results	110
Figure 7-144: VHIC Cards Printed No Edipi VISN Summary Report.....	111
Figure 7-145: VHIC Cards Printed No Edipi Facility Summary Report	112
Figure 7-146: VHIC Cards Printed No Edipi VISN Facility Detail Report.....	112
Figure 7-147: VHIC Card History by Card ID Report screen	113
Figure 7-148: VHIC Card History by Person ID Report screen	113

Table of Tables

Table 1 Documentation Symbols and Descriptions.....	3
Table 2: Enterprise Service Desk Contact Information.....	4
Table 3: Veteran Report at a Glance.....	15
Table 4: Card Request Totals Report at a Glance	19
Table 5: Card Status Report at a Glance	26
Table 6: Multiple Request Report at a Glance.....	41
Table 7: Card History Report at a Glance	45
Table 8: Card Replacement Report at a Glance	50
Table 9: Card Expiration Report at a Glance.....	56
Table 10: Card Request Progress Report at a Glance	61
Table 11: Card Swipe/Scan Report at a Glance.....	66
Table 12: On Hold Status Report at a Glance	68
Table 13: Card Destruction Report at a Glance	73

Table 14: Batch Summary Report at a Glance	78
Table 15: Batch Error Report at a Glance	83
Table 16: Audit Report at a Glance	100
Table 17: Card Request Report at a Glance	101
Table 18. VHIC Cards Printed No Edipi Report at a Glance	108

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 *Google Chrome* or *Microsoft Edge* to do their job of either Creating VHIC Card Requests, Running Reports, or Deactivating VHICs depending on user roles.
- User has validated access to the VHIC application.
- User has completed any prerequisite training.

1.2.3. Disclaimers

1.2.3.1. Software Disclaimer

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

1.2.3.2. Documentation Disclaimer


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

1.2.4. Documentation Conventions

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

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

Table 1 Documentation Symbols and Descriptions

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

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

1.3. Enterprise Service Desk and Organizational Contacts

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

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

Table 2: Enterprise Service Desk Contact Information

Issue	Contact Info
For Provisioning Issues	Contact the Enterprise Service Desk at REDACTED, 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 REDACTED, option 3 (Applications), then option 1. When contacted by a support specialist, be ready to supply the Veterans' full name, full SSN, and DOB.
For All Other VHIC System Issues	Contact the Enterprise Service Desk at REDACTED, option 3 (Applications), then option 1. When contacted by a support specialist, be ready to supply the Veterans' full name, full SSN, and DOB.

2. Accessing the VHIC Application

2.1. Browser

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

The VHIC URL is REDACTED and is **case sensitive** – it must be entered exactly as shown. After successfully logging in to the VHIC application, users should bookmark this site for easy access in the future. Instructions on how to do just that can be found here: REDACTED.

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

2.1.1. Browser Incompatibility Issue

In some instances, users may experience image misplacement or misalignment. This is most likely due to the current browser compatibility settings. You will want to ensure that the browser is not set to Compatibility View. This process is explained in the *Veteran Health Identification Card User Guide - Volume 4 - Troubleshooting* document.

2.2. Proper Navigation of the VHIC Application

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



Figure 2-1: VHIC Navigation Buttons

The VHIC user can also navigate to the different features within the VHIC application by clicking on one of the navigation links located in the header near the top left of the screen. The user’s assigned role will determine which links are available as seen below. To see the full home screens for each user role, refer to [Section 3.3 System Menu](#).



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

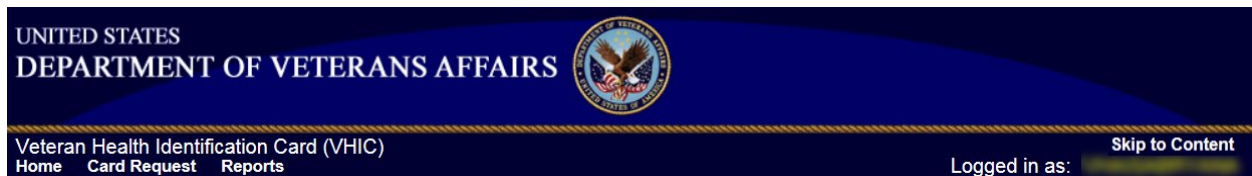


Figure 2-3: VHIC Associate and VHIC Supervisor menu

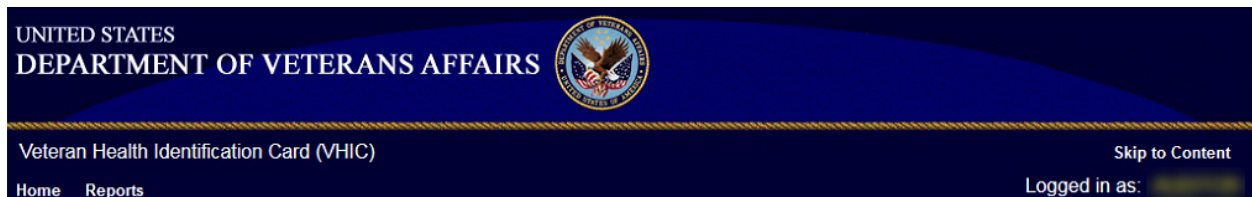


Figure 2-4: VHIC Auditor and VHIC Read-Only User menu



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

2.3. Roles within VHIC

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

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

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

3. Getting Started

3.1. Single Sign-On Internal (SSOi)

Once users are logged into their VA desktop, they will access VHIC using *Google Chrome or Microsoft Edge* by either entering the URL listed above or via the bookmark saved during an earlier session.

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

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

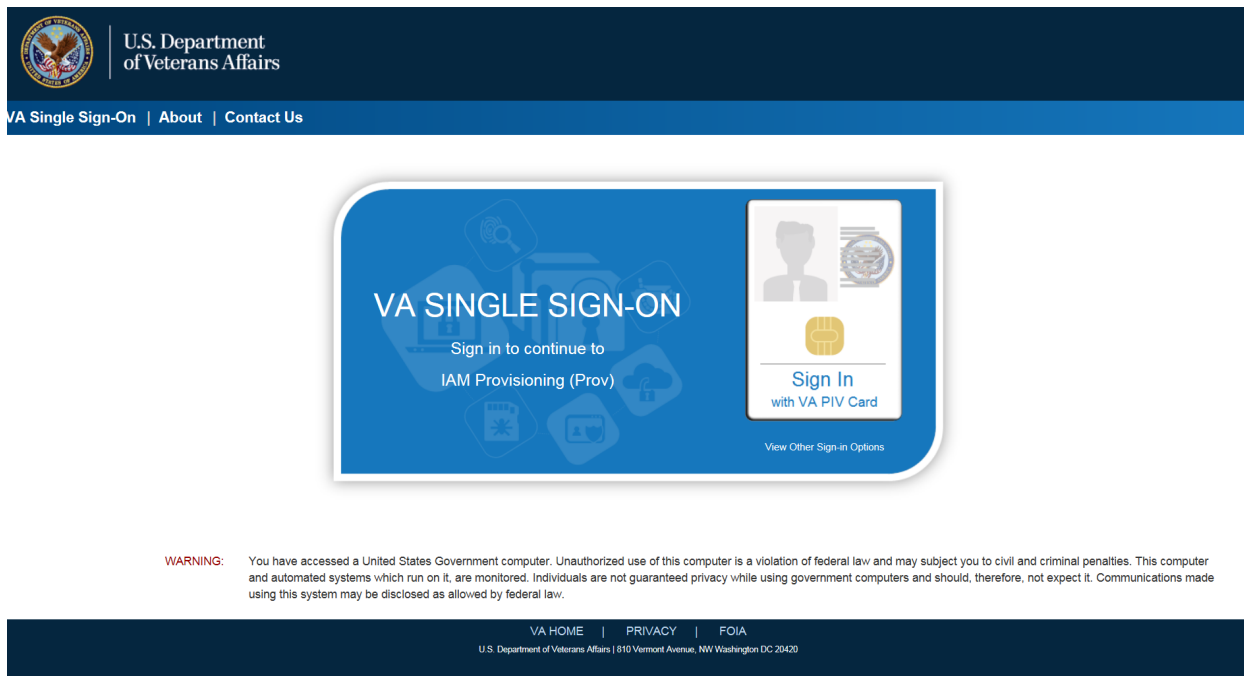


Figure 3-1: SSOi Login Screen

3.2. Logging On

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

3.3. System Menu

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

3.3.1. VHIC Administrator and Technical Administrator Tier 3

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

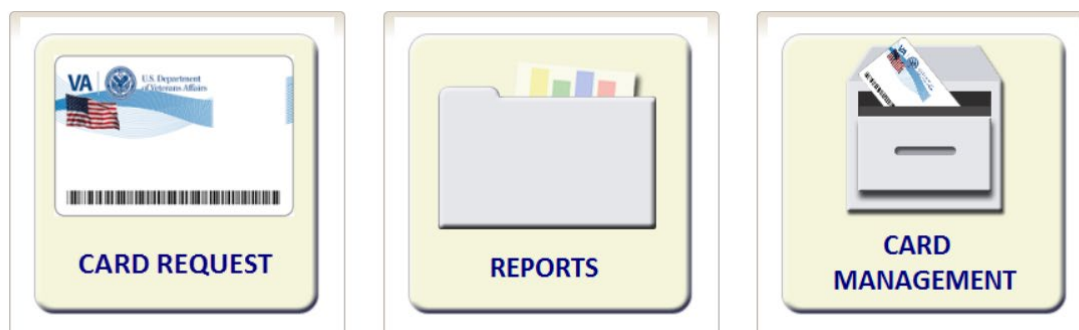


Figure 3-2: VHIC Administrator and VHIC Technical Administrator (Tier 3) Home screen

