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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.

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

The screenshot shows a terminal window with a blue background and white text. At the top, there is a toolbar with icons for navigation and help. Below the toolbar, the text "READY" is displayed. The main area contains a list of fields for data entry, including SCREEN NUMBER, FILE NUMBER, PAYEE NUMBER, END PRODUCT CODE, BENEFIT, STUB NAME, FULL NAME (FIRST, MIDDLE, LAST, SUFFIX), SOC SEC NUMBER, SERVICE NUMBER, DATE OF BIRTH, REGIONAL OFFICE, INSURANCE NUMBER, REQUESTOR ID, BRANCH, DATE OF DEATH, EOD, and RAD. Below the terminal window, there is a form with input fields for File#, First Name, Middle Name, Last Name, SSN, Service#, Stub Name, Payee#, End Product, and Benefit. At the bottom, there is a row of buttons for various commands: cadd, badd, pclr, BINQ, BINQ LOC, pinq, CNAM, blfd, bupd, corr, 680 1151, pchg, SING, and DUPC.

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



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:

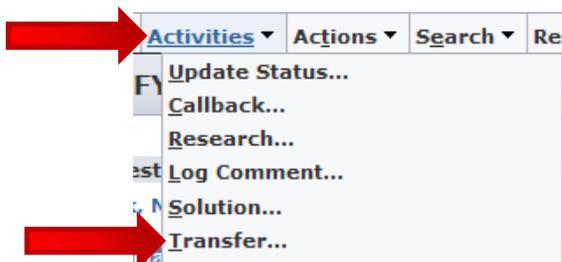
[Corporate Trouble Ticket Request Form](#)

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.
2. 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**:



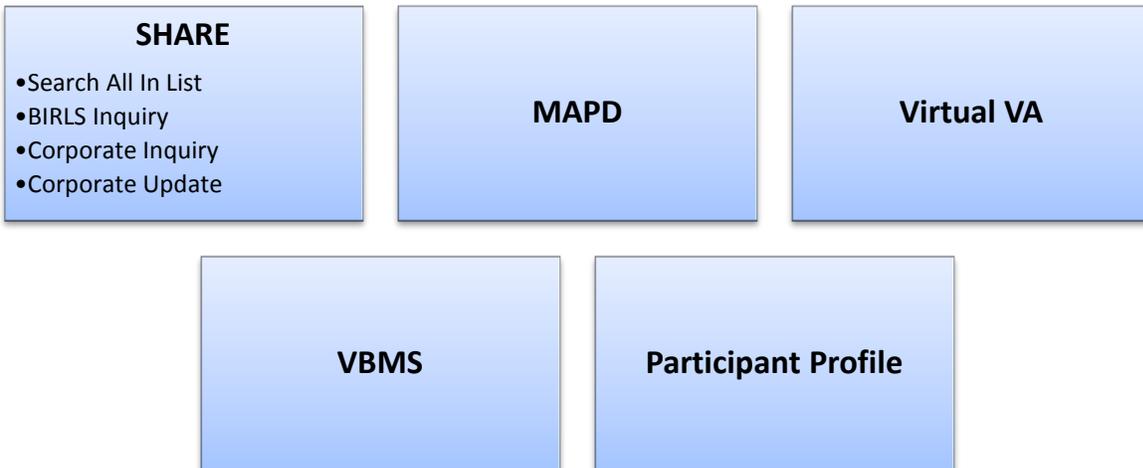
To assign it to yourself, type your last name in the New Assignee field and to transfer to another group: Change the group from your RO's **SME Compensation Corporate Record** or **SME Pension Corporate Records** to the group you need to send it to. For example, Philadelphia SME Compensation Corporate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



Click **Save**

Performing a Corporate Record Merge

Systems you will need:



Let's get started

We have **2 Corporate Records** according to the Corporate Trouble Ticket Worksheet

