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Objectives

PREREQUISITE TRAINING	None
PURPOSE OF LESSON	This is essential to both VA Central Office and the Regional Offices.
	This guidance will help ensure all pertinent fields for this
	amendment are properly evaluated so Veterans who are entitled
	are properly identified and receiving the correct amount in award
	money and their records are accurately maintained.

TIME REQUIRED 1.5 Hours

References

- M21-1 III.ii.4.E Consolidation of Duplicate Beneficiary Identification and Records Locator Subsystem (BIRLS) Records and Corporate Records Preventing Duplicate Records Handout
- SHARE User Guide

Performing a "DUPC"-BIRLS Consolidation

The following steps describe the process for performing the DUPC-BIRLS Consolidation process.

This is essential to both VA Central Office and the Regional Offices. This guidance will help ensure all pertinent fields for this amendment are properly evaluated so Veterans who are entitled are properly identified and receiving the correct amount in award money and their records are accurately maintained.

The IPC Supervisor or designee is responsible for the consolidation process. DUPC action must be completed prior to submitting the corporate trouble ticket request.

Processing a DUPC Transaction BIRLS Consolidation

Only BIRLS data will be merged in the BIRLS consolidation process. Before the BIRLS records are consolidated using the DUPC process

- review the corporate record(s) to determine whether it will be necessary to terminate a corporate award, and
- do not complete the BIRLS record consolidation until the award action to terminate one of the corporate records has been authorized.

		READY	
COMMAND	□ ~		
SCREEN NUMBER FILE NUMBER PAYEE NUMBER END PRODUCT CODE BENEFIT STUB NAME FULL NAME FIRST MIDDLE LAST SUFFIX SOC SEC NUMBER DATE OF BIRTH REGIONAL OFFICE INSURANCE NUMBER REQUESTOR ID	~	BRANCH EOD RAD Date of death	
File#	First Name [SSN Payee#	
assword:	Middle Name [Service# End Product	
Clear Fields	Last Name [Stub Name Benefit	
COMMANDS 1 DUP-C	ORIG CEST	1 ORIG CEST 2 REOPENS FNODS FINANCES	APPEALS
cadd badd pclr	BINQ BINQ LOC	ping CNAM bfid bupd corr 680 pchg SIN	DUPC

After you have determined if records must be merged you can use this information for BDN.

After you have determined records must be merged, you can use this information for processing in BDN.

- 1. On the BDN READY screen, enter "DUPC," and
 - Your password
- 2. Press Enter
 - RESULT- The record consolidation screen (CON) is displayed
- 3. On the CON screen enter the
 - File number, and
 - Names of both records to be consolidated
- 4. Ensure information on the CON screen matches information in BIRLS

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CON RECORD CONSOLIDATION SEQ NO	08-18-2009
RECORD TO BE RETAINED	
FILE NUMBER NAME FIRST MIDDLE LAST SUFFIX	
RECORD TO BE CANCELED	
FILE NUMBER NAME FIRST MIDDLE LAST SUFFIX	
	NEXT SCREEN
File# First Name SSN	Payee#
Password: **** Middle Name Service#	End Product
Clear Fields Last Name Stub Name	Benefit
COMMANDS DUP-C ORIG CEST 1 ORIG CEST 2 REOPENS FNO	DS FINANCES APPEALS
cadd badd pclr BINQ pinq CNAM bfld bupd corr	680 1151 pchg SINQ DUPC

- 1. Display the retained record, make a print of the (VID) screen for your review
- 2. Press ENTER to display the cancelled record, make a print of the (VID) screen for your review
- 3. Press ENTER: Consolidation occurs
- 4. Compare the data in BIRLS and on the printed VID screens
- 5. Enter "UPD" to complete the transaction

Review file in VBMS for merger

Corporate Trouble Ticket

Submit a corporate trouble ticket to the National Help Desk (NSD) for correction of errors that occur due to duplicate corporate records

The hyperlink to the trouble ticket form can be found within the CKMP at III.ii.4.E.5.f. Corporate Trouble Ticket or by clicking the link below:

Corporate Trouble Ticket Request Form

Before merging the duplicate corporate records and performing a corporate update, a ticket must be opened with the National Help Desk.