3.3.2. VHIC Associate and Supervisor

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

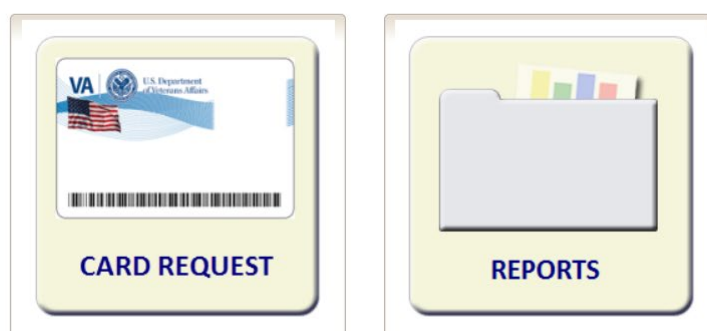


Figure 3-3: VHIC Associate and VHIC Supervisor Home screen

3.3.3. VHIC Auditor and Read-Only User

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



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

3.4. VHIC System Status Banner

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

REDACTED

Figure 3-5: VHIC System Status Banner

3.5. Changing User ID and Password

If you have any questions or need help with your User ID or your Password; Contact the Enterprise Service Desk at REDACTED, 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 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 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 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:

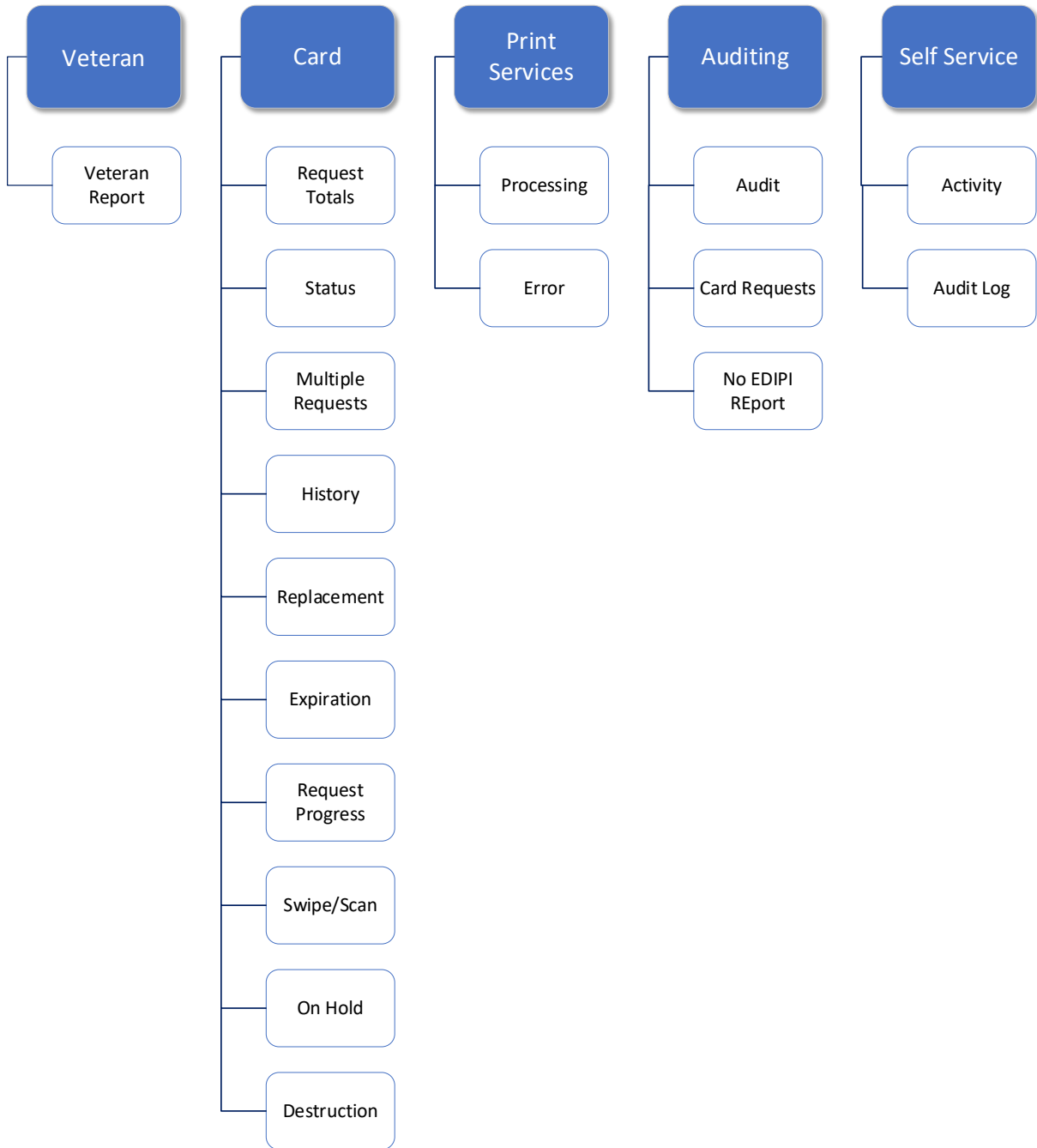


Figure 7-1: Report Tabular Structure for the Administrator, Technical Administrator Tier 3, and the Auditor

