DPRIS and PIES

Instructor Lesson Plan

Time Required: 1.25 Hours

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| Lesson Description | |
| The information below provides the instructor with an overview of the lesson and the materials that are required to effectively present this instruction. | |
| TMS # | 4182201 |
| Prerequisites | Prior to this lesson, the Veteran Service Representatives (VSRs) should have completed the Federal Records TPSS. |
| target audience | The target audience for DPRIS and PIES is Entry Level VSRs.  Although this lesson is targeted to teach the entry level employee, it may be taught to other VA personnel as mandatory or refresher type training. |
| Time Required | 1.25 hours |
| Materials/ TRAINING AIDS | Lesson materials:   * DPRIS and PIES Presentation * DPRIS and PIES Handouts |
| Training Area/Tools | The following are required to ensure the trainees are able to meet the lesson objectives:   * Classroom or private area suitable for participatory discussions * Seating, writing materials, and writing surfaces for trainee note taking and participation * Handouts, which include a practical exercise * Large writing surface (easel pad, chalkboard, dry erase board, etc.) with appropriate writing materials * Computer with PowerPoint software to present the lesson material |
| Pre-Planning | * Become familiar with all training materials by reading the Instructor Lesson Plan while simultaneously reviewing the corresponding PowerPoint slides. This will provide you the opportunity to see the connection between the Lesson Plan and the slides, which will allow for a more structured presentation during the training session. * Become familiar with the content of the trainee handouts and their association to the Lesson Plan. * Practice is the best guarantee of providing a quality presentation. At a minimum, do a complete walkthrough of the presentation to practice coordination between this Lesson Plan, the trainee handouts, and the PowerPoint slides and ensure your timing is on track with the length of the lesson. * Ensure that there are copies of all handouts before the training session. * When required, reserve the training room. * Arrange for equipment such as flip charts, an overhead projector, and any other equipment (as needed). * Talk to people in your office who are most familiar with this topic to collect experiences that you can include as examples in the lesson. * This lesson plan belongs to you. Feel free to highlight headings, key phrases, or other information to help the instruction flow smoothly. Feel free to add any notes or information that you need in the margins. |
| Training Day | * Arrive as early as possible to ensure access to the facility and computers. * Become familiar with the location of restrooms and other facilities that the trainees will require. * Test the computer and projector to ensure they are working properly. * Before class begins, open the PowerPoint presentation to the first slide. This will help to ensure the presentation is functioning properly. * Make sure that a whiteboard or flip chart and the associated markers are available. * Provide a sign in sheet and at the conclusion of the session, ensure that all trainees sign in. |

