

# **Veteran Health Identification Card (VHIC 4.27)**

## **User Guide**



**Volume 2 - Reports**

**September 2023**

**Department of Veterans Affairs**

**Office of Information and Technology (OIT)**

# Revision History

**NOTE:** The revision history cycle begins once changes or enhancements are requested after the document has been baselined.

| Date       | Revision | Description   | Author   |
|------------|----------|---|----------|
| 12/14/2023 | 14.2     | No functionality changes for VIP 27 updated date and version number   | REDACTED |
| 09/18/2023 | 14       | Updated to reflect changes to functionality during VIP 26 and help desk option  | REDACTED |
| 06/17/2023 | 13       | Updated to reflect changes to functionality during VIP 25, removed duplicate information and added links  | REDACTED |
| 03/18/2023 | 12       | Updated to reflect changes to functionality during VIP 24   | REDACTED |
| 12/17/2022 | 11       | Updated to reflect changes to functionality during VIP 23   | REDACTED |
| 09/18/2022 | 10.1     | No functionality changes for VIP 22 updated date and version number   | REDACTED |
| 06/18/2022 | 10       | Updated to reflect changes to functionality during VIP 21   | REDACTED |
| 4/18/2022  | 9        | Updated to reflect VIP 20 Changes   | REDACTED |
| 09/18/2021 | 8.1      | No functional changes, screenshots updated  | REDACTED |
| 06/20/21   | 8        | Updated to reflect changes during VIP 17  | REDACTED |
| 03/20/21   | 7.1      | No functionality changes for VIP 16 updated date and version number   | REDACTED |
| 12/19/2020 | 7        | Updated to reflect VIP 15 changes   | REDACTED |
| 06/20/2020 | 6        | Updated to reflect changes to the functionality during VIP 13   | REDACTED |
| 02/15/2020 | 5        | Updated to reflect changes in application during VIP 12 release   | REDACTED |
| 11/01/2019 | 4        | Updated to reflect the changes in application for VIP 10- Validation for ICN input fields on all search screens and usage tips, default search date updated, no records found message updated, report formats updated | REDACTED |
| 09/03/2019 | 3        | Updated to reflect changes to VHIC Application (4.9) VIP 1  | REDACTED |
| 03/18/19   | 2.2      | Updated to reflect changes to Swipe/Scan Reporting  | REDACTED |
| 01/22/2018 | 2.1      | Accepted all changes as approved on anomaly logs, re-paginated document, re-ran TOCs, and created Section 508 compliant PDF for uploading, with Word document, to RTC Jazz Tools as well as SharePoint.               | REDACTED |

| <b>Date</b> | <b>Revision</b> | <b>Description</b>  | <b>Author</b> |
|-------------|-----------------|---|---------------|
| 01/19/2018  | 2.1             | Re-paginated document. Readied document for creating Section 508 compliant PDF.   | REDACTED      |
| 01/02/2018  | 2.1             | Applied changes from first anomaly log dated 010418 as well as some additional internal anomalies identified by the VHIC Product Development Team.  | REDACTED      |
| 12/22/2017  | 2.1             | Updated Section 2.3 Proper Navigation of the VHIC Application with "Skip to Content" information. Updated document images to include "Skip to Content" link where necessary. Added new Section entitled "Card Destruction." Updated Section 8.4 Auditing Report to include new functionality. Revised images where necessary to show the "Destruction" tab under the "Card" tab. Updated Appendix entitled "VHIC Roles."  | REDACTED      |
| 08/14/2017  | 2.0             | Checked Alt text for all images and figures. Added Alt text to figures without it. Removed extra figure number from Figure 7-82 caption entitled, "On Hold Status Report query screen – Supervisor." Re-ran TOCs and fixed content/figure pagination issues in the Word document. Document converted to Section 508 compliant PDF as part of VHIC 4.8. Updated document name to match VA naming conventions by replacing spaces in Word document name with underscores. | REDACTED      |
| 08/01/2017  | 2.0             | Updated to reflect changes for VHIC 4.8   | REDACTED      |
| 08/15/2016  | 1.6             | Completed technical writer review of document. Ran Spelling and Grammar, added Alt text to all images, and re-ran TOCs. Created a footer and page numbering for document. Changed cover date from "August 2016" to match footer date of "September 2016" to match other Volumes.  | REDACTED      |
| 08/04/2016  | 1.6             | Updated content   | REDACTED      |
| 01/06/2015  | 1.5             | Updated content and Images  | REDACTED      |
| 07/07/2015  | 1.4             | Updated content and Images  | REDACTED      |
| 07/07/2015  | 1.3             | Rebuilt to capture content overhaul to VHIC System and divided this guide into three separate parts   | REDACTED      |
| 05/20/2015  | 1.2             | Updated Content and Images to reflect the Maintenance Releases  | REDACTED      |
| 1/13/2015   | 1.1             | Updated content and Images  | REDACTED      |
| 9/18/2014   | 1.0             | Rebuilt to capture content overhaul to VHIC System  | REDACTED      |

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# 1. Introduction

## 1.1. Purpose

The purpose of this User Guide is to provide general system information, as well accessibility and user roles with the VHIC application and the reporting capability of the different roles and access levels.

## 1.2. Document Orientation

### 1.2.1. Organization of the Manual

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

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

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

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

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

### 1.2.2. Assumptions

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

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

### 1.2.3. Disclaimers

#### 1.2.3.1. Software Disclaimer

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

#### 1.2.3.2. Documentation Disclaimer

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

### 1.2.4. Documentation Conventions

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

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

## 1.3. Enterprise Service Desk and Organizational Contacts

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

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

**Table 1: Enterprise Service Desk Contact Information**

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



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

## 2. Accessing the VHIC Application

### 2.1. Browser

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

The VHIC URL is REDACTED and is **case sensitive** – it must be entered exactly as shown. After successfully logging in to the VHIC application, users should bookmark this site for easy access in the future.

#### 2.1.1. Browser Incompatibility Issue

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

### 2.2. System Menu

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

### 2.3. Proper Navigation of the VHIC Application

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

**Figure 1: VHIC Navigation Buttons**



The VHIC user can also navigate to the different features within the VHIC application by clicking on one of the navigation links located in the header near the top left of the screen. The user's assigned role will determine which links are available as seen below. To see the full home screens for each user role, refer to REDACTED

**Figure 2: VHIC Administrator**



**Figure 3: VHIC Associate and VHIC Supervisor menu**



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



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

## 2.4. Roles within VHIC

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

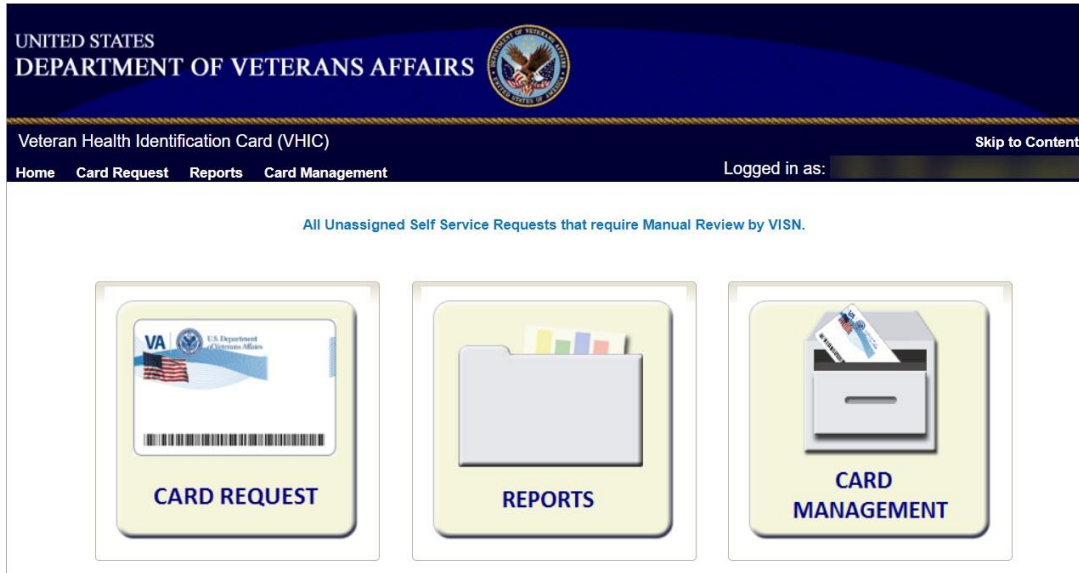
If, while utilizing the VHIC application, a user finds they do not have access to items they feel they should have access to or find that they have access to items they should not, based on the definitions listed below, the VHIC user should report this information to their VHIC Supervisor. The VHIC Supervisor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

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

## 2.4.1. VHIC Administrator

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

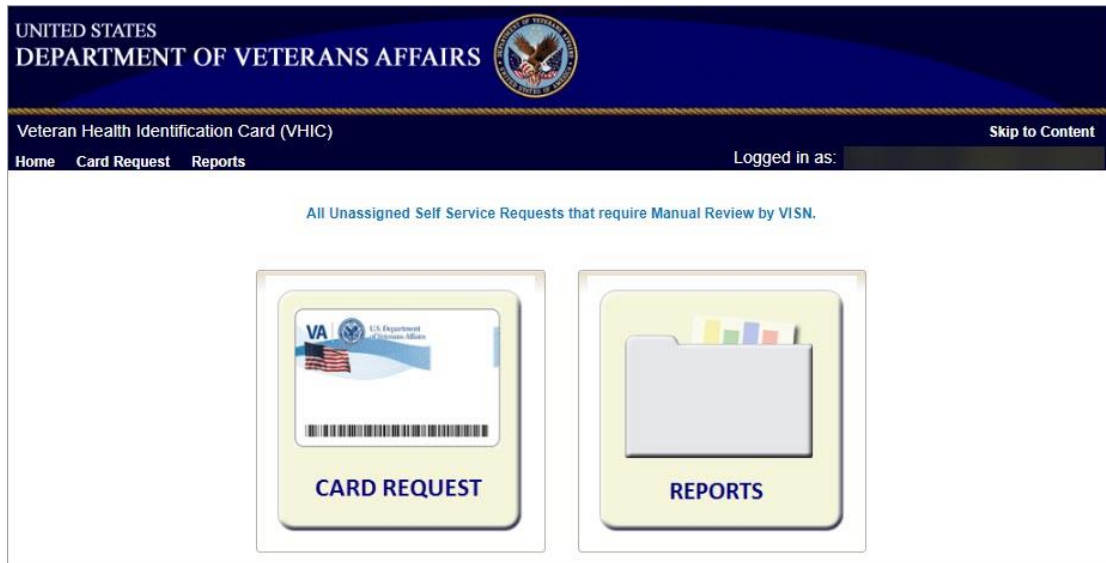
**Figure 5: VHIC Administrator**



## 2.4.2. VHIC Associate and Supervisor

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

**Figure 6. VHIC Associate and VHIC Supervisor Home screen**



### 2.4.3. VHIC Auditor and Read-Only User

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

**Figure 7: VHIC Auditor and VHIC Read-Only User Home screen**



## 3. VHIC Reporting

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

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

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

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

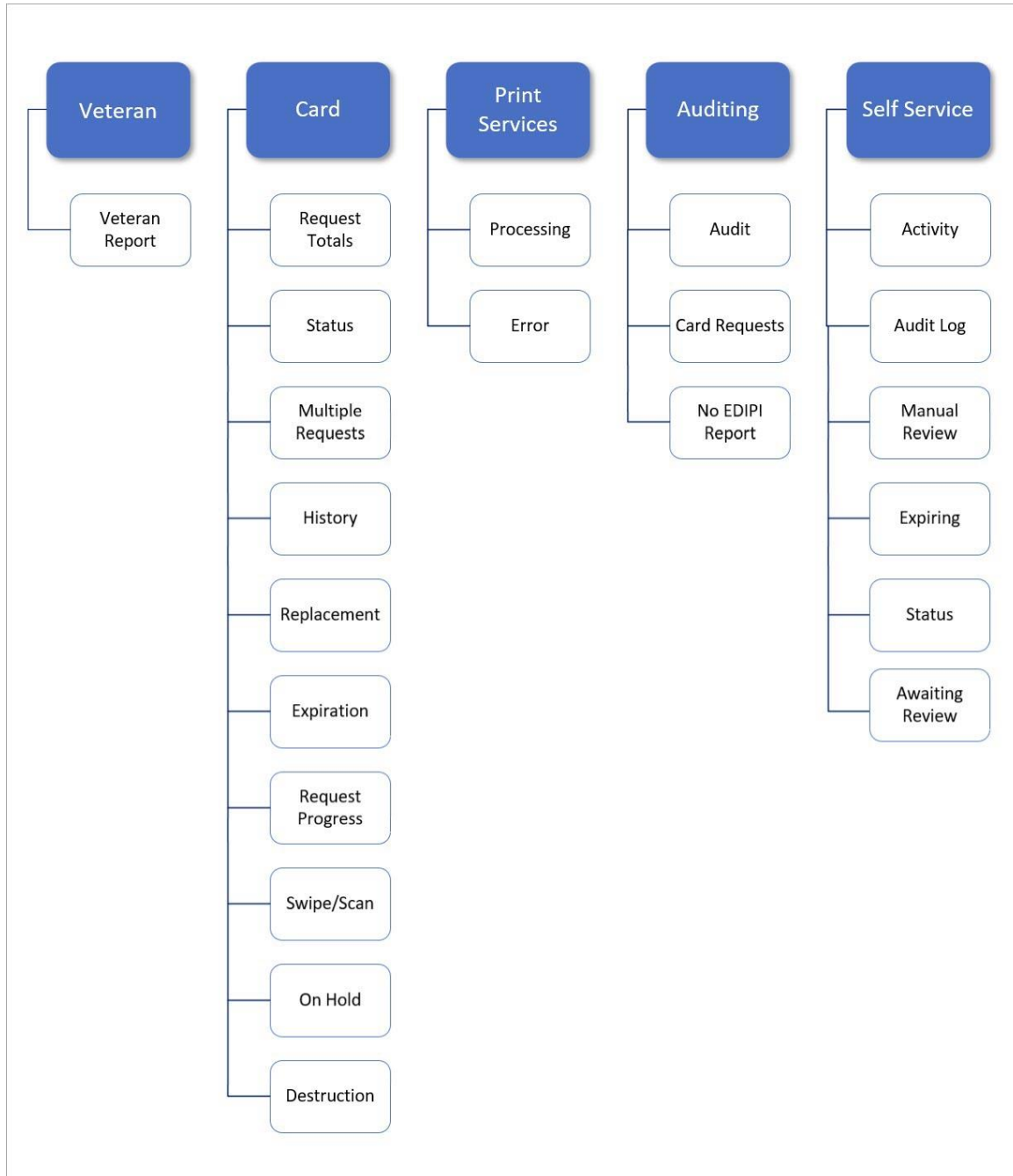
The user selects the desired reporting option by clicking on the appropriate tab or sub-tab. A tab highlighted in blue, lets the user know which report they are viewing. Once they select a report, the user will need to provide certain search criteria based on the specific requirements of the report selected.

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

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

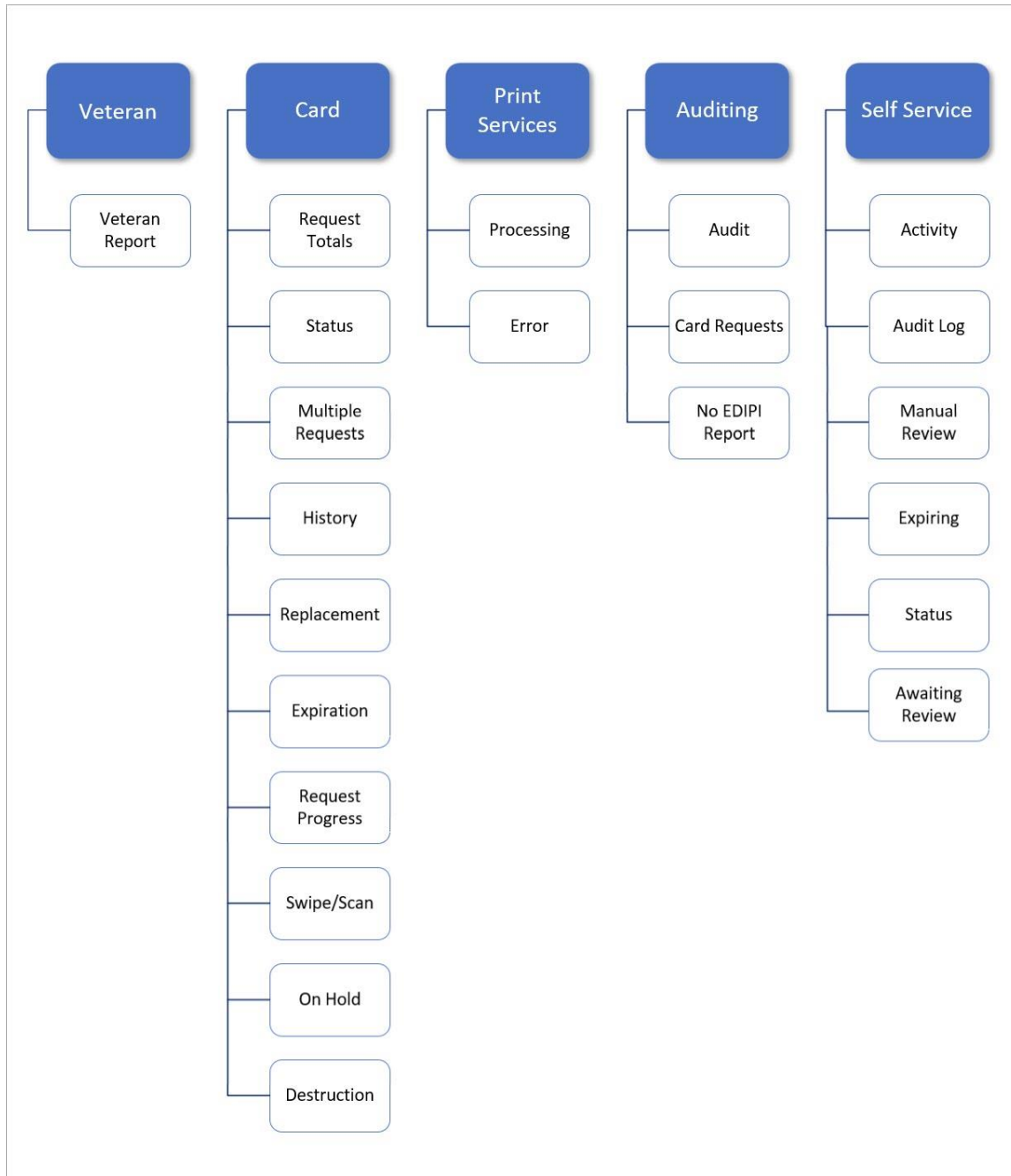
The following graphic represents the VHIC tabular report structure for the Administrator, Technical Administrator Tier 3, and the Auditor:

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



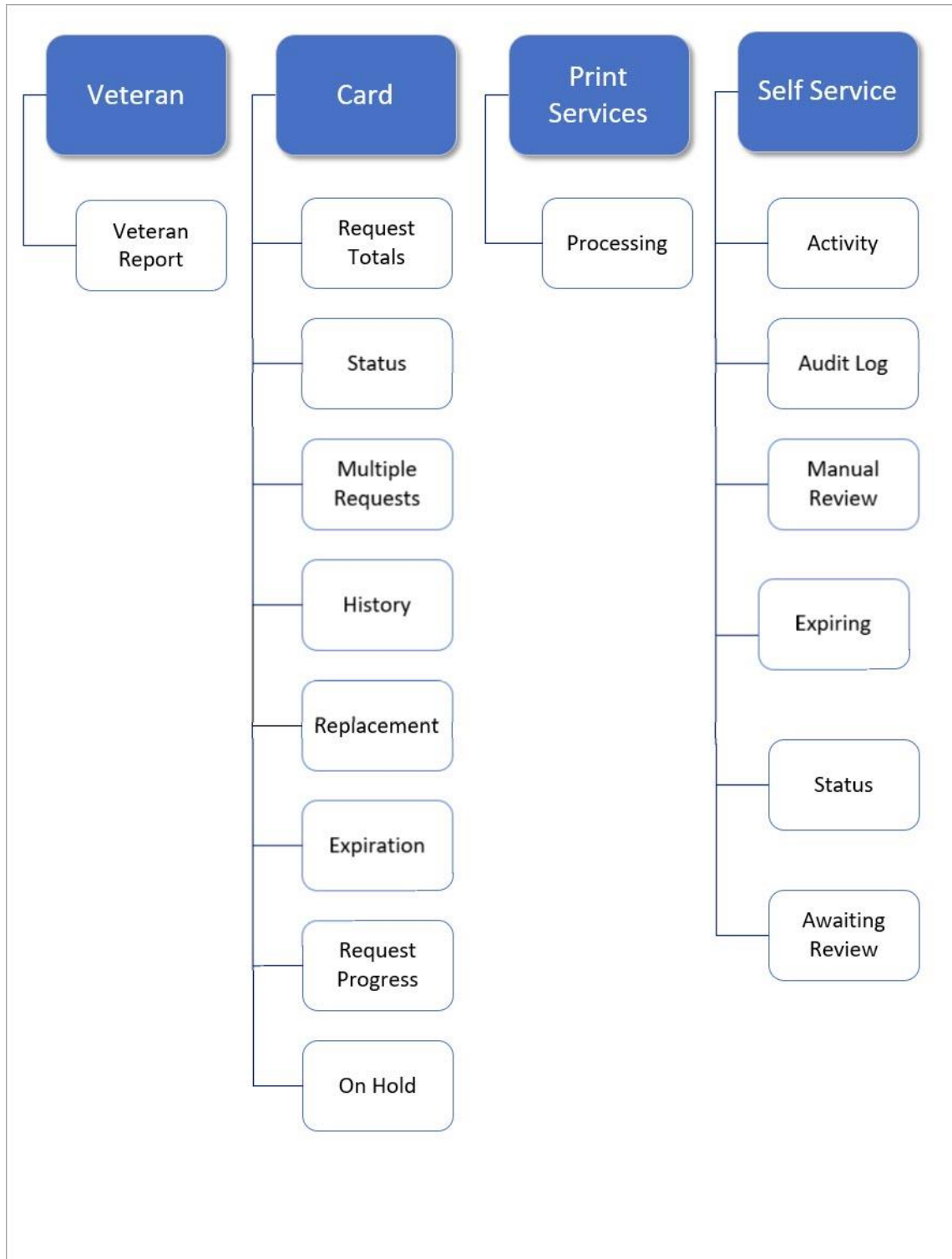
The following graphic represents the VHIC tabular report structure for the Supervisor user:

**Figure 9: Report Tabular Structure for the Supervisor**



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

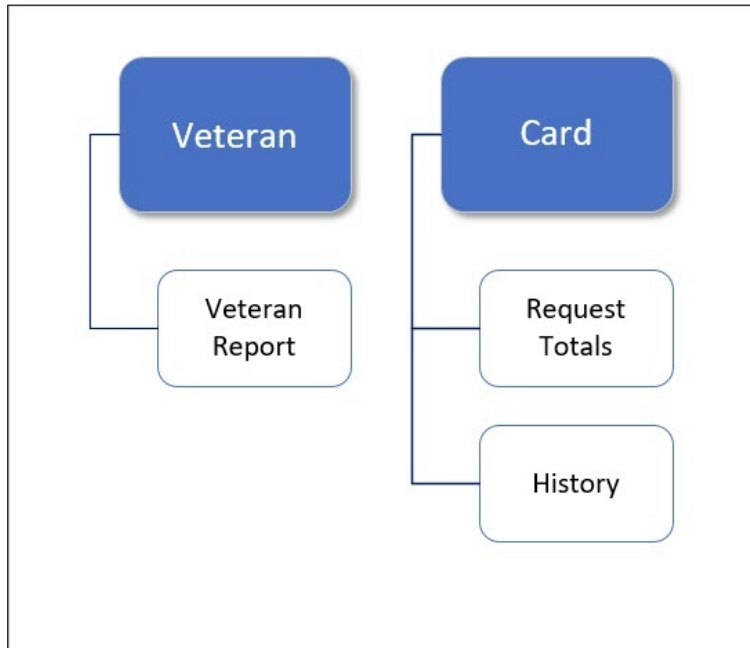
**Figure 10: Report Tabular Structure for the Associate**





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

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



### 3.1. Veteran Detail Report (Direct Search)

**Table 2: Veteran Report at a Glance**

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

The *Veteran Report* (a.k.a. *Direct Search* or *Veteran Detail Report*) is the first report query screen presented to the VHIC user when accessing the reporting section of VHIC. This report provides a comprehensive overview of all of the information the VHIC application has on a particular Veteran, including their photo.

**Figure 12: Veteran Report Query Fields**

Veteran Report

Search Criteria

Last Name

First Name

DOB

Last 4 of SSN

ICN

Member ID

Card ID

Person ID

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

**Figure 13: Veteran Report Search Results**

Veteran Health Identification Card (VHIC) [Skip to Content](#)

Home Card Request Reports Card Management Logged in as:

Veteran Report

| Name                            | Date of Birth | Date of Death | ICN                               | Member ID  | Service Connected | POW | PH | MH | Enrollment Status |
|---------------------------------|---------------|---------------|-----------------------------------|------------|-------------------|-----|----|----|-------------------|
| <a href="#">FOUR MVIPATIENT</a> | 8/22/1985     |               | <a href="#">1012991005V582194</a> | 2107346530 | N                 | U   | U  | N  | Y                 |

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

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

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

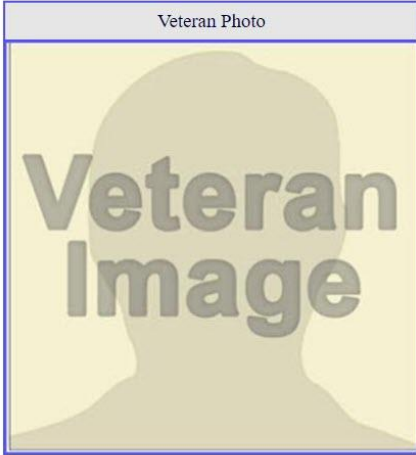
- Invalid ICN. ICN must be 17 characters
- Invalid ICN. ICN must not contain special characters
- Invalid ICN format. Please enter valid ICN format, 17 chars (10 digits + V + 6 digits)
- Veteran ID must be an integer value
- Card ID: Please enter a valid number between 0 and 2147483647

**Figure 14: Card ID Error Message**

The screenshot shows the 'Veteran Report' page in the VHIC system. At the top, there is a navigation bar with 'Home', 'Card Request', 'Reports', and 'Card Management'. Below this is a sub-navigation bar with 'Veteran', 'Card', 'Print Services', 'Auditing', and 'Self Service'. The main content area is titled 'Veteran Report' and contains a search criteria form. The form has the following fields: Last Name, First Name, DOB (with a calendar icon), Last 4 of SSN, ICN, Member ID, Card ID (containing 'dfgggg'), and Person ID. A red error message is displayed above the form: 'Card ID: Please enter a valid number between 0 and 2147483647.' A red arrow points to this error message. At the bottom right of the form, there are 'Clear' and 'Query' buttons.

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

**Figure 15: VHIC Veteran Detail Report**

| Veteran Detail Report   |                              |               |                      |                      |
|---|------------------------------|---------------|----------------------|----------------------|
| Veteran: <b>FOUR ONE MVIPATIENT III</b>   |                              |               | Person ID: 22993     |                      |
| Name  | Date of Birth                | Date of Death | ICN                  | Member ID            |
| FOUR ONE MVIPATIENT III   | 08/22/1985                   |               | 1012991005V582194    | 2107346530           |
| Service Connected   | Prisoner of War              | Purple Heart  | Medal of Honor       | Enrollment Status    |
| NO  | U: Unknown                   | U: Unknown    | NO                   | ELIGIBLE             |
| Card Number   | Card Status                  | MVI Status    | Print Release Status | Card Expiration Date |
| 12213   | Requested                    | Active        | Mailed               | 09/26/2028           |
| Enrollment Address  |                              |               |                      |                      |
| 123 SESAME STREET   |                              |               |                      |                      |
| FRONT ROYAL   |                              |               |                      |                      |
| VA  | 22630                        | USA           |                      |                      |
| Preferred Facility Code   | Preferred Facility Name      |               |                      |                      |
| 983   | CHYSHR                       |               |                      |                      |
| Preferred Facility Address  |                              |               |                      |                      |
| 2360 E PERSHING BLVD  |                              |               |                      |                      |
| CHEYENNE  |                              |               |                      |                      |
| WY  | 82001-5356                   |               |                      |                      |
| Person ID   | Plan ID                      |               |                      |                      |
| 22993   | 7346-243-588                 |               |                      |                      |
| Last Update   | Last Updated By              |               |                      |                      |
| 05/17/2021  | TEST_TEST_VAAUSIAM-VICTEST31 |               |                      |                      |
| Veteran Photo   |                              |               |                      |                      |
|  |                              |               |                      |                      |
| Card Request Count  |                              |               |                      |                      |
| Total   | Legacy                       | Mass Reissue  | User Requested       |                      |
| 2   | 0                            | 0             | 2                    |                      |
| Thursday 01 December 2022   |                              |               | Page 1 of 1          |                      |
| Veteran Detail Report   |                              |               |                      |                      |

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

**Figure 16: Veteran Detail Report with Preferred Name Listed.**

| Veteran Detail Report   |                 |               |                                  |                      |
|---|-----------------|---------------|----------------------------------|----------------------|
| Veteran: <a href="#">VGTESTONE THIR TESTTHIRTEEN (THIRTEEN)</a> |                 |               | Person ID: <a href="#">23239</a> |                      |
| Name  | Date of Birth   | Date of Death | ICN                              | Member ID            |
| <a href="#">VGTESTONE THIR TESTTHIRTEEN (THIRTEEN)</a>          | 08/08/1950      |               | 1012896256V941508                | 2107398875           |
| Service Connected   | Prisoner of War | Purple Heart  | Medal of Honor                   | Enrollment Status    |
| NO  | U: Unknown      | U: Unknown    | NO                               | ELIGIBLE             |
| Card Number   | Card Status     | MVI Status    | Print Release Status             | Card Expiration Date |
| <a href="#">13634</a>   | Requested       | Active        | Pending                          | 06/03/2032           |

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

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

| Veteran Detail Report   |                 |               |                                  |                      |
|---|-----------------|---------------|----------------------------------|----------------------|
| Veteran: <a href="#">VGTESTONE THIR TESTTHIRTEEN (THIRTEEN)</a> |                 |               | Person ID: <a href="#">23239</a> |                      |
| Name  | Date of Birth   | Date of Death | ICN                              | Member ID            |
| <a href="#">VGTESTONE THIR TESTTHIRTEEN (THIRTEEN)</a>          | 08/08/1950      |               | 1012896256V941508                | 2107398875           |
| Service Connected   | Prisoner of War | Purple Heart  | Medal of Honor                   | Enrollment Status    |
| NO  | U: Unknown      | U: Unknown    | NO                               | ELIGIBLE             |
| Card Number   | Card Status     | MVI Status    | Print Release Status             | Card Expiration Date |
| <a href="#">14875</a>   | Requested       | Active        | Pending                          | 05/16/2033           |

## 3.2. Card Request Totals Report

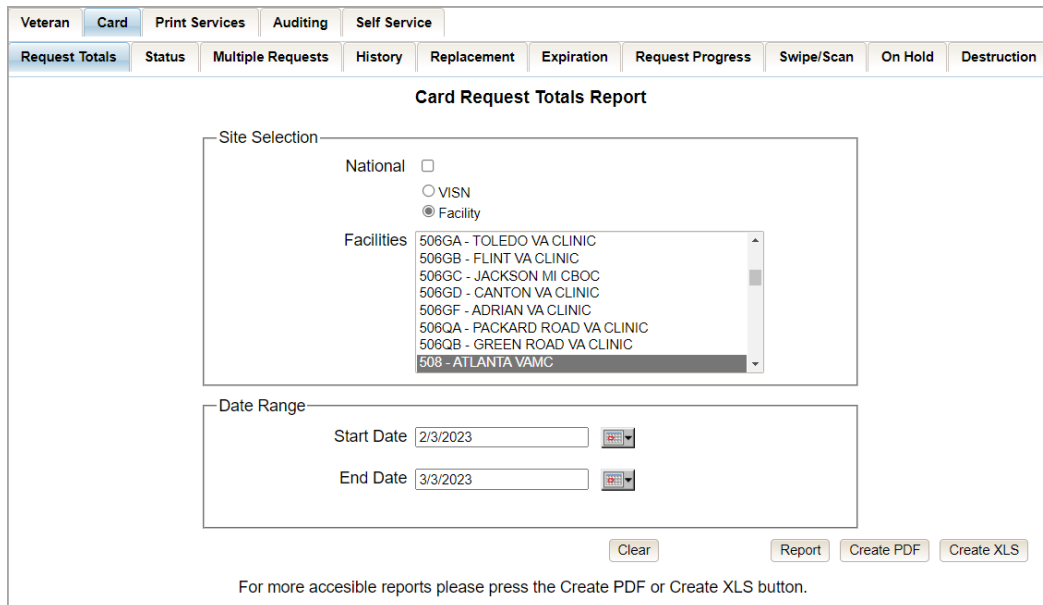
Table 3: Card Request Totals Report at a Glance

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

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

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

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



Veteran **Card** Print Services Auditing Self Service

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

- 508GA - TOLEDO VA CLINIC
- 508GB - FLINT VA CLINIC
- 508GC - JACKSON MI CBOC
- 508GD - CANTON VA CLINIC
- 508GF - ADRIAN VA CLINIC
- 508QA - PACKARD ROAD VA CLINIC
- 508QB - GREEN ROAD VA CLINIC
- 508 - ATLANTA VAMC

Date Range

Start Date

End Date

For more accessible reports please press the Create PDF or Create XLS button.

Figure 19: VHIC Card Request National Report

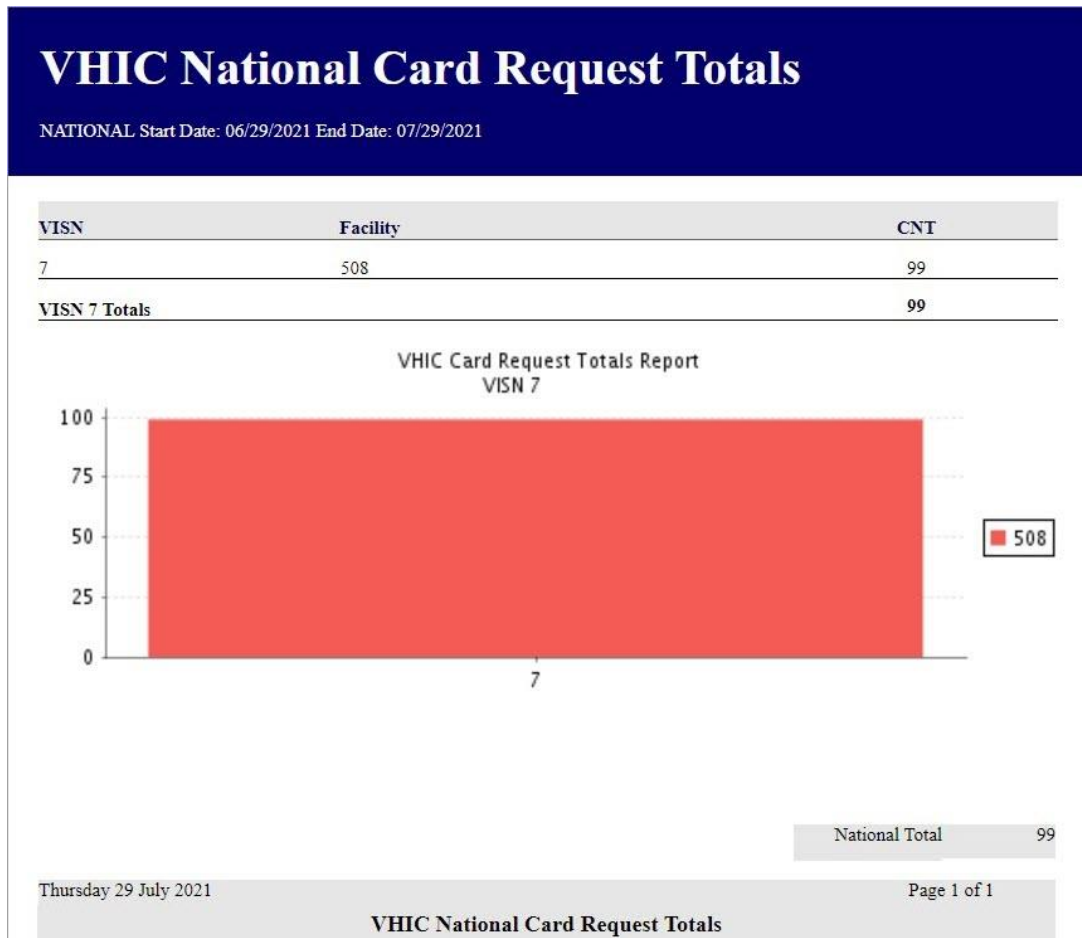


Figure 20: Card Request Total PDF Creation

Veteran Card Print Services Auditing Self Service

Request Totals Status Multiple Requests History Replacement Expiration Request Prog

Card Request Totals Report

Site Selection [See more](#)

Facility 508 - ATLANTA VAMC

Date Range

Start Date 2/2/2023

End Date 3/2/2023

\* 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 Create XLS

For more accesible reports please press the Create PDF or Create XLS button.

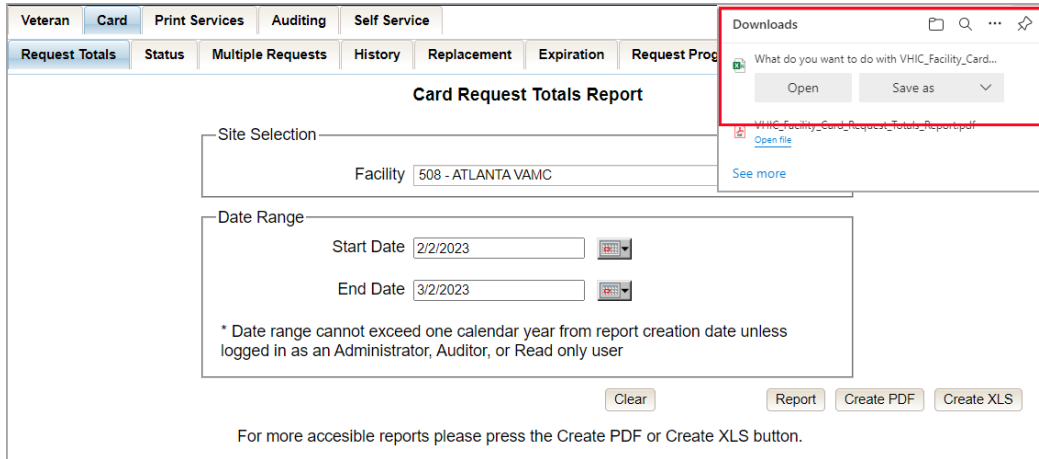
Downloads

What do you want to do with VHIC\_Facility\_Card...

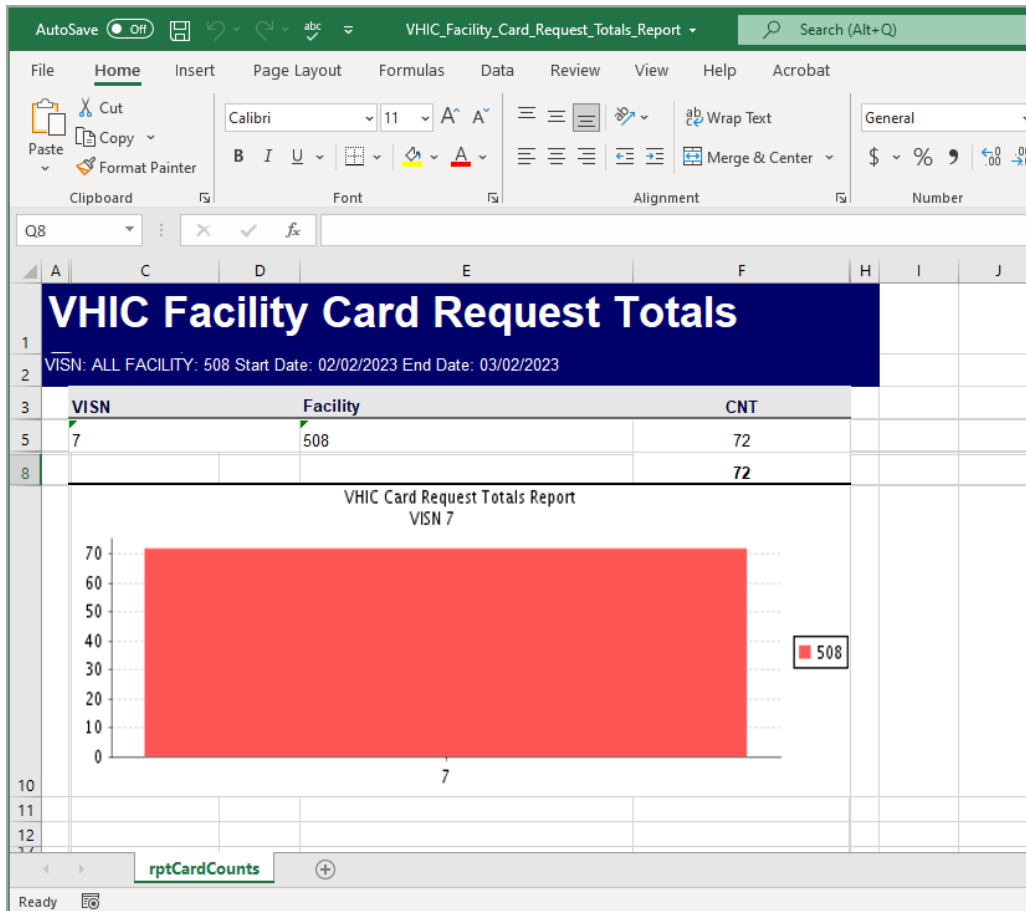
Open Save as

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

**Figure 21: VHIC Card Request Total Create XLS**



**Figure 22: VHIC Card Request Totals Spreadsheet**





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

**Figure 23: Card Request Totals Report by VISN**

**Card Request Totals Report**

Site Selection

National

VISN  ↖

Facility

Facilities

- 506GA - TOLEDO VA CLINIC
- 506GB - FLINT VA CLINIC
- 506GC - JACKSON MI CBOC
- 506GD - CANTON VA CLINIC
- 506GF - ADRIAN VA CLINIC
- 506QA - PACKARD ROAD VA CLINIC
- 506QB - GREEN ROAD VA CLINIC
- 508 - ATLANTA VAMC

Date Range

Start Date

End Date

Clear Report Create PDF Create XLS

For more accessible reports please press the Create PDF or Create XLS button.