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

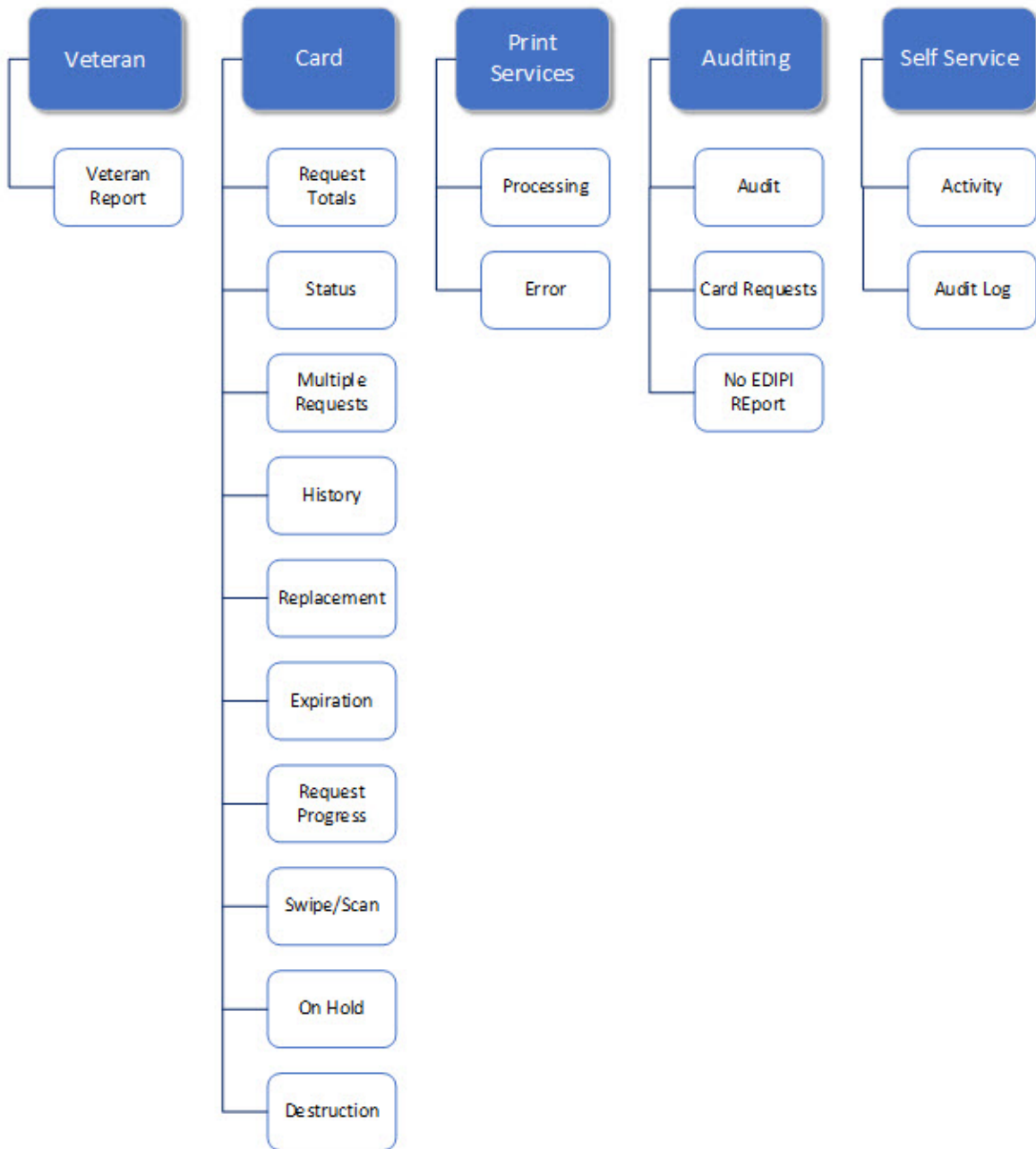


Figure 7-2: Report Tabular Structure for the Supervisor

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

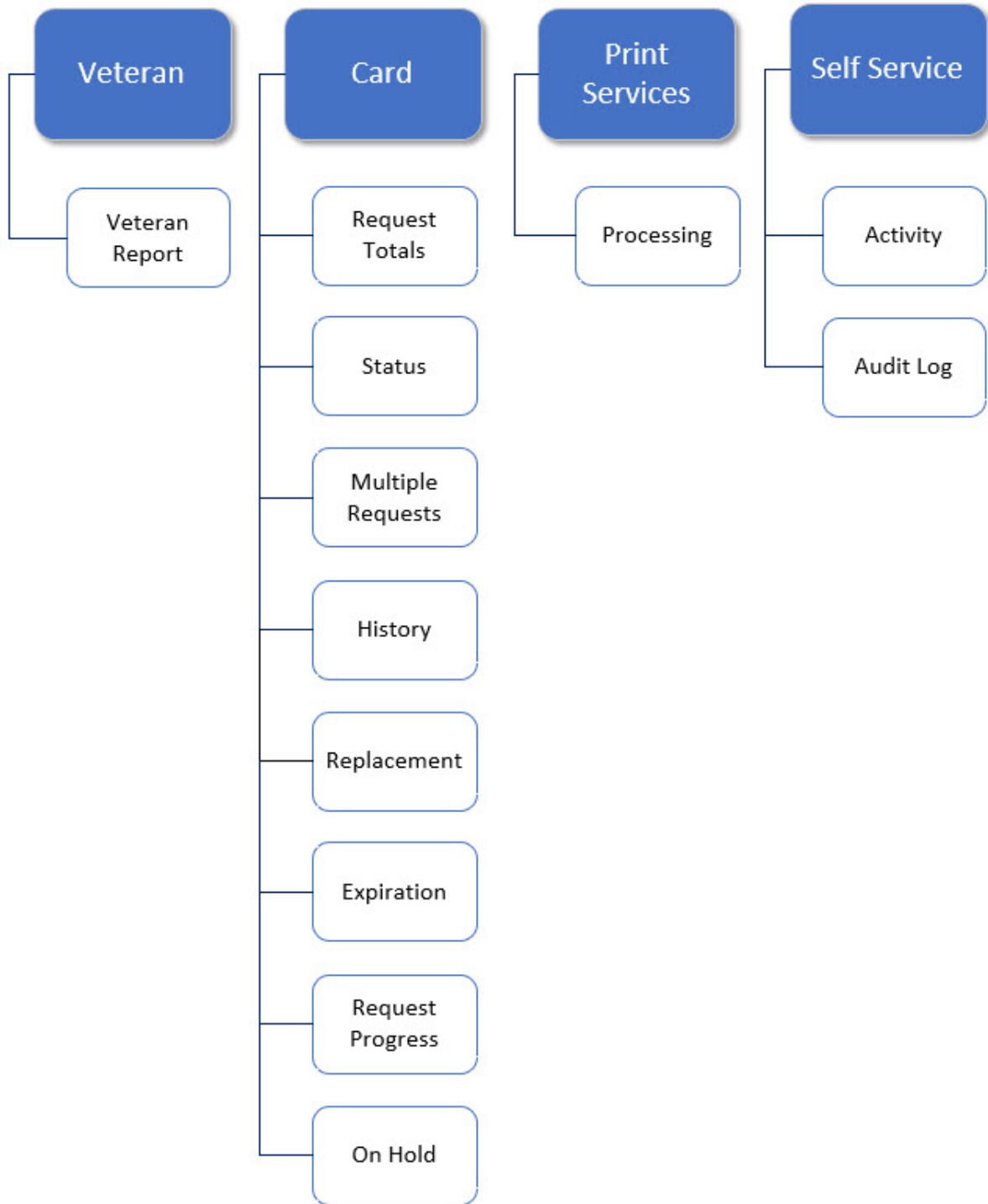


Figure 7-3: Report Tabular Structure for the Associate

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

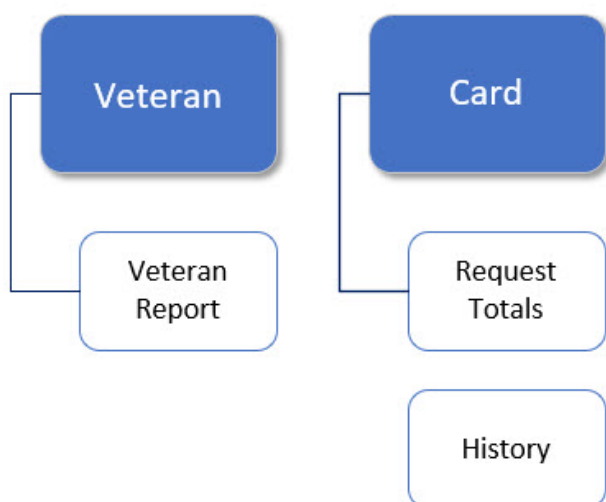


Figure 7-4: Report Tabular Structure for the Read-Only user

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.


Veteran	Card	Print Services	Auditing
---------	------	----------------	----------

Veteran Report

Search Criteria

Last Name

First Name

DOB 

Last 4 of SSN

ICN

Member ID

Card ID

Person ID

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

The screenshot shows a web application window titled "Veteran Report". At the top left, there are two tabs: "Veteran" (selected) and "Card". Below the tabs is a header "Veteran Report". The main content area is a "Search Criteria" form with the following fields:

- Last Name:
- First Name:
- DOB: (with a calendar icon)
- Last 4 of SSN:
- ICN:
- Member ID:
- Card ID:
- Person ID:

At the bottom right of the form area, there are two buttons: "Clear" and "Query".

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

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

REDACTED

Figure 7-8: Veteran Report Search Results

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

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



NOTE:

Entering an Invalid ICN, Card ID, or Veteran ID will result in an error message such as the one seen in *Figure 7-9: Card ID Error Message*. Examples of errors include:

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



Figure 7-9: Card ID Error Message

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

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Figure 7-10: VHIC Veteran Detail Report

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

REDACTED

Figure 7-11: VHIC Card History by Card ID

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

REDACTED

Figure 7-12: VHIC Card History by Person ID

7.2. Card Request Totals Report

Table 4: Card Request Totals Report at a Glance

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

The Card Request Totals Report gives the user exactly that – the total card requests by selected VISN and/or Facility, in a tabular format within a designated period of time. By default the "End Date" is set to the current date and the "Start Date" is set to a month prior. The Selecting the National checkbox, if available, returns results for all VISNs and Facilities. Selecting either the **[VISN]** or the **[Facility]** radio button will update the list of available options accordingly (based on a user's role).

Veteran | **Card** | Print Services | Auditing

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

Card Request Totals Report

Site Selection

National

VISN

Facility

Facilities

- 050 - PLATINUM
- 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

[VA Home](#) | [Privacy](#) | [FOIA](#) | [Regulations](#) | [Web Policies](#) | [No FEAR Act](#) | [Site Index](#) | [Inspector General](#)
 U.S. Department of Veterans Affairs – 810 Vermont Avenue, NW – Washington, DC 20420
 VHIC 4.10.1 bld 1B
 VHIC Card Request Totals Report Query Screen

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

Veteran | **Card** | Print Services | Auditing

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

Card Request Totals Report

Site Selection

National

VISN

Facility

Facilities

- 050 - PLATINUM

Date Range

Start Date

End Date

[VA Home](#) | [Privacy](#) | [FOIA](#) | [Regulations](#) | [Web Policies](#) | [No FEAR Act](#) | [Site Index](#) | [Inspector General](#)
 U.S. Department of Veterans Affairs – 810 Vermont Avenue, NW – Washington, DC 20420
 VHIC 4.10.1 bld 1B
 VHIC Card Request Totals Report Query Screen

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

Veteran | **Card** | Print Services | Auditing

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

Card Request Totals Report

Site Selection

Facilities: 050 - PLATINUM

Date Range

Start Date: 10/1/2019

End Date: 11/1/2019

Clear Report Create PDF

[VA Home](#) | [Privacy](#) | [FOIA](#) | [Regulations](#) | [Web Policies](#) | [No FEAR Act](#) | [Site Index](#) | [Inspector General](#)
 U.S. Department of Veterans Affairs – 810 Vermont Avenue, NW – Washington, DC 20420
 VHAIC 4.10.1 bld 18
 VHAIC Card Request Totals Report Query Screen

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

Veteran | **Card** | Print Services

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

Card Request Totals Report

Site Selection

Facilities: 050 - PLATINUM

Date Range

Start Date: 10/1/2019

End Date: 11/1/2019

Clear Report Create PDF

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 U.S. Department of Veterans Affairs – 810 Vermont Avenue, NW – Washington, DC 20420
 VHAIC 4.10.1 bld 18
 VHAIC Card Request Totals Report Query Screen

