(VSR Challenge) DPRIS and PIES

Instructor Lesson Plan

Time Required: 1.5 Hours

**Table of Contents**

[Lesson Description 2](#_Toc7511039)

[Introduction to DPRIS and PIES 4](#_Toc7511040)

[Topic 1: DPRIS 6](#_Toc7511041)

[Topic 2: PIES 11](#_Toc7511042)

[Practical Exercise 15](#_Toc7511043)

[Lesson Review, Assessment, and Wrap-up 15](#_Toc7511044)

|  |  |
| --- | --- |
| 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 # | 4488137 |
| 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 | 1.5 hours |
| Materials/ TRAINING AIDS | Lesson materials:   * DPRIS and PIES Presentation * DPRIS and PIES Handout |
| 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. |

|  |  |  |
| --- | --- | --- |
| 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 | | 0.25 hours |
| Purpose of Lesson  Explain the following: | | This lesson will contain discussions and exercises that will allow you to gain a better understanding of:   * Defense Personnel Records Information Retrieval System (DPRIS), and * Personnel Information Exchange System (PIES)   This lesson is also intended to demonstrate how to use DPRIS and 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 System (DPRIS) Web organization and Personnel Information Exchange System (PIES) * Identify what records are available through DPRIS Web and PIES * Demonstrate how to create a request and navigate the functions within DPRIS Web 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 records and avoid delays in claims processing. | |
| STAR ERROR CODE(S) | Tasks 2 and 3 | |
| 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, General Information on Service Records * M21-1, Part III, Subpart iii, 2.D, Requesting Information and Records Through the Personnel Information Exchange System (PIES) * M21-1, Part III, Subpart iii, 2.I.4, Requests for Records Through the Defense Personnel Records Information Retrieval System (DPRIS) * DPRIS Web Site User Guide (located within DPRIS website under HELP tab) * PIES User Guide * DPRIS Web to PIES Cross Reference Guide | |

|  |  |
| --- | --- |
| 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 | 0.5 hours |
| OBJECTIVES/ Teaching Points | Topic objectives:   * Identify the VSR’s 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 * Which Personnel Records are available through DPRIS * Creating a request and downloading a response |
| DPRIS Overview  Slide 4  Handout 4 | DPRIS is an electronic gateway used to request digital copies of Official Military Personnel File (OMPF) documents and submit requests to the Joint Services Records Research Center (JSRRC). It is primarily for personnel records and copies of DD-214s. It sometimes will also provide some medical and physical examination results.  The secure website allows access to the Services' records management systems and is maintained by [Defense Manpower Data Center (DMDC)](https://www.dmdc.osd.mil/).  Discuss that the documents VA receives through DPRIS are official copies and the DD214s can be used to verify military service.  Stress that the medical and physical examinations that DPRIS provides are not the complete service treatment records (STRs) and complete STRs should be obtain through alternate methods. |
| DPRIS Advantages  Slide 5  Handout 4 | The advantage of DPRIS is that it provides a 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, other than the Coast Guard. When requesting records, on average, images are received in less than 48 hours, sometimes within minutes. Note: Remind the trainees that the personnel record for Coast Guard veterans will not be included in DPRIS because Coast Guard falls under the Department of Homeland Security, not Department of Defense. |
| VSR Roles & Responsibilities  Slide 6  Handout 4 | The main responsibility of a VSR is to initiate the proper request and to upload the request and any available records into the veteran’s eFolder. VSRs manage their requests, responses, and any follow-up messages they have submitted. VSRs are also able to communicate with DPRIS staff via the Assistance Forms. |
| Records Availability  Slide 7  *Handout 5* | 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/Retirement Cutoff date as 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. If a negative response is given, user should make a request through NPRC, per M21-1, Part III, Subpart iii, 2.B.5.b. |
| Using DPRIS  Slide 8  *Handout 6* | To use DPRIS – the website is <https://www.dpris.dod.mil>. All VARO users shall use their Personal Identity Verification (PIV) badge to log in to the site. Inform the trainees that each Regional Office will have a different person in charge of registering users. They will need to contact the DPRIS super user or their manager at their station to become an authorized user. |
| DPRIS Website  Slide 9  *Handout 6-8* | 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 10  *Handout 7* | 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 11-12  *Handout 7-9* | 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 with the Veteran’s information, checks the box for each Group, and clicks the *Create and Send Request* 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   Stress to the trainees that when making a DPRIS request, they should check every Group box so VA receives a full personnel record. Piecemeal development is not advised and could result in a delay in processing the claim.  Discuss with the trainees that a screenshot of this request page needs to be uploaded into the veteran’s eFolder in VBMS. The screenshot must capture the specific details of the request and will only capture the request page and no other parts of the screen.  The request should be uploaded using the following attributes, per M21-1, Part III, Subpart iii, 2.I.4.a:   | **In the document field …** | **Enter …** | | --- | --- | |  |  | | SUBJECT | *Personnel Records Request Screenshot.* | | CATEGORY – TYPE | *Correspondence - Miscellaneous : Identification Materials*. | | SOURCE | *DPRIS*. | | DATE OF RECEIPT | the date the request was submitted*.* |   After successfully submitting a request, the request will remain in a Pending state until completed. Note: JSRRC Requests require extensive manual research and may take significant time to process. Once a response has been received by DPRIS, the user will receive a notification e-mail from [donotreply@dpris.org](mailto:donotreply@dpris.org). |
| Requests Screen  Response  Slide 13-14  *Handout 10* | The Requests page is a list of the user’s requests. It will show if a request is still being processed or has been completed. If no response has been received, the request status will show as Pending. 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.  Explain to the trainees what each Action on a request means:   * View – Click to view and download the documents received as a PDF * Follow-up – To send a follow-up message to DPRIS about a request * Extend – To extend the purge date * Purge – To delete the request from the system   Explain that each request has a Purge date of when it will automatically delete from the system. Point out this date on the Requests screen.  Explain that to download the response, the user must first click View. This will show a Document List of available images received from the Services’ OMPF repository system. The user will select the checkbox next to each document in order to create a PDF. Click *Generate PDF* to build a full PDF of all files selected. An email notification will be sent to the requestor when the self-generated PDF request is completed.  Stress that DPRIS requests and responses are *user-specific*, meaning that only the requestor will be able to view the request and response, if there is one. It is important for users to log into DPRIS to retrieve the files for upload into VBMS, once they have received notification that the response is ready, as no other user can view this response.  This will help the processing time of claims and reduce the need for duplicate requests. |
| DPRIS Help/  Assistance Form  Slide 15-16  *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 by a member of the DPRIS Support Team to acknowledge the submission within five working days. A Software Problem Report (SPR) will be generated if appropriate. Otherwise, the suggestion will be evaluated and considered for future upgrades. |