- 1. Complete the Corporate Trouble Ticket Request form.
- Email the National Service Desk the Corporate Trouble Ticket Request Form. Request receipt of the NSD ticket number to control the error. Request that it be assigned to your RO's SME Compensation Corporate Records or the SME Pension Corporate Records group and to yourself as the assignee.

How do I transfer a ticket? (Assign to self or send to another group)

Go to Activities at the top of the ticket and choose Transfer:



To assign it to yourself, type your last name in the New Assignee field and to transfer to another group: Change the group from your RO's **SME Compensation Corporate Record** or **SME Pension Corporate Records** to the group you need to send it to. For example, Philadelphia SME Compensation Corporate Record:



Click Save

Performing a Corporate Record Merge

Systems you will need:



Let's get started

We have **<u>2 Corporate Records</u>** according to the Corporate Trouble Ticket Worksheet

There is either:

- Claim Number vs SSN
- or
- Incorrect SSN vs Correct SSN

First, determine if the DUPC has been performed prior to the ticket being submitted.

We will need to review BIRLS.

Enter the first number listed on the Corporate Trouble Ticket worksheet into BIRLS Inquiry.

e Help Beguired Field		
Required Multiple Option Field (Must Enter One Or More Of The Fields) vailable Processes Entered Work Claim Type Filter Inquiry Only Update Only All BIRLS Add BIRLS Folder Update BIRLS ICP Update BIRLS ICP Update BIRLS ICP Update BIRLS Record D BIRLS Record D BIRLS Becord D BIRLS Becord D BIRLS Update Change Of Fiduciary Change Of Change Change Of Change Ch	Search Criteria File Number or SSN Payee Number Additional Data First Name Middle Name Last Name Suffix Stub Name FI MI Last DOB /// DOD /// Service Number Branch Of Service EOD /// RAD /// Insurance Number Regional Office	
About Share Print Scr	een <u>S</u> ubmit Clear	E <u>x</u> it

You want to check both numbers to ensure there is only one BIRLS record. The BIRLS record should look like the following:

BIRLS Veteran Identification 101 Washingto	n Process is: BIRLS Inquiry 🗖 🗉 🕱
File Help	
File Number	Payee 00 Name
Vet's Identification Data Name Insurance	Inactive Comp & Pen Folder Location Miscellaneous Info Corporate Inquiry
File Number 12-345-678	Name Claim Folder Location
SSN - Verified Y 123-45-6789	Date Of Death
Insurance File No.	Cause Of Death
Insurance Policy No.	Death In SVC
Date Of Birth	Positive Indication
Sex Male Service Data SERVICE NUMBER EOD RAD BRANCH CHAR SVC SEP REASON 	Ower of Acontrey 030 - WISCONSIN DEPARTMENT OF VETERANS AFFAIRS
PAY GRADE NON PAY DAYS VADS VERIFIED Y	Contested Data
14/30/2015 4:11 PM Print Screen	&P Award - VETSNET

What to do if a DUPC has not been done

If the DUPC has not been performed and it has not been reported in the ticket attachment that a DUPC error occurred...



We need to have the RO end user (i.e. CA or Intake Analyst) perform the DUPC.

If the DUPC has not been performed and it has been reported in the ticket attachment that a DUPC error occurred, we <u>need to transfer the ticket to BPS BIRLS Support group</u>.

Here are the steps for transferring tickets to the BIRLS Support Group:



What to do if there is an error performing a DUPC



Under "New Group"

Insert BPS BIRLS Support

Under "<u>User Description</u>" you can input that a DUPC was not done and even insert the comment that is noted on the ticket attachment regarding why the DUPC was not done.

You have now just completed a transfer to the BIRLS Support group.