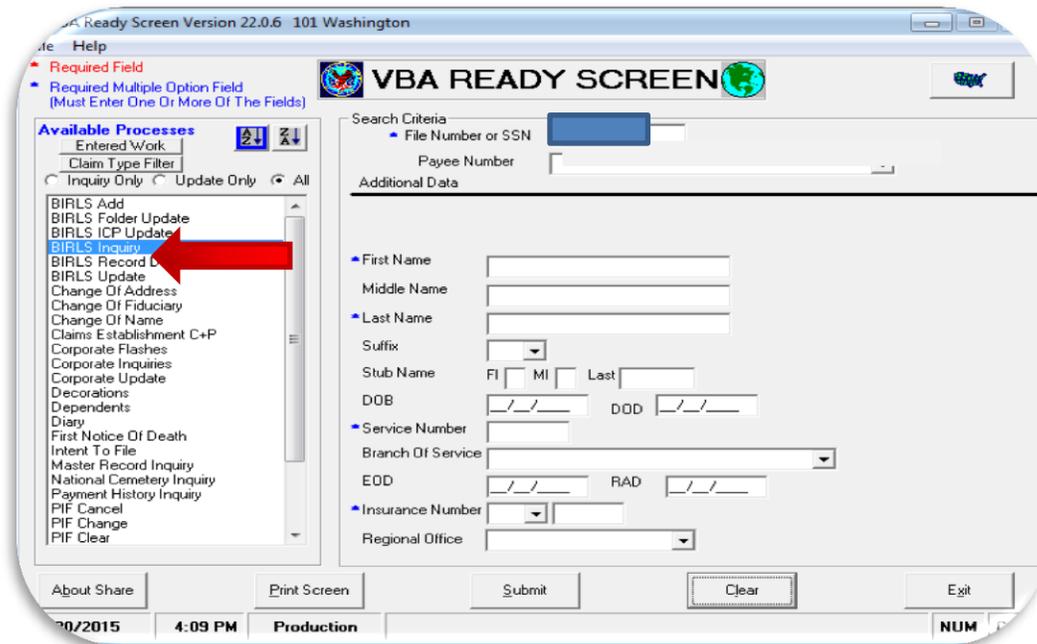
There is either:

- *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.



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 Washington Process is: BIRLS Inquiry

File Help

Information Entered
 File Number: 12-345-678 Payee: 00 Name:
 Ready Data Message:
 Message:

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: 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 Power of Attorney Search: 030 - WISCONSIN DEPARTMENT OF VETERANS AFFAIRS

Service Data
 SERVICE NUMBER: EDD: RAD: BRANCH: CHAR SVC: SEP REASON: PAY GRADE: NON PAY DAYS: VADS: VERIFIED:
 GW In-Theater: Start: End: Days: Contested Data:

04/30/2015 4:11 PM Print Screen C&P Award - VETSNET Selection Ready Exit

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...

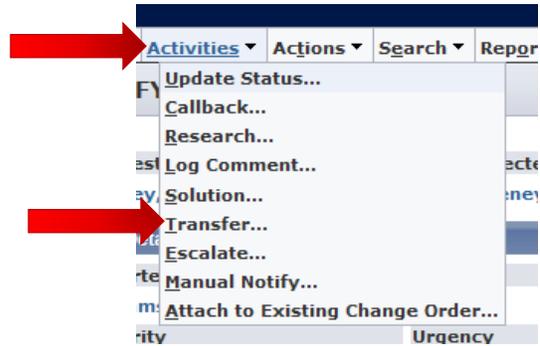


We need to **have the RO end user (i.e. CA or Intake Analyst) perform the DUPC.**

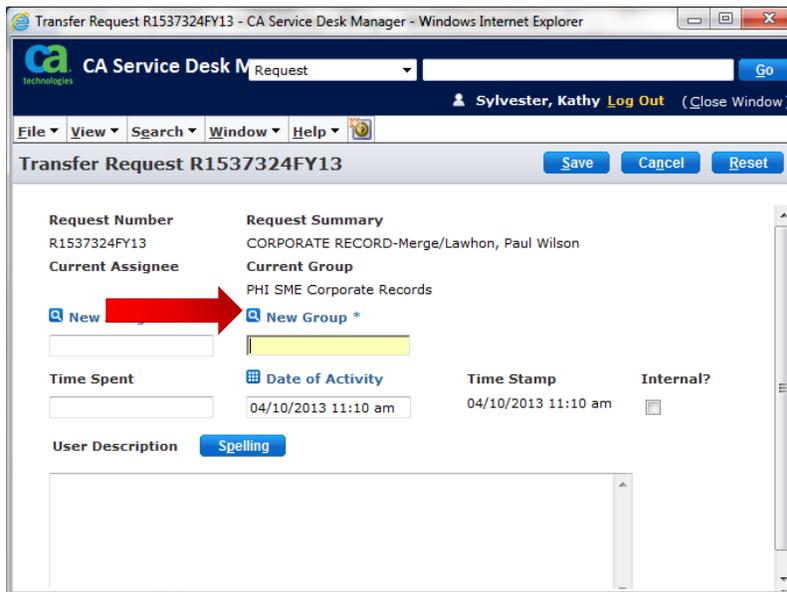
If the DUPC has not been performed and it has been reported in the ticket attachment that a DUPC error occurred, we **need to transfer the ticket to BPS BIRLS Support group.**

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

To transfer a ticket, select "**ACTIVITIES**" and then "**TRANSFER.**"



What to do if there is an error performing a DUPC



Under "**New Group**"

Insert **BPS BIRLS Support**

Under "**User Description**" 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"

The screenshot shows the 'Request Activity Log List' with a red arrow pointing to the '2. Logs' tab. The table below contains the following data:

Type	Created By	On	Time Spent	Description
Transfer		04/29/2015 12:26 pm	00:00:34	Map-D record merge has been completed. Ticket is being transferred for completion of the Corporate Record merge.
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, David '

The screenshot shows 'Claim/Denial Information - Washington' with a table of benefit claim information. The table below contains the following data:

Name	Benefit Type	Payee	Claim Type	EPC	Date of Claim	Claim Status	Date of Final Action
HARRELL, JOSEPH A	CPL	00	Correspondence	404	10/24/2014	PEND	
HARRELL, JOSEPH A	CPL	00	Reviews - Ratings Involved	686	05/16/2014	CLR	05/16/2014
HARRELL, JOSEPH A	CPL	00	Special Monthly Compensation	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.

Corporate Award and Rating Data

File Help

Person Military Claims/Denials Award/Ratings PreConvsn Master Rcd

General Information Award Information Rating Information Additional Rating Decisions EVR Information Income/Expenses/Net Worth VR&E Information

Veteran

SSN [Redacted] DOD [Redacted] Sex M

Branch Army EOD 05/20/1975

Add'l Service Ind GW Registry Ind RAD 05/27/1981

Desert Shield Ind PFOF Priv PFOF Grat

Pay Status Authorized Current Mthly Rate \$3,068.90

Paid Thru Date [Redacted] Converted Case Ind

FID Category Pay Direct

Empncy Decn Competent

PGF Location [Redacted] Consol'd Pay No [Redacted]

SQJ 452 - Wichita

Nursing Home N Name [Redacted]

POA 074 - AMERICAN LEGION

Auth'd POA Access: Yes CADD Auth'd: Yes

Address Type [Redacted] Address (Click Grid To View Formatted Address) [Redacted] Effective [Redacted] Updated By [Redacted]

Mailing [Redacted] 10/01/2010,325,VICMCDWA,SHARE - CADD,I

Begin Date End Date Treas Seq # Updated By

08/08/2012 [Redacted] 10 [Redacted] 08/08/2012,310,ADJJSIM031I

04/30/2015 4:47 PM Production Print C&P Award-VETSNET Ready Exit

Corporate Award and Rating Data

File Help

Person Military Claims/Denials Award/Ratings PreConvsn Master Rcd

General Information Award Information Rating Information Additional Rating Decisions EVR Information Income/Expenses/Net Worth VR&E Information

Benefit Type Compensation/Pension Live Beneficiary Type Primary Beneficiary

Pay Status Authorized

Reqstd Frequency [Redacted] Frequency Type Monthly Receivables Balance [Redacted]

Retroactive Date [Redacted] Last Paid Date 05/01/2015 Deductions Balance [Redacted]

Audit Related A/R [Redacted] IG Reference Num [Redacted] Proceeds Balance [Redacted]

Asterisk Indicates Additional Information-Click On Row To View

Type	Description	Discovery Date	Bal Amt

Asterisk Indicates Additional Reasons-Click On Row To View.

Efectv Dt	Reason(s)	Entitlement	AA/HB	Spouse	MC	HC	SC	P	Altmnt	Inc	Total	CRDP	CRSC
12/01/2014	Cost of	Disability		HARRELL,							\$3,068.90	\$0.00	\$0.00
12/01/2013	Cost of	Disability		HARRELL,							\$3,017.60	\$0.00	\$0.00
12/01/2012	Cost of			HARRELL,	0	0	0	0			\$2,973.00	\$0.00	\$0.00
12/01/2011	Cost of			HARRELL,	0	0	0	0			\$2,924.00	\$0.00	\$0.00
12/01/2008	Cost of			HARRELL,	0	0	0	0			\$2,823.00	\$0.00	\$0.00
12/01/2007	*Cost of			HARRELL,	0	0	0	0			\$2,669.00	\$0.00	\$0.00
12/01/2006	Cost of	Disability		Spouse	0	0	0	0			\$2,610.00	\$0.00	\$0.00
03/01/2006	*Individual	Disability		Spouse	0	0	0	0			\$2,528.00	\$0.00	\$0.00
12/01/2005	Cost of			Spouse	0	0	0	0			\$954.00	\$0.00	\$0.00

04/30/2015 4:48 PM Production Print C&P Award-VETSNET Ready Exit

Person	Military	Claims/ Denials	Award/ Ratings					
General Information								
Award Information								
Rating Information								
Additional Rating Decisions								
EVR Information								
Income/Expenses/ Net Worth								
VR&E Information								
SC Combined Degree	80	NSC Combined Degree	80					
Date	07/01/2007							
*NOTE: Click individual line to see expanded diagnosis								
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 **less pertinent information** that we want to keep.

If the PID that was listed as incorrect has **all the pertinent information**, we need to **keep that PID**.