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| Introduction to DPRIS and PIES | | |
| INSTRUCTOR INTRODUCTION | | Complete the following:   * Introduce yourself * Orient learners to the facilities * Ensure that all learners have the required handouts |
| time required | | 0.10 hours |
| Purpose of Lesson  Explain the following: | | This lesson is intended to demonstrate how to use DPRIS and PIES. This lesson will contain discussions and exercises that will allow you to gain a better understanding of:   * DPRIS * PIES |
| Lesson Objectives  Discuss the following:  Slide 2  Handout 2 | In order to accomplish the purpose of this lesson, the VSR will be required to achieve the following lesson objectives.  TheVSR will be able to:   * Identify the purpose and functions available through the Defense Personnel Records Information Retrieval Systems (DPRIS) Web organization and Personnel Information Exchange Systems (PIES), * Identify what records are available through DPRIS and PIES, and * Demonstrate how to create a request and navigate the functions within DPRIS and PIES. | |
| Explain the following: | Each learning objective is covered in the associated topic. At the conclusion of the lesson, the learning objectives will be reviewed. | |
| Motivation | Explain to the trainees how the material covered in class is important and how it relates to their successful job performance. Explain that the reason this is important is because proper use of the DPRIS program and PIES will ensure the accurate ordering of all digital copies of the veteran’s OMPF and avoid delays in claims processing. | |
| STAR ERROR CODE(S) | B2 | |
| References  Slide 3  Handout 3 | Explain these references. All M21-1 references are found in the Live Manual Website   * [M21-1, Part III, Subpart iii, 2.A](https://vaww.vrm.km.va.gov/system/templates/selfservice/va_kanew/help/agent/locale/en-US/portal/554400000001034/content/554400000014154/M21-1-Part-III-Subpart-iii-Chapter-2-Section-A-General-Information-on-Service-Records), General Information on Service Records * [M21-1, Part III, Subpart iii, 2.D](https://vaww.vrm.km.va.gov/system/templates/selfservice/va_kanew/help/agent/locale/en-US/portal/554400000001034/content/554400000014158/M21-1-Part-III-Subpart-iii-Chapter-2-Section-D-Requesting-Information-and-Records-Through-the-Personnel-Information-Exchange-System-PIES), Requesting Information and Records Through the Personnel Information Exchange System (PIES) * [DPRIS Web Site User's Guide](https://auth.dpris.dod.mil/downloads/dpris_user_guide_2017.pdf) (located within DPRIS website under HELP tab) * [PIES User Guide](http://vbaw.vba.va.gov/bl/21/publicat/Users/Pies/PIESparticipantguide.docx) | |