Check your work queue in the Service Desk occasionally because the ticket will be returned back to you once it is completed. You will know once you look at the "LOGS"

	<u>1</u> . Additional I	Informatio	<u>2</u> . Logs		<u>3</u> . Knowledge Management		<u>4</u> . Relationship	s
	<u>1</u> . Activitie	25	2. Event I	<u>.oq</u>		3. Support	Automation	
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	Type ⇔	Created By	On ⇔	Time Spent ⇔	Description			
+	Transfer		04/29/2015 12:26 pm	00:00:34	Map-D record merge has been complete Corporate Record merge.	ed. Ticket is	being transferred for completio	n of the =
+	Attach Doc		04/24/2015 06:32 am		Attach Document : R3947955FY15.msg			
+	Transfer		04/15/2015 08:27 am	00:00:07	Transfer Assignee from " to 'Hooper, Da	avid '		

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	HARRELL, JOSEPH A	CPL	00	Reviews - Ratings Involv	ed	686	05/16/2014	CLR	05/16/2014		
	HARRELL, JOSEPH A	CPL	00	Special Monthly Compen	sation	020	08/30/2013	CLR	04/04/2014		
	HARRELL, JOSEPH A	CPL	00	Reviews - Authorization (Only 2	692	02/28/2011	CLR	03/08/2011		

Reviewing the Corporate Record

Go to Corporate Inquiry in SHARE and enter the first number listed on the Corporate Trouble Ticket Worksheet.

Next, review all the TABS located in the Corporate Inquiry also known as the Corporate Record.

You are looking for **DATA** under each **TAB**.

Data means any information you see on any field(s) on a Corporate Inquiry. If there is data under any field and it is the incorrect PID, we will need to have screenshots uploaded into Virtual VA. This is because we will need a PID Deactivation performed by Data Architecture.

Any pertinent information you see on the screen is considered data. You are simply preserving this data when you take screenshots and upload them into Virtual VA.

When you are reviewing a Corporate Record in SHARE, you want to keep in mind that we are trying to determine which PID (Participant ID) is correct and which one is incorrect.

Next, go to Corporate Inquiry in SHARE and enter the second number listed on the Corporate Trouble Ticket Worksheet.

Next, review all the **TABS** located in the **Corporate Inquiry**. You are looking for **DATA** under each **TAB**.

Once again, you are looking for DATA, that pertinent information we will need to preserve.

Determining which PID is correct and incorrect

Enter each PID (separately) listed under Corporate Inquiry to review the DATA associated with it.

Social Security Number		123-45-6789	Veterar	n's Date of Birth (DOB)	03/27/1949
Correct PID	11111111	Incorrect PID	22222222	Incorrect File Number	987-65-4321

If there is data under both Corporate Inquiries, then look for the record with the most current and updated data - this will be the PID we will retain.

For example:

	CORPOR (Station Tra	RATE TROU ail Boss or Awa	IBLE TI ard Super	CKET R r User Exc	EQUEST lusive Use)		
В	enefit Involved: Co	mpensation =	BDN.SV	V.DB.Mair	tenance.Cor	npen	sation
Submitter's	Name, Phone Number	, and Station:	Ralph Ma	chio (123) 4	56-7891		
Is the person s	submitting the ticket the S	Station Trail boss	or Awards S	Super user?	Yes - Contin	ue cor	VBMS or VDC It is a VBMS Reco
Veteran's Nar	ne	Mickey Mouse	File Number 12		123	3-45-6789	
Social Securit	y Number	123-45-6789		Veteran's	Date of Birth (D0	of Birth (DOB) 09-04-197	
Correct PID	91919191	Incorrect PID	1919191	9	Incorrect File Nu	umber	123-54-6789
Priority	4 - All other Priorities						

Sometimes the PID you assume is incorrect may actually be the correct PID.

Determine whether a merge or deactivation is needed. We cannot merge corporate records if there is a rating and/or payment/award history on both records. One of the records must be deactivated.

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		Benefit I	Claim Information			Denials	
					Click F	low To View Com	plete Rating Denial Re
	Date of Claim	Date of Denial	Claim Type	Benefit Type	Payee Code	Admin Decn Date	Denial Type
	01/13/2009	03/05/2009	020-Claim for Increase	CPL	00		RATING
	01/13/2009	03/05/2009	020-Claim for Increase	CPL	00		RATING
	08/30/2013	04/04/2014	020-Special Monthly Compensation	CPL	00		RATING