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

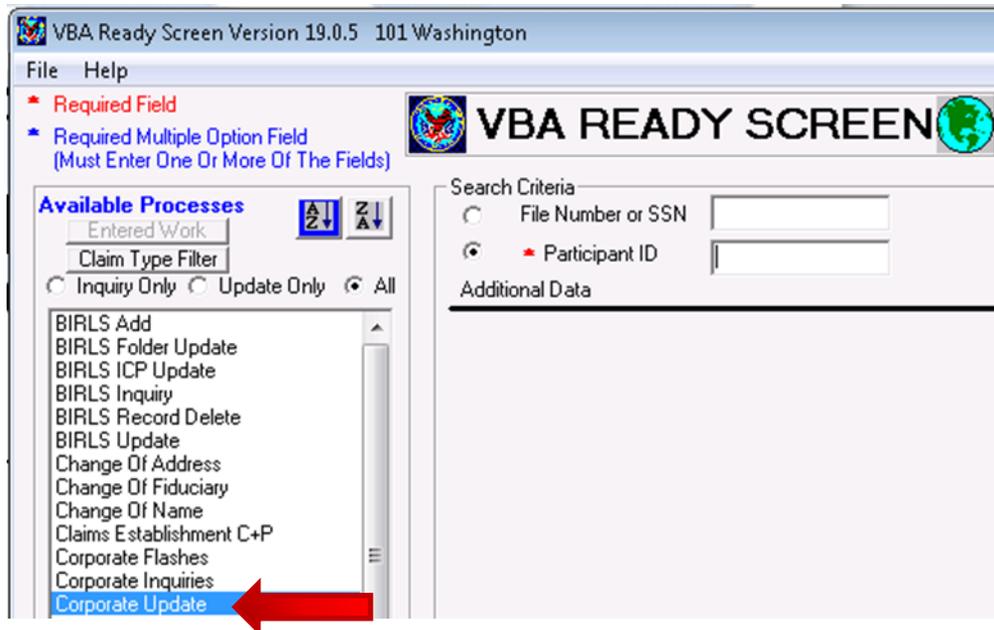
If none exist, the PID for the claim number or the SSN is the incorrect PID

For example:

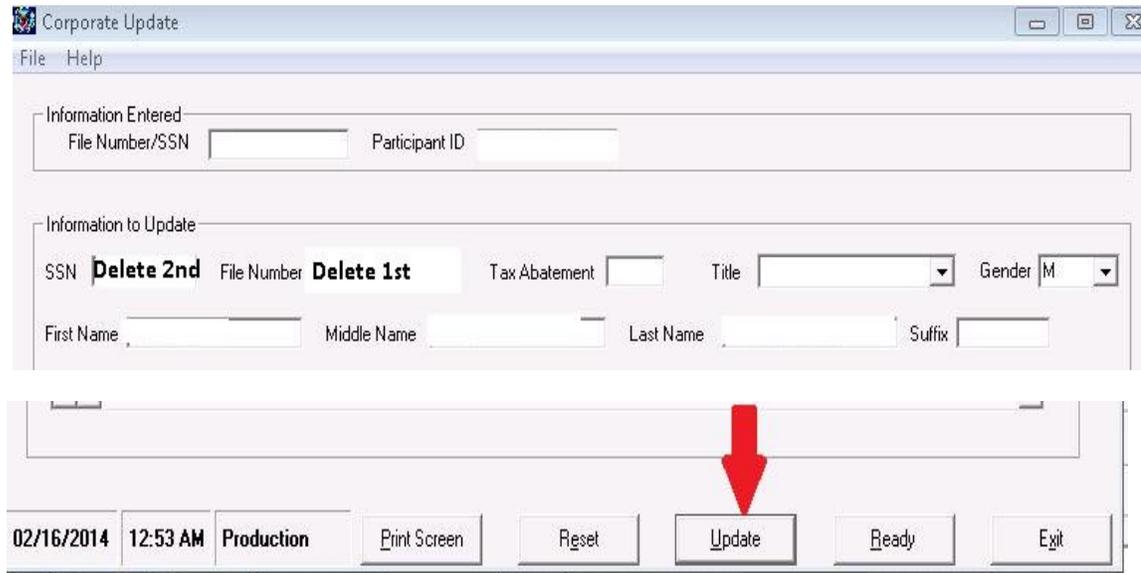
CORPORATE TROUBLE TICKET REQUEST (Station Trail Boss or Award Super User Exclusive Use)			
Benefit Involved: Compensation = BDN.SW.DB.Maintenance.Compensation			
Submitter's Name, Phone Number, and Station:		Ralph Machio (123) 456-7891	
Is the person submitting the ticket the Station Trail boss or Awards Super user?			VBMS or VDC
Yes - Continue con			-- It is a VBMS Rec
Veteran's Name		Mickey Mouse	File Number 123-45-6789
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	
Priority	4 - All other Priorities		

Updating the Corporate Record

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



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



- 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.

