Introduction to COVERS

Trainee Handout

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Objectives

* Using the trainee handout packet and references, identify the purpose and general features of COVERS.
* Using the trainee handout packet and references, differentiate between the functions of COVERS.

References

* COVERS User Guide

Topic 1: General Features and Functions of COVERS

Purpose of COVERS

The Control of Veterans Record System (COVERS) application is a “receive” based system. It is the primary tool used in tracking internal movement of claims folders. Internal movement refers to movement of the claims folders within the station. COVERS tracks two types of folders—claims folders and notice of death (NOD) folders.

With the implementation of VBMS, COVERS is also used to verify if the complete file has been scanned into VBMS.

General Features of COVERS

The COVERS application possesses various features. COVERS:

* Provides a history of folder movement
* Uses barcode technology to support regional office and record management center (RMC) folder activities, including requests, mail, search, and external transfers
* Provides an electronic means by which to establish an on-line alert for folder requests, pending mail, or messages directed to the user
* Interfaces with the Beneficiary Identification and Record Locator Subsystem (BIRLS) through the SHARE system
* Can be operated with a keyboard and mouse, or with a scanner (for the barcode label) serving in lieu of the keyboard for entering claims folder data

General Functions of COVERS

The following table serves as guidance for the general functions in COVERS.

| **General Functions** | |
| --- | --- |
| Function | Description |
| Folders | * Used for either inquiries or actions when actually working with claims |
| Search | * Initiates a “search” for a folder * Initiates an internal “request” for a folder * Changes or closes out a previous request or search |
| BIRLS | * Links directly to the BIRLS system |
| Labels | * Generates or prints previously generated barcodes |
| Transfers | * Requests transfers of folders to one’s station * Transfers folder to other locations * Prints and generates transfer request forms |
| Messages | * Provides specific messages as indicated for specific functions depending on permissions assigned to individual users |
| Miscellaneous | * Generally limited to specific functions of limited individuals * Restart button is enabled to all if COVERS is down |

Note: The application frequently “times out” to individual users when the application has been opened and minimized for extended periods of non-use.

Permission Protected Functions

The function buttons on the main screen are protected by permissions. If the user does not have permission assigned to access that function, the button will not be enabled for them. In the event that the button is not enabled, the button will appear grayed out.

Lower Task Bar

The lower task bar buttons can be permissioned for access. Sometimes the access requires a specific screen be accessed first. The following table explains the lower task bar functions:

| **Lower Task Bar Functions** | |
| --- | --- |
| Buttons | Description |
| (station number) UP | * Indicates that the application is up and running at that station * If illuminated in red and “DOWN”, click on COVERS Restart button |
| Next Block | * Reflects the COVERS location of the user based on logon and password * Locations- individually assigned based on local policy * Illuminated in yellow, indicates that current location has been changed from the one assigned |
| Help | * Provides general computer-assisted help for the application |
| Act as SO | * Permits the user to mimic a Service Organization (SO) to “receive” a file (SO employees are not permitted this function.) * Can be enabled depending on permissions assigned * Can only be accessed from the “Receive” screen |
| Chg Loc | * Used for changing COVERS location assuming adequate permissions |
| Qk Print | * Permits user to generate an on-demand set of barcode label prints when adequate permissions are assigned * Enabled from “Receive” or “Inquiry” screens |
| Exit | * Closes the COVERS application |
| Last Two | * Displays current date and time of the day |

Attachment A: Topic 1 Exercise

Directions: Fill in the function name associated with each of the following functions. You have 15 minutes to complete this exercise.

|  |  |
| --- | --- |
| **Function Name** | **Explanation** |
|  | * Reflects the COVERS location of the user based on logon and password * Locations- individually assigned based on local policy * Illuminated in yellow, indicates that current location has been changed from the one assigned |
|  | * Permits user to generate an on-demand set of barcode label prints when adequate permissions are assigned * Enabled from “Receive” or “Inquiry” screens |
|  | * Requests transfers of folders to one’s station * Transfers folder to other locations * Prints and generates transfer request forms |
|  | * Links directly to the BIRLS system |
|  | * Indicates that the application is up and running at that station * If illuminated in red and “DOWN”, click on COVERS Restart button |
|  | * Provides general computer-assisted help for the application |
|  | * Used for changing COVERS location assuming adequate permissions |