**Figure 24: VHIC Card Request Totals report – VISN**



### 3.3. Card Status Report

Table 4: Card Status Report at a Glance

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

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

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

### 3.3.1. MPI (Master Person Index) Status Option

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

- Active\*
- Not Correlated
- Rejected
- Unlinked

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

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

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

The screenshot displays the 'Card Status Report' interface. At the top, there are navigation tabs: Veteran, Card, Print Services, Auditing, and Self Service. Below these are sub-tabs: Request Totals, Status, Multiple Requests, History, Replacement, Expiration, Request Progress, Swipe/Scan, On Hold, and Destruction. The main content area is titled 'Card Status Report' and contains three sections: 'Status Selection', 'Site Selection', and 'Date Range'. In the 'Status Selection' section, three radio buttons are present: 'MPI Status' (selected), 'Card Status', and 'Print Release Status'. A red arrow points to the 'MPI Status' radio button. Below the radio buttons is a dropdown menu labeled 'MPI Status' with the following options: 'Active', 'Not Correlated', 'Rejected', and 'Unlinked'. The 'Active' option is currently selected. In the 'Site Selection' section, there are radio buttons for 'National' (unchecked), 'VISN' (unchecked), and 'Facility' (checked). Below these is a list of facilities: 506GA - TOLEDO VA CLINIC, 506GB - FLINT VA CLINIC, 506GC - JACKSON MI CBOC, 506GD - CANTON VA CLINIC, 506GF - ADRIAN VA CLINIC, 506QA - PACKARD ROAD VA CLINIC, 506QB - GREEN ROAD VA CLINIC, and 508 - ATLANTA VAMC. The 'Date Range' section has two date input fields: 'Start Date' (4/16/2023) and 'End Date' (5/16/2023). At the bottom of the form are four buttons: 'Clear', 'Report', 'Create PDF', and 'Create XLS'.

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

**Figure 27: MPI Status Report PDF Generated**

The screenshot shows the 'Card Status Report' interface. Under 'Status Selection', 'MVI Status' is selected. Under 'Site Selection', the facility is '508 - ATLANTA VAMC'. Under 'Date Range', the start date is '2/3/2023' and the end date is '3/3/2023'. A 'Downloads' window is open over the 'Create PDF' button, with options to 'Open' or 'Save as'. A red box highlights the 'Downloads' window.

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

**Figure 28: VHIC MPI Status National Summary Report – Active**

| <b>VHIC MVI Status National Summary Report</b>       |        |                   |                  |
|--|--------|-------------------|------------------|
| NATIONAL Start Date: 04/16/2023 End Date: 05/16/2023 |        |                   |                  |
| VISN   | VISN # | # of Cards Active | # of Cards Total |
| VA Desert Pacific Healthcare Network                 | 22     | 2                 | 3                |
| VA Southeast Network                                 | 7      | 25                | 4821             |
| <b>National Totals:</b>                              |        | 27                | 4824             |

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**VHIC MVI Status National Summary Report**

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

**Figure 29: VHIC MPI Status VISN Summary Report – Active**

| VHIC MVI Status VISN Summary Report                  |        |              |            |                   |                  |
|--|--------|--------------|------------|-------------------|------------------|
| VISN: 22 Start Date: 04/16/2023 End Date: 05/16/2023 |        |              |            |                   |                  |
| VISN   | VISN # | Facility     | Facility # | # of Cards Active | # of Cards Total |
| VA Desert Pacific Healthcare Network                 | 22     | PHOENIX VAMC | 644        | 2                 | 3                |
| VISN 22 Totals:                                      |        |              |            | 2                 | 3                |
| Tuesday 16 May 2023                                  |        |              |            |                   |                  |
| VHIC MVI Status VISN Summary Report                  |        |              |            |                   |                  |
| Page 1 of 1  |        |              |            |                   |                  |

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

**Figure 30: VHIC MPI Status Facility Summary Report – Active**

| VHIC MVI Status Facility Summary Report                   |        |              |            |                   |                  |
|---|--------|--------------|------------|-------------------|------------------|
| Facility: 644 Start Date: 04/16/2023 End Date: 05/16/2023 |        |              |            |                   |                  |
| VISN  | VISN # | Facility     | Facility # | # of Cards Active | # of Cards Total |
| VA Desert Pacific Healthcare Network                      | 22     | PHOENIX VAMC | 644        | 2                 | 3                |
| VISN 22 Totals:   |        |              |            | 2                 | 3                |
| Tuesday 16 May 2023                                       |        |              |            |                   |                  |
| VHIC MVI Status Facility Summary Report                   |        |              |            |                   |                  |
| Page 1 of 1   |        |              |            |                   |                  |

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

**Figure 31: VHIC MPI Status Facility Detail Report – Active**

| VHIC MVI Status Facility Detail Report                    |            |        |             |            |           |                   |                |            |          |  |
|---|------------|--------|-------------|------------|-----------|-------------------|----------------|------------|----------|--|
| Facility: 644 Start Date: 04/16/2023 End Date: 05/16/2023 |            |        |             |            |           |                   |                |            |          |  |
| Facility  | Facility # | VISN # | Status Date | MVI Status | Last Name | First Name        | Preferred Name | Member ID  | Card Cnt |  |
| PHOENIX VAMC  | 644        | 22     | 05/02/2023  | Active     | TESTEIGHT | VGTESTNINETYSEVEN |                | 2114518711 | 1        |  |
| PHOENIX VAMC  | 644        | 22     | 05/02/2023  | Active     | TESTONE   | VGTESTNINETY      |                | 2114394257 | 1        |  |

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VHIC MVI Status Facility Detail Report

**Figure 32: Veteran Detail Report from Link**

| Veteran Detail Report                |                 |               |                      |                      |
|--------------------------------------|-----------------|---------------|----------------------|----------------------|
| Veteran: VGTESTNINETYSEVEN TESTEIGHT |                 |               |                      | Person ID: 24273     |
| Name                                 | Date of Birth   | Date of Death | ICN                  | Member ID            |
| VGTESTNINETYSEVEN TESTEIGHT          | 05/10/1955      |               | 1013804180V020332    | 2114518711           |
| Service Connected                    | Prisoner of War | Purple Heart  | Medal of Honor       | Enrollment Status    |
| YES                                  | U: Unknown      | U: Unknown    | NO                   | ELIGIBLE             |
| Card Number                          | Card Status     | MVI Status    | Print Release Status | Card Expiration Date |
| 14811                                | Requested       | Active        | Mailed               |                      |

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

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

What do you want to do with VHIC\_MVI\_Status\_...  
 Open Save as

What do you want to do with VHIC\_MVI\_Status\_...  
 Open Save as

See more

**Card Status Report**

Status Selection

MVI Status  
 Card Status  
 Print Release Status

MVI Status: Active

Site Selection

Facility: 508 - ATLANTA VAMC

Date Range

Start Date: 2/3/2023  
 End Date: 3/3/2023

\* 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 Create XLS

For more accesible reports please press the Create PDF or Create XLS button.

**Figure 34: VHIC MPI Status Facility Detail Report Spreadsheet**

| Facility     | Facility # | VISN # | Status Date | MVI Status | Last Name       | First Name        | Preferred Name | Member ID  | Card Cnt |
|--------------|------------|--------|-------------|------------|-----------------|-------------------|----------------|------------|----------|
| ATLANTA VAMC | 508        | 7      | 02/03/2023  | Active     | TESTNINETYTHREE | VGTESTEIGHTYONE   |                | 2114359626 | 1        |
| ATLANTA VAMC | 508        | 7      | 02/03/2023  | Active     | TESTNINETYTWO   | VGTESTEIGHTY      |                | 2114328840 | 1        |
| ATLANTA VAMC | 508        | 7      | 02/06/2023  | Active     | TESTNINETYEIGHT | VGTESTEIGHTYSEVEN |                | 2114363041 | 1        |
| ATLANTA VAMC | 508        | 7      | 02/06/2023  | Active     | TESTNINETYFIVE  | VGTESTEIGHTYFOUR  |                | 2114359996 | 1        |
| ATLANTA VAMC | 508        | 7      | 02/06/2023  | Active     | TESTNINETYFOUR  | VGTESTEIGHTYTHREE |                | 2114359907 | 1        |
| ATLANTA VAMC | 508        | 7      | 02/06/2023  | Active     | TESTNINETYSEVEN | VGTESTEIGHTYSIX   |                | 2114362959 | 1        |
| ATLANTA VAMC | 508        | 7      | 02/06/2023  | Active     | TESTNINETYSIX   | VGTESTEIGHTYFIVE  |                | 2114362940 | 1        |

### 3.3.2. Card Status Option

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

- Replaced
- Deactivated
- Expired



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

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

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

**Figure 35: Card Status Report query screen with Card Status drop-down menu options displayed**

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



**Figure 36: VHIC Card Status National Summary Report – Requested**

| <b>VHIC Card Status National Summary Report</b>      |        |                      |                  |
|--|--------|----------------------|------------------|
| NATIONAL Start Date: 04/16/2023 End Date: 05/16/2023 |        |                      |                  |
| VISN   | VISN # | # of Cards Requested | # of Cards Total |
| VA Desert Pacific Healthcare Network                 | 22     | 2                    | 3                |
| VA Southeast Network                                 | 7      | 16                   | 4821             |
| VA Sunshine Healthcare Network                       | 8      | 0                    | 32               |
| VA MidSouth Healthcare Network                       | 9      | 0                    | 3                |
| <b>National Totals:</b>                              |        | <b>18</b>            | <b>4859</b>      |

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**VHIC Card Status National Summary Report**

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

**Figure 37: VHIC Card Status VISN Summary Report – Requested**

| <b>VHIC Card Status VISN Summary Report</b>          |        |              |            |                      |                  |
|--|--------|--------------|------------|----------------------|------------------|
| VISN: 22 Start Date: 04/16/2023 End Date: 05/16/2023 |        |              |            |                      |                  |
| VISN   | VISN # | Facility     | Facility # | # of Cards Requested | # of Cards Total |
| VA Desert Pacific Healthcare Network                 | 22     | PHOENIX VAMC | 644        | 2                    | 2                |
| <b>VISN 22 Totals:</b>                               |        |              |            | <b>2</b>             | <b>2</b>         |

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**VHIC Card Status VISN Summary Report**

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

**Figure 38: VHIC Card Status Facility Summary Report – Requested**

| VHIC Card Status Facility Summary Report                  |        |              |            |                      |                  |  |
|---|--------|--------------|------------|----------------------|------------------|--|
| Facility: 644 Start Date: 04/16/2023 End Date: 05/16/2023 |        |              |            |                      |                  |  |
| VISN  | VISN # | Facility     | Facility # | # of Cards Requested | # of Cards Total |  |
| VA Desert Pacific Healthcare Network                      | 22     | PHOENIX VAMC | 644        | 2                    | 2                |  |
| VISN 22 Totals:   |        |              |            | 2                    | 2                |  |
| Tuesday 16 May 2023                                       |        |              |            | Page 1 of 1          |                  |  |
| VHIC Card Status Facility Summary Report                  |        |              |            |                      |                  |  |

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

**Figure 39: VHIC Card Status Facility Detail Report – Requested**

| VHIC Card Status Facility Detail Report                   |            |        |             |             |           |                    |                |             |            |  |
|---|------------|--------|-------------|-------------|-----------|--------------------|----------------|-------------|------------|--|
| Facility: 644 Start Date: 04/16/2023 End Date: 05/16/2023 |            |        |             |             |           |                    |                |             |            |  |
| Facility  | Facility # | VISN # | Status Date | Card Status | Last Name | First Name         | Preferred Name | Card Number | Member ID  |  |
| PHOENIX VAMC  | 644        | 22     | 05/02/2023  | Requested   | TESTONE   | VGTESTNNINETY      |                | 14812       | 2114394257 |  |
| PHOENIX VAMC  | 644        | 22     | 05/02/2023  | Requested   | TESTEIGHT | VGTESTNNINETYSEVEN |                | 14811       | 2114518711 |  |
| Tuesday 16 May 2023                                       |            |        |             |             |           |                    |                | Page 1 of 1 |            |  |
| VHIC Card Status Facility Detail Report                   |            |        |             |             |           |                    |                |             |            |  |

### 3.3.3. Print Release Status Option

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

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

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

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

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

The screenshot shows the 'Card Status Report' interface. At the top, there are tabs for 'Veteran', 'Card', 'Print Services', 'Auditing', and 'Self Service'. Below these are sub-tabs for 'Request Totals', 'Status', 'Multiple Requests', 'History', 'Replacement', 'Expiration', 'Request Progress', 'Swipe/Scan', 'On Hold', and 'Destruction'. The main content area is titled 'Card Status Report' and contains three sections: 'Status Selection', 'Site Selection', and 'Date Range'. In the 'Status Selection' section, there are three radio buttons: 'MVI Status', 'Card Status', and 'Print Release Status' (which is selected). A red arrow points to the 'Print Release Status' radio button. Below the radio buttons is a 'Print Release Status' dropdown menu with the following options: 'Mailed', 'Cancelled', 'Error', 'Mailed', 'Not Started', 'Pending', 'Received', 'Rejected', and 'Sent'. The 'Mailed' option is currently selected. In the 'Site Selection' section, there are radio buttons for 'National', 'VISN', and 'Facility' (which is selected). Below these are several facility names in a list: '506GA - TOLEDO V', '506GB - FLINT VA CLINIC', '506GC - JACKSON MI CBOC', '506GD - CANTON VA CLINIC', '506GF - ADRIAN VA CLINIC', '506QA - PACKARD ROAD VA CLINIC', '506QB - GREEN ROAD VA CLINIC', and '508 - ATLANTA VAMC'. The 'Date Range' section has two date input fields: 'Start Date' (4/16/2023) and 'End Date' (5/16/2023). At the bottom of the form are four buttons: 'Clear', 'Report', 'Create PDF', and 'Create XLS'.

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

**Figure 41: Print Release Status Report PDF Generated**

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

**Figure 42: VHIC Print Status National Summary Report – Mailed**

| <h2 style="margin: 0;">VHIC Print Status National Summary Report</h2> <p style="margin: 0; font-size: small;">Start Date: 04/16/2023 End Date: 05/16/2023</p> |        |                   |                  |
|---|--------|-------------------|------------------|
| VISN  | VISN # | # of Cards Mailed | # of Cards Total |
| VA MidSouth Healthcare Network  | 9      | 0                 | 1                |
| VA Southeast Network  | 7      | 24                | 116              |
| VA Desert Pacific Healthcare Network  | 22     | 2                 | 3                |
| <b>National Totals:</b>   |        | <b>26</b>         | <b>120</b>       |

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VHIC Print Status National Summary Report

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

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

| VHIC Print Status VISN Summary Report                             |        |                      |            |                   |                  |
|---|--------|----------------------|------------|-------------------|------------------|
| VISN: 9 Facility: ALL Start Date: 04/16/2023 End Date: 05/16/2023 |        |                      |            |                   |                  |
| VISN  | VISN # | Facility             | Facility # | # of Cards Mailed | # of Cards Total |
| VA MidSouth Healthcare Network                                    | 9      | TENNESSEE VALLEY HCS | 626        | 0                 | 1                |
| VISN 9 Totals:  |        |                      |            | 0                 | 1                |

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VHIC Print Status VISN Summary Report

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

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

| VHIC Print Status Facility Detail Report                  |            |        |             |                   |        |           |            |                |           |
|---|------------|--------|-------------|-------------------|--------|-----------|------------|----------------|-----------|
| Facility: 626 Start Date: 04/16/2023 End Date: 05/16/2023 |            |        |             |                   |        |           |            |                |           |
| Facility  | Facility # | VISN # | Date Mailed | # of Cards Mailed | Reason | Last Name | First Name | Preferred Name | Member ID |
| No Matching Data  |            |        |             |                   |        |           |            |                |           |

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VHIC Print Status Facility Detail Report

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

**Figure 45: Print Release Status Report XLS Generated**

**Figure 46: Print Release Status Report Spreadsheet**

| Facility     | Facility # | VISN # | Date Mailed | # of Cards Mailed | Reason | Last Name       | First Name         | Preferred Name | Member ID  |
|--------------|------------|--------|-------------|-------------------|--------|-----------------|--------------------|----------------|------------|
| ATLANTA VAMC | 508        | 7      | 02/28/2023  | 1                 |        | TESTFFTEEN      | VGTESTFOUR         |                | 2110086850 |
| ATLANTA VAMC | 508        | 7      | 02/28/2023  | 1                 |        | TESTEIGHTYTWO   | VGTESTSEVENTY      | SEVENTY        | 2114332405 |
| ATLANTA VAMC | 508        | 7      | 02/28/2023  | 1                 |        | TESTEIGHTYTHREE | VGTESTSEVENTYONE   |                | 2114324089 |
| ATLANTA VAMC | 508        | 7      | 02/28/2023  | 1                 |        | TESTEIGHTYFOUR  | VGTESTSEVENTYTWO   |                | 2114323996 |
| ATLANTA VAMC | 508        | 7      | 02/28/2023  | 1                 |        | TESTEIGHTYEIGHT | VGTESTSEVENTYSIX   |                | 2114324585 |
| ATLANTA VAMC | 508        | 7      | 02/28/2023  | 1                 |        | TESTNINETY      | VGTESTSEVENTYEIGHT |                | 2114324607 |

### 3.4. Multiple Card Requests Report

**Table 5: Multiple Request Report at a Glance**

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

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

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

**Figure 47: Multiple Card Requests Report query screen – Administrator**

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

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

| <b>VHIC National Summary Report for Number of Cards Requested</b><br>NATIONAL Start Date: 04/16/2023 End Date: 05/16/2023 |                   |            |                   |
|---|-------------------|------------|-------------------|
| VISN  | VISN #            | # Veterans | # Cards Requested |
| VA Southeast Network  | <a href="#">7</a> | 1          | 2                 |
| VA Southeast Network  | 7                 | 1          | 14                |
| VA Southeast Network  | 7                 | 1          | 60                |
| <b>NATIONAL Totals:</b>   |                   | <b>3</b>   | <b>76</b>         |

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**VHIC National Summary Report for Number of Cards Requested**



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

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

| <b>VHIC VISN Summary Report for Number of Cards Requested</b><br><small>VISN: 7 Start Date: 04/16/2023 End Date: 05/16/2023</small> |        |            |                   |
|---|--------|------------|-------------------|
| VISN  | VISN # | # Veterans | # Cards Requested |
| VA Southeast Network  | 7      | 1          | 2                 |
| VA Southeast Network  | 7      | 1          | 14                |
| VA Southeast Network  | 7      | 1          | 60                |
| <b>VISN Totals:</b>   |        | <b>3</b>   | <b>76</b>         |

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**VHIC VISN Summary Report for Number of Cards Requested**

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

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

| <b>VHIC Facility Summary Report for Number of Cards Requested</b><br><small>VISN: 7 Start Date: 04/16/2023 End Date: 05/16/2023</small> |            |            |                   |
|---|------------|------------|-------------------|
| Facility  | Facility # | # Veterans | # Cards Requested |
| <b>VA Southeast Network 7</b>   |            |            |                   |
| ATLANTA VAMC  | 508        | 1          | 2                 |
| ATLANTA VAMC  | 508        | 1          | 14                |
| ATLANTA VAMC  | 508        | 1          | 60                |

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**VHIC Facility Summary Report for Number of Cards Requested**

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

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

| VHIC Facility Detail Report for Number of Cards Requested |                  |                |            |                   |
|---|------------------|----------------|------------|-------------------|
| Site: 508 Start Date: 04/16/2023 End Date: 05/16/2023     |                  |                |            |                   |
| Last Name   | First Name       | Preferred Name | Member ID  | # Cards Requested |
| <b>ATLANTA VAMC 508</b>                                   |                  |                |            |                   |
| TESTTHIRTEEN  | VGTESTONE        | THIRTEEN       | 2107398875 | 60                |
| TESTSEVENTY   | VGTESTFIFTYEIGHT | FIFTYEIGHT     | 2113741280 | 14                |
| TESTSIXTYTHREE  | VGTESTFIFTYONE   |                | 2110317517 | 2                 |

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**VHIC Facility Detail Report for Number of Cards Requested**

### 3.5. Card History Report

**Table 6: Card History Report at a Glance**

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

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

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

Veteran **Card** Print Services Auditing Self Service

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

**Card History Report**

Search Criteria

Card ID

Person ID

For more accesible reports please press the Create PDF or Create XLS button.