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Corporate Award and Rating	g Data							
ile Help								
Person Military Claims/ Denials	Award/ Ratings	Rating Additional Rating		D/D lufamati		ne/Expenses/		- I (ti-
SC Combined Degree 80	NSC Com	information Decisions	:007	*NO	TE: Click expa	individual line nded diagnosi	e to see	
Decision	Diag Code	Diagnosis	Pct	From	To	Bilat	Major	Las 📥
Service Connected	7120	varicose veins, right leg	40	02/13/2007		Right Lower	N	
Service Connected	7120	varicose veins, left leg	40	02/22/2006		Left Lower	N	
Service Connected	7913	diabetes mellitus, type II	20	06/26/2007			N	
Service Connected	5299 - 5236	sclerotic changes, sacroiliac joints	10	02/13/2007			N	
Service Connected	5299 - 5226	fracture, left third finger	0	05/28/1981		Left Upper	N	
Not Service Connected	5055	bilateral knee replacement				Right Lower	N	
Not Service Connected	6204	dizziness					N	
Not Service Connected	6260	tinnitus					N	
Not Service Connected	6399 - 6308	recurrent fever					N	
Not Service Connected	7307	gastritis					N	-

The PID we want to keep should have the <u>less pertinent information</u> that we want to keep. If the PID that was listed as incorrect has <u>all the pertinent information</u>, we need to <u>keep that</u>

<u>PID</u>.

Remember, the PID that has the *valid or pertinent information* is the PID we need to keep.

- Review Share: Are there 2 corporate records? Are there 2 BIRLS records? Collect PIDs
- While reviewing Share, look at the Claims tab and Awards/Rating tab for data.
- Determine the PID to be kept. Remember the hierarchy of data:
 - 1. Running Award 1st
 - 2. Historical Data 2nd
 - 3. Pending EP 3rd

If none exist, the PID for the claim number or the SSN is the incorrect PID

For example:

CORPORATE TROUBLE TICKET REQUEST (Station Trail Boss or Award Super User Exclusive Use)								
Benefit Involved: Compensation = BDN.SW.DB.Maintenance.Compensation								
Submitter's	Name, Phone Number	, and Station:	Ralph Ma	chio (123) 4	56-7891			
Is the person s	submitting the ticket the S	Station Trail boss of	or Awards S	Super user?	Yes - Contin	ue con	VBMS or VDC It is a VBMS Rec	
Veteran's Nar	ne	Mickey Mouse		File Numb	ber	123-	45-6789	
Social Securit	Social Security Number 123-45-6789 Veteran's Date of Birth (DOB) 09-04-1978							
Correct PID 91919191 Incorrect PID 19191919 Incorrect File Number 123-54-6789						123-54-6789		
Priority	4 - All other Priorities							

- To complete the merge, start with the incorrect PID
- Change the Corporate Update radio button to Participant ID and input the number

💹 VBA Ready Screen Version 19.0.5 101	Washington
File Help	
Required Field	
 Required Multiple Option Field (Must Enter One Or More Of The Fields) 	
Available Processes	C File Number or SSN
Entered Work	
Claim Type Filter	Participant ID
C Inquiry Unly C Update Unly 💽 All	Additional Data
BIRLS Add	
BIRLS Folder Update	
BIBLS Inquiry	
BIRLS Record Delete	
BIRLS Update	
Change Of Educiary	
Change Of Name	
Claims Establishment C+P	
Corporate Flashes	
Corporate Inquiries	
Lorporate Update	

- Remove the File Number first, then select "Update"
- Remove the **SSN next**, then "Update", and then "Ready"

👹 Corporate Update					
File Help					
Information Entered File Number/SSN	Participant ID				
SSN Delete 2nd File	Number Delete 1st	Tax Abatement	Title	•	Gender M 💌
First Name	Middle Name	Last	Name	Suffix	
02/16/2014 12:53 AM Pro	duction Print Screen	Reset	<u>U</u> pdate	<u>R</u> eady	E <u>x</u> it

- To correct the PID, enter the correct PID in Corporate Update search screen and click the submit button.
- Add or correct either the File Number or SSN, then select "Update"
- Click "Ready" and the update is now complete.

File Number/SS	N	Participant ID		
Information to Upda	ate File Number	TaxA	batement Title	▼ Gender ▼
First Name	м	liddlen e	Last Name	Suffix

Updating the SSN on the Correct PID

Editing the Correct PID with an Incorrect SSN

• You have an incorrect SSN 987654321 while the correct SSN is 123456789. Once the incorrect PID has been cleared of the correct SSN, enter into Corporate Update for the correct PID with the incorrect SSN.