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| Topic 1: DPRIS | |
| Introduction | This topic will assist the VSR in accessing and successfully using DPRIS. This is an introduction and overview to the DPRIS program. |
| Time Required | 0.50 hours |
| OBJECTIVES/ Teaching Points | Topic objectives:   * Identify the VSRs role and responsibilities when using DPRIS * Identify what records are available through DPRIS * Demonstrate how to create a request and navigate the functions within DPRIS   The following topic teaching points support the topic objectives:   * DPRIS Overview * DPRIS Advantages * VA-Services Interface Without DPRIS * VA-Services Interface With DPRIS * Organization Roles & Responsibilities * Using DPRIS: User ID * Personnel Records Available Through DPRIS * Document Indexing Scheme * Using DPRIS |
| DPRIS Overview  Slide 4  Handout 4 | DPRIS is an automated system used to request digital copies of Official Military Personnel File (OMPF) documents. It is primarily for personnel records, such as service verification or copies of DD 214s. It sometimes will also provide some medical and physical examination results. |
| DPRIS Advantages  Slide 5-6  Handout 4-5 | The advantage of DPRIS is that is provides standard index of all images contained in each branch’s OMPF systems. It also includes follow-up message capability and is a single-source repository for all branches of the military. It also allows access to OMPF images contained in each services’ repositories. When requesting records, on average, images are received in less than 48 hours, sometimes within minutes. |
| VSR Roles & Responsibilities  Slide 7  Handout 5 | The roles and the responsibilities of the VSRs are to upload records into the efolder or print and associate the records with the claims folder. It is also to communicate with local managers and DPRIS staff via the User Assistance Forms and Central Office. VSRs initiate requests for OMPF information, approved DPRIS standard reports and secure follow-up messages. VSRs manage personal follow-up messages, DPRIS information, help website modules, and submit automated User Request Assistance Forms. |
| Using DPRIS  Slide 8  Handout 5 | To use DPRIS – the website is <https://www.dpris.dod.mil>. All VARO users shall use VA email address or VA User ID as DPRIS User ID. Contact the DPRIS manager to become an authorized user. |
| Records Availability  Slide 9  *Handout 5-6* | Not every veteran’s OMPF is available through DPRIS. There are specific dates when each branch of service began retaining veterans’ OMPFs in their imaging systems.  The veteran’s OMPF should be available through DPRIS if their service obligation ended on or after:   * Army: October 1, 1994\* * Navy: January 1, 1995 * Marine Corps: January 1, 1999 * Air Force: October 1, 2004   \*Note: Inform trainees that figure 1-3 on page 6 of the DPRIS Users Guide under the Help tab incorrectly shows Army Discharge and Retirement date, 1 October 2002.  All users should make DPRIS requests for Army service obligations that ended between October 1, 1994 and September 30, 2002 per [M21-1, Part III, Subpart iii, 2.I.4.a](https://vaww.vashare.vba.va.gov/sites/SPTNCIO/focusedveterans/training/VSRvirtualtraining/Curriculum%20Library/(VSR%20Challenge)%20DPRIS%20and%20PIES%20Demo%204182201/M21-1-Part-III-Subpart-iii-Chapter-2-Section-I-Control-and-Follow-Up-of-Requests-for-Service-Records). If a negative response is given, user should make a request through NPRC, per [M21-1, Part III, Subpart iii, 2.B.5.b](https://vaww.vrm.km.va.gov/system/templates/selfservice/va_kanew/help/agent/locale/en-US/portal/554400000001034/content/554400000014155/M21-1-Part-III-Subpart-iii-Chapter-2-Section-B-Migration-of-Service-Records-and-the-Procedures-for-Obtaining-Them#5). |
| DPRIS Website  Slide 10  *Handout 7-8* | This slide will start the series of slides that show the process for logging in and entering an OMPF request. The students will not have access to this DPRIS site unless their RO has already authorized and processed their access. Once approved, they can use their PIV card and PIN to log in. |
| Home Screen  Slide 11  *Handout 8* | Call their attention to the Status icons in the upper right corner and the Warning message in the middle. Ensure they pay proper attention to these messages and statuses, as that may determine if they can submit a request or not. Each branch of service has individual status icons. |
| OMPF Request Form/  Document Index  Slide 12-13  *Handout 9* | Explain that the OMPF repositories that are displayed on the OMPF Request Form will vary based upon the authorization approved for the agency. Note that the Document Index codes that are displayed on the form will also vary based upon the access level approved for the user. A user’s authorization level is pre-established by the user’s manager during the registration process. This determines the types of documents (i.e., groups and subgroups of the DPRIS Standard Index) that will be visible to the user on the OMPF Request Form and that can be used in a request to the military service OMPF repositories.  To create an OMPF request, the user completes the form and clicks the *Submit* button.  Explain that each document allowed within the military services’ OMPF systems has been mapped to the DPRIS standard indexing scheme. Discuss the four major functional document groupings:   * Service Computation * Performance * Professional History * Administrative |
| Requests Screen  Response  Slide 14-15  *Handout 10* | Link to the Responses via a list of your requests for which responses have been received from one or more of the military service OMPF systems. This is the default page that opens after a successful user login. It is often useful to return to this screen from other pages within the secure area of the Website via this link. |
| DPRIS Help/  Assistance Form  Slide 16-17  *Handout 11* | DPRIS Help Desk can be contacted from most of the DPRIS pages by clicking on the Help link located on the navigation bar. After clicking the link, the user is taken to the Help area of the website. Describe the area:   * DPRIS Assistance * Frequently Asked Questions * Help On Images * Documents   Discuss how to communicate with the DPRIS Help Desk using the Assistance Form. Explain that this allows users to:   * Submit suggestions to improve the DPRIS user interface and functional design. * Report deficiencies and problems encountered with the performance of DPRIS. * Request technical or operational assistance.   Users are required to select options in the top sections of the form to specify the general nature and urgency of the communication.  If the submitted form is a request for assistance, a DPRIS functional or technical specialist will contact the user within 24 hours. If the form is used to provide feedback or suggested system changes, the user will be contacted via email or phone by a member of the DPRIS Support Team to acknowledge the submission. A Software Problem Report (SPR) will be generated if appropriate. Otherwise, the suggestion will be evaluated and considered for future upgrades. |