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

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


**Figure 53: VHIC Card History by Card ID Report**

## VHIC Card History by Card ID Report

Veteran ID: ANY Card ID: 14849

|                                  |                |                   |                 |
|----------------------------------|----------------|-------------------|-----------------|
| Veteran: VGTSTNINETYFIVE TESTSIX |                | Person ID: 24296  |                 |
| Gender                           | Date of Birth  | Service           | Card Count      |
| MALE                             | 07/10/1950     | YES               | 1               |
| Purple Heart                     | Medal of Honor | Enrollment Status | Prisoner of War |
| UNKNOWN                          | NO             | ELIGIBLE          | UNKNOWN         |

|   |                     |   |                      |           |
|---|---------------------|---|----------------------|-----------|
| Card ID: 14849  |                     |   |                      |           |
|  | Card Issuer         | Last Changed Date                             | Last Changed By      | Card Type |
|   | VIC                 | 05/10/2023                                    | VIC                  | VHIC      |
|   | Date Card Requested | Date of Mailing                               | Expiration Date      |           |
| 05/10/2023  | 05/10/2023          | 05/10/2033                                    |                      |           |
| Picture Comment   | Current Card Status | Current MVI Status                            | Current Print Status |           |
|   | Requested           | Active  | Mailed               |           |
| Picture Effective Date  | Branch of Service   | VISN  | Facility             |           |
| 05/10/2023  | NAVY                | 7   | ATLANTA VAMC - 508   |           |
| Mailed to Address   |                     | Address Selected By Veteran                   |                      |           |
| 2-19-23 AOBADAI<br>MEGURO TOKYO, 153-0042 JPN (F)                                 |                     | 2-19-23 AOBADAI<br>MEGURO TOKYO, 153-0042 JPN |                      |           |

| Status             | MVI            | Print          | Message                     | Status Change       | Changed By |
|--------------------|----------------|----------------|-----------------------------|---------------------|------------|
| Pending            | Not Correlated | Not Started    | REQUEST PENDING.            | 05/10/2023 16:26:21 | VIC        |
| Replacement Reason |                | Hold Reason(s) | Print Error Reason          | Deactivation Reason |            |
|                    |                |                |                             |                     |            |
| Status             | MVI            | Print          | Message                     | Status Change       | Changed By |
| Pending            | Active         | Not Started    | PENDING REQUEST CORRELATED. | 05/10/2023 16:26:22 | VIC        |
| Replacement Reason |                | Hold Reason(s) | Print Error Reason          | Deactivation Reason |            |
|                    |                |                |                             |                     |            |
| Status             | MVI            | Print          | Message                     | Status Change       | Changed By |
| Requested          | Active         | Pending        | REQUEST SUBMITTED.          | 05/10/2023 16:26:22 | VIC        |
| Replacement Reason |                | Hold Reason(s) | Print Error Reason          | Deactivation Reason |            |
|                    |                |                |                             |                     |            |

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**VHIC Card History by Card ID Report**

| Status                 | MVI    | Print          | Message            | Status Change       | Changed By |
|------------------------|--------|----------------|--------------------|---------------------|------------|
| Requested              | Active | Sent           | SENT TO PRINTER.   | 05/10/2023 22:15:32 | VIC        |
| Replacement Reason     |        | Hold Reason(s) | Print Error Reason | Deactivation Reason |            |
|                        |        |                |                    |                     |            |
| Status                 | MVI    | Print          | Message            | Status Change       | Changed By |
| Requested              | Active | Received       | PRINTING ACCEPTED. | 05/10/2023 22:17:11 | VIC        |
| Replacement Reason     |        | Hold Reason(s) | Print Error Reason | Deactivation Reason |            |
| Successfully Accepted. |        |                |                    |                     |            |
|                        |        |                |                    |                     |            |
| Status                 | MVI    | Print          | Message            | Status Change       | Changed By |
| Requested              | Active | Mailed         | MAILED.            | 05/10/2023 22:17:11 | VIC        |
| Replacement Reason     |        | Hold Reason(s) | Print Error Reason | Deactivation Reason |            |
|                        |        |                |                    |                     |            |

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**VHIC Card History by Card ID Report**

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

**Figure 54: Card History by Person ID Report**

## VHIC Card History by Person ID Report

Veteran ID: 22993 Card ID: ANY

|                                     |                |                         |                 |
|-------------------------------------|----------------|-------------------------|-----------------|
| Veteran: <b>FOUR ONE MVIPATIENT</b> |                | Person ID: <b>22993</b> |                 |
| Gender                              | Date of Birth  | Service                 | Card Count      |
| MALE                                | 08/22/1985     | NO                      | 2               |
| Purple Heart                        | Medal of Honor | Enrollment Status       | Prisoner of War |
| UNKNOWN                             | NO             | ELIGIBLE                | UNKNOWN         |

|  |                     |  |                      |                     |                              |
|--|---------------------|--|----------------------|---------------------|------------------------------|
| Card ID: <b>12213</b>                  |                     |  |                      |                     |                              |
|  | Card Issuer         | Last Changed Date                          | Last Changed By      | Card Type           |                              |
|  | TEST_TEST_VAAUSIAM- | 05/17/2021                                 | TEST_TEST_VAAUSIAM-  | VHIC                |                              |
|  | Date Card Requested | Date of Mailing                            | Expiration Date      |                     |                              |
| 05/17/2021                             |                     | 09/26/2028                                 |                      |                     |                              |
| Picture Comment                        | Current Card Status | Current MVI Status                         | Current Print Status |                     |                              |
|  | Requested           | Active                                     | Pending              |                     |                              |
| Picture Effective Date                 | Branch of Service   | VISN                                       | Facility             |                     |                              |
| 05/17/2021                             | UNAVAILABLE         | 7  | ATLANTA VAMC - 508   |                     |                              |
| Mailed to Address                      |                     | Address Selected By Veteran                |                      |                     |                              |
|  |                     | 123 SESAME STREET<br>FRONT ROYAL VA, 22630 |                      |                     |                              |
| Status                                 | MVI                 | Print                                      | Message              | Status Change       | Changed By                   |
| Pending                                | Not Correlated      | Not Started                                | REQUEST PENDING.     | 05/17/2021 16:22:37 | TEST_TEST_VAAUSIAM-VICTEST31 |
| Replacement Reason                     | Hold Reason(s)      | Print Error Reason                         |                      | Deactivation Reason |                              |
| Damaged<br>Magnetic stripe not working |                     |  |                      |                     |                              |

|  |             |
|--|-------------|
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| <b>VHIC Card History by Person ID Report</b> |             |

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|  |             |
|--|-------------|
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| <b>VHIC Card History by Person ID Report</b> |             |

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

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

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

**Figure 55: Card History Report Status History**

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

### 3.6. Card Replacement Report

**Table 7: Card Replacement Report at a Glance**

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

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

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

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

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

**Figure 57: Card Replacement Report PDF Generated**

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

**Figure 58: VHIC Card Replacement Summary Report – National**

| <b>VHIC Card Replacement National Summary Report</b><br>Number of Cards Replaced Between 04/16/2023 and 05/16/2023<br>National Report |        |                     |
|---|--------|---------------------|
| VISN Name   | VISN # | # of Cards Replaced |
| VA Southeast Network  | 7      | 84                  |
| VA Southeast Network  | 7      | 2                   |
| <b>NATIONAL Totals:</b>   |        | <b>86</b>           |
| Tuesday 16 May 2023 <span style="float: right;">Page 1 of 1</span><br><b>VHIC Card Replacement National Summary Report</b>            |        |                     |

The *VHIC Card Replacement VISN Summary Report* lists all the Facilities for the selected VISN and contains a hyperlink in the Facility # column. Clicking the hyperlink takes the user to the *VHIC Card Replacement Facility Summary* report.

**Figure 59: VHIC Card Replacement VISN Summary Report**

| <b>VHIC Card Replacement VISN Summary Report</b><br>Number of Cards Replaced Between 04/16/2023 and 05/16/2023<br>VISN: 7 |            |                     |
|---|------------|---------------------|
| Facility  | Facility # | # of Cards Replaced |
| ATLANTA VAMC  | 508        | 84                  |
| CHEY6   | 987        | 2                   |
| <b>VISN 7 Totals:</b>   |            | <b>86</b>           |
| Tuesday 16 May 2023 <span style="float: right;">Page 1 of 1</span><br><b>VHIC Card Replacement VISN Summary Report</b>    |            |                     |



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

**Figure 60: VHIC Card Replacement Facility Report – Summary**

| VHIC Card Replacement Facility Summary Report                               |                     |
|---|---------------------|
| Number of Cards Replaced Between 04/16/2023 and 05/16/2023<br>Facility: 508 |                     |
| Replacement Reason  | # of Cards Replaced |
| Damaged   | 1                   |
| Lost  | 46                  |
| Poor Quality  | 1                   |
| Stolen  | 36                  |
| Facility 508 Totals:  | 84                  |

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VHIC Card Replacement Facility Summary Report

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

**Figure 61: No Matching Data Message**

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

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VHIC Card Replacement Facility Summary Report

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

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

| VHIC Card Replacement Facility Subreason Summary Report                                  |                        |                     |
|--|------------------------|---------------------|
| Number of Cards Replaced By Subreason Between 04/16/2023 and 05/16/2023<br>Facility: 508 |                        |                     |
| Replacement Reason   | Replacement Sub Reason | # of Cards Replaced |
| Damaged  | Barcode not working    | 1                   |
| Facility 508 Totals:   |                        | 1                   |
| Tuesday 16 May 2023  |                        | Page 1 of 1         |
| VHIC Card Replacement Facility Subreason Summary Report                                  |                        |                     |

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

**Figure 63: VHIC Card Replacement Facility Sub Reason Detail report**

| VHIC Card Replacement Facility Subreason Detail Report  |                 |                |             |               |             |
|---|-----------------|----------------|-------------|---------------|-------------|
| Number of Cards Replaced VISN: 7 VA Southeast Network Facility: 508 ATLANTA VAMC<br>Reason: Damaged - Barcode not working |                 |                |             |               |             |
| Last Name   | First Name      | Preferred Name | Card Number | Date of Birth | Last 4 SSN  |
| TESTFIFTYTWO  | VGTESTFOURTYONE |                | 14816       | 12/12/1959    | 0134        |
| Facility 508 Totals:  |                 |                |             |               | 1           |
| Tuesday 16 May 2023   |                 |                |             |               | Page 1 of 1 |
| VHIC Card Replacement Facility Subreason Detail Report  |                 |                |             |               |             |

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

**Figure 64: VHIC Card Replacement XLS Generated**

**Card Replacement Report**

Site Selection  
 Facility: 508 - ATLANTA VAMC

Date Range  
 Start Date: 2/3/2023  
 End Date: 3/3/2023

\* 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 Create XLS

For more accessible reports please press the Create PDF or Create XLS button.

**Figure 65: VHIC Card Replacement Details Spreadsheet**

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

### 3.7. Card Expiration Report

Table 8: Card Expiration Report at a Glance

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

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

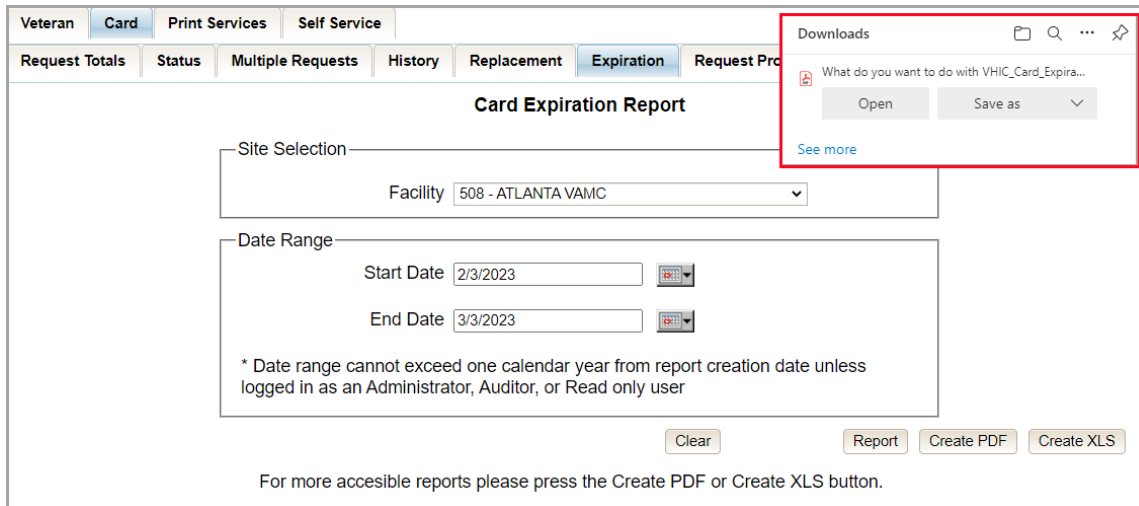


**NOTE:** The user can also find VHICs set to expire by selecting future start and end dates.

Figure 66: Card Expiration Report query screen Administrator View

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

**Figure 67: VHIC Card Expiration Report PDF Generated**



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

**Figure 68: VHIC Card Expiration National Summary Report**

| VHIC Card Expiration National Summary Report                                  |                   |                     |
|---|-------------------|---------------------|
| Number of Cards Expiring Between 04/16/2023 and 05/16/2023<br>National Report |                   |                     |
| VISN Name   | VISN Number       | # of Cards Expiring |
| VA Southeast Network  | <a href="#">7</a> | 1                   |
| <b>Totals:</b>  |                   | <b>1</b>            |
| Tuesday 16 May 2023   |                   | Page 1 of 1         |
| <b>VHIC Card Expiration National Summary Report</b>                           |                   |                     |

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

**Figure 69: VHIC Card Expiration VISN Summary Report**

| VHIC Card Expiration VISN Summary Report                              |                     |                     |
|---|---------------------|---------------------|
| Number of Cards Expiring Between 04/16/2023 and 05/16/2023<br>VISN: 7 |                     |                     |
| Facility Name   | Facility Number     | # of Cards Expiring |
| ATLANTA VAMC  | <a href="#">508</a> | 1                   |

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**VHIC Card Expiration VISN Summary Report**

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

**Figure 70: VHIC Card Expiration Facility Summary Report**

| VHIC Card Expiration Facility Summary Report                            |                     |                     |
|---|---------------------|---------------------|
| Number of Cards Expiring Between 04/16/2023 and 05/16/2023<br>Site: 508 |                     |                     |
| Facility Name   | Facility Number     | # of Cards Expiring |
| ATLANTA VAMC  | <a href="#">508</a> | 1                   |
| Site 508 Totals:  |                     | 1                   |

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**VHIC Card Expiration Facility Summary Report**

The *VHIC Card Expiration Detail Report* contains hyperlinks in both the Card Number column and the Last 4 SSN column. Clicking the hyperlink under Card Number will take the user to the

Card History Report for that Card ID and clicking on the hyperlink under the Last 4 SSN takes the user to the *Veteran Detail Report* for the Veteran selected.

**Figure 71: VHIC Card Expiration Facility Detail Report**

| VHIC Card Expiration Facility Summary Report                            |                 |                     |
|---|-----------------|---------------------|
| Number of Cards Expiring Between 04/16/2023 and 05/16/2023<br>Site: 508 |                 |                     |
| Facility Name   | Facility Number | # of Cards Expiring |
| ATLANTA VAMC  | 508             | 1                   |
| Site 508 Totals:  |                 | 1                   |
| Tuesday 16 May 2023   |                 | Page 1 of 1         |
| VHIC Card Expiration Facility Summary Report                            |                 |                     |

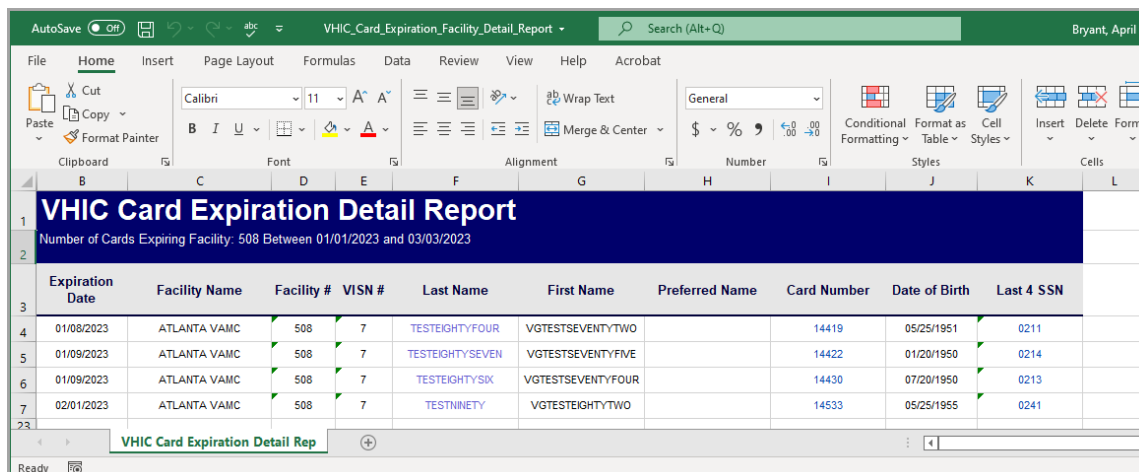
Selecting the [Create XLS] button will generate the report and export it to an Excel spreadsheet. The exported Excel spreadsheet contains the detailed data used to produce the report. An example can be found in *Figure 73: VHIC Card Expiration Report Spreadsheet*.

**Figure 72: VHIC Card Expiration Report XLS Generated**

The screenshot shows the 'Card Expiration Report' interface. The 'Expiration' tab is selected. The 'Site Selection' dropdown is set to '508 - ATLANTA VAMC'. The 'Date Range' is set from '2/3/2023' to '3/3/2023'. A note states: '\* Date range cannot exceed one calendar year from report creation date unless logged in as an Administrator, Auditor, or Read only user'. At the bottom, there are buttons for 'Clear', 'Report', 'Create PDF', and 'Create XLS'. A 'Downloads' dialog box is open over the 'Create XLS' button, showing two instances of the file 'VHIC\_Card\_Expira...' with 'Open' and 'Save as' options.



**Figure 73: VHIC Card Expiration Report Spreadsheet**



### 3.8. Card Request Progress Report

**Table 9: Card Request Progress Report at a Glance**

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

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

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

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

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



**Figure 74: Card Request Progress Report query screen - Administrators**

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

**Figure 75: VHIC Card Request Progress National Summary Report**

| VHIC Card Request Progress National Summary Report   |        |         |                   |         |         |                 |              |          |                  |
|--|--------|---------|-------------------|---------|---------|-----------------|--------------|----------|------------------|
| NATIONAL Start Date: 04/16/2023 End Date: 05/16/2023 |        |         |                   |         |         |                 |              |          |                  |
| VISN Network Name                                    | VISN # | Pending | Request Submitted | On Hold | Defunct | Sent to Printer | Acknowledged | Rejected | Confirmed Mailed |
| VA Southeast Network                                 | 7      | 0       | 1                 | 3       | 0       | 0               | 0            | 0        | 16               |
| VA Sunshine Healthcare Network                       | 8      | 0       | 0                 | 0       | 0       | 0               | 0            | 0        | 0                |
| VA MidSouth Healthcare Network                       | 9      | 0       | 0                 | 0       | 0       | 0               | 0            | 0        | 0                |
| VA Desert Pacific Healthcare Network                 | 22     | 0       | 0                 | 0       | 0       | 0               | 0            | 0        | 2                |
| NATIONAL Totals:                                     |        | 0       | 1                 | 3       | 0       | 0               | 0            | 0        | 18               |

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VHIC Card Request Progress National Summary Report

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

**Figure 76: VHIC Card Request Progress VISN Summary Report**

| VHIC Card Request Progress VISN Summary Report      |            |         |                   |         |         |                 |              |          |                  |
|---|------------|---------|-------------------|---------|---------|-----------------|--------------|----------|------------------|
| VISN: 7 Start Date: 04/16/2023 End Date: 05/16/2023 |            |         |                   |         |         |                 |              |          |                  |
| Facility Name                                       | Facility # | Pending | Request Submitted | On Hold | Defunct | Sent to Printer | Acknowledged | Rejected | Confirmed Mailed |
| ATLANTA VAMC  | 508        | 0       | 1                 | 2       | 0       | 0               | 0            | 0        | 15               |
| CHEY6   | 987        | 0       | 0                 | 1       | 0       | 0               | 0            | 0        | 1                |

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VHIC Card Request Progress VISN Summary Report

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

**Figure 77: VHIC Card Request Progress Facility Summary Report**

| VHIC Card Request Progress Facility Summary Report        |            |         |                   |         |         |                 |              |          |                  |
|---|------------|---------|-------------------|---------|---------|-----------------|--------------|----------|------------------|
| Facility: 508 Start Date: 04/16/2023 End Date: 05/16/2023 |            |         |                   |         |         |                 |              |          |                  |
| Facility Name   | Facility # | Pending | Request Submitted | On Hold | Defunct | Sent to Printer | Acknowledged | Rejected | Confirmed Mailed |
| ATLANTA VAMC  | 508        | 0       | 1                 | 2       | 0       | 0               | 0            | 0        | 15               |

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VHIC Card Request Progress Facility Summary Report

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

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

**Figure 78: VHIC Card Request Progress Facility Detail Report**

| VHIC Card Request Progress Facility Detail Report                                |            |             |              |            |                |        |            |
|--|------------|-------------|--------------|------------|----------------|--------|------------|
| Facility: 508 Card Status: SUBMITTED Start Date: 04/16/2023 End Date: 05/16/2023 |            |             |              |            |                |        |            |
| Facility Name  | Facility # | Status Date | Last Name    | First Name | Preferred Name | Card # | Member ID  |
| ATLANTA VAMC   | 508        | 05/16/2023  | TESTTHIRTEEN | VGTESTONE  | THIRTEEN       | 14875  | 2107398875 |

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VHIC Card Request Progress Facility Detail Report

### 3.9. Card Swipe/Scan Report

**Table 10: Card Swipe/Scan Report at a Glance**

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

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

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

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

Veteran **Card** Print Services Auditing Self Service

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

**Card Swipe/Scan Report**

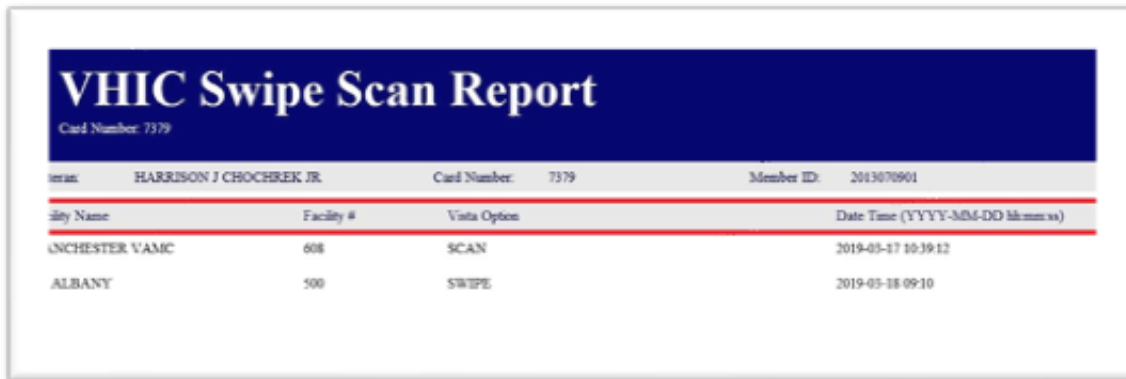
Search Criteria

Card Number

For more accesible reports please press the Create PDF or Create XLS button.