The screenshot shows a window titled "Corporate Update" with a menu bar containing "File" and "Help". The window is divided into two main sections: "Information Entered" and "Information to Update".

Information Entered: This section contains two text input fields: "File Number/SSN" and "Participant ID".

Information to Update: This section contains several input fields and dropdown menus: "SSN", "File Number", "Tax Abatement" (checkbox), "Title" (dropdown), "Gender" (dropdown), "First Name", "Middle Name", "Last Name", and "Suffix".

At the bottom of the window, there is a status bar with the text "02/16/2014 12:53 AM Production". Below this are several buttons: "Print Screen", "Reset", "Update", "Ready", and "Exit".

Red arrows are overlaid on the image to highlight key elements: two arrows point upwards to the "SSN" and "File Number" input fields, and one arrow points downwards to the "Update" button.

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
First Name Middle Name Last Name Suffix
Audit Related A/R IG Reference Num. E-mail Address

- Modify the file number

Information Entered
File Number/SSN **987654321** Participant ID

Information to Update
SSN **987654321** File Number **98765432** Tax Abatement Title Gender
First Name Middle Name Last Name Suffix
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
First Name Middle Name Last Name Suffix
Audit Related A/R 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

Information to Update
 SSN **123456789** File Number **123456789** Tax Abatement Title Gender
 First Name Middle Name **Edit File # to correct SSN** Last Name Suffix
 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 back into corporate update

Corporate Update

File Help

Information Entered
 File Number/SSN Participant ID

Information to Update
 SSN **123456789** File Number **123456789** Tax Abatement Title Gender
 First Name Middle Name Last Name Suffix

Participant Profile

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

Veteran: STEVEN EDWARD DELEONARDIS File Number: 611-07-9855 SSN: 611-07-9855 TIN:

File Search Profile Claims Awards RBA 2000 FAS Help

Veteran: File Number: SSN:

Person Details

Title:
 First Name:
 Middle Name:
 Last Name:
 Suffix: Gender:
 File #: SSN Verification Status: **Verified by SSA**
 SSN: TIN:
 Ins #:

Telephone Numbers:

Daytime since:

OK
 Cancel
 Add
 Edit

Birth Data

Date: City: State:

Death Data

Date: Cause: **Accept**
 Abandon

PPID: 10508178 Participant Profile Ready - View Mode

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

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.

The screenshot displays the CA Service Desk Manager interface for a Status Change Request. The window title is "Status Change Request R1537324FY13 - CA Service Desk Manager - Windows Internet Explorer". The user is logged in as "Sylvester, Kathy". The request details are as follows:

Request Number	Request Summary
R1537324FY13	CORPORATE RECORD-Merge/Lawhon, Paul Wilson

Current Status: Open
New Status: Closed

Time Spent	Date of Activity	Time Stamp	Internal?
	04/10/2013 11:08 am	04/10/2013 11:08 am	<input type="checkbox"/>

User Description: 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**.

Please note the difference between the data contained in the following screen shots:

Asterisk Indicates Additional Information-Click On Row To View

Type	Description	Discovery Date	Bal Amt

Asterisk Indicates Additional Reasons-Click On Row To View.

Efectv Dt	Reason(s)	Entitlement	AA/HB	Spouse	MC	HC	SC	P	Altmnt	Inc	Total	CRDP	CRSC
01/01/2000	Cost of				0	0	0	0			\$0.00	\$0.00	\$0.00
12/01/1999	Cost of				0	0	0	0			\$98.00	\$0.00	\$0.00
12/01/1998	Cost of				0	0	0	0			\$96.00	\$0.00	\$0.00
12/01/1997	Cost of				0	0	0	0			\$95.00	\$0.00	\$0.00
12/01/1996	Cost of				0	0	0	0			\$94.00	\$0.00	\$0.00
12/01/1995	Cost of				0	0	0	0			\$91.00	\$0.00	\$0.00
12/01/1994	Cost of				0	0	0	0			\$89.00	\$0.00	\$0.00
12/01/1993	Cost of				0	0	0	0			\$87.00	\$0.00	\$0.00
12/01/1992	Cost of				0	0	0	0			\$85.00	\$0.00	\$0.00

Corporate Award and Rating Data

File Help

Person Military Claims/Denials Award/Ratings PreConvsn Master Rcd File Nbr

General Information **Award Information** Rating Information Additional Rating Decisions EVR Information Income/Expenses/Net Worth VR&E Information

Veteran Name Beneficiary Name
 Benefit Type Compensation/Pension Live Beneficiary Type Primary Beneficiary
 Pay Status Authorized

Reqstd Frequency Frequency Type Monthly Receivables Balance
 Retroactive Date Last Paid Date 06/01/2015 Deductions Balance
 Audit Related A/R IG Reference Num Proceeds Balance