Information Entered File Number/SSN 987654321 Participant ID
Information to Update SSN 987654321 File Number 987654321 Tax Abatement Title Gender Gender
First Name Middle Name Last Name Suffix
Audit Related A/R IG Reference Num. E-mail Address

• Modify the file number

Information Entered Participant ID File Number/SSN 987654321
SSN 987654321 File Number 98765432 File Number Gender Image: Suffix in the image:
Audit Related A/R IG Reference Num. E-mail Address

• Click Update, then modify the SSN

Information Entered File Number/SSN 98765432 Participant ID
Information to Update SSN 123456789 File Number 98765432 Tax Abatement Title Gender Gender
First Name Edit SSN Middle Name Last Name Suffix
Audit Related A/R I IG Reference Num. E-mail Address

- Click Update
- Finally, you will modify the file number to the correct SSN.

Information Entered File Number/SSN 98765432 Participant ID
SSN 123456789 File Number 123456789 Tax Abatement I little U Gender
First Name Mid Name Edit File # to Last Name Suffix
Correct SSN Audit Related A/R IG Reference Num. E-mail Address

• Click Update

IF SSN Greyed Out

- Sometimes the SSN is greyed out and not editable
- Utilize Participant Profile to change SSN from verified to unverified.

•	Go bac	k into	corporate	update
---	--------	--------	-----------	--------

Corporate Update							
Help							
Information Entered							
File Number/SSN		Participant ID					
	10						
	2						
Information to Update	2		77				
Information to Update SSN 123456789	File Number	123456789	Tax Abatement [1	Title] Gender	•

Participant Profile

• Click Edit, change from Verified to Unverified, click Accept, reset when done

eteran:	File Number: (SSN	
Person Details Title: First Name: S Viddle Name: Last Name: Suffix: File #: SSN: TIN: Ins #: Bitth Data Date	Gender:	Daytime since	OK Cance Add Edit
Death Data	Accep Abando	t	

<u>Once you have completed the Corporate Record Merge, and the</u> <u>incorrect PID is no longer attached to a file number or SSN, the ticket</u> <u>can be closed.</u>

Update Status/Close Ticket

Enter "**CLOSED**" into the New Status box and notes for the ticket, if necessary. Make sure you have assigned the ticket to yourself to ensure credit is received. Lastly, if specific tasks must be performed prior to closing the ticket, enter them in the User Description section as well as communicating it via email to the appropriate individual.

e▼ <u>V</u> iew▼ S <u>e</u> arch▼ <u>V</u>	Vindow 🕶 Help 🕶 🔞	a Syntatch, Kathy Lu	g out (<u>c</u> iuse while
atus Change Reque	est R1537324FY13	Save	Cancel Reset
Request Number R1537324FY13 Current Status Open Time Spent	Request Summary CORPORATE RECORD-Mer New Status * Closed Date of Activity 04/10/2013 11:08 am	ge/Lawhon, Paul Wilson Time Stamp 04/10/2013 11:08 am	Internal?
User Description	Spelling Submit Knowled	ge 📄	
data corrected			*

Please follow the link to the Business Management Staff SharePoint page to request a Data Architecture Merge:

Business Management SharePoint Page

Two Corporate Records and BOTH have Data

Review both Corporate Records.

One Corporate Record has data, but is not up to date. You will need screenshots of every tab in Corporate Inquiry for the **INCORRECT PID** uploaded into Virtual VA for the file with the **CORRECT PID**.