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

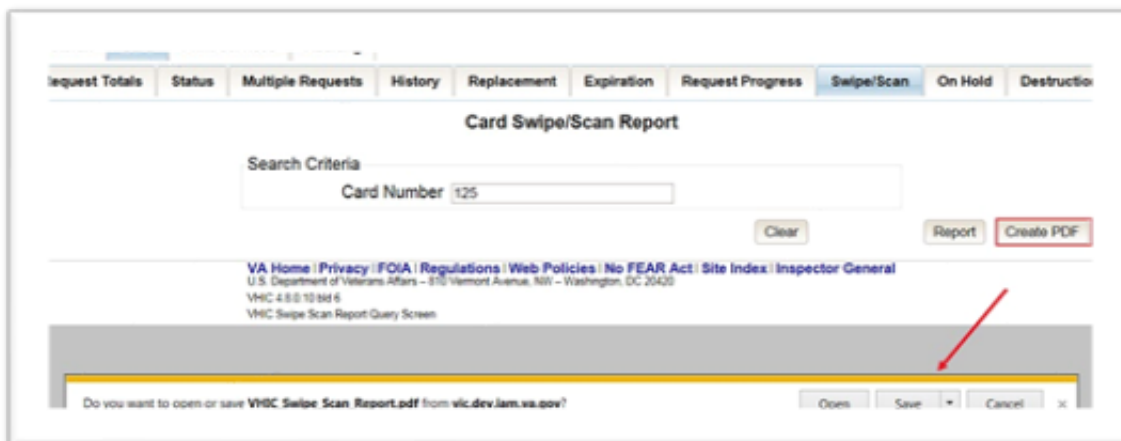
Figure 80: VHIC Swipe Scan Report results



| VHIC Swipe Scan Report |                        |              |                                 |
|------------------------|------------------------|--------------|---------------------------------|
| Card Number: 7379      |                        |              |                                 |
| Name:                  | HARRISON J CHOCHREK JR | Card Number: | 7379                            |
|                        |                        | Member ID:   | 2013070901                      |
| Facility Name          | Facility #             | Vista Option | Date Time (YYYY-MM-DD hh:mm:ss) |
| UNCHESTER VAMC         | 608                    | SCAN         | 2019-03-17 10:39:12             |
| ALBANY                 | 500                    | SWIPE        | 2019-03-18 09:10                |

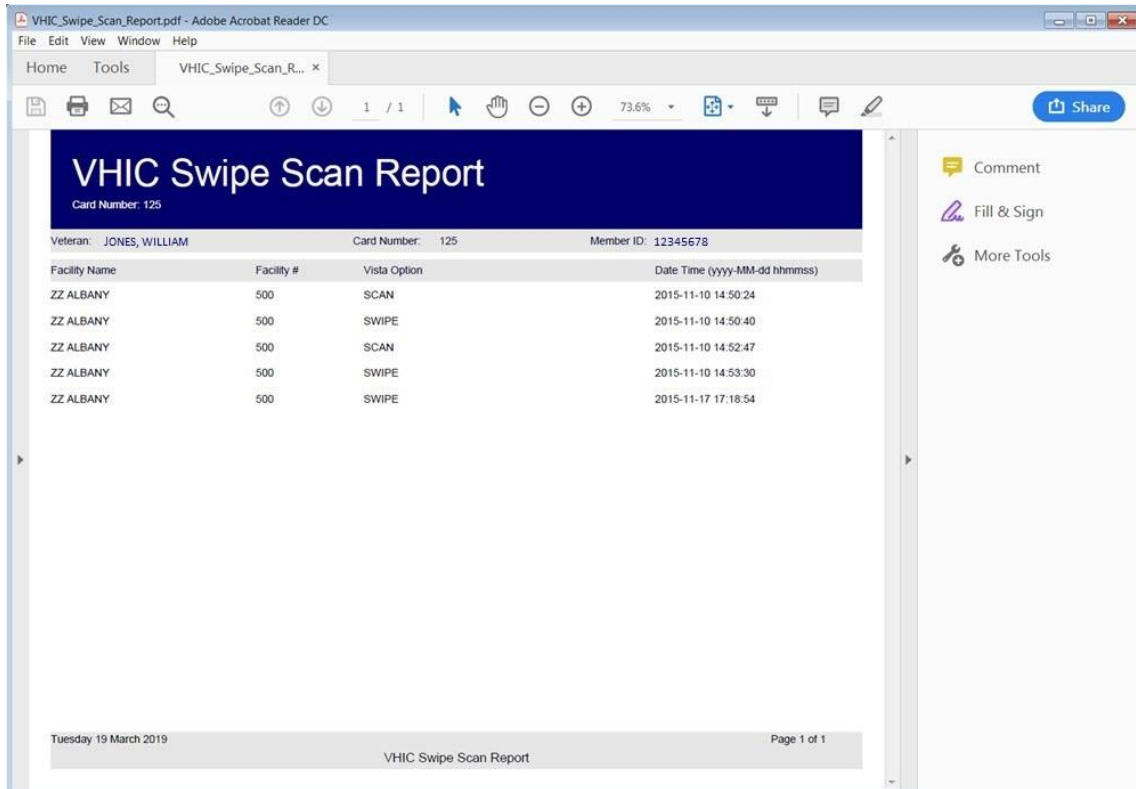
After selecting the [Create PDF] button, a pop-up window will appear asking if you want to open the PDF or save it to your computer.

Figure 81: Create Swipe Scan PDF



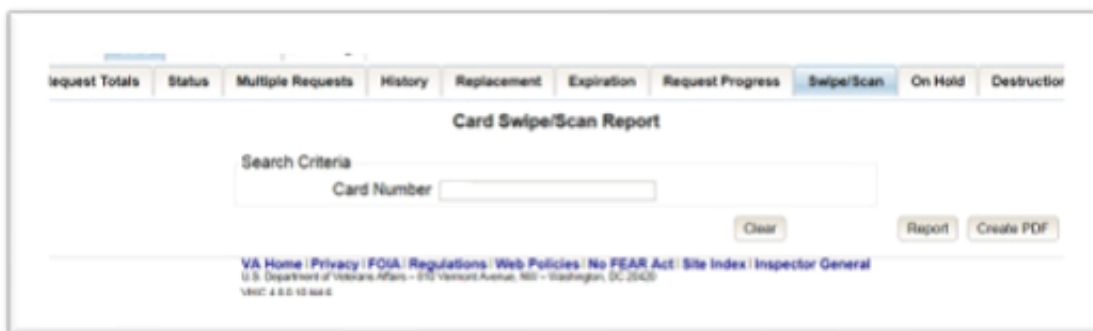
A PDF version of the VHIC Swipe Scan Report results will be generated.

**Figure 82: VHIC Swipe Scan Report results PDF**



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

**Figure 83: Card Swipe/Scan Report**



### 3.10. Card On Hold Report

**Table 11: On Hold Status Report at a Glance**

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

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

**Figure 84: On Hold Status Report query screen – Administrator**

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

**Figure 85: On Hold Status Report Generate PDF**

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

**Figure 86: VHIC On Hold Card Status National Summary Report**

| VHIC On Hold Card Status National Summary Report        |        |                    |
|---|--------|--------------------|
| Status: ALL   |        |                    |
| NATIONAL Start Date: 04/16/2023 End Date: 05/16/2023    |        |                    |
| VISN  | VISN # | # of Cards On Hold |
| VA Southeast Network                                    | 7      | 3                  |
| <b>NATIONAL Totals:</b>                                 |        | <b>3</b>           |
| Tuesday 16 May 2023                                     |        |                    |
| Page 1 of 1   |        |                    |
| <b>VHIC On Hold Card Status National Summary Report</b> |        |                    |



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

**Figure 87: VHIC On Hold Card Status VISN Summary Report**

| <b>VHIC On Hold Card Status VISN Summary Report</b> |            |                    |
|---|------------|--------------------|
| Status: ALL   |            |                    |
| VISN: 7 Start Date: 04/16/2023 End Date: 05/16/2023 |            |                    |
| Facility  | Facility # | # of Cards On Hold |
| ATLANTA VAMC  | 508        | 2                  |
| CHEY6   | 987        | 1                  |
| <b>VISN 7 Totals:</b>                               |            | <b>3</b>           |
| Tuesday 16 May 2023                                 |            | Page 1 of 1        |
| <b>VHIC On Hold Card Status VISN Summary Report</b> |            |                    |

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

**Figure 88: VHIC On Hold Card Status Facility Summary Report**

| <b>VHIC On Hold Card Status Facility Summary Report</b>   |            |                    |
|---|------------|--------------------|
| Status: ALL   |            |                    |
| Facility: 508 Start Date: 04/16/2023 End Date: 05/16/2023 |            |                    |
| Facility  | Facility # | # of Cards On Hold |
| ATLANTA VAMC  | 508        | 2                  |
| <b>Facility Totals:</b>                                   |            | <b>2</b>           |
| Tuesday 16 May 2023                                       |            | Page 1 of 1        |
| <b>VHIC On Hold Card Status Facility Summary Report</b>   |            |                    |



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

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

**Figure 89: VHIC On Hold Card Status Facility Detail Report**

| VHIC On Hold Card Status Facility Detail Report           |            |        |  |                               |                  |              |             |                   |  |
|---|------------|--------|--|-------------------------------|------------------|--------------|-------------|-------------------|--|
| Status: ALL   |            |        |  |                               |                  |              |             |                   |  |
| Facility: 508 Start Date: 04/16/2023 End Date: 05/16/2023 |            |        |  |                               |                  |              |             |                   |  |
| Facility Name   | Facility # | VISN # | On Hold Reason                                 | On Hold Date                  | Card Issuer      | Last Name    | Card ID     | ICN               |  |
| ATLANTA VAMC  | 508        | 7      | BAD DATA - Bad Data - Request Timeout - VIP 25 | 2023-05-02<br>11:45:09.797031 | CASEWORKER       | TESTSEVENTY  | 14810       | 1013673608V837832 |  |
| ATLANTA VAMC  | 508        | 7      | REVIEW   | 2023-05-03<br>14:55:33.326484 | SELFSERVICEWSOAS | TESTFIFTYTWO | 14816       | 1012900499V937085 |  |
| ATLANTA VAMC  | 508        | 7      | REVIEW   | 2023-05-16<br>15:18:25.553637 | SELFSERVICEWSOAS | TESTTEN      | 14876       | 1013804187V801643 |  |
| Facility 508 Totals:                                      |            |        |  |                               |                  |              |             | 3                 |  |
| Tuesday 16 May 2023                                       |            |        |  |                               |                  |              | Page 1 of 1 |                   |  |
| VHIC On Hold Card Status Facility Detail Report           |            |        |  |                               |                  |              |             |                   |  |

**Figure 90: VHIC Veteran Detail Report**

| Veteran Detail Report                              |                 |               |                      |                      |
|--|-----------------|---------------|----------------------|----------------------|
| Veteran: VGTESTFIFTYEIGHT TESTSEVENTY (FIFTYEIGHT) |                 |               | Person ID: 23833     |                      |
| Name   | Date of Birth   | Date of Death | ICN                  | Member ID            |
| VGTESTFIFTYEIGHT TESTSEVENTY (FIFTYEIGHT)          | 01/26/1950      |               | 1013673608V837832    | 2113741280           |
| Service Connected                                  | Prisoner of War | Purple Heart  | Medal of Honor       | Enrollment Status    |
| YES  | U: Unknown      | U: Unknown    | NO                   | ELIGIBLE             |
| Card Number  | Card Status     | MVI Status    | Print Release Status | Card Expiration Date |
| 14810  | On Hold         | Active        | Not Started          |                      |
| Enrollment Address                                 |                 |               | Veteran Photo        |                      |

Figure 91: VHIC Card History by Card ID

| VHIC Card History by Card ID Report                                 |                |                   |                 |
|---|----------------|-------------------|-----------------|
| Veteran ID: ANY Card ID: 14810                                      |                |                   |                 |
| Veteran: VGTESTFIFTYEIGHT TESTSEVENTY (FIFTYEIGHT) Person ID: 23833 |                |                   |                 |
| Gender  | Date of Birth  | Service           | Card Count      |
| FEMALE  | 01/26/1950     | YES               | 1               |
| Purple Heart  | Medal of Honor | Enrollment Status | Prisoner of War |
| UNKNOWN   | NO             | ELIGIBLE          | UNKNOWN         |
| Card ID: 14810  |                |                   |                 |

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

Figure 92: VHIC On Hold Card Status Report XLS Generated

The screenshot displays the 'On Hold Status Report' interface. At the top, there are navigation tabs: Veteran, Card, Print Services, Auditing, and Self Service. Below these are sub-tabs: Request Totals, Status, Multiple Requests, History, Replacement, Expiration, and Request Pro. The main content area is titled 'On Hold Status Report' and includes the following sections:

- Status Selection:** A dropdown menu for 'On Hold Status' is set to 'All'.
- Site Selection:** Radio buttons for 'National', 'VISN', and 'Facility'. The 'Facility' option is selected. Below this is a list of facilities: 506GA - TOLEDO VA CLINIC, 506GB - FLINT VA CLINIC, 506GC - JACKSON MI CBOC, 506GD - CANTON VA CLINIC, 506GF - ADRIAN VA CLINIC, 506QA - PACKARD ROAD VA CLINIC, 506QB - GREEN ROAD VA CLINIC, and 508 - ATLANTA VAMC.
- Date Range:** Two date input fields: 'Start Date' (2/3/2023) and 'End Date' (3/3/2023), each with a calendar icon.

At the bottom of the form are buttons for 'Clear', 'Report', 'Create PDF', and 'Create XLS'. A 'Downloads' window is open on the right side, showing two files named 'VHIC\_On\_Hold\_Ca...' with options to 'Open' or 'Save as'.

**Figure 93: VHIC On Hold Card Status Report Detailed Spreadsheet**

| Facility Name        | Facility # | VISN # | On Hold Reason   | On Hold Date               | Card Issuer                  | Last Name  | Card ID | ICN               |
|----------------------|------------|--------|------------------|----------------------------|------------------------------|------------|---------|-------------------|
| ATLANTA VAMC         | 508        | 7      | NO EDIPI, REVIEW | 2023-02-10 16:40:13.107056 | SELFSERVICEWSOAS             | RADVHIC    | 14570   | 1013068640V631543 |
| ATLANTA VAMC         | 508        | 7      | REVIEW           | 2023-02-10 16:54:43.89149  | SELFSERVICEWSOAS             | VAPATIENT  | 14571   | 1012863095V181909 |
| ATLANTA VAMC         | 508        | 7      | NO EDIPI         | 2023-02-22 17:26:25.267574 | TEST_TEST_VAAUSIAM-VICTEST37 | MPIPATIENT | 14632   | 1012991008V153263 |
| Facility 508 Totals: |            |        |                  |                            |                              |            |         | 3                 |

### 3.11. Card Destruction Report

**Table 12: Card Destruction Report at a Glance**

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

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

**Figure 94: Card Destruction Report Pending Destruction – Administrator View**

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

**Figure 95: Card Destruction Report Pending Destruction PDF Generated**

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

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

| <b>VHIC Card Destruction Report - Pending Destruction</b><br>Card Type: All<br>Start Date: 04/16/2023 End Date: 05/16/2023 |                             |                  |                |               |                     |           |         |            |
|--|-----------------------------|------------------|----------------|---------------|---------------------|-----------|---------|------------|
| Pending Destruction Date   | Last Name                   | First Name       | Preferred Name | Date Received | Card Status         | Card Type | Card ID | Member ID  |
|  | <a href="#">TESTSEVENTY</a> | VGTESTFIFTYEIGHT | FIFTYEIGHT     | 4/27/2023     | Pending Destruction | VHIC      | 14494   | 2113741280 |
| 4/21/2023  | Totals:                     |                  |                |               |                     |           |         | 1          |
|  | <a href="#">TESTSEVENTY</a> | VGTESTFIFTYEIGHT | FIFTYEIGHT     | 4/27/2023     | Pending Destruction | VHIC      | 14488   | 2113741280 |
| 4/24/2023  | Totals:                     |                  |                |               |                     |           |         | 1          |
| Grand Total:   |                             |                  |                |               |                     |           |         | 2          |
| Tuesday 16 May 2023 <span style="float: right;">Page 1 of 1</span><br>VHIC Card Destruction Report - Pending Destruction   |                             |                  |                |               |                     |           |         |            |

This returns the Veteran Detail Report.

**Figure 97: Veteran Detail Report**

| <b>VHIC Card History by Card ID Report</b><br>Veteran ID: ANY Card ID: 14810        |                |                   |                 |
|---|----------------|-------------------|-----------------|
| Veteran: <a href="#">VGTESTFIFTYEIGHT TESTSEVENTY (FIFTYEIGHT)</a> Person ID: 23833 |                |                   |                 |
| Gender  | Date of Birth  | Service           | Card Count      |
| FEMALE  | 01/26/1950     | YES               | 1               |
| Purple Heart  | Medal of Honor | Enrollment Status | Prisoner of War |
| UNKNOWN   | NO             | ELIGIBLE          | UNKNOWN         |
| Card ID: 14810  |                |                   |                 |

Click the [Card ID](#) hyperlink highlighted below.