Asterisk Indicates Additional Information-Click On Row To View

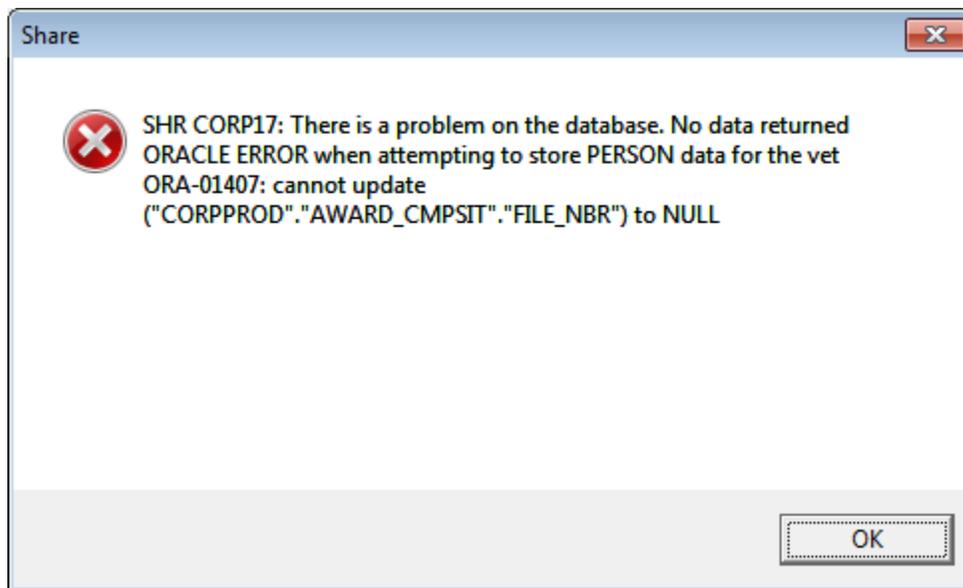
Type	Description	Discovery Date	Bal Amt

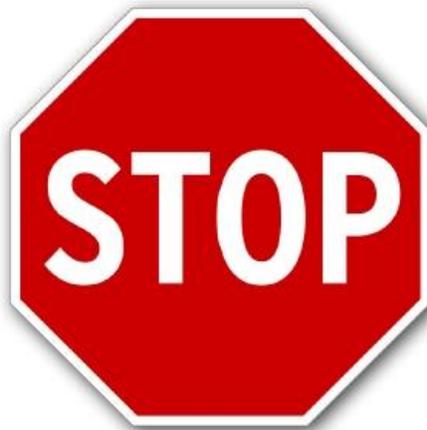
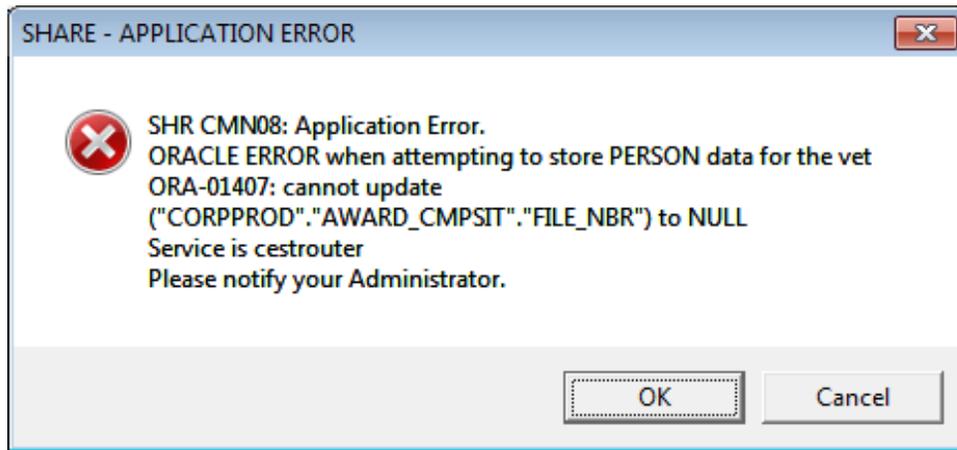
Asterisk Indicates Additional Reasons-Click On Row To View.