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

Veteran Card

Request Totals History

Card Request Totals Report

Site Selection

VISN
 Facility

Facilities 060 - PLATINUM

Date Range

Start Date 10/1/2019

End Date 11/1/2019

Clear Report Create PDF

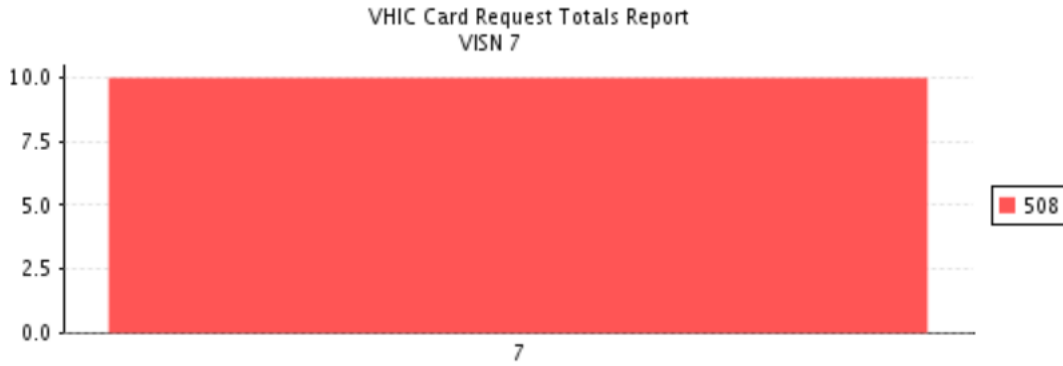
[VA Home](#) | [Privacy](#) | [FOIA](#) | [Regulations](#) | [Web Policies](#) | [No FEAR Act](#) | [Site Index](#) | [Inspector General](#)
 U.S. Department of Veterans Affairs – 610 Vermont Avenue, NW – Washington, DC 20420
 WHIC 4.10.1 bld 18
 WHIC Card Request Totals Report Query Screen

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

VHIC National Card Request Totals

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

VISN	Facility	CNT
7	508	10
VISN 7 Totals		10



National Total 10

Thursday 06 July 2017

Page 1 of 1

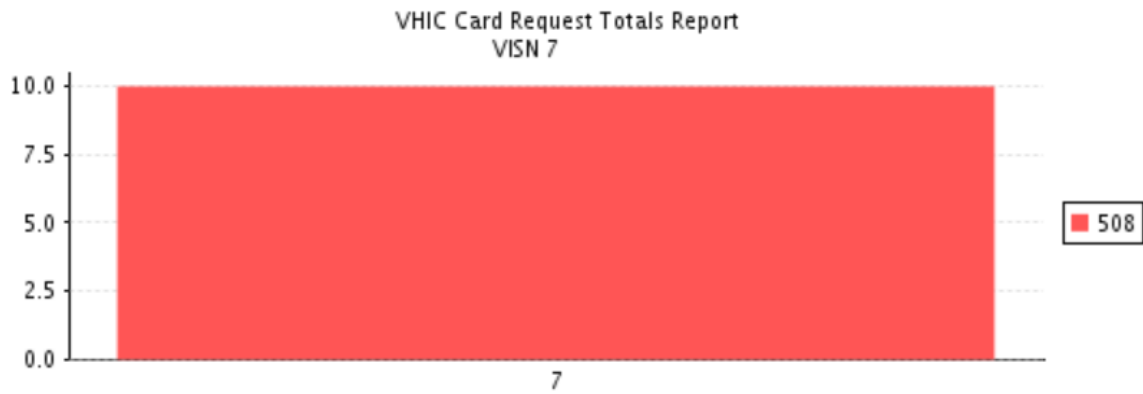
VHIC National Card Request Totals

Figure 7-18: VHIC Card Request National Report

VHIC VISN Card Request Totals

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

VISN	Facility	CNT
7	508	10
VISN 7 Totals		10



Thursday 06 July 2017

Page 1 of 1

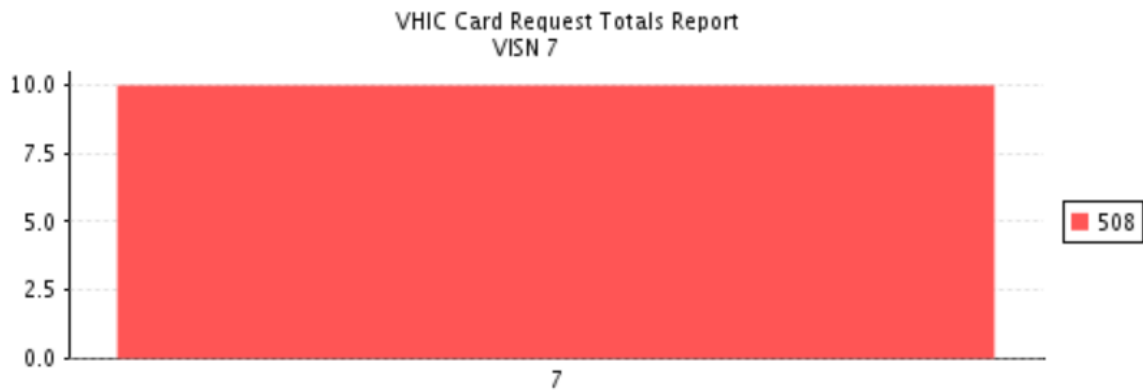
VHIC VISN Card Request Totals

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

VHIC Facility Card Request Totals

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

VISN	Facility	CNT
7	508	10
VISN 7 Totals		10



Thursday 06 July 2017

Page 1 of 1

VHIC Facility Card Request Totals

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

7.3. Card Status Report

Table 5: Card Status Report at a Glance

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

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

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

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

Card Status Report

Status Selection

MVI Status
 Card Status
 Print Release Status

Card Status:

Site Selection

National
 VISN
 Facility

Facility:

Date Range

Start Date:

End Date:

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

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

Card Status Report

Status Selection

MVI Status
 Card Status
 Print Release Status

Card Status:

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

7.3.1. MVI (Master Veteran Index) Status Option

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

- Active*
- Not Correlated
- Rejected
- Unlinked



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

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

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

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

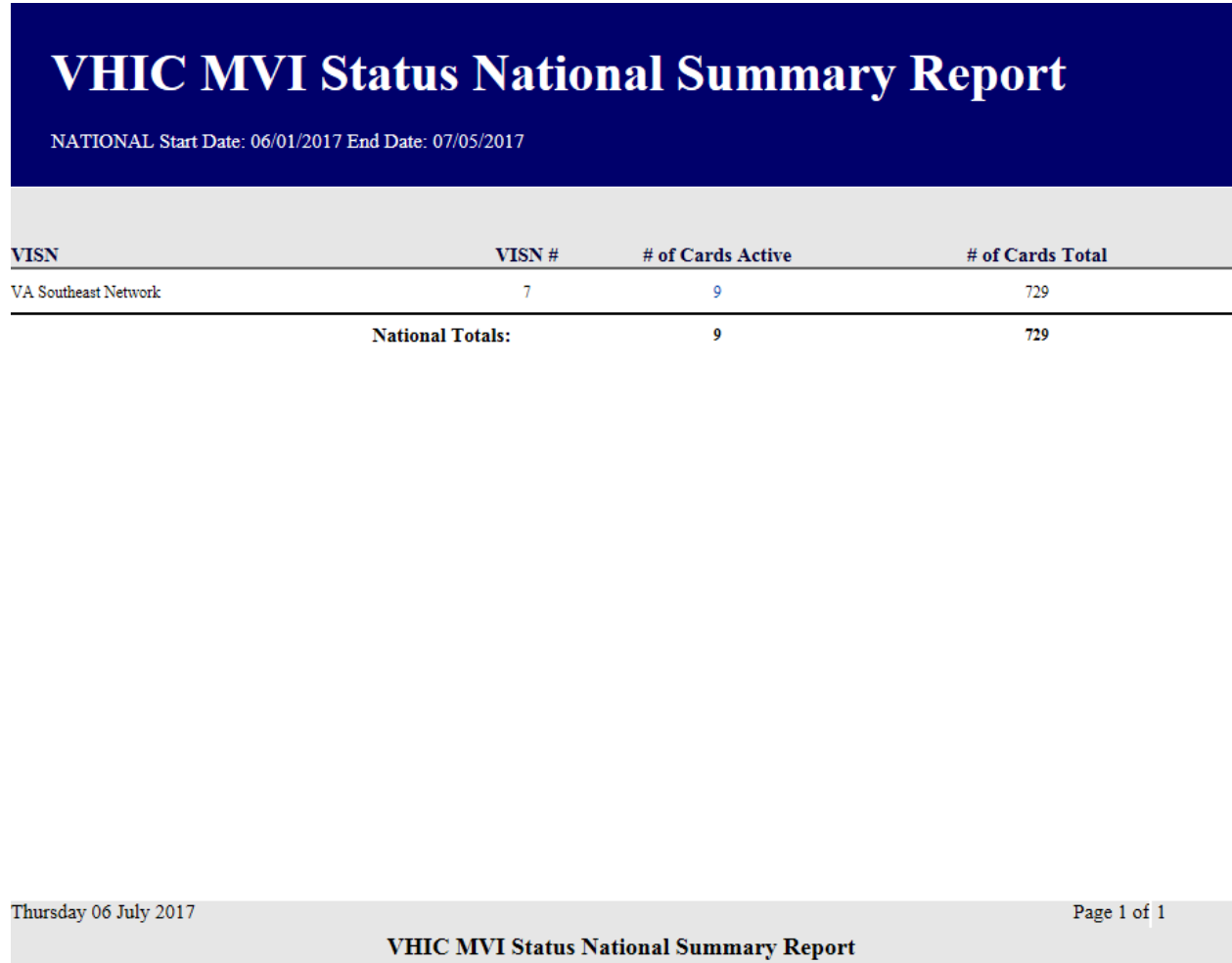


Figure 7-26: VHIC MVI Status National Summary Report – Active

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

VHIC MVI Status VISN Summary Report					
VISN: 7 Start Date: 06/01/2017 End Date: 07/05/2017					
VISN	VISN #	Facility	Facility #	# of Cards Active	# of Cards Total
VA Southeast Network	7	ATLANTA VAMC	508	9	729
VISN 7 Totals:				9	729