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

| VHIC Card Destruction Report - Pending Destruction |             |                  |                |               |                     |           |         |            |
|--|-------------|------------------|----------------|---------------|---------------------|-----------|---------|------------|
| Card Type: All                                     |             |                  |                |               |                     |           |         |            |
| Start Date: 04/16/2023 End Date: 05/16/2023        |             |                  |                |               |                     |           |         |            |
| Pending Destruction Date                           | Last Name   | First Name       | Preferred Name | Date Received | Card Status         | Card Type | Card ID | Member ID  |
| 4/21/2023  | TESTSEVENTY | VGTESTFIFTYEIGHT | FIFTYEIGHT     | 4/27/2023     | Pending Destruction | VHIC      | 14494   | 2113741280 |
| Totals:  |             |                  |                |               |                     |           |         | 1          |
| 4/24/2023  | TESTSEVENTY | VGTESTFIFTYEIGHT | FIFTYEIGHT     | 4/27/2023     | Pending Destruction | VHIC      | 14488   | 2113741280 |
| Totals:  |             |                  |                |               |                     |           |         | 1          |
| <b>Grand Total:</b>                                |             |                  |                |               |                     |           |         | <b>2</b>   |
| Tuesday 16 May 2023                                |             |                  |                |               |                     |           |         |            |
| Page 1 of 1  |             |                  |                |               |                     |           |         |            |
| VHIC Card Destruction Report - Pending Destruction |             |                  |                |               |                     |           |         |            |

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

**Figure 99: VHIC Card History by Card ID Report**

| VHIC Card History by Card ID Report                                 |                |                   |                 |
|---|----------------|-------------------|-----------------|
| Veteran ID: ANY Card ID: 14810                                      |                |                   |                 |
| Veteran: VGTESTFIFTYEIGHT TESTSEVENTY (FIFTYEIGHT) Person ID: 23833 |                |                   |                 |
| Gender  | Date of Birth  | Service           | Card Count      |
| FEMALE  | 01/26/1950     | YES               | 1               |
| Purple Heart  | Medal of Honor | Enrollment Status | Prisoner of War |
| UNKNOWN   | NO             | ELIGIBLE          | UNKNOWN         |
| Card ID: 14810  |                |                   |                 |

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



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

**Figure 100: Card Destruction Pending Report XLS Generated**

**Figure 101: Card Destruction Pending Report Spreadsheet**

| Pending Destruction Date | Last Name   | First Name       | Preferred Name | Date Received | Card Status         | Card Type | Card ID | Member ID  |
|--------------------------|-------------|------------------|----------------|---------------|---------------------|-----------|---------|------------|
| 1/23/2023                | TESTSEVENTY | VGTESTFIFTYEIGHT | FIFTYEIGHT     | 1/24/2023     | Pending Destruction | VHIC      | 14479   | 2113741280 |
| 1/23/2023                | Totals:     |                  |                |               |                     |           |         | 1          |
| 1/24/2023                | TESTSEVENTY | VGTESTFIFTYEIGHT | FIFTYEIGHT     | 1/24/2023     | Pending Destruction | VHIC      | 14157   | 2113741280 |
| 1/24/2023                | TESTSEVENTY | VGTESTFIFTYEIGHT | FIFTYEIGHT     | 1/24/2023     | Pending Destruction | VHIC      | 14159   | 2113741280 |
| 1/24/2023                | TESTSEVENTY | VGTESTFIFTYEIGHT | FIFTYEIGHT     | 1/24/2023     | Pending Destruction | VHIC      | 14166   | 2113741280 |

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

**Figure 102: Card Destruction Destroyed Report Query**

Veteran **Card** Print Services Auditing Self Service

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 4/16/2023

End Date 5/16/2023

Clear Report Create PDF Create XLS

For more accesible reports please press the Create PDF or Create XLS button.

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

**Figure 103: Card Destruction Destroyed Report PDF Generated**

Veteran **Card** Print Services Auditing Self Service

Request Totals Status Multiple Requests History Replacement Expiration Request Progress

**Card Destruction Report**

Status Selection

Pending Destruction  
 Destroyed

Card Type All

Date Range

Start Date 2/3/2023

End Date 3/3/2023

Clear Report Create PDF Create XLS

For more accesible reports please press the Create PDF or Create XLS button.

Downloads

What do you want to do with VHIC\_Card\_Destru...

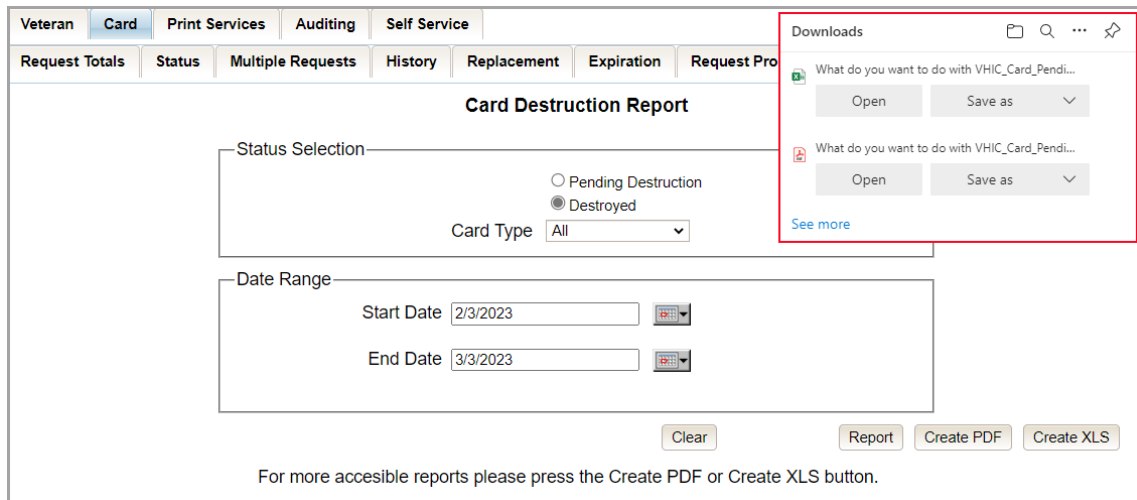
Open Save as

See more



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

**Figure 104: Card Destruction Destroyed Report XLS Generated**



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

**Figure 105: Card Destroyed Report Spreadsheet**

The screenshot shows an Excel spreadsheet titled 'VHIC\_Card\_Destruction\_Report'. The spreadsheet contains the following data:

| VHIC Card Destruction Report -Destroyed     |             |                 |                |               |             |           |         |            |
|---|-------------|-----------------|----------------|---------------|-------------|-----------|---------|------------|
| Card Type: All                              |             |                 |                |               |             |           |         |            |
| Start Date: 01/01/2023 End Date: 03/07/2023 |             |                 |                |               |             |           |         |            |
| Card Destruction Date                       | Last Name   | First Name      | Preferred Name | Date Received | Card Status | Card Type | Card ID | Member ID  |
| 1/25/2023                                   | TESTSEVENTY | VGTESTFIFTYEIGH | FIFTYEIGHT     | 1/25/2023     | Destroyed   | VHIC      | 14133   | 2113741280 |
| 1/25/2023                                   | TESTSEVENTY | VGTESTFIFTYEIGH | FIFTYEIGHT     | 1/25/2023     | Destroyed   | VHIC      | 14489   | 2113741280 |
| 1/25/2023                                   | TESTSEVENTY | VGTESTFIFTYEIGH | FIFTYEIGHT     | 1/25/2023     | Destroyed   | VHIC      | 14492   | 2113741280 |
| 1/25/2023                                   | Totals:     |                 |                |               |             |           |         | 3          |

**Figure 106: VHIC Card Destroyed Report**

| VHIC Card Destruction Report -Destroyed     |              |                  |                |               |             |           |         |            |
|---|--------------|------------------|----------------|---------------|-------------|-----------|---------|------------|
| Card Type: All                              |              |                  |                |               |             |           |         |            |
| Start Date: 04/16/2023 End Date: 05/16/2023 |              |                  |                |               |             |           |         |            |
| Card Destruction Date                       | Last Name    | First Name       | Preferred Name | Date Received | Card Status | Card Type | Card ID | Member ID  |
| 4/27/2023                                   | TESTSEVENTY  | VGTESTFIFTYEIGHT | FIFTYEIGHT     | 4/27/2023     | Destroyed   | VHIC      | 13510   | 2113741280 |
| 4/27/2023                                   | TESTSEVENTY  | VGTESTFIFTYEIGHT | FIFTYEIGHT     | 4/27/2023     | Destroyed   | VHIC      | 14495   | 2113741280 |
| 4/27/2023                                   | TESTSEVENTY  | VGTESTFIFTYEIGHT | FIFTYEIGHT     | 4/27/2023     | Destroyed   | VHIC      | 14508   | 2113741280 |
| 4/27/2023                                   | TESTSEVENTY  | VGTESTFIFTYEIGHT | FIFTYEIGHT     | 4/27/2023     | Destroyed   | VHIC      | 14509   | 2113741280 |
| 4/27/2023                                   | TESTSEVENTY  | VGTESTFIFTYEIGHT | FIFTYEIGHT     | 4/27/2023     | Destroyed   | VHIC      | 14517   | 2113741280 |
| 4/27/2023                                   | TESTTHIRTEEN | VGTESTONE        | THIRTEEN       | 4/27/2023     | Destroyed   | VHIC      | 14769   | 2107398875 |
| 4/27/2023                                   | TESTSEVENTY  | VGTESTFIFTYEIGHT | FIFTYEIGHT     | 4/27/2023     | Destroyed   | VHIC      | 14778   | 2113741280 |
| 4/27/2023                                   | TESTSEVENTY  | VGTESTFIFTYEIGHT | FIFTYEIGHT     | 4/27/2023     | Destroyed   | VHIC      | 14779   | 2113741280 |
| 4/27/2023                                   | Totals:      |                  |                |               |             |           |         | 8          |
| <b>Grand Total:</b>                         |              |                  |                |               |             |           |         | <b>8</b>   |

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VHIC Card Destruction Report - Destroyed

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

**Figure 107: Veteran Detail Report**

| Veteran Detail Report                |                 |               |                      |                      |
|--------------------------------------|-----------------|---------------|----------------------|----------------------|
| Veteran: VGTESTNINETYSEVEN TESTEIGHT |                 |               | Person ID: 24273     |                      |
| Name                                 | Date of Birth   | Date of Death | ICN                  | Member ID            |
| VGTESTNINETYSEVEN TESTEIGHT          | 05/10/1955      |               | 1013804180V020332    | 2114518711           |
| Service Connected                    | Prisoner of War | Purple Heart  | Medal of Honor       | Enrollment Status    |
| YES                                  | U: Unknown      | U: Unknown    | NO                   | ELIGIBLE             |
| Card Number                          | Card Status     | MVI Status    | Print Release Status | Card Expiration Date |
| 14811                                | Requested       | Active        | Mailed               |                      |

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

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

| VHIC Card Destruction Report -Destroyed     |              |                  |                |               |             |           |         |             |
|---|--------------|------------------|----------------|---------------|-------------|-----------|---------|-------------|
| Card Type: All                              |              |                  |                |               |             |           |         |             |
| Start Date: 04/16/2023 End Date: 05/16/2023 |              |                  |                |               |             |           |         |             |
| Card Destruction Date                       | Last Name    | First Name       | Preferred Name | Date Received | Card Status | Card Type | Card ID | Member ID   |
| 4/27/2023                                   | TESTSEVENTY  | VGTESTFIFTYEIGHT | FIFTYEIGHT     | 4/27/2023     | Destroyed   | VHIC      | 13510   | 2113741280  |
| 4/27/2023                                   | TESTSEVENTY  | VGTESTFIFTYEIGHT | FIFTYEIGHT     | 4/27/2023     | Destroyed   | VHIC      | 14495   | 2113741280  |
| 4/27/2023                                   | TESTSEVENTY  | VGTESTFIFTYEIGHT | FIFTYEIGHT     | 4/27/2023     | Destroyed   | VHIC      | 14508   | 2113741280  |
| 4/27/2023                                   | TESTSEVENTY  | VGTESTFIFTYEIGHT | FIFTYEIGHT     | 4/27/2023     | Destroyed   | VHIC      | 14509   | 2113741280  |
| 4/27/2023                                   | TESTSEVENTY  | VGTESTFIFTYEIGHT | FIFTYEIGHT     | 4/27/2023     | Destroyed   | VHIC      | 14517   | 2113741280  |
| 4/27/2023                                   | TESTTHIRTEEN | VGTESTONE        | THIRTEEN       | 4/27/2023     | Destroyed   | VHIC      | 14769   | 2107398875  |
| 4/27/2023                                   | TESTSEVENTY  | VGTESTFIFTYEIGHT | FIFTYEIGHT     | 4/27/2023     | Destroyed   | VHIC      | 14778   | 2113741280  |
| 4/27/2023                                   | TESTSEVENTY  | VGTESTFIFTYEIGHT | FIFTYEIGHT     | 4/27/2023     | Destroyed   | VHIC      | 14779   | 2113741280  |
| 4/27/2023                                   | Totals:      |                  |                |               |             |           |         | 8           |
| <b>Grand Total:</b>                         |              |                  |                |               |             |           |         | <b>8</b>    |
| Tuesday 16 May 2023                         |              |                  |                |               |             |           |         | Page 1 of 1 |
| VHIC Card Destruction Report - Destroyed    |              |                  |                |               |             |           |         |             |

**Figure 109: VHIC Card History by Card ID Report**

| VHIC Card History by Card ID Report   |                |                   |                 |
|---|----------------|-------------------|-----------------|
| Veteran ID: ANY Card ID: 14810  |                |                   |                 |
| Veteran: <a href="#">VGTESTFIFTYEIGHT TESTSEVENTY (FIFTYEIGHT)</a> Person ID: <a href="#">23833</a> |                |                   |                 |
| Gender  | Date of Birth  | Service           | Card Count      |
| FEMALE  | 01/26/1950     | YES               | 1               |
| Purple Heart  | Medal of Honor | Enrollment Status | Prisoner of War |
| UNKNOWN   | NO             | ELIGIBLE          | UNKNOWN         |
| Card ID: <a href="#">14810</a>  |                |                   |                 |

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

### 3.12. Print Services – Processing Report

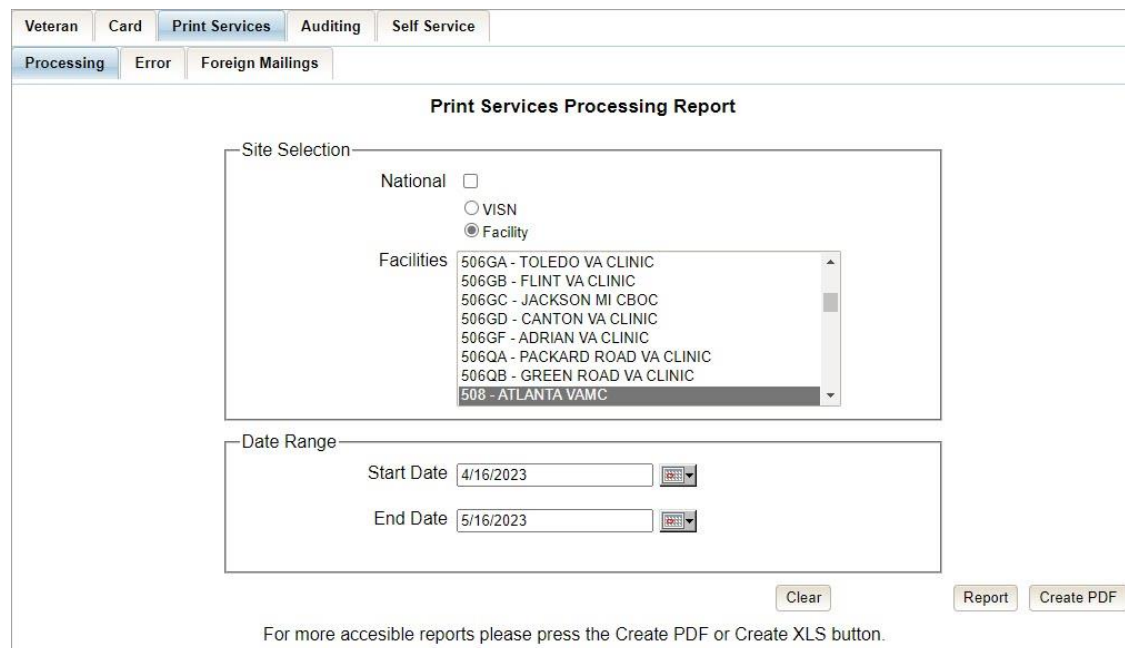
Table 13: Batch Summary Report at a Glance

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

Clicking **[Submit]** on step 6 of the Card Request process does not immediately transmit a card request to the print vendor. The card requests from all sites are stored throughout the day, then bundled and transmitted to the print vendor in one batch file. When the print vendor receives the batch file, they send back an acknowledgement file for every request specifying success or failure in card printing. The number in the report comes from the data updated by the confirmation and acknowledgement files received from the print vendor.

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

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



Veteran Card Print Services Auditing Self Service

Processing Error Foreign Mailings

#### Print Services Processing Report

Site Selection

National

VISN

Facility

Facilities

- 506GA - TOLEDO VA CLINIC
- 506GB - FLINT VA CLINIC
- 506GC - JACKSON MI CBOC
- 506GD - CANTON VA CLINIC
- 506GF - ADRIAN VA CLINIC
- 506QA - PACKARD ROAD VA CLINIC
- 506QB - GREEN ROAD VA CLINIC
- 508 - ATLANTA VAMC

Date Range

Start Date

End Date

For more accessible reports please press the Create PDF or Create XLS button.

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

**Figure 111: VHIC Print Services Processing Status Summary Report**

| <b>VHIC Print Services Processing Status National Summary Report</b> |          |       |      |        |          |
|--|----------|-------|------|--------|----------|
| NATIONAL Start Date: 04/16/2023 End Date: 05/16/2023                 |          |       |      |        |          |
| VISN   | Accepted | Error | Sent | Mailed | Rejected |
| VISN: 22   | 2        | 0     | 2    | 2      | 0        |
| VISN: 7  | 25       | 0     | 24   | 62     | 0        |
| VISN: 8  | 0        | 0     | 0    | 2      | 0        |
| <b>Grand Totals</b>  | 27       | 0     | 26   | 66     | 0        |

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**VHIC Print Services Processing Status National Summary Report**

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

**Figure 112: VHIC Print Services Processing Status VISN Summary Report**

| <b>VHIC Print Services Processing Status VISN Summary Report</b>   |               |               |          |       |      |        |          |
|--|---------------|---------------|----------|-------|------|--------|----------|
| VISN: 22 Facility: ALL Start Date: 04/16/2023 End Date: 05/16/2023 |               |               |          |       |      |        |          |
| VISN   | Facility Code | Facility Name | Accepted | Error | Sent | Mailed | Rejected |
| VISN: 22   | 644           | PHOENIX VAMC  | 2        | 0     | 2    | 2      | 0        |
| <b>VISN: 22 Totals</b>   |               |               | 2        | 0     | 2    | 2      | 0        |
| <b>Grand Totals</b>  |               |               | 2        | 0     | 2    | 2      | 0        |

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**VHIC Print Services Processing Status VISN Summary Report**

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

**Figure 113: VHIC Print Services Processing Status Facility Summary Report**

| VHIC Print Services Processing Status Facility Summary Report      |               |               |          |       |      |        |          |  |
|--|---------------|---------------|----------|-------|------|--------|----------|--|
| VISN: 22 Facility: 644 Start Date: 04/16/2023 End Date: 05/16/2023 |               |               |          |       |      |        |          |  |
| VISN   | Facility Code | Facility Name | Accepted | Error | Sent | Mailed | Rejected |  |
| VISN: 22   | 644           | PHOENIX VAMC  | 2        | 0     | 2    | 2      | 0        |  |
| <b>Grand Totals</b>  |               |               | 2        | 0     | 2    | 2      | 0        |  |
| Tuesday 16 May 2023 <span style="float: right;">Page 1 of 1</span> |               |               |          |       |      |        |          |  |
| VHIC Print Services Processing Status Facility Summary Report      |               |               |          |       |      |        |          |  |

**Figure 114: VHIC Print Services Processing Status Facility Detail Report**

| VHIC Print Services Processing Status Facility Detail Report       |                              |            |
|--|------------------------------|------------|
| VISN: 22 Facility: 644 Start Date: 04/16/2023 End Date: 05/16/2023 |                              |            |
| VISN / Facility / Status   | Name                         | Member ID  |
| <b>VISN: 22</b>  |                              |            |
| Facility: (644) PHOENIX VAMC                                       |                              |            |
| <b>Sent</b>  | TESTEIGHT, VGTESTNINETYSEVEN | 2114518711 |
|  | TESTONE, VGTESTNINETY        | 2114394257 |
| <b>Accepted</b>  | TESTEIGHT, VGTESTNINETYSEVEN | 2114518711 |
|  | TESTONE, VGTESTNINETY        | 2114394257 |
| <b>Mailed</b>  | TESTEIGHT, VGTESTNINETYSEVEN | 2114518711 |
|  | TESTONE, VGTESTNINETY        | 2114394257 |
| <b>Site Totals</b>   |                              |            |
|  | Accepted                     | 2          |
|  | Error                        | 0          |
|  | Sent                         | 2          |
|  | Mailed                       | 2          |
|  | Rejected                     | 0          |
| Tuesday 16 May 2023 <span style="float: right;">Page 1 of 1</span> |                              |            |
| VHIC Print Services Processing Status Facility Detail Report       |                              |            |



### 3.13. Print Services – Batch Error Report

Table 14: Batch Error Report at a Glance

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

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

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

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

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

### 3.13.1. Sent Not Acknowledged

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



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

**Print Error Report**

Status Selection

Sent Not Acknowledged  
 Acknowledged Not Confirmed  
 Pending not Sent

Number of Days:

Site Selection

National  
 VISN  
 Facility

Facilities

- 506GA - TOLEDO VA CLINIC
- 506GB - FLINT VA CLINIC
- 506GC - JACKSON MI CBOC
- 506GD - CANTON VA CLINIC
- 506GF - ADRIAN VA CLINIC
- 506QA - PACKARD ROAD VA CLINIC
- 506QB - GREEN ROAD VA CLINIC
- 508 - ATLANTA VAMC

Date Range

Start Date:

End Date:

For more accessible reports please press the Create PDF or Create XLS button.