|  |  |
| --- | --- |
| 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 * Which Service Records are available through PIES * Creating and submitted a request * DPRIS to PIES Cross Reference Guide |
| Personnel Information Exchange System (PIES)  Slide 17  Handout 12 | VA application used to request Service Treatment Records (STRs) and Personnel Records from the National Personnel Records Center (NPRC) and the individual branches of service.  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 18  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 NPRC stores  *Slide 19*  *Handout 13* | |  |  | | --- | --- | | **If the veteran last served in the…** | **and had no service on or after…** | | Army | October 1, 1994 | | Navy | January 1, 1995 | | Air Force | October 1, 2004 | | Marine Corps | January 1, 1999 | |
| PIES Home Screen  Slide 20  Handout 13 | Explain to the trainees that this slide shows the PIES home screen and that a PIES request is called a 3101 Request. Discuss the developmental step of reviewing the claim, identifying what is of record, determining what service information or records are needed, then how to use PIES to request any records that are not of record.  Stress the importance of reviewing all systems (PIES, SHARE, VBMS) for any prior or pending records requests. A review will prevent duplicate 3101 Requests, which can unnecessarily extend the development timeline. |
| SHARE: BIRLS – VID  Slide 21 | Discuss how PIES interfaces with the BIRLS screen in SHARE. Discuss with the trainees that because PIES transfers the service information from BIRLS, there has to be service information in SHARE. If there is no service information, the user will have to manually input the service information into PIES. |
| Using PIES  Slide 22-23  Handout 13-14 | If this is the first PIES request, from the Home Screen, enter the file number and click “Submit to PIES.” If this is not the first request, click “Submit to BIRLS.”  Input the Date of Claim and End Product. All other information on this screen should be pulled from BIRLS, if that service information is of record.  Once entered, click on the curved black arrow from the toolbar. This is the Next Page icon. Explain the rest of icons on the toolbar:  - Submit 3101 Request  - Print 3101 Request  - Mark the 3101for Deletion  - Opens Help Topics for PIES  Ensure all service information is correct, including the branch of service tab and the address code. Discuss the Address Code box and how it will default to 13, the primary address code for NPRC.  Emphasize the Request drop down menu and discuss selecting the proper request, which in most cases will be the “O50 – Furnish Complete Medical/Dental Records <STRS> and Entire Personnel File at NPRC”.  Click on the Submit 3101 icon 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 print as a PDF to upload into the eFolder.  **Important:** Open PIES with the trainees and demonstrate entering a 3101 Request and how to print to PDF and upload the request into VBMS. |

|  |  |
| --- | --- |
| DPRIS to PIES Cross Reference Guide  *Slide 24*  *Handout 14* | Demonstrate where the DPRIS Web to PIES Cross Reference Guide is located on the Compensation Service home page. Under the Procedures (212) staff section, click *PIES/DPRIS* then scroll to **Additional Materials and Job Aids for PIES and DPRIS** to open the*DPRIS Web to PIES Cross Reference Guide.*  Open the guide and explain how it provides each PIES code, what that request provides and the equivalent DPRIS group/subgroup, if there is one. Explain that this can be useful when a user is unfamiliar with what a certain PIES or DPRIS request contains. |

|  |  |  |
| --- | --- | --- |
| Practical Exercise | | |
| Time Required | | 0.25 hours |
| EXERCISE | | Have the Trainees turn to Page 16 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. |
| Lesson Review, Assessment, and Wrap-up | | |
| Introduction  Discuss the following: | The (VSR Challenge) DPRIS and PIES lesson is complete.  Review each lesson objective and ask for questions or comments. | |
| Time Required | 0.25 hours | |
| Lesson Objectives | You have completed the (VSR Challenge) DPRIS and PIES lesson.  The trainee should be able to:   * Identify the purpose and functions available through the Defense Personnel Records Information Retrieval System (DPRIS) Web organization and Personnel Information Exchange System (PIES) * Identify what records are available through DPRIS Web and PIES * Demonstrate how to create a request and navigate the functions within DPRIS Web and PIES. | |

# 