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

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

VHIC MVI Status Facility Summary Report					
Facility: 508 Start Date: 06/01/2017 End Date: 07/05/2017					
VISN	VISN #	Facility	Facility #	# of Cards Active	# of Cards Total
VA Southeast Network	7	ATLANTA VAMC	508	9	729
VISN 7 Totals:				9	729

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

REDACTED

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

7.3.2. Card Status Option

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

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



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

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

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

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

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

VHIC Card Status National Summary Report

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

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

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

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

VHIC Card Status VISN Summary Report					
VISN: 7 Start Date: 06/01/2017 End Date: 07/05/2017					
VISN	VISN #	Facility	Facility #	# of Cards Requested	# of Cards Total
VA Southeast Network	7	ATLANTA VAMC	508	7	729
VISN 7 Totals:				7	729

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

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

VHIC Card Status Facility Summary Report					
Facility: 508 Start Date: 06/01/2017 End Date: 07/20/2017					
VISN	VISN #	Facility	Facility #	# of Cards Requested	# of Cards Total
VA Southeast Network	7	ATLANTA VAMC	508	11	740
VISN 7 Totals:				11	740

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

REDACTED

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

7.3.3. Print Release Status Option

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

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

- Sent



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

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

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

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

VHIC Print Status National Summary Report			
Start Date: 06/01/2017 End Date: 07/20/2017			
VISN	VISN #	# of Cards Mailed	# of Cards Total
VA Southeast Network	7	5	25
National Totals:		5	25

Friday 21 July 2017	VHIC Print Status National Summary Report	Page 1 of 1
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Figure 7-36: VHIC Print Status National Summary Report – Mailed

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

VHIC Print Status VISN Summary Report					
VISN: 7 Facility: ALL Start Date: 06/01/2017 End Date: 07/20/2017					
VISN	VISN #	Facility	Facility #	# of Cards Mailed	# of Cards Total
VA Southeast Network	7	ATLANTA VAMC	508	5	25
VISN 7 Totals:				5	25

Friday 21 July 2017	VHIC Print Status VISN Summary Report	Page 1 of 1
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Figure 7-37: VHIC Print Release Status Summary Report - VISN – Mailed

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

VHIC Print Status Facility Summary Report					
VISN: ALL Facility: 508 Start Date: 06/01/2017 End Date: 07/20/2017					
VISN	VISN #	Facility	Facility #	# of Cards Mailed	# of Cards Total
VA Southeast Network	7	ATLANTA VAMC	508	5	25
VISN 7 Totals:				5	25

Friday 21 July 2017 Page 1 of 1

VHIC Print Status Facility Summary Report

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

REDACTED

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

7.4. Multiple Card Requests Report

Table 6: Multiple Request Report at a Glance

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

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

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

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

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

Multiple Card Requests Report

Filters

Card Requests

Cards Requested
 Cards Mailed

Site Selection

National

VISN
 Facility

Facility

Date Range

Start Date

End Date

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

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

Multiple Card Requests Report

Filters

Card Requests

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

Veteran Card Print Services

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

Multiple Card Requests Report

Filters

Card Requests

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

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

VHIC National Summary Report for Number of Cards Requested NATIONAL Start Date: 06/01/2017 End Date: 07/20/2017			
VISN	VISN #	# Veterans	# Cards Requested
VA Southeast Network	7	1	2
		2	3
		1	4
NATIONAL Total:		4	9

Friday 21 July 2017 Page 1 of 1

VHIC National Summary Report for Number of Cards Requested

Figure 7-44: VHIC National Summary Report for Number of Cards Requested

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

VHIC VISN Summary Report for Number of Cards Requested <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

Friday 21 July 2017	Page 1 of 1
VHIC VISN Summary Report for Number of Cards Requested	

Figure 7-45: VHIC VISN Summary Report for Number of Cards Requested

When the user searches by Facility, the *VHIC Detailed Report for Number of Cards Requested/Mailed - Facility* lists all the VISNs and contains a hyperlink in the Facility # column. Clicking on the facility number will drill down further to show a breakdown by Veteran.

VHIC Facility Summary Report for Number of Cards Requested <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

Friday 21 July 2017	Page 1 of 1
VHIC Facility Summary Report for Number of Cards Requested	

Figure 7-46: VHIC Facility Summary Report for Number of Cards Requested

The *VHIC Facility Detailed Report for Number of Cards Requested/Mailed* report includes the Veteran's Name, Member ID (if available), and number of Cards Requested/Mailed.

REDACTED

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

7.5. Card History Report

Table 7: Card History Report at a Glance

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

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

The screenshot shows a navigation menu with tabs: Veteran, Card, Print Services, Auditing, Request Totals, Status, Multiple Requests, History (selected), Replacement, Expiration, Request Progress, Swipe/Scan, On Hold, and Destruction. Below the menu is the title "Card History Report" and a search criteria form with input fields for Card ID and Person ID, and buttons for Clear, Report, and Create PDF.

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

The screenshot shows a navigation menu with tabs: Veteran, Card, Print Services, Auditing, Request Totals, Status, Multiple Requests, History (selected), Replacement, Expiration, Request Progress, and On Hold. Below the menu is the title "Card History Report" and a search criteria form with input fields for Card ID and Person ID, and buttons for Clear, Report, and Create PDF.

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

The screenshot shows a navigation menu with tabs: Veteran, Card, Print Services, Request Totals, Status, Multiple Requests, History (selected), Replacement, Expiration, Request Progress, and On Hold. Below the menu is the title "Card History Report" and a search criteria form with input fields for Card ID and Person ID, and buttons for Clear, Report, and Create PDF.

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

The screenshot shows a navigation menu with tabs: Veteran, Card, Request Totals, and History (selected). Below the menu is the title "Card History Report" and a search criteria form with input fields for Card ID and Person ID, and buttons for Clear, Report, and Create PDF.

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

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

REDACTED

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

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

REDACTED

Figure 7-53: Card History by Person ID Report

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

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

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

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

Figure 7-54: Card History Report Status History

7.6. Card Replacement Report

Table 8: Card Replacement Report at a Glance

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

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

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

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

Card Replacement Report

Site Selection

National

VISN

Facility

Facilities

050 - PLATINUM

101 - CENTRAL OFFICE

102 - TOPEKA (DATA PROCESSING CNTR)

103 - CAPITAL REGION DATA CTR (CRDC)

104 - AUSTIN FINANCE CENTER

104HC - HEALTHCARE CLAIMS PROCESSING

105 - VBA MORTGAGE LOAN

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

Date Range

Start Date

End Date

Figure 7-55: 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 7-56: VHC 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 7-57: Card Replacement Report query screen – Supervisors

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

Card Replacement Report

Site Selection

Facility

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

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

VHIC Card Replacement National Summary Report

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

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

Friday 21 July 2017 Page 1 of 1

VHIC Card Replacement National Summary Report

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

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

VHIC Card Replacement Facility Summary Report	
Number of Cards Replaced Between 06/01/2017 and 07/20/2017 Facility: 508	
Replacement Reason	# of Cards Replaced
Facility 508 ATLANTA VAMC	
Lost	15
Stolen	3
Facility 508 Totals:	18

Friday 21 July 2017 Page 1 of 1

VHIC Card Replacement Facility Summary Report

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

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

VHIC Card Replacement Facility Summary Report	
Number of Cards Replaced Between 10/05/2019 and 11/05/2019 Facility: 050	
Replacement Reason	# of Cards Replaced
No Matching Data	

Tuesday 05 November 2019 Page 1 of 1

VHIC Card Replacement Facility Summary Report

Figure 7-61: No Matching Data Message

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

VHIC Card Replacement Facility Subreason Summary Report		
Number of Cards Replaced By Subreason Between 06/01/2017 and 07/20/2017 Facility: 508		
Replacement Reason	Replacement Sub Reason	# of Cards Replaced
Stolen		3
Facility 508 Totals:		3

Friday 21 July 2017 Page 1 of 1

VHIC Card Replacement Facility Subreason Summary Report

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

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

REDACTED

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

7.7. Card Expiration Report

Table 9: Card Expiration Report at a Glance

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

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



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

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

Clear
Report
Create PDF

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

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

Card Expiration Report

Site Selection

National

VISN

Facility

Facility

Date Range

Start Date

End Date

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

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

Card Expiration Report

Site Selection

Facility

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 7-66: Card Expiration Report query screen – Supervisors

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

Card Expiration Report

Site Selection

Facility

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 7-67: Card Expiration Report query screen – Associates

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

VHIC Card Expiration National Summary Report		
Number of Cards Expiring Between 01/01/2015 and 07/23/2017 National Report		
VISN Name	VISN Number	# of Cards Expiring
VA Southeast Network	7	10

Monday 24 July 2017 Page 1 of 1

VHIC Card Expiration National Summary Report

Figure 7-68: VHIC Card Expiration National Summary Report

The *VHIC Card Expiration Site Report - VISN* contains a hyperlink in the Facility Number column. Clicking the hyperlink opens up a detailed breakdown report by Veteran.

<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

Monday 24 July 2017 Page 1 of 1

VHIC Card Expiration VISN Summary Report

Figure 7-69: VHIC Card Expiration VISN Summary Report

In addition, when searching my Facility on the query screen, the VHIC user will be taken to *VHIC Card Expiration Site Report – Facility*. The *VHIC Card Expiration Site Report - Facility* contains a hyperlink in the Facility Number column. Clicking the hyperlink opens up a detailed breakdown report by Veteran.