Effcty Dt	Reason(s)	Entitlement	AA/HB	Spouse	MC	HC	SC	P	Altmnt	Inc	Total	CRDP	CRSC
12/01/2014	Cost of				0	0	0	0			\$133.17	\$0.00	\$0.00
01/01/2014	Cost of				0	0	0	0			\$130.94	\$0.00	\$0.00
12/01/2013	Cost of				0	0	0	0			\$130.94	\$0.00	\$0.00
12/01/2012	Cost of				0	0	0	0			\$129.00	\$0.00	\$0.00
12/01/2011	Cost of				0	0	0	0			\$127.00	\$0.00	\$0.00
12/01/2008	Cost of				0	0	0	0			\$123.00	\$0.00	\$0.00
12/01/2007	Cost of				0	0	0	0			\$117.00	\$0.00	\$0.00
12/01/2006	Cost of				0	0	0	0			\$115.00	\$0.00	\$0.00
12/01/2005	Cost of				0	0	0	0			\$112.00	\$0.00	\$0.00

05/29/2015 1:35 PM Production Print C&P Award-VETSNET Ready Exit

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





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 Information - Washington

File Help

Person **Military** Claims/ Denials Award/ Ratings **PreConvsn Master Rcd** File

Person Non - C&P Addresses All Relationships

File Number _____ SSN Verification _____

Name _____ PID 22455365

Birth Date 10/21/1959 Sex M

Death Date _____ Cause of Death _____ E-Mail Address _____ E-Mail History

Aliases

First Name	Middle Name	Last Name	Suffix	Effective Date

Flash Messages

Converted - Created Combined Evaluation For 1999

Phone Numbers

Type	Number

05/29/2015 1:33 PM Production Print Screen C&P Award-VETSNET Ready Exit

Person Information - Washington

File Help

Person **Military** Claims/ Denials Award/ Ratings **PreConvsn Master Rcd** File

Person Non - C&P Addresses All Relationships

File Numt _____ ication 0 - Unverified

Name _____ PID 30050958

Birth Date 10/21/1959 Sex M

Death Date _____ Cause of Death _____ E-Mail Address _____ E-Mail History

Aliases

First Name	Middle 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 Ready Exit

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

Date Issued	Type of Letter	Recipient
06/18/2015		DOUG
06/17/2015		DOUG
05/08/2015		DOUG
05/07/2015		DOUG
07/03/2014	CLAIMANT LETTER	<No Recipient Name>
03/10/2014	CLAIMANT LETTER	<No Recipient Name>
11/12/2013	Service records from National Gua	PA ARMY NATIONAL GUARD
11/12/2013	CLAIMANT LETTER	<No Recipient Name>
10/03/2013	Service information from Reserve c	PA ARMY NATIONAL GUARD
10/03/2013	Automatic Claimant Letter	<No Recipient Name>
06/10/2013	CLAIMANT LETTER	<No Recipient Name>
05/08/2013	CLAIMANT LETTER	<No Recipient Name>
03/29/2013	CLAIMANT LETTER	<No Recipient Name>
02/21/2013	CLAIMANT LETTER	<No Recipient Name>
10/29/2010	CLAIMANT LETTER	DOUG

2. MAP-D Notes

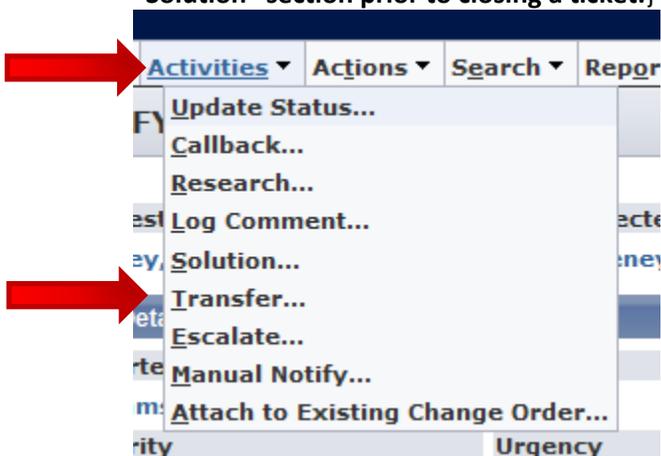
Date/Time	RO	User	Type	Claim	Susp Date	Note
6/17/2015 10:42 am	310	R	im Development Note	New/Reopen 03/31/2015		Hybrid DUPC- Case
5/07/2015 02:34 pm	310	R	im Development Note	New/Reopen 03/31/2015		Pies 050 requested
5/07/2015 02:00 pm	310	R	im Development Note	New/Reopen 03/31/2015		Self Assignment
5/06/2015 03:43 pm	310	BI	rtact with Claimant			DUPC issue has bee
5/06/2015 03:18 pm	310	BI	im Development Note	New/Reopen 03/31/2015		Initial assigning claim
4/25/2015 10:07 am	281	A	im Development Note	Correspondence 03/31/2015		Claim was CANCELL
4/25/2015 07:28 am	310	BI	rtact with Claimant			DUPC issue ep020
4/24/2015 01:30 pm	310	R	im Development Note	Correspondence 03/31/2015		Initial assigning claim
8/03/2014 07:13 am	310	KI	rtact with Claimant	Initial Live Comp < 8 issue:		DUPC 175 54 125
7/03/2014 06:55 am	310	KI	im Development Note	New/Reopen 11/28/2012		DUPC - claim will be
7/03/2014 06:41 am	310	KI	im Development Note	New/Reopen 11/28/2012		N&M is needed . aft
3/10/2014 10:15 am	310	AI	rtact with Claimant			requested folder from