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

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


| VHC Print Error Status National Summary Report – Sent Not Acknowledged  |                       |                   |
|---|-----------------------|-------------------|
| NATIONAL. Start Date: 12/01/2017 End Date: 05/16/2023 Number of Days: 3 |                       |                   |
| VISN  | Sent Not Acknowledged | # Cards Requested |
| <a href="#">VISN: 7</a>   | 1                     | 108               |
| <b>Grand Totals</b>   | 1                     | 108               |

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**VHC Print Error Status National Summary Report – Sent Not Acknowledged**


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

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

| VHIC Print Error Status VISN Summary Report - Sent Not Acknowledged                 |   |               |                       |                   |
|---|---|---------------|-----------------------|-------------------|
| VISN: 7 Facility: ALL Start Date: 12/01/2017 End Date: 05/16/2023 Number of Days: 3 |   |               |                       |                   |
| VISN  | Facility Code   | Facility Name | Sent Not Acknowledged | # Cards Requested |
| VISN: 7   |   |               |                       |                   |
|   | 508  | ATLANTA VAMC  | 1                     | 108               |
| <b>VISN: 7 Totals</b>   |   |               | 1                     | 108               |
| <b>Grand Totals</b>   |   |               | 1                     | 108               |
| Tuesday 16 May 2023   |   |               |                       | Page 1 of 1       |
| VHIC Print Error Status VISN Summary Report - Sent Not Acknowledged                 |   |               |                       |                   |

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

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

| VHIC Print Error Status Facility Summary Report - Sent Not Acknowledged     |   |               |                       |                   |
|---|---|---------------|-----------------------|-------------------|
| Facility: 508 Start Date: 12/01/2017 End Date: 05/16/2023 Number of Days: 3 |   |               |                       |                   |
| VISN  | Facility Code   | Facility Name | Sent Not Acknowledged | # Cards Requested |
| VISN: 7   |   |               |                       |                   |
|   | 508  | ATLANTA VAMC  | 1                     | 108               |
| <b>VISN: 7 Totals</b>   |   |               | 1                     | 108               |
| <b>Grand Totals</b>   |   |               | 1                     | 108               |
| Tuesday 16 May 2023   |   |               |                       | Page 1 of 1       |
| 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.

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

| VHIC Print Error Status Facility Detail Report - Sent Not Acknowledged              |                           |         |                   |
|---|---------------------------|---------|-------------------|
| VISN: 7 Facility: 508 Start Date: 12/01/2017 End Date: 05/16/2023 Number of Days: 3 |                           |         |                   |
| VISN / Facility / Status  | Name                      | Card ID | Card Request File |
| VISN: (7) Facility: (508) ATLANTA VAMC  |                           |         |                   |
| Not Acknowledged  | VGTESTFIVE TESTFOURTYFIVE | 6899    | VICE201801030     |
| <b>Facility: 508 Totals</b>   |                           |         | 1                 |
| <b>Grand Totals</b>   |                           |         | 1                 |
| Tuesday 16 May 2023   |                           |         | Page 1 of 1       |
| <b>VHIC Print Error Status Facility Detail Report - Sent Not Acknowledged</b>       |                           |         |                   |

### 3.13.2. Acknowledged Not Confirmed

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

**Figure 121: VHIC Print Error Status Facility Detail Report – Acknowledged Not Confirmed**

Veteran
Card
Print Services
Auditing
Self Service

Processing
Error
Foreign Mailings

**Print Error Report**

Status Selection

Sent Not Acknowledged
  Acknowledged Not Confirmed
  Pending not Sent

Number of Days

Site Selection

National

Date Range

Start Date

End Date

For more accessible reports please press the Create PDF or Create XLS button.

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

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

| VHIC Print Error Status National Summary Report – Acknowledged Not Confirmed |                            |                   |
|--|----------------------------|-------------------|
| NATIONAL. Start Date: 12/01/2017 End Date: 05/16/2023 Number of Days: 0      |                            |                   |
| VISN   | Acknowledged Not Confirmed | # Cards Requested |
| <a href="#">VISN: 7</a>  | 1                          | 108               |
| <b>Grand Totals</b>  | 1                          | 108               |
| Tuesday 16 May 2023  |                            | Page 1 of 1       |
| VHIC Print Error Status National Summary Report – Acknowledged Not Confirmed |                            |                   |

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

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

| VHIC Print Error Status VISN Summary Report - Acknowledged Not Confirmed            |                     |               |                            |                   |
|---|---------------------|---------------|----------------------------|-------------------|
| VISN: 7 Facility: ALL Start Date: 12/01/2017 End Date: 05/16/2023 Number of Days: 0 |                     |               |                            |                   |
| VISN  | Facility Code       | Facility Name | Acknowledged Not Confirmed | # Cards Requested |
| VISN: 7   | <a href="#">508</a> | ATLANTA VAMC  | 1                          | 108               |
| <b>VISN: 7 Totals</b>   |                     |               | 1                          | 108               |
| <b>Grand Totals</b>   |                     |               | 1                          | 108               |
| Tuesday 16 May 2023   |                     |               |                            | Page 1 of 1       |
| VHIC Print Error Status VISN Summary Report - Acknowledged Not Confirmed            |                     |               |                            |                   |

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

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

| VHIC Print Error Status Facility Summary Report - Acknowledged Not Confirmed |               |               |                            |                   |
|--|---------------|---------------|----------------------------|-------------------|
| Facility: 508 Start Date: 12/01/2017 End Date: 05/16/2023 Number of Days: 0  |               |               |                            |                   |
| VISN   | Facility Code | Facility Name | Acknowledged Not Confirmed | # Cards Requested |
| VISN: 7  | 508           | ATLANTA VAMC  | 1                          | 108               |
| <b>VISN: 7 Totals</b>  |               |               | 1                          | 108               |
| <b>Grand Totals</b>  |               |               | 1                          | 108               |
| Tuesday 16 May 2023  |               |               |                            | Page 1 of 1       |
| VHIC Print Error Status Facility Summary Report - Acknowledged Not Confirmed |               |               |                            |                   |

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

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

| VHIC Print Error Status Facility Detail Report - Acknowledged Not Confirmed         |                        |         |                   |
|---|------------------------|---------|-------------------|
| VISN: 7 Facility: 508 Start Date: 12/01/2017 End Date: 05/16/2023 Number of Days: 0 |                        |         |                   |
| VISN / Facility / Status  | Name                   | Card ID | Acknowledged File |
| VISN: (7) Facility: (508) ATLANTA VAMC  |                        |         |                   |
| Acknowledged - Not Confirmed  | TESTPATIENT TWENTYNINE | 6452    | VICEACK201601060  |
| <b>Facility: 508 Totals</b>   |                        |         | 1                 |
| <b>Grand Totals</b>   |                        |         | 1                 |
| Tuesday 16 May 2023   |                        |         | Page 1 of 1       |
| VHIC Print Error Status Facility Detail Report - Acknowledged Not Confirmed         |                        |         |                   |

### 3.13.3. Pending Not Sent

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

Veteran Health Identification Card 4.26

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

**Print Error Report**

Status Selection

Sent Not Acknowledged  
 Acknowledged Not Confirmed  
 Pending not Sent

Number of Days: 3

Site Selection

National

Date Range

Start Date: 12/1/2017

12/1/2022

| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
|-----|-----|-----|-----|-----|-----|-----|
|     |     |     |     | 1   | 2   | 3   |
| 4   | 5   | 6   | 7   | 8   | 9   | 10  |
| 11  | 12  | 13  | 14  | 15  | 16  | 17  |
| 18  | 19  | 20  | 21  | 22  | 23  | 24  |
| 25  | 26  | 27  | 28  | 29  | 30  | 31  |

End Date: 5/16/2023

Clear Report Create PDF

For more accessible reports please press the Create PDF or Create XLS button.

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

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

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

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

| VISN                    | Pending Not Sent | # Cards Requested |
|-------------------------|------------------|-------------------|
| <a href="#">VISN: 7</a> | 10               | 11                |
| <b>Grand Totals</b>     | 10               | 11                |

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

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

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

| VHIC Print Error Status VISN Summary Report - Pending Not Sent                      |                     |               |                  |                   |
|---|---------------------|---------------|------------------|-------------------|
| VISN: 7 Facility: ALL Start Date: 06/01/2017 End Date: 07/23/2017 Number of Days: 3 |                     |               |                  |                   |
| VISN  | Facility Code       | Facility Name | Pending Not Sent | # Cards Requested |
| VISN: 7   |                     |               |                  |                   |
|   | <a href="#">508</a> | ATLANTA VAMC  | 10               | 11                |
| <b>VISN: 7 Totals</b>   |                     |               | 10               | 11                |
| <b>Grand Totals</b>   |                     |               | 10               | 11                |
| Monday 24 July 2017 <span style="float: right;">Page 1 of 1</span>                  |                     |               |                  |                   |
| VHIC Print Error Status VISN Summary Report - Pending Not Sent                      |                     |               |                  |                   |

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

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

| VHIC Print Error Status Facility Summary Report - Pending Not Sent          |               |               |                  |                   |
|---|---------------|---------------|------------------|-------------------|
| Facility: 508 Start Date: 06/01/2017 End Date: 07/23/2017 Number of Days: 3 |               |               |                  |                   |
| VISN  | Facility Code | Facility Name | Pending Not Sent | # Cards Requested |
| VISN: 7   |               |               |                  |                   |
|   | 508           | ATLANTA VAMC  | 10               | 11                |
| <b>VISN: 7 Totals</b>   |               |               | 10               | 11                |
| <b>Grand Totals</b>   |               |               | 10               | 11                |
| Monday 24 July 2017   |               |               |                  |                   |
| Page 1 of 1   |               |               |                  |                   |
| VHIC Print Error Status Facility Summary Report - Pending Not Sent          |               |               |                  |                   |

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



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

REDACTED

### 3.14. Auditing Report

**Table 15: Audit Report at a Glance**

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

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

**Figure 131: Audit Report query screen – Administrators and Auditors**

**Figure 132: VHIC Auditing Report**

# VHIC Auditing Report

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

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

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## 3.15. Card Requests Report

Table 16: Card Request Report at a Glance

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

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

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

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

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

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

| NATIONAL Start Date: 04/16/2023 End Date: 05/16/2023 |             |                    |
|--|-------------|--------------------|
| VISN Name  | VISN Number | # of Card Requests |
| VA Desert Pacific Healthcare Network                 | 22          | 2                  |
| VA Southeast Network                                 | 7           | 94                 |
| <b>National Totals:</b>                              |             | <b>96</b>          |

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**VHIC Card Requests by User National Summary Report**

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

**Figure 135: VHIC Card Requests by User VISN Summary Report**

| VHIC Card Requests by User VISN Summary Report      |                 |                    |
|---|-----------------|--------------------|
| VISN: 7 Start Date: 04/16/2023 End Date: 05/16/2023 |                 |                    |
| Facility  | Facility Number | # of Card Requests |
| ATLANTA VAMC  | 508             | 92                 |
| CHEY6   | 987             | 2                  |
| <b>VISN 7 Totals:</b>                               |                 | <b>94</b>          |

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**VHIC Card Requests by User VISN Summary Report**

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

**Figure 136: VHIC Card Requests by User Facility Summary Report**

| VHIC Card Requests by User Facility Summary Report        |                 |                  |                    |
|---|-----------------|------------------|--------------------|
| Facility: 987 Start Date: 04/16/2023 End Date: 05/16/2023 |                 |                  |                    |
| Facility Name   | Facility Number | User ID          | # of Card Requests |
| CHEY6   | 987             | SELFSERVICEWSOAS | 2                  |
| <b>Facility Totals:</b>                                   |                 |                  | <b>2</b>           |
| Tuesday 16 May 2023                                       |                 |                  | Page 1 of 1        |
| VHIC Card Requests by User Facility Summary Report        |                 |                  |                    |

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

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

| VHIC Card Requests by User Detail Report                              |                 |                  |             |                 |         |
|---|-----------------|------------------|-------------|-----------------|---------|
| User ID: SELFSERVICEWSOAS Start Date: 04/16/2023 End Date: 05/16/2023 |                 |                  |             |                 |         |
| Facility Name   | Facility Number | User ID          | Card Status | Last Name       | Card ID |
| ATLANTA VAMC  | 508             | SELFSERVICEWSOAS | On Hold     | TESTFIFTYTWO    | 14816   |
| ATLANTA VAMC  | 508             | SELFSERVICEWSOAS | On Hold     | TESTTEN         | 14876   |
| ATLANTA VAMC  | 508             | SELFSERVICEWSOAS | On Hold     | TESTELEVEN      | 14877   |
| PHOENIX VAMC  | 644             | SELFSERVICEWSOAS | Requested   | TESTEIGHT       | 14811   |
| PHOENIX VAMC  | 644             | SELFSERVICEWSOAS | Requested   | TESTONE         | 14812   |
| CHEY6   | 987             | SELFSERVICEWSOAS | Requested   | TESTTWENTYNINE  | 14815   |
| CHEY6   | 987             | SELFSERVICEWSOAS | On Hold     | TESTFOURHUNDERD | 14817   |
| Tuesday 16 May 2023   |                 |                  |             | Page 1 of 1     |         |
| VHIC Card Requests by User Detail Report                              |                 |                  |             |                 |         |

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

Veteran Health Identification Card 4.26

**Figure 138: Veteran Detail Report**

| Veteran Detail Report                              |                 |               |                      |                      |
|--|-----------------|---------------|----------------------|----------------------|
| Veteran: VGTESTFIFTYEIGHT TESTSEVENTY (FIFTYEIGHT) |                 |               | Person ID: 23833     |                      |
| Name   | Date of Birth   | Date of Death | ICN                  | Member ID            |
| VGTESTFIFTYEIGHT TESTSEVENTY (FIFTYEIGHT)          | 01/26/1950      |               | 1013673608V837832    | 2113741280           |
| Service Connected                                  | Prisoner of War | Purple Heart  | Medal of Honor       | Enrollment Status    |
| YES  | U: Unknown      | U: Unknown    | NO                   | ELIGIBLE             |
| Card Number  | Card Status     | MVI Status    | Print Release Status | Card Expiration Date |
| 14810  | On Hold         | Active        | Not Started          |                      |
| Enrollment Address                                 |                 |               | Veteran Photo        |                      |

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

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

| VHIC Card Requests by User Detail Report                                |                 |                    |             |           |                      |
|---|-----------------|--------------------|-------------|-----------|----------------------|
| User ID: VAAUSIAM-VICTEST33 Start Date: 11/15/2015 End Date: 12/15/2015 |                 |                    |             |           |                      |
| Facility Name   | Facility Number | User ID            | Card Status | Last Name | Card ID              |
| ATLANTA VAMC  | 508             | VAAUSIAM-VICTEST33 | Deactivated | CHOCHREK  | <a href="#">7047</a> |
| ATLANTA VAMC  | 508             | VAAUSIAM-VICTEST33 | Deactivated | CHOCHREK  | 7048                 |
| ATLANTA VAMC  | 508             | VAAUSIAM-VICTEST33 | Deactivated | CHOCHREK  | 7049                 |
| ATLANTA VAMC  | 508             | VAAUSIAM-VICTEST33 | Deactivated | WECK      | 7050                 |

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

**Figure 140: VHIC Card History by Card ID Report**

| VHIC Card History by Card ID Report                |                |                   |                 |
|--|----------------|-------------------|-----------------|
| Veteran ID: ANY Card ID: 14810                     |                |                   |                 |
| Veteran: VGTESTFIFTYEIGHT TESTSEVENTY (FIFTYEIGHT) |                | Person ID: 23833  |                 |
| Gender   | Date of Birth  | Service           | Card Count      |
| FEMALE   | 01/26/1950     | YES               | 1               |
| Purple Heart                                       | Medal of Honor | Enrollment Status | Prisoner of War |
| UNKNOWN  | NO             | ELIGIBLE          | UNKNOWN         |
| Card ID: 14810                                     |                |                   |                 |

### 3.16. No EDIPI Report

**Table 17. VHIC Cards Printed No EDIPI Report at a Glance**

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

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



**Figure 141: VHIC Cards Printed No EDIPI Report Query Screen**

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

- VISN Description
- VISN Number
- Number of Cards Total

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

| VHIC Cards Printed No Edipi National Summary Report  |        |                  |
|--|--------|------------------|
| NATIONAL Start Date: 07/01/2017 End Date: 05/16/2023 |        |                  |
| VISN   | VISN # | # of Cards Total |
| VA Southeast Network                                 | 7      | 66               |
| VA Southeast Network                                 | 7      | 1                |
| VA Sunshine Healthcare Network                       | 8      | 1                |
| <b>Total Cards:</b>                                  |        | <b>68</b>        |

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VHIC Cards Printed No Edipi National Summary Report



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

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

**Figure 143: VHIC Cards Printed No EDIPI VISN Summary Report**

| <b>VHIC Cards Printed No Edipi VISN Summary Report</b> |        |                           |            |                  |
|--|--------|---------------------------|------------|------------------|
| VISN: 7 Start Date: 07/01/2017 End Date: 05/16/2023    |        |                           |            |                  |
| VISN   | VISN # | Facility                  | Facility # | # of Cards Total |
| VA Southeast Network                                   | 7      | ATLANTA VAMC              | 508        | 66               |
| VA Southeast Network                                   | 7      | HEALTH ELIGIBILITY CENTER | 742        | 1                |
| <b>Total Cards:</b>                                    |        |                           |            | <b>67</b>        |
| Tuesday 16 May 2023                                    |        |                           |            | Page 1 of 1      |
| <b>VHIC Cards Printed No Edipi VISN Summary Report</b> |        |                           |            |                  |

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

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

**Figure 144: VHIC Cards Printed No EDIPI Facility Summary Report**

| VHIC Cards Printed No Edipi Facility Summary Report       |        |                           |            |                  |
|---|--------|---------------------------|------------|------------------|
| Facility: 742 Start Date: 07/01/2017 End Date: 05/16/2023 |        |                           |            |                  |
| VISN  | VISN # | Facility                  | Facility # | # of Cards Total |
| VA Southeast Network                                      | 7      | HEALTH ELIGIBILITY CENTER | 742        | 1                |
| VA Sunshine Healthcare Network                            | 8      | HEALTH ELIGIBILITY CENTER | 742        | 1                |
| <b>Total Cards:</b>                                       |        |                           |            | <b>2</b>         |

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VHIC Cards Printed No Edipi Facility Summary Report

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

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

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

| VHIC Cards Printed No Edipi Facility Detail Report         |         |           |                   |              |
|--|---------|-----------|-------------------|--------------|
| Facility: 742 Start Date: 07/01/2017 End Date: 05/16/2023  |         |           |                   |              |
| VISN - SITE  | Card ID | Person ID | Name              | Last Changed |
| VA Southeast Network - HEALTH ELIGIBILITY CENTER           | 7846    | 22957     | TESTFOUR VHICFOUR | Oct 18, 2018 |
| VA Sunshine Healthcare Network - HEALTH ELIGIBILITY CENTER | 7766    | 22993     | FOUR.MVIPATIENT   | Oct 29, 2021 |
| <b>Total Cards:</b>  |         | <b>2</b>  |                   |              |

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VHIC Cards Printed No Edipi Facility Detail Report

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

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

**Figure 146: VHIC Card History by Card ID Report screen**

| VHIC Card History by Card ID Report   |                |                   |                 |
|---|----------------|-------------------|-----------------|
| Veteran ID: ANY Card ID: 14810  |                |                   |                 |
| Veteran: <a href="#">VGTESTFIFTYEIGHT TESTSEVENTY (FIFTYEIGHT)</a> Person ID: <a href="#">23833</a> |                |                   |                 |
| Gender  | Date of Birth  | Service           | Card Count      |
| FEMALE  | 01/26/1950     | YES               | 1               |
| Purple Heart  | Medal of Honor | Enrollment Status | Prisoner of War |
| UNKNOWN   | NO             | ELIGIBLE          | UNKNOWN         |
| Card ID: <a href="#">14810</a>  |                |                   |                 |

Clicking on the [Person ID](#) hyperlink will direct you to the *VHIC Card History by Person ID Report* screen.

**Figure 147: VHIC Card History by Person ID Report screen**

| VHIC Card History by Person ID Report  |                |                   |                 |
|--|----------------|-------------------|-----------------|
| Veteran ID: 22897 Card ID: ANY   |                |                   |                 |
| Veteran: <a href="#">VGTESTTHIRTYFOU TESTFOURTYFIVE</a> Person ID: <a href="#">22897</a> |                |                   |                 |
| Gender   | Date of Birth  | Service           | Card Count      |
| MALE   | 11/11/1960     | NO                | 3               |
| Purple Heart   | Medal of Honor | Enrollment Status | Prisoner of War |
| UNKNOWN  | NO             | ELIGIBLE          | NO              |

### 3.17. Self-Service Card Request Reports

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

**Table 18. Self-Service Activity Report at a Glance**

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

### 3.17.1. Self-Service Activity Report

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

**Figure 148. Self-Service Activity Summary Report**

The screenshot shows a web application interface for generating a Self-Service Activity Report. At the top, there are navigation tabs: Veteran, Card, Print Services, Auditing, and Self Service (which is selected). Below these are sub-tabs: Activity, Audit Log, Manual Review, Expiring, Status, and Awaiting Review. The main content area is titled "Self Service Activity Report" and contains a "Date Range" section with two input fields: "Start Date" (2/9/2023) and "End Date" (3/9/2023), each with a calendar icon. Below the date range section are three buttons: "Clear", "Report", and "Create PDF". At the bottom of the form, there is a note: "For more accessible reports please press the Create PDF or Create XLS button."