<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

Monday 24 July 2017 Page 1 of 1

VHIC Card Expiration Facility Summary Report

Figure 7-70: VHIC Card Expiration Facility Summary Report

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

REDACTED

Figure 7-71: VHIC Card Expiration Facility Detail Report

7.8. Card Request Progress Report

Table 10: Card Request Progress Report at a Glance

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

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

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

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

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

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

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

Card Request Progress Report

Site Selection

National

VISN

Facility

Facility

Date Range

Start Date

End Date

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

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

Card Request Progress Report

Site Selection

Facility

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

Veteran **Card** Print Services

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

Card Request Progress Report

Site Selection

Facility: 508 - ATLANTA VAMC

Date Range

Start Date: 11/1/2017

End Date: 12/4/2017

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

Clear Report Create PDF

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

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

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

Friday 05 August 2016 Page 1 of 1

VHIC Card Request Progress National Report

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

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

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

Thursday 17 December 2015 Page 1 of 1

VHIC Card Request Progress VISN Summary Report

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

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

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

Thursday 17 December 2015 Page 1 of 1

VHIC Card Request Progress Facility Summary Report

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

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

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

REDACTED

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

7.9. Card Swipe/Scan Report

Table 11: Card Swipe/Scan Report at a Glance

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

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

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



Figure 7-80: VHA Card Swipe/Scan Report query screen - Administrators, Tech Administrators (Tier 3), and Auditors

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

REDACTED

Figure 7-81: VHA Swipe Scan Report results

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

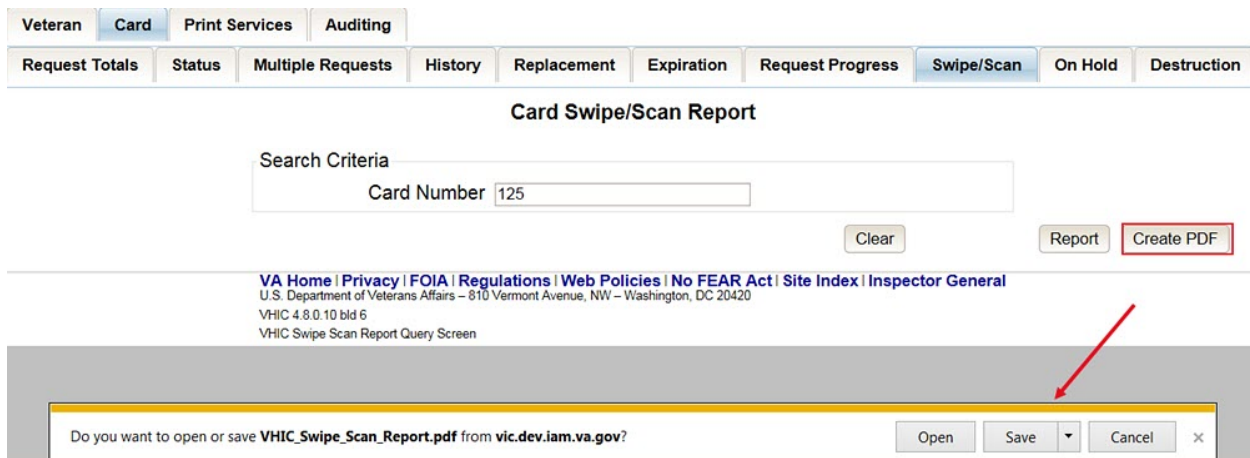


Figure 7-82: Create Swipe Scan PDF

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

REDACTED

Figure 7-83: VHIC Swipe Scan Report results PDF

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

Figure 7-84: Card Swipe/Scan Report

7.10. Card On Hold Report

Table 12: On Hold Status Report at a Glance

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

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

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

On Hold Status Report

Status Selection
On Hold Status:

Site Selection
 National
 VISN
 Facility
 Facilities:

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

Date Range
 Start Date:
 End Date:

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

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

On Hold Status Report

Status Selection
On Hold Status:

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

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

On Hold Status Report

Status Selection
 On Hold Status:

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

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

VHIC On Hold Card Status National Summary Report		
Status: ALL		
NATIONAL Start Date: 07/01/2016 End Date: 08/24/2016		
VISN	VISN #	# of Cards On Hold
VA Southeast Network	7	6
VISN 7 Totals:		6

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

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

VHIC On Hold Card Status VISN Summary Report		
Status: ALL		
VISN: 7 Start Date: 07/01/2016 End Date: 08/24/2016		
Facility	Facility #	# of Cards On Hold
ATLANTA VAMC	508	6
VISN 7 Totals:		6

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

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

VHIC On Hold Card Status Facility Summary Report		
Status: ALL		
Facility: 508 Start Date: 07/01/2016 End Date: 08/24/2016		
Facility	Facility #	# of Cards On Hold
ATLANTA VAMC	508	6
Facility Totals:		6

Figure 7-90: VHIC On Hold Card Status Facility Summary Report

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

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

REDACTED

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

REDACTED

Figure 7-92: VHIC Veteran Detail Report

REDACTED

Figure 7-93: VHIC Card History by Card ID

7.11. Card Destruction Report

Table 13: Card Destruction Report at a Glance

At a Glance...	
Who can access this report?	Administrator, Tech Admin (Tier 3), Auditor
Who can access National version?	N/A
Date Range Allowed	Admins, Tech Admin (Tier 3), Auditor – unlimited
Search Criteria Available	Pending Destruction, Destroyed, Card Type, Start Date, End Date

The *Card Destruction Report* contains two categories: Pending Destruction and Destroyed. The user must also 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.

The screenshot displays the 'Card Destruction Report' interface. At the top, there is a navigation bar with 'Veteran Health Identification Card (VHIC)' and 'Skip to Content'. Below this is a menu with 'Home', 'Card Request', 'Reports', and 'Card Management'. A secondary menu includes 'Veteran', 'Card', 'Print Services', and 'Auditing'. A third menu lists various report categories: 'Request Totals', 'Status', 'Multiple Requests', 'History', 'Replacement', 'Expiration', 'Request Progress', 'Swipe/Scan', 'On Hold', and 'Destruction'. The 'Destruction' category is selected.

The main section is titled 'Card Destruction Report'. It contains a 'Status Selection' area with two radio buttons: 'Pending Destruction' (selected) and 'Destroyed'. Below this is a 'Card Type' dropdown menu set to 'All'. The 'Date Range' section includes 'Start Date' (11/1/2017) and 'End Date' (11/30/2017) input fields, each with a calendar icon. At the bottom right, there are three buttons: 'Clear', 'Report', and 'Create PDF'.

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

Veteran Health Identification Card (VHIC) Skip to Content

Home Reports Logged in as: _____

Veteran Card Print Services Auditing

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

Card Destruction Report

Status Selection

Pending Destruction
 Destroyed

Card Type All

Date Range

Start Date 11/1/2017

End Date 11/30/2017

Clear Report Create PDF

Figure 7-95: Card Destruction Report – Auditors

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

REDACTED

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

This returns the Veteran Detail Report.

REDACTED

Figure 7-97: Veteran Detail Report

Click the Card ID hyperlink highlighted below.

REDACTED

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

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

REDACTED

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



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

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

REDACTED

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

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

REDACTED

Figure 7-101: Veteran Detail Report

Click the Card ID hyperlink highlighted below.

REDACTED

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

The [Card ID](#) hyperlink opens the *VHIC Card History by Card ID Report*.

REDACTED

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



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

7.12. Print Services – Processing Report

Table 14: Batch Summary Report at a Glance

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

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

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

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

Veteran Card **Print Services** Auditing

Processing Error

Print Services Processing 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 7-104: 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 7-105: VHIC Print Services Processing Status Summary Report – Auditors

Veteran Card **Print Services** Auditing

Processing Error

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

Veteran Card **Print Services**

Processing

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

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

VHIC Print Services Processing Status National Summary Report					
NATIONAL Start Date: 01/01/2011 EndDate: 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

Friday 21 July 2017 Page 1 of 1

VHIC Print Services Processing Status National Summary Report

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

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

VHIC Print Services Processing Status VISN Summary Report							
VISN: 7 Facility: ALL Start Date: 01/01/2011 End Date: 07/20/2017							
VISN	Facility Code	Facility Name	Accepted	Error	Sent	Mailed	Rejected
VISN: 7	508	ATLANTA VAMC	229	10	509	670	0
VISN: 7 Totals			229	10	509	670	0
Grand Totals			229	10	509	670	0

Friday 21 July 2017 Page 1 of 1

VHIC Print Services Processing Status VISN Summary Report

Figure 7-109: VHIC Print Services Processing Status VISN Summary Report

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

VHIC Print Services Processing Status Facility Summary Report

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

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

Friday 21 July 2017

VHIC Print Services Processing Status Facility Summary Report

Page 1 of 1

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

REDACTED

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

7.13. Print Services – Batch Error Report

Table 15: Batch Error Report at a Glance

At a Glance...	
Who can access this report?	Administrator, Supervisor, Tech Admin (Tier 3), Auditor
Who can access National version?	Administrator, Tech Admin (Tier 3), Auditor
Date Range Allowed	Admins, Tech Admin (Tier 3), Auditor – unlimited Supervisor – one (1) year or less from date report is being run
Search Criteria Available	VISN, Facility, Not Acknowledged, Acknowledged Not Confirmed, Pending Not Sent (which includes configurable Number of Days field), Start Date, End Date

The *VHIC Print Error Status Summary Report – Sent Not Acknowledged* allows the user to find out how many cards have not been acknowledged with an acknowledgement file or cards that have been acknowledged but have received no confirmation of being mailed within a given date range. The user will also be able to see how many cards are still sitting in a Pending state and have not been sent to the print vendor.