3. Ended Claims

>	Date Issued	Type of Letter	Recipient
	06/02/2015		
	02/24/2014		

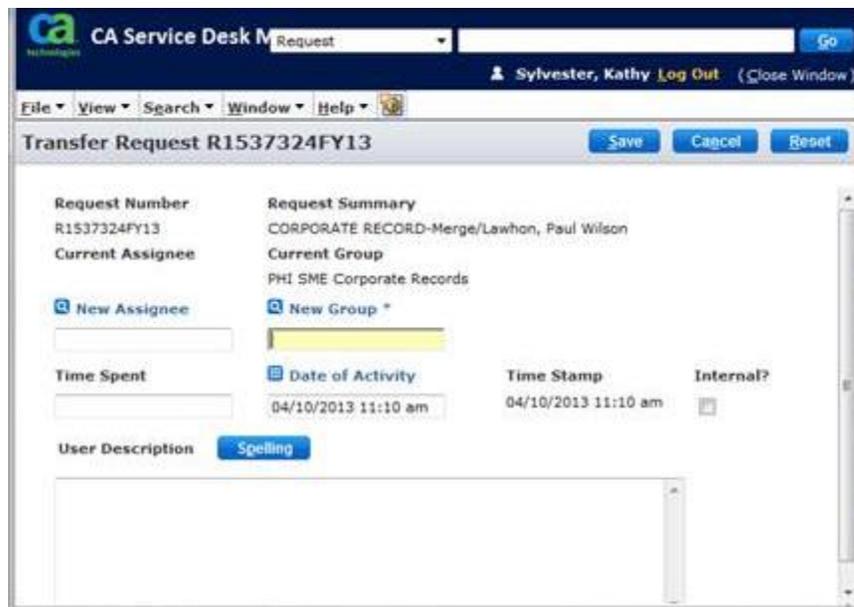
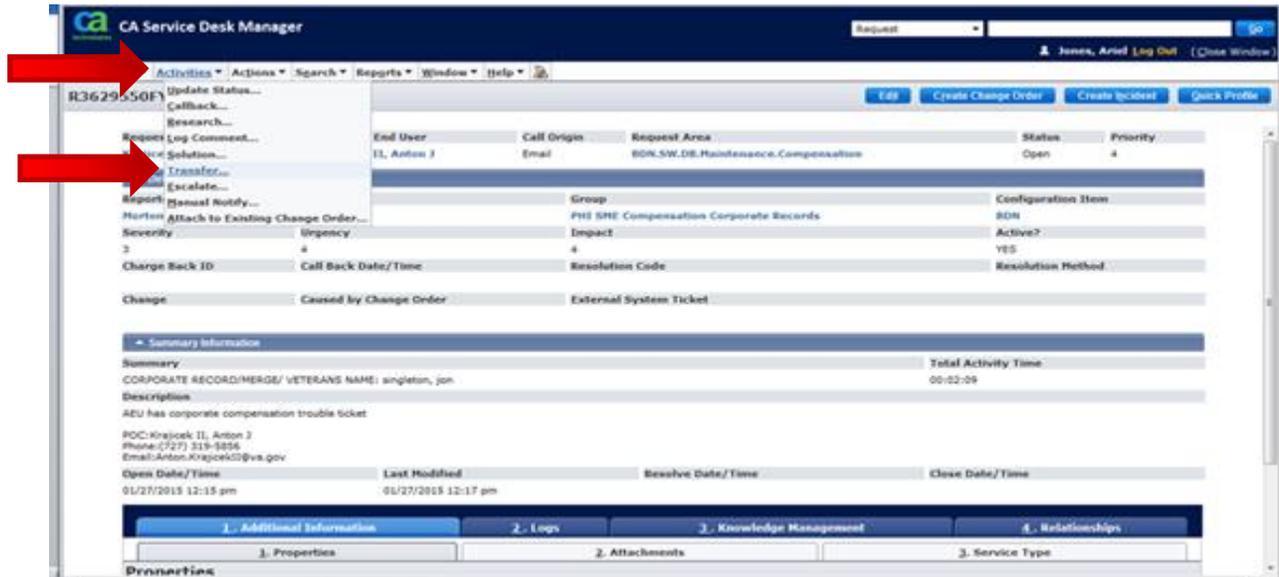
Once you've checked both records, if the INCORRECT PID contains a MAP-D letter library and/or MAP-D Notes, then transfer the ticket to PHI SME MAP-D Group within NSD.

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.



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.