<u>Please note the difference between the data contained in the following screen shots:</u>

Corporate Award and Rating Data												- 23
File Help												
Person Military Claims/ Denials Award/ Ratings PreConvsn Master Rcd File Nbr												
General Information Award Rating Information Rating	formation	dditio Dec	mal cisio	Ratii ns	ng	E,	VR Info	ormation Income N	:/Expe et Wo	nses/	VR&E Info	rmation
Veteran Name												
Benefit Type Compensation/Pension Live	Ben	eficia	ry T	уре	Pri	mary Br	eneficia	าย	_			
Pau Status												
										05-1-0		
		_		. ^	ste	Tupo	dicate	Description	rmati Dia	on-Llick U	D HOW IC	
Regstd Frequency Frequency Type	Monthly	Rec	eiva	bles		туре		Description	DIS	COVERY Date	DarAn	
		De										_
Retroactive Date Last Paid Date	01/01/2000	Deductions			Tupe Description		Description	Deduct Amt		BalAn	nt	
Aught Deleted & /B		Ba	aland	e :								····
												_
Proceeds Type Description Bal Amt												
		Ba	aland	e								
Asterisk Indicates Additional Reasons-Llick Un	Row to view.											
Efctv Dt Reason(s) Entitlement AA/HB Spo	ouse	MC	НC	SC	Ρ	AI	tmnt	Inc T	otal	CRDP	CRSC	
01/01/2000 Cost of		0	0	0	0				\$0.0	0 \$0.0	0 \$0	.00
12/01/1999 Cost of		U	0	U	0				\$98.0	0 \$0.0	U \$U	
12/01/1998 Cost of		0	0	0	0				\$36.U	0 \$0.0 0 \$0.0	0 \$0 0 ¢0	
12/01/1996 Cost of			0	0	0				\$94 D	0 \$0.0 0 \$0.0	0 \$0 N \$0	
12/01/1995 Cost of		- O	0	0	0				\$91.0	0 \$0.0	0 \$0	.00
12/01/1994 Cost of		0	0	Ō	0				\$89.0	0 \$0.0	0 \$0	.OC
12/01/1993 Cost of		0	0	0	0				\$87.0	0 \$0.0	0 \$0	.00
12/01/1992 Cost of		0	0	0	0				\$85.0	0 \$0.0	0 \$0	.00
05/29/2015 1:34 PM Production	<u>P</u> rint		C&F	Aw	ard-\	/ETSN	ET			<u>R</u> eady	E	<u>s</u> it

🧭 Corporate Award and Rating Data										23
File Help										
Person Military Claims/ Award/ PreConvsn Denials Ratings Master Rcd	File Nbr									
General Information Award Rating Information	on Additi De	ional I ecisio	Ratin; ns	9	EV	'R Information	Income/E Net	xpense: Worth	\$/ V	'R&E Information
Veteran Name	Benefici	iary N	ame	Y						
Benefit Type Compensation/Pension Live	Benefici	iary Ty	pe	Prin	hary Be	neficiary				
Pay Status Authorized	_				-					
j- datoneod			۵۹	teri	sk Inc	licates Additi	onal Inform	ation-I	lick On	Bow To View
	D.			Т	vpe	Descrip	tion	Discove	erv Date	Bal Amt
Regstd Frequency Monthly		alanc	e:	<u> </u>		•			-	
				L						
Last Paid Date 06/01/2	2015 De	ductio	ons	T	уре	Descr	iption	Dec	duct Amt	Bal Amt
Audit Related A/R	В	alanc	e							
				<u> </u>						
	Pro	ceed	s	<u> </u>	уре	C	escription)			Bal Amt
Asterisk Indicates Additional Reasons-Click On Row T	o View.	alanc	e							
Efcty Dt Reason(s) Entitlement AA/HB Spouse	Тм	сінсі	scl	ΡĪ	Alt	mnt Inc	Tot	al	CRDP	CRSC 🔺
12/01/2014 Cost of	0) 0	0	0			\$13	3.17	\$0.00	\$0.0C
01/01/2014 Cost of	0) ()	0	0			\$13	0.94	\$0.00	\$0.0C
12/01/2013 Cost of	0) 0	0	0			\$13	0.94	\$0.00	\$0.0C
12/01/2012 Cost of	0) 0	0	0			\$12	9.00	\$0.00	\$0.0C
12/01/2011 Cost of	0) 0	0	0			\$12	7.00	\$0.00	\$0.0C
12/01/2008 Cost of	0) 0	0	0			\$12	3.00	\$0.00	\$U.OC
12/01/2007 Cost of	0	1 0	0	0			\$11	7.00	\$0.00	\$0.0C
12/01/2006 Cost of	0		U	U			\$11	5.00	\$0.00	\$U.UL
			0	U			1 \$11	2.00	\$0.00	\$U.UL
05/29/2015 1:35 PM Production Er	rint	C&P	Awa	rd-V	ETSNE	T		Be	eady	E <u>x</u> it