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

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

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

Veteran Card **Print Services** Auditing

Processing **Error**

Print Error Report

Status Selection

Sent Not Acknowledged
 Acknowledged Not Confirmed
 Pending not Sent

Number of Days

Site Selection

National

VISN
 Facility

Facility

Date Range

Start Date

End Date

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

Veteran Card **Print Services** Auditing

Processing **Error**

Print Error Report

Status Selection

Sent Not Acknowledged
 Acknowledged Not Confirmed
 Pending not Sent

Number of Days

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

7.13.1. Sent Not Acknowledged

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

The screenshot shows the 'Print Error Report' interface with the following elements:

- Navigation Tabs:** Veteran, Card, **Print Services**, Auditing
- Sub-Tabs:** Processing, **Error**
- Title:** Print Error Report
- Status Selection:** Radio buttons for Sent Not Acknowledged, Acknowledged Not Confirmed, and Pending not Sent.
- Number of Days:** Input field containing '7'.
- Site Selection:** Radio buttons for National, VISN, and Facility. Below is a list of facilities with '518 - BEDFORD VAMC' selected.
- Date Range:** Start Date: 11/1/2015, End Date: 12/16/2015.
- Buttons:** Clear, Report, Create PDF.

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

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

VHIC Print Error Status National Summary Report – Sent Not Acknowledged NATIONAL. Start Date: 11/01/2016 End Date: 07/23/2017 Number of Days: 3		
VISN	Sent Not Acknowledged	# Cards Requested
VISN: 7	2	50
Grand Totals	2	50

Figure 7-116: VHIC Print Error Status National Summary Report – Sent Not Acknowledged

The *VISN Error Summary Report* lists all of the Facilities for the selected VISN. The Facility # is a hyperlink to the *Facility Error Summary Report*.

VHIC Print Error Status VISN Summary Report - Sent Not Acknowledged				
VISN: 7 Facility: ALL Start Date: 11/01/2016 End Date: 07/23/2017 Number of Days: 3				
VISN	Facility Code	Facility Name	Sent Not Acknowledged	# Cards Requested
VISN: 7				
	508	ATLANTA VAMC	2	50
VISN: 7 Totals			2	50
Grand Totals			2	50

Figure 7-117: VHIC Print Error Status VISN Summary Report – Sent Not Acknowledged

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

VHIC Print Error Status Facility Summary Report - Sent Not Acknowledged				
Facility: 508 Start Date: 11/01/2016 End Date: 07/23/2017 Number of Days: 3				
VISN	Facility Code	Facility Name	Sent Not Acknowledged	# Cards Requested
VISN: 7				
	508	ATLANTA VAMC	2	50
VISN: 7 Totals			2	50
Grand Totals			2	50

Monday 24 July 2017 Page 1 of 1

VHIC Print Error Status Facility Summary Report - Sent Not Acknowledged

Figure 7-118: VHIC Print Error Status Facility Summary Report – Sent Not Acknowledged

The *Facility Error Detail Report* would give a list of all of the cards that have NOT been Acknowledged by the print vendor and will display the Veteran's Name, Card ID, and the Card Request File name.

REDACTED

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

7.13.2. Acknowledged Not Confirmed

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

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

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

VHIC Print Error Status Facility Summary Report - Acknowledged Not Confirmed Facility: 508 Start Date: 06/01/2017 End Date: 07/23/2017 Number of Days: 7				
VISN	Facility Code	Facility Name	Acknowledged Not Confirmed	# Cards Requested
VISN: 7				
	508	ATLANTA VAMC	2	11
VISN: 7 Totals			2	11
Grand Totals			2	11

Monday 24 July 2017 Page 1 of 1

VHIC Print Error Status Facility Summary Report - Acknowledged Not Confirmed

Figure 7-121: VHIC Print Error Status National Summary Report – Acknowledged Not Confirmed

The *VISN Error Summary Report* lists all of the Facilities for the selected VISN. The Facility # is a hyperlink to the *Facility Error Summary Report*.

VHIC Print Error Status VISN Summary Report - Acknowledged Not Confirmed				
VISN: 7 Facility: ALL Start Date: 06/01/2017 End Date: 07/23/2017 Number of Days: 7				
VISN	Facility Code	Facility Name	Acknowledged Not Confirmed	# Cards Requested
VISN: 7				
	508	ATLANTA VAMC	2	11
VISN: 7 Totals			2	11
Grand Totals			2	11

Figure 7-122: VHIC Print Error Status VISN Summary Report – Acknowledged Not Confirmed

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

VHIC Print Error Status Facility Summary Report - Acknowledged Not Confirmed				
Facility: 508 Start Date: 06/01/2017 End Date: 07/23/2017 Number of Days: 7				
VISN	Facility Code	Facility Name	Acknowledged Not Confirmed	# Cards Requested
VISN: 7				
	508	ATLANTA VAMC	2	11
VISN: 7 Totals			2	11
Grand Totals			2	11

Monday 24 July 2017 Page 1 of 1

VHIC Print Error Status Facility Summary Report - Acknowledged Not Confirmed

Figure 7-123: VHIC Print Error Status Facility Detail Report – Acknowledged Not Confirmed

The *Facility Error Detail Report* would give a list of all of the cards that have NOT been confirmed as Mailed by the print vendor and will display the Veteran's Name, Card ID, and the Acknowledgement File name.

REDACTED

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

7.13.3. Pending Not Sent

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

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

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

VHIC Print Error Status National Summary Report – Pending Not Sent <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

Figure 7-126: VHIC Print Error Status National Summary Report – Pending Not Sent

The *VISN Error Summary Report* lists all of the Facilities for the selected VISN. The Facility # is a hyperlink to the *Facility Error Summary Report*.

VHIC Print Error Status VISN Summary Report - Pending Not Sent				
VISN: 7 Facility: ALL Start Date: 06/01/2017 End Date: 07/23/2017 Number of Days: 3				
VISN	Facility Code	Facility Name	Pending Not Sent	# Cards Requested
VISN: 7				
	508	ATLANTA VAMC	10	11
VISN: 7 Totals			10	11
Grand Totals			10	11

Monday 24 July 2017 Page 1 of 1

VHIC Print Error Status VISN Summary Report - Pending Not Sent

Figure 7-127: VHIC Print Error Status VISN Summary Report – Pending Not Sent

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

VHIC Print Error Status Facility Summary Report - Pending Not Sent				
Facility: 508 Start Date: 06/01/2017 End Date: 07/23/2017 Number of Days: 3				
VISN	Facility Code	Facility Name	Pending Not Sent	# Cards Requested
VISN: 7				
	508	ATLANTA VAMC	10	11
VISN: 7 Totals			10	11
Grand Totals			10	11

Monday 24 July 2017

Page 1 of 1

VHIC Print Error Status Facility Summary Report - Pending Not Sent

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

The *Facility Error Detail Report* gives a list of all of the cards that have NOT been sent to the print vendor will display the Veteran's Name and Card ID.

REDACTED

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

7.14. Auditing Report

Table 16: Audit Report at a Glance

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

The *Auditing Report* provides a way to track all activity for individual users within the VHIC system. To run this report, the user must enter the login name/ID for the user being audited. The resulting report returns the following fields of information: Date/Time, Audit ID, Action, Person ID, Member ID, Card ID, and Query String. The query string shows all of the information that was entered into various fields and/or submitted by the associate page. Items in the audit report are listed in order of the Date/Time stamp.

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

Veteran Card Print Services **Auditing**


Audit Card Requests


Auditing Report

Search Criteria

User ID

Date Range

Start Date 

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 7-131: Audit Report query screen – Supervisors

REDACTED

Figure 7-132: VHIC Auditing Report

7.15. Card Requests Report

Table 17: Card Request Report at a Glance

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

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

Veteran Card Print Services Auditing

Audit Card Requests No Edipi Report

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 7-133: 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 7-134: Card Requests query screen – Supervisor

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

VHIC Card Requests by User National Summary Report

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

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

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

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

VHIC Card Requests by User VISN Summary Report		
VISN: 7 Start Date: 11/15/2015 End Date: 12/15/2015		
Facility	Facility Number	# of Card Requests
ATLANTA VAMC	508	26
VISN 7 Totals:		26

Figure 7-136: VHIC Card Requests by User VISN Summary Report

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

REDACTED

Figure 7-137: VHIC Card Requests by User Facility Summary Report

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

REDACTED

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

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

REDACTED

Figure 7-139: Veteran Detail Report

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

REDACTED

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

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

REDACTED

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

7.16. No Edipi Report

Table 18. VHIC Cards Printed No Edipi Report at a Glance

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

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

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

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

- VISN Description
- VISN Number
- Number of Cards Total

VHIC Cards Printed No Edipi National Summary Report

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

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

Thursday 29 August 2019

VHIC Cards Printed No Edipi National Summary Report

Page 1 of 1

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

Clicking on the [VISN number](#) hyperlink will direct you to the *VHIC Cards Printed No Edipi VISN Summary Report* displaying the following

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

VHIC Cards Printed No Edipi VISN Summary Report <small>VISN: 2 Start Date: 07/01/2017 End Date: 08/28/2019</small>				
VISN	VISN #	Facility #	Facility #	# of Cards Total
VA Healthcare Network Upstate New York	2	HAMPTON VA MEDICAL CENTER	590	2
Total Cards:				2