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

**Figure 149. VHIC Self-Service Activity Summary Report**

| VHIC Self Service Activity Summary Report               |            |
|---|------------|
| Card Request Activity Between 02/04/2022 and 05/16/2023 |            |
| Card Status   | # of Cards |
| Deactivated   | 30         |
| Defunct   | 49         |
| On Hold   | 7          |
| Replaced  | 25         |
| Requested   | 36         |
| <b>Grand Total:</b>                                     | <b>147</b> |

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**VHIC Self Service Activity Summary Report**

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

**Figure 150. VHIC Self-Service Activity Detail Report**

| VHIC Self Service Activity Detail Report               |                   |                |              |             |             |            |                    |              |              |  |
|--|-------------------|----------------|--------------|-------------|-------------|------------|--------------------|--------------|--------------|--|
| Card Status: On Hold Between 02/04/2022 and 05/16/2023 |                   |                |              |             |             |            |                    |              |              |  |
| Last Name  | First Name        | Preferred Name | Request Date | Card Number | Card Status | MVI Status | Replacement Reason | Print Status | Hold Reasons |  |
| TESTELEVEN   | VGTESTHUNDRED     |                | 05/16/2023   | 14877       | On Hold     | Active     | Poor Quality       | Not Started  | REVIEW       |  |
| TESTFIFTYTWO   | VGTESTFOURTYONE   |                | 05/03/2023   | 14816       | On Hold     | Active     | Damaged            | Not Started  | REVIEW       |  |
| TESTHUNDRED  | VGTESTEIGHTYNINE  |                | 03/15/2023   | 14675       | On Hold     | Active     |                    | Not Started  | REVIEW       |  |
| TESTNINETYNINE   | VGTESTEIGHTYEIGHT |                | 03/15/2023   | 14674       | On Hold     | Active     |                    | Not Started  | REVIEW       |  |
| TESTTEN  | VGTESTNINETYNINE  |                | 05/16/2023   | 14876       | On Hold     | Active     |                    | Not Started  | REVIEW       |  |
| TESTTWELVE   | VGTESTHUNDREDOONE |                | 05/16/2023   | 14878       | On Hold     | Active     | Expired            | Not Started  | REVIEW       |  |

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**VHIC Self Service Activity Detail Report**

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

**Figure 151. VHIC Card History by Card ID Report**

| VHIC Card History by Card ID Report                                 |                |                   |                 |
|---|----------------|-------------------|-----------------|
| Veteran ID: ANY Card ID: 14810                                      |                |                   |                 |
| Veteran: VGTESTFIFTYEIGHT TESTSEVENTY (FIFTYEIGHT) Person ID: 23833 |                |                   |                 |
| Gender  | Date of Birth  | Service           | Card Count      |
| FEMALE  | 01/26/1950     | YES               | 1               |
| Purple Heart  | Medal of Honor | Enrollment Status | Prisoner of War |
| UNKNOWN   | NO             | ELIGIBLE          | UNKNOWN         |
| Card ID: 14810  |                |                   |                 |

### 3.17.2. Self-Service Audit Log

**Table 19. Self-Service Audit Log at a Glance**

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

The *Self-Service Audit Log* provides a way to track all activity for the VHIC Self-Service Tool. The resulting report returns the following fields of information: Date, Action, System, ICN, Card ID, Status Message, and HTTP Response. The query string shows all the information that was entered into various fields and/or submitted by the associate page. Items in the audit report are listed in order of the Date and Time.

**Figure 152. Self-Service Audit Log Field Entry**

**Figure 153. Self-Service Audit Log Results**

| Date      | Action                                | System | ICN                               | Card ID | Status Message                                  | HTTP Response                      |
|-----------|---------------------------------------|--------|-----------------------------------|---------|---|------------------------------------|
| 09-Jan-23 | SELF_SERVICE_NEW_CARD_ELIGIBILITY_OAS | VHIC   | <a href="#">1013610747V096981</a> |         | clientAppStatusMsg: ES does not report eligible | HTTP response status: 409/Conflict |
| 09-Jan-23 | SELF_SERVICE_NEW_CARD_ELIGIBILITY_OAS | VHIC   | <a href="#">1013610747V096981</a> |         | clientAppStatusMsg: ES does not report eligible | HTTP response status: 409/Conflict |
| 09-Jan-23 | SELF_SERVICE_NEW_CARD_ELIGIBILITY_OAS | VHIC   | <a href="#">1013610747V096981</a> |         | clientAppStatusMsg: ES does not report eligible | HTTP response status: 409/Conflict |
| 09-Jan-23 | SELF_SERVICE_NEW_CARD_ELIGIBILITY_OAS | VHIC   | <a href="#">1013610747V096981</a> |         | clientAppStatusMsg: ES does not report eligible | HTTP response status: 409/Conflict |
| 09-Jan-23 | SELF_SERVICE_NEW_CARD_ELIGIBILITY_OAS | VHIC   | <a href="#">1013610747V096981</a> |         | clientAppStatusMsg: ES does not report eligible | HTTP response status: 409/Conflict |
| 09-Jan-23 | SELF_SERVICE_NEW_CARD_ELIGIBILITY_OAS | VHIC   | <a href="#">1013610747V096981</a> |         | clientAppStatusMsg: ES does not report eligible | HTTP response status: 409/Conflict |
| 09-Jan-23 | SELF_SERVICE_NEW_CARD_ELIGIBILITY_OAS | VHIC   | <a href="#">1013610747V096981</a> |         | clientAppStatusMsg: ES does not report eligible | HTTP response status: 409/Conflict |
| 09-Jan-23 | SELF_SERVICE_NEW_CARD_ELIGIBILITY_OAS | VHIC   | <a href="#">1013610747V096981</a> |         | clientAppStatusMsg: ES does not report eligible | HTTP response status: 409/Conflict |

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



**Figure 154. Status Messages and HTTP Responses Highlighted**

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

Back

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

**Figure 155. Self-Service Audit Log No Match Message**

| Self Service Audit Log                           |  |                   |   |    |   |                |
|--|--|-------------------|---|----|---|----------------|
| There are no matches for the criteria specified. |  |                   |   |    |   |                |
| Filters  |  |                   |   |    |   |                |
| Actor  |  | ACS-VHIC-SS       |   |    |   |                |
| ICN  |  | 1013008099V640489 |   |    |   |                |
| Card ID  |  |                   |   |    |   |                |
| Time Range                                       |  |                   |   |    |   |                |
| Start Time                                       |  | 3                 | / | 9  | / | 2023           |
| End Time   |  | 3                 | / | 9  | / | 2023           |
|  |  |                   | : | 0  | : | 0              |
|  |  |                   | : | 23 | : | 59             |
|  |  |                   |   |    |   | Clear    Query |



### 3.17.3. Self-Service Manual Review Activity Report

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

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

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

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

Figure 156. VHIC Self-Service Requests National Summary Report

Veteran Health Identification Card (VHIC) Skip to Content

Home Card Request Reports Card Management Logged in as: [User]

Veteran Card Print Services Auditing **Self Service**

Activity Audit Log **Manual Review** Expiring Status Awaiting Review

#### Self Service Manual Review Activity Report

Site Selection

National

VISN

Facility

Facilities

- 506GA - TOLEDO VA CLINIC
- 506GB - FLINT VA CLINIC
- 506GC - JACKSON MI CBOC
- 506GD - CANTON VA CLINIC
- 506GF - ADRIAN VA CLINIC
- 506QA - PACKARD ROAD VA CLINIC
- 506QB - GREEN ROAD VA CLINIC
- 508 - ATLANTA VAMC

Date Range

Start Date

End Date

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

| <b>VHIC Self Service Requests National Summary Report</b> |        |             |
|---|--------|-------------|
| NATIONAL Start Date: 04/16/2023 End Date: 05/16/2023      |        |             |
| VISN  | VISN # | # of Cards  |
| VA Desert Pacific Healthcare Network                      | 22     | 2           |
| VA Southeast Network                                      | 7      | 5           |
| <b>NATIONAL Totals:</b>                                   |        | 7           |
| Tuesday 16 May 2023                                       |        | Page 1 of 1 |
| <b>VHIC Self Service Requests National Summary Report</b> |        |             |

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

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

| <b>VHIC Self Service Requests VISN Summary Report</b> |            |             |
|---|------------|-------------|
| VISN: 22 Start Date: 04/16/2023 End Date: 05/16/2023  |            |             |
| Facility  | Facility # | # of Cards  |
| PHOENIX VAMC  | 644        | 2           |
| <b>VISN 22 Totals:</b>                                |            | 2           |
| Tuesday 16 May 2023                                   |            | Page 1 of 1 |
| <b>VHIC Self Service Requests VISN Summary Report</b> |            |             |

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

**Figure 159. Self-Service Facility Summary Report Results**

| VHIC Self Service Requests Facility Summary Report        |            |            |
|---|------------|------------|
| Facility: 644 Start Date: 04/16/2023 End Date: 05/16/2023 |            |            |
| Facility  | Facility # | # of Cards |
| PHOENIX VAMC  | 644        | 2          |
| <b>Facility Totals:</b>                                   |            | <b>2</b>   |

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**VHIC Self Service Requests Facility Summary Report**

The **Facility #** link to the *Self-Service Facility Detail Report* displays the following information: **Facility Name**, **On Hold Reason**, **On Hold Date**, **Card Issuer**, **Last Name**, **Card ID**, **Card Status**, **Patient ICN**, **Task Status**, and what (if any) POC the request has been **Assigned To**.

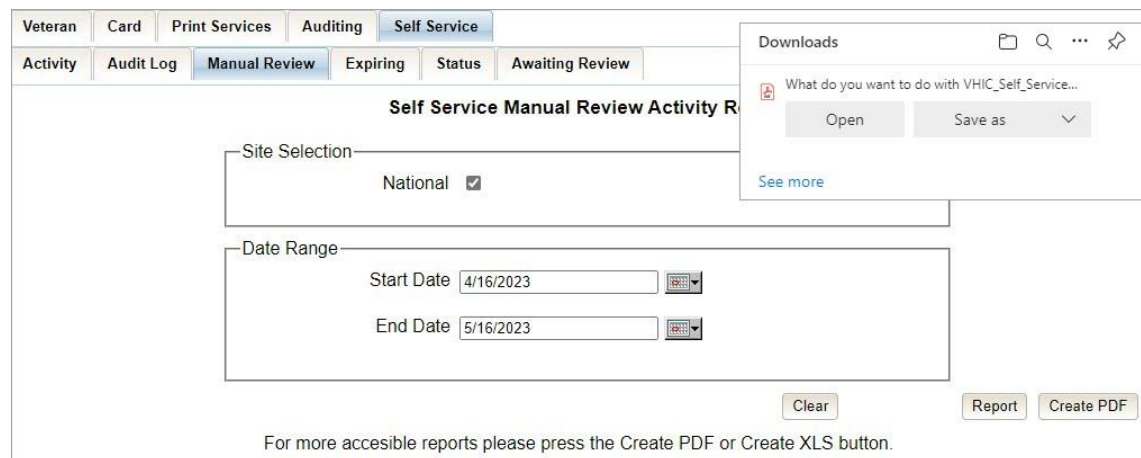
**Figure 160. Self-Service Facility Detail Report**

| VHIC Self Service Requests Facility Detail Report         |                   |                               |                  |           |         |             |                   |             |             |
|---|-------------------|-------------------------------|------------------|-----------|---------|-------------|-------------------|-------------|-------------|
| Facility: 644 Start Date: 04/16/2023 End Date: 05/16/2023 |                   |                               |                  |           |         |             |                   |             |             |
| Facility Name   | On Hold Reason(s) | On Hold Date                  | Card Issuer      | Last Name | Card Id | Card Status | ICN               | Task Status | Assigned To |
| PHOENIX VAMC  | REVIEW            | 2023-05-02<br>11:51:23.169334 | SELFSERVICEWSOAS | TESTEIGHT | 14811   | Requested   | 1013804180V020332 | Accepted    |             |
| PHOENIX VAMC  | REVIEW            | 2023-05-02<br>11:56:12.491838 | SELFSERVICEWSOAS | TESTONE   | 14812   | Requested   | 1013782731V181162 | Accepted    |             |

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**VHIC Self Service Requests Facility Detail Report**

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



### 3.17.4. Self-Service Expiring Requests Report

**Table 21. Self-Service Expiring Requests Report**

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

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

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

**Figure 162. VHIC Self-Service Requests Expiring Report**

Home Card Request Reports Card Management Site Management Logged In as:

Veteran Card Print Services Auditing Self Service

Activity Audit Log Manual Review Expiring Status Awaiting Review

### Self Service Expiring Requests Report

Site Selection

National

VISN

Facility

Facilities

- 506GA - TOLEDO VA CLINIC
- 506GB - FLINT VA CLINIC
- 506GC - JACKSON MI CBOC
- 506GD - CANTON VA CLINIC
- 506GF - ADRIAN VA CLINIC
- 506QA - PACKARD ROAD VA CLINIC
- 506QB - GREEN ROAD VA CLINIC
- 508 - ATLANTA VAMC

Card requests that timeout within the next  day(s).

Clear Report Create XLS

For more accessible reports please press the Create PDF or Create XLS button.

**Figure 163. VHIC Self-Service Requests Expiring Report Results**

### VHIC Self Service Requests Expiring Report

Self Service Requests Expiring within the next 90 days

Facility: 644

| Card Type | Expiration Status       | VISN # | VISN Name                            | Facility # | Facility Name | City    | State | Card ID | Request Date | Days From Request | ICN               | Last Name | First Name | Preferred Name |
|-----------|-------------------------|--------|--------------------------------------|------------|---------------|---------|-------|---------|--------------|-------------------|-------------------|-----------|------------|----------------|
| New       | Expiring within 32 days | 22     | VA Desert Pacific Healthcare Network | 644        | PHOENIX VAMC  | PHOENIX | AZ    | 15131   | 07/31/2023   | 28                | 1013852518V228432 | TEST      | ONE        |                |
| New       | Expiring within 34 days | 22     | VA Desert Pacific Healthcare Network | 644        | PHOENIX VAMC  | PHOENIX | AZ    | 15137   | 08/02/2023   | 26                | 1013852524V107620 | VAPATIENT | TWO        |                |
| New       | Expiring within 32 days | 22     | VA Desert Pacific Healthcare Network | 644        | PHOENIX VAMC  | PHOENIX | AZ    | 15132   | 07/31/2023   | 28                | 1013852530V190916 | PATIENT   | THREE      |                |

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VHIC Self Service Requests Expiring Report

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

| Card Type | Expiration Status       | VISN # | VISN Name                    | Facility # | Facility Name | City    | State | Card ID | Request Date | Days From Request | ICN               | Last Name | First Name  | Preferred Name |
|-----------|-------------------------|--------|------------------------------|------------|---------------|---------|-------|---------|--------------|-------------------|-------------------|-----------|-------------|----------------|
| New       | Expiring within 32 days | 22     | VA Desert Pacific Healthcare | 644        | PHOENIX VAMC  | PHOENIX | AZ    | 15131   | 07/31/2023   | 28                | 1013852519V228    | TESTJUNE  | VGTESTINA   |                |
| New       | Expiring within 34 days | 22     | VA Desert Pacific Healthcare | 644        | PHOENIX VAMC  | PHOENIX | AZ    | 15157   | 08/02/2023   | 26                | 1013852524V107    | TESTKHAN  | VGTESTALFIA |                |
| New       | Expiring within 32 days | 22     | VA Desert Pacific Healthcare | 644        | PHOENIX VAMC  | PHOENIX | AZ    | 15132   | 07/31/2023   | 28                | 1013852530V190916 | TESTRAGHU | VGTESTDA    |                |

### 3.17.5. Self-Service Review Status Report

**Table 22. Self-Service Review Status Report**

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

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

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

**Figure 165. Self-Service Review Status Report**

**Figure 166. Self-Service Review Status Report Results**

**VHIC Self Service Requests Review Status Report**

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

National Report

|              |             | NOV       | DEC      | Total     |
|--------------|-------------|-----------|----------|-----------|
| Accepted     | Not Started | 1         | 0        | 1         |
|              | Pending     | 3         | 0        | 3         |
|              | Total       | 4         | 0        | 4         |
| Assigned     | Cancelled   | 1         | 0        | 1         |
|              | Not Started | 1         | 0        | 1         |
|              | Total       | 2         | 0        | 2         |
| Rejected     | Cancelled   | 1         | 0        | 1         |
|              | Total       | 1         | 0        | 1         |
| Unassigned   | Cancelled   | 3         | 0        | 3         |
|              | Not Started | 3         | 2        | 5         |
|              | Pending     | 2         | 1        | 3         |
|              | Total       | 8         | 3        | 11        |
| <b>Total</b> |             | <b>15</b> | <b>3</b> | <b>18</b> |

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

REDACTED

### 3.17.6. Self-Service Requests Awaiting Review

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

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

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



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

Home Card Request Reports Card Management Site Management Logged in as: \_\_\_\_\_

Veteran Card Print Services Auditing Self Service

Activity Audit Log Manual Review Expiring Status Awaiting Review

### Self Service Requests Awaiting Review By VISN Report

This report includes all Self Service Requests Awaiting Review By VISN submitted within the last 90 days.

For more accesible reports please press the Create PDF or Create XLS button.

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

## VHIC Self Service Requests Awaiting Review By VISN Report

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

| VISN               | Facility | Total     |
|--------------------|----------|-----------|
| 10                 | 984      | 1         |
|                    | Total    | 1         |
| 15                 | 677      | 1         |
|                    | Total    | 1         |
| 19                 | 983      | 1         |
|                    | Total    | 1         |
| 20                 | 668      | 1         |
|                    | Total    | 1         |
| 22                 | 644      | 3         |
|                    | Total    | 3         |
| 7                  | 987      | 2         |
|                    | Total    | 2         |
| null               | 343      | 1         |
|                    | Total    | 1         |
| <b>Grand Total</b> |          | <b>10</b> |

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

| Card Type   | Expiration Status        | VISN # | VISN Name                            | Facility # | Facility Name     | City     | State | Card ID | Request Date | Days From Request | Task Status | Task Actor | ICN             | Last Name    | First Name    | Preferred Name |
|-------------|--------------------------|--------|--------------------------------------|------------|-------------------|----------|-------|---------|--------------|-------------------|-------------|------------|-----------------|--------------|---------------|----------------|
| New         | Expiring within -15 days | 10     | VA Healthcare System of Ohio         | 984        | DAYSHR ZZ EASTERN | DAYTON   | OH    | 14966   | 06/14/2023   | 75                | Unassigned  |            | 10138250475724  | TESTNINEYSEV | VOTESTEIGHYSI |                |
| New         | Expiring within 34 days  | 15     | VA Heartland Network                 | 677        | KANSAS HCS        | TOPEKA   | KS    | 15156   | 08/02/2023   | 26                | Unassigned  |            | 1013825219V5199 | EN           | X             |                |
| New         | Expiring within -15 days | 19     | VA Rocky Mountain Network            | 983        | DAYSHR            | CHEYENNE | WY    | 14967   | 06/14/2023   | 75                | Assigned    |            | 1013748213V5152 | PATIENT      | ONE           |                |
| New         | Expiring within 34 days  | 20     | VA Northwest Health Network          | 668        | GRANDSTAFF        | SPOKANE  | WA    | 15159   | 08/02/2023   | 26                | Unassigned  |            | 101382516V89953 | PATIENT      | THREE         |                |
| New         | Expiring within 32 days  | 22     | VA Desert Pacific Healthcare Network | 644        | PHOENIX VAMC      | PHOENIX  | AZ    | 15131   | 07/31/2023   | 28                | Unassigned  |            | 101382519V2284  | PATIENT      | SIX           |                |
| New         | Expiring within 32 days  | 22     | VA Desert Pacific Healthcare Network | 644        | PHOENIX VAMC      | PHOENIX  | AZ    | 15132   | 07/31/2023   | 28                | Unassigned  |            | 101382530V1909  | PATIENT      | FIFTEEN       |                |
| New         | Expiring within 34 days  | 22     | VA Desert Pacific Healthcare Network | 644        | PHOENIX VAMC      | PHOENIX  | AZ    | 15157   | 08/02/2023   | 26                | Unassigned  |            | 101382524V1076  | PATIENT      | TWENTYFOUR    |                |
| Replacement | Expiring within 33 days  | 7      | VA Southeast Network                 | 987        | CHEY6             | CHEYENNE | WY    | 15147   | 08/01/2023   | 27                | Unassigned  |            | 101290049V9370  | VETERAN      | NINETYSEVEN   |                |
| Replacement | Expiring within 33 days  | 7      | VA Southeast Network                 | 987        | CHEY6             | CHEYENNE | WY    | 15148   | 08/01/2023   | 27                | Unassigned  |            | 1013069037V7092 | TESTFFTYTWO  | VGTESTFOURTY  |                |
| New         | Expiring within 34 days  |        |                                      | 343        | OAKLAND-RO        | OAKLAND  | CA    | 15158   | 08/02/2023   | 26                | Unassigned  |            | 101382529V9340  | VAPATIENT    | ELEVEN        |                |
|             |                          |        |                                      |            |                   |          |       |         |              |                   |             |            | 101382529V9340  | PATIENT      | EIGHT         |                |

## 4. Troubleshooting

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