You may receive the following error message when trying to perform a Corporate Update when both records contain data:

Share		×
8	SHR CORP17: There is a problem on the database. No data returned ORACLE ERROR when attempting to store PERSON data for the vet ORA-01407: cannot update ("CORPPROD"."AWARD_CMPSIT"."FILE_NBR") to NULL	
	ОК	





PID Deactivation

Please follow the link to the Business Management Staff SharePoint page to request a Data Architecture PID Deactivation:

Business Management SharePoint Page

Two Corporate Records and BOTH have Pre-Converted Master Records

This will be the same process as the Incorrect PID Deactivation detailed above.

Person Informat	tion - Washington				_	
Person Military	, Claims/ Award/ Denials Ratings	PreConvsn Master Rcd				
	Person	Non -	C&P Addresses		· ·	All Relationships
File Number			SSN Verification			
Name			PID	22455365		
Birth Date	10/21/1959		Sex	М		
Death Date	Cause	of Death	E-Mail Address			E-Mail History
	- Flash Messages Converted - Created Co	mbined Evaluation For 1999		Phone	Numbers Number	
5/29/2015 1:3	33 PM Production	Print Screen C&F	Award-VETSNE	Т		<u>R</u> eady E <u>x</u> it

Person Information - Washington		
Person Military Claims/ Award/ PreC Denials Ratings Mast	Convsn ter Rcd	
Person	Non - C&P Addresses	All Relationships
File Numb Name Birth Date 10/21/1959 Death Date Cause of Dea	iication PID Sex ath E-Mail Address	0 - Unverified 30050958 M E-Mail History
Aliases First Name Middl	le Name Last Name	Suffix Effective Date
Flash Messages		Phone Numbers Type Number
05/29/2015 1:34 PM Production	Print Screen C&P Award-VETSNET	T <u>B</u> eady Egit

MAP-D Merge

Check for letters, notes, and closed claims.

Please review MAP-D records for the SSN/File Number indicated on the Corporate Record Trouble Ticket Request Form. Check for:

1. Letter Library for any MAP-D letters

9 MAPD - Ver. 17.0.2		- • •
ile Edit Claims Profiles Auto Developmen	t GoTo Other Apps Help	
Customer Service; K		
	> Date Issued Type of Letter	Recipient
Letter Library	06/18/2015	DOUG
🖻 Pending Claims	06/17/2015	DOUG
🖻 020 New/Reopen, 3/31/15	05/08/2015	DOUG
Tracked Items (3)	05/07/2015	DOUG
🗄 Ended Claims	07/03/2014 CLAIMANT LETTER	<no name="" recipient=""></no>
	03/10/2014 CLAIMANT LETTER	<no name="" recipient=""></no>
	11/12/2013 Service records from National Gua	a PA ARMY NATIONAL GUARD
	11/12/2013 CLAIMANT LETTER	<no name="" recipient=""></no>
	10/03/2013 Service information from Reserve	C PA ARMY NATIONAL GUARD
	10/03/2013 Automatic Claimant Letter	<no name="" recipient=""></no>
	06/10/2013 CLAIMANT LETTER	<no name="" recipient=""></no>
	05/08/2013 CLAIMANT LETTER	<no name="" recipient=""></no>
	03/29/2013 CLAIMANT LETTER	<no name="" recipient=""></no>
	02/21/2013 CLAIMANT LETTER	<no name="" recipient=""></no>
	10/29/2010 CLAIMANT LETTER	DOUG