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| Topic 2: PIES | |
| Introduction | This topic will assist the VSR in accessing and successfully using PIES. This is an introduction and overview to PIES. |
| Time Required | 0.25 hours |
| OBJECTIVES/ Teaching Points | Topic objectives:   * Identify the purpose and functionality of the Personnel Information Exchange System (PIES) * Understand what records are available through PIES * Demonstrate how to create a request and navigate the functions within PIES   The following topic teaching points support the topic objectives:   * PIES Overview * PIES Log in * PIES Inputs * Using PIES * DPRIS to PIES Cross Reference Guide |
| Personnel Information Exchange System (PIES)  Slide 18  Handout 12 | Explain that there are a number of facilities that house service records, but you are going to discuss one of the main facilities, NPRC.  **National Personnel Records Center (NPRC, code 13)**   1. Most service records are in the possession of the NPRC in St. Louis, Missouri.   NPRC is not a VA facility nor is it a military facility. NPRC is under the auspices of the National Archives and Records Administration (NARA).  NPRC has the custodial responsibility for maintaining military records for the Department of Defense (DoD). |
| STRS the NPRC Houses  Slide 19  Handout 12 | |  |  | | --- | --- | | **If the veteran last served in the…** | **and service ended prior to…** | | Army | October 16, 1992 | | Navy | January 31, 1994 | | Air Force | May 1, 1994, if separated from active duty  June 1, 1994 if separated from  National Guard or Reserves | | Marine Corps | May 1, 1994 | | Coast Guard | May 1, 1998 |   Personnel records:  The OMPF should be available through PIES if their service obligation ended before:   * Army: October 1, 1994 * Navy: January 1, 1995 * Marine Corps: January 1, 1999 * Air Force: October 1, 2004 |
| PIES Home Screen  Slide 20  Handout 13  **Talking Point:** Stress importance to employees to review system for any prior or pending records requests | Explain reviewing the claim, determining what service information is needed, identifying what is of record, then requesting what is not of record.  Point out the basic method for requesting service information from records facilities.  Note: the primary goal of the pies application is to cut down on duplicate number of 3101 requests while allowing for on-line status checking of requests as they are being processed. All claims processors should review the system for internal/intra messages. The timely identification and response to messages provides for proper development and efficient claims processing. |
| SHARE: BIRLS – VID  Slide 21 | Discuss the BIRLS screen in SHARE. Briefly discuss associating the request with the e-folder or c-file. |
| Using PIES  Slide 20,22-23  Handout 13-14 | If this is the first request, once the file number is entered, click “Submit to PIES.”  If this is not the first request, click “Submit to BIRLS.”  Input the Date of Claim and EP.  Once entered, click on the curved black arrow.  Input your request (PIES O50).  Ensure all information is correct.  Click on yellow rectangle to submit the request.  Once back at the Home Screen, click “Search Existing,” type in the file number, and click “Submit to PIES.”  Double-click the request and upload to the e-folder. |
| DPRIS to PIES Cross Reference Guide  *Slide 24*  *Handout 14* | Discuss where the DPRIS to PIES Cross Reference Guide is located and explain how to read it. |

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| Practical Exercise | |
| Time Required | 0.25 hours |
| EXERCISE | Have the Trainees turn to Page 12 in the student handout and complete the practical exercise.  Ask if there are any questions about the information presented in the exercise, and then proceed to the Review. |

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| Lesson Review, Assessment, and Wrap-up | |
| Introduction  Discuss the following: | The DPRIS and PIES lesson is complete.  Review each lesson objective and ask for questions or comments. |
| Time Required | 0.15 hours |
| Lesson Objectives | You have completed the DPRIS and PIES lesson.  The trainee should be able to:   * Identify the purpose and function of the Defense Personnel Records Information Retrieval System (DPRIS) Web organization and Personnel Information Exchange System (PIES) * Understand what records are available through DPRIS and PIES * Demonstrate how to create a request and navigate the functions within DPRIS and PIES |

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