Thursday 29 August 2019 Page 1 of 1

VHIC Cards Printed No Edipi VISN Summary Report

Figure 7-144: VHIC Cards Printed No Edipi VISN Summary Report

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

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

VHIC Cards Printed No Edipi Facility Summary Report

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

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

Thursday 29 August 2019 Page 1 of 1

VHIC Cards Printed No Edipi Facility Summary Report

Figure 7-145: VHIC Cards Printed No Edipi Facility Summary Report

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

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

REDACTED

Figure 7-146: VHIC Cards Printed No Edipi VISN Facility Detail Report

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

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

REDACTED

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

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

REDACTED

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

7.17. Self Service Reports

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

Table 19. Self Service Activity Report at a Glance

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

7.17.1. Self Service Activity Report

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

Figure 149. Self Service Activity Summary Report

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

<h2 style="margin: 0;">VHIC Self Service Activity Summary Report</h2> <p style="margin: 0; font-size: small;">Card Request Activity Between 04/28/2021 and 05/28/2021</p>	
Card Status	# of Cards
On Hold	2
Replaced	1
Requested	2
Grand Total:	5
Friday 28 May 2021	Page 1 of 1
VHIC Self Service Activity Summary Report	

Figure 150. VHIC Self Service Activity Summary Report

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

REDACTED

Figure 151. VHIC Self Service Activity Detail Report

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

VHIC Card History by Card ID Report

Veteran ID: ANY Card ID: 12260

Veteran: VGTESTFOURTYONE TESTFIFTYTWO		Person ID: 23513	
Gender	Date of Birth	Service	Card Count
MALE		NO	1
Purple Heart	Medal of Honor	Enrollment Status	Prisoner of War
UNKNOWN	NO	ELIGIBLE	NO

Card ID: 12260

Figure 152. VHIC Card History by Card ID Report

7.17.2. Self Service Audit Log

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

Veteran
Card
Print Services
Auditing
Self Service

Activity
Audit Log

Self Service Audit Log

Filters

Actor

ICN

Card ID

Time Range

Start Time / / :

End Time / / :

Figure 153. Self Service Audit Log Field Entry

Veteran		Card	Print Services	Auditing	Self Service	
Activity		Audit Log				
Self Service Audit Log						
Page 1 of 1 prev next						
Date	Action	System	ICN	Card ID	Status Message	HTTP Response
21-May-21	DETAIL_SERVICE_OAS	VHIC	1013479057V829725	11944		HTTP response status: 200/OK class ResponseCardDetailInfo
21-May-21	SELF_SERVICE_ELIGIBILITY_OAS	VHIC	1013479057V829725	12068	clientAppStatusMsg: Failed to get eligibility data from ES	HTTP response status: 500/Internal Server Error
21-May-21	DETAIL_SERVICE_OAS	VHIC	1013479057V829725	12068		HTTP response status: 200/OK class ResponseCardDetailInfo
21-May-21	PICTURE_SERVICE_OAS	VHIC	1013479057V829725	12068		HTTP response status: 200/OK
21-May-21	DETAIL_SERVICE_OAS	VHIC	1013479228V210452	11930		HTTP response status: 200/OK class ResponseCardDetailInfo
21-May-21	SELF_SERVICE_ELIGIBILITY_OAS	VHIC	1013479228V210452	11930	clientAppStatusMsg: Veteran is not level 2 proofed	HTTP response status: 400/Bad Request
21-May-21	DETAIL_SERVICE_OAS	VHIC	1013479228V210452	11930		HTTP response status: 200/OK class ResponseCardDetailInfo
21-May-21	PICTURE_SERVICE_OAS	VHIC	1013479228V210452	11930		HTTP response status: 200/OK
21-May-21	DETAIL_SERVICE_OAS	VHIC	1013479228V210452	11930		HTTP response status: 200/OK class ResponseCardDetailInfo
21-May-21	SELF_SERVICE_ELIGIBILITY_OAS	VHIC	1013479228V210452	11930	clientAppStatusMsg: Card is eligible for replacement	HTTP response status: 200/OK
21-May-21	PICTURE_SERVICE_OAS	VHIC	1013479228V210452	11930		HTTP response status: 200/OK
21-May-21	DETAIL_SERVICE_OAS	VHIC	1013479228V210452	11930		HTTP response status: 200/OK class ResponseCardDetailInfo
21-May-21	SELF_SERVICE_REPLACE_CARD_OAS	VHIC	1013479228V210452	11930	clientAppStatusMsg: You have successfully submitted your VHIC card request; however, card request has been placed On Hold. Please contact your local VA facility or 877-222-VETS (8387) for further assistance with your card request.	HTTP response status: 200/OK
21-May-21	SELF_SERVICE_REPLACE_CARD_OAS	VHIC	1013479228V210452	11930	clientAppStatusMsg: Your prior VHIC replacement card request has been placed On Hold. Please contact your local VA facility or 877-222-VETS (8387) for further assistance with your card request.	HTTP response status: 409/Conflict
21-May-21	DETAIL_SERVICE_OAS	VHIC	1013008099V640489	11915		HTTP response status: 200/OK class ResponseCardDetailInfo
21-May-21	SELF_SERVICE_ELIGIBILITY_OAS	VHIC	1013008099V640489	12227	clientAppStatusMsg: Card request already in progress	HTTP response status: 409/Conflict
21-May-21	DETAIL_SERVICE_OAS	VHIC	1013008099V640489	12227		HTTP response status: 200/OK class ResponseCardDetailInfo
21-May-21	PICTURE_SERVICE_OAS	VHIC	1013008099V640489	12227		HTTP response status: 200/OK
28-May-21	DETAIL_SERVICE_OAS	VHIC	1012853550V207686	11940		HTTP response status: 200/OK class ResponseCardDetailInfo
28-May-21	SELF_SERVICE_ELIGIBILITY_OAS	VHIC	1012853550V207686	11940	clientAppStatusMsg: Card is eligible for replacement	HTTP response status: 200/OK
28-May-21	PICTURE_SERVICE_OAS	VHIC	1012853550V207686	11940		HTTP response status: 200/OK

[Back](#)

Figure 154. Self Service Audit Log Results

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

Veteran Card Print Services Auditing Self Service						
Activity Audit Log						
Self Service Audit Log						
Page 1 of 1 <input type="button" value="prev"/> <input type="button" value="next"/>						
Date	Action	System	ICN	Card ID	Status Message	HTTP Response
21-May-21	DETAIL_SERVICE_OAS	VHIC	1013479057V829725	11944		HTTP response status: 200/OK class ResponseCardDetailInfo
21-May-21	SELF_SERVICE_ELIGIBILITY_OAS	VHIC	1013479057V829725	12068	clientAppStatusMsg: Failed to get eligibility data from ES	HTTP response status: 500/Internal Server Error
21-May-21	DETAIL_SERVICE_OAS	VHIC	1013479057V829725	12068		HTTP response status: 200/OK class ResponseCardDetailInfo
21-May-21	PICTURE_SERVICE_OAS	VHIC	1013479057V829725	12068		HTTP response status: 200/OK
21-May-21	DETAIL_SERVICE_OAS	VHIC	1013479228V210452	11930		HTTP response status: 200/OK class ResponseCardDetailInfo
21-May-21	SELF_SERVICE_ELIGIBILITY_OAS	VHIC	1013479228V210452	11930	clientAppStatusMsg: Veteran is not level 2 proofed	HTTP response status: 400/Bad Request
21-May-21	DETAIL_SERVICE_OAS	VHIC	1013479228V210452	11930		HTTP response status: 200/OK class ResponseCardDetailInfo
21-May-21	PICTURE_SERVICE_OAS	VHIC	1013479228V210452	11930		HTTP response status: 200/OK
21-May-21	DETAIL_SERVICE_OAS	VHIC	1013479228V210452	11930		HTTP response status: 200/OK class ResponseCardDetailInfo
21-May-21	SELF_SERVICE_ELIGIBILITY_OAS	VHIC	1013479228V210452	11930	clientAppStatusMsg: Card is eligible for replacement	HTTP response status: 200/OK
21-May-21	PICTURE_SERVICE_OAS	VHIC	1013479228V210452	11930		HTTP response status: 200/OK
21-May-21	DETAIL_SERVICE_OAS	VHIC	1013479228V210452	11930		HTTP response status: 200/OK class ResponseCardDetailInfo
21-May-21	SELF_SERVICE_REPLACE_CARD_OAS	VHIC	1013479228V210452	11930	clientAppStatusMsg: You have successfully submitted your VHIC card request; however, card request has been placed On Hold. Please contact your local VA facility or 877-222-VETS (8387) for further assistance with your card request.	HTTP response status: 200/OK

Figure 155. Status Messages and HTTP Responses Highlighted

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


Veteran	Card	Print Services	Auditing	Self Service		
Activity	Audit Log					
Self Service Audit Log						
There are no matches for the criteria specified. 						
Filters						
	Actor	<input type="text" value="ACS-VHIC-SS"/>				
	ICN	<input type="text" value="1013008099V640489"/>				
	Card ID	<input type="text"/>				
Time Range						
	Start Time	<input type="text" value="5"/>	<input type="text" value="3"/>	<input type="text" value="2021"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
	End Time	<input type="text" value="6"/>	<input type="text" value="3"/>	<input type="text" value="2021"/>	<input type="text" value="23"/>	<input type="text" value="59"/>
<input type="button" value="Clear"/> <input type="button" value="Query"/>						

Figure 156. Self Service Audit Log No Match Message

8. Troubleshooting

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