2. MAP-D Notes

٩,	MAPD -	Ver. 17.0.	2									
File	e Edit	Claims	Pro	files	Auto Develop	ment (GoTo	Other Apps H	lelp			
N	otes; I											
ΙГ	Date/T	ïme		RO	User		Туре	!	Claim		Susp Date	Note
	6/17/2	015 10:42	am	310	R		in	Development No	ε New/Reopen I	03/31/2015		Hybrid DUPC- Case
	5/07/2	015 02:34	pm	310	B		im	Development No	ε New/Reopen I	03/31/2015		Pies 050 requested (
	5/07/2	015 02:00	pm	310	B		im	Development No	ε New/Reopen I	03/31/2015		Self Assignment
	5/06/2	015 03:43	pm	310	BI		ht	act with Claimant				DUPC issue has bee
	5/06/2	015 03:18	pm	310	BI		im	Development No	ε New/Reopen ι	03/31/2015		Initial assigning claim
	4/25/2	015 10:07	am	281	Α		im	Development No	e Correspondenc	e 03/31/20		Claim was CANCELL
	4/25/2	015 07:28	am	310	BI		ht	act with Claimant				DUPC issue ep020 v
	4/24/2	015 01:30	pm	310	B.		im	Development No	e Correspondenc	e 03/31/20		Initial assigning claim
	8/03/2	014 07:13	am	310	KI		ht	act with Claimant	Initial Live Com	ip < 8 issue:		DUPC 175 54 1255
	7/03/2	014 06:55	am	310	KI		im	Development No	ε New/Reopen '	11/28/2012		DUPC - claim will be
	7/03/2	014 06:41	am	310	KI		im	Development No	ε New/Reopen	11/28/2012		N&M is needed . afte
	3/10/2	014 10:15	am	310	AI		ht	act with Claimant				requested folder fron

3. Ended Claims

File	Edit	Claims	Profiles	Auto Development	GoTo Other Apps Help
Custo	omer S	Service;			
Custc	Letter L	ibrary ibrary Claims			Date Issued Type of Letter O6/02/2015 02/24/2014

Once you've checked both records, if the INCORRECT PID contains a MAP-D letter library and/or MAP-D Notes, then transfer the ticket to PHI SME MAP-D Group within NSD.

To transfer a ticket, select "TRANSFER." {Note: for Incidents, a message must be entered in the "Solution" section prior to closing a ticket.}



Transferring Tickets

To transfer tickets, a new group must be assigned within the "New Group" category. Afterwards, select the Save button. The transfer action is complete.

R3629.500 Update Status Reserve Control Classe Order Create Ucdate <	Activities	* Actions * Search * R	eports * Window * #	telp = 🐘					
Besearch End User Call Origin Bespiest Arce Bates Splation 11. Anten J Imail BOX.SW.DE. Haintensacce. Compensations Open 4 Exclair Exclair Group Configuration 30cm 4 Martin Machine Exclairing Group Configuration 30cm BOX. Martin Machine Exclairing Group Configuration 30cm BOX. Martin Machine Exclairing Group Configuration 30cm BOX. Newerity Uripency Depart Active 3 3 4 VES Configuration 80cM Charge Back ID Call Back Date/Time Excended System Ticket Exclairing Machine Method Arrow Excended by Change Order Extended System Ticket Exclairing Machine Method Second Interactor Social System Ticket Social System Ticket Description Social System Ticket	R3629550F	Status					Cynate Change Order	Create Scident	Quict
Report (or Comment	Restor	ch							
Increase I. Andex J Erreal DDA:SWLDE. Handbasesce. Compensation Opp 4 Increase Excelate Group Attive? Box Harder Attack to Exailing Change Order PHI SHE Compensation Corporate Records BDN Reverity Injency Dagat Active? 3 4 4 YIS Change Rock ID Call Back Date/Time Resolution Code Resolution Hothed Change Caused by Change Order External System Ticket Headwith Time Seemary Information Code/Date/Time Backwith Time 00:02:05 Bescription Code/Date/Time 00:02:05 State At the coopenation froubs ticket Procession froubs ticket Procession Froubs ticket Pochange KII, Anton 2 Date/Time Double/Time Double/Time Open Date/Time Last Modeled Resolve Date/Time Double/Time Open Date/Time Last Modeled Resolve Date/Time Double/Time Open Date/Time 14 Resolve Date/Time Double/Time	Request Log Co.	mment	End User	Call Ovigin	Request Area		Status	Priority	
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Inputting a Solution:

Within the Solution option, enter comments in the User Description box. For example, if this is a MAP-D Merge request, indicate that you would like a MAP-D Merge completed for the correct and incorrect PIDs.

* Please note that you cannot include PII or PKI information at this step.

Afterwards, select the Save button. The solution action is complete.