

ICMHS Tracking Portal

Exceptions Resolution Guide

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Purpose

The **Veterans Claims Intake Program (VCIP) Division** developed this guide to instruct field users on how to resolve shipping exceptions.

Shipments identified as *exceptions* will be on hold until shippers provide the necessary information to resolve their shipping exception(s).

To avoid delays in uploading documents to efolders in VBMS, shippers are required to address shipping exceptions ***within 3 business days*** after logged in the [ICMHS Tracking Portal](#).

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Requesting Portal Access

To request access to the [ICMHS Tracking Portal](#), submit your Vendor Portal Access Form in [Issue Tracker](#).

To complete your form, select **Portal Access** as shown in **Figure 1**

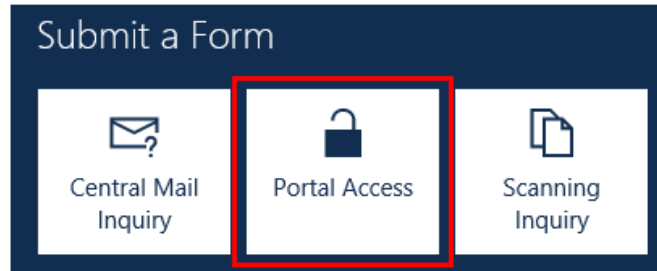


Figure 1

In the **Vendor Portal Access Request Form** complete the fields:

- Business Unit
- Requestor's Email Address
- Requestor's Phone Number
- From **Portal Type**, select Shipping Portal → Vendor → CSRA
- RO
- Employee Name
- Employee Title
- VBA LAN ID
- VA Email Address
- From the Exception POC dropdown menu, select YES if you will be the contact for resolving shipping exceptions
- Press **Submit**. **NOTE:** The vendor will contact you by email with log on instructions within 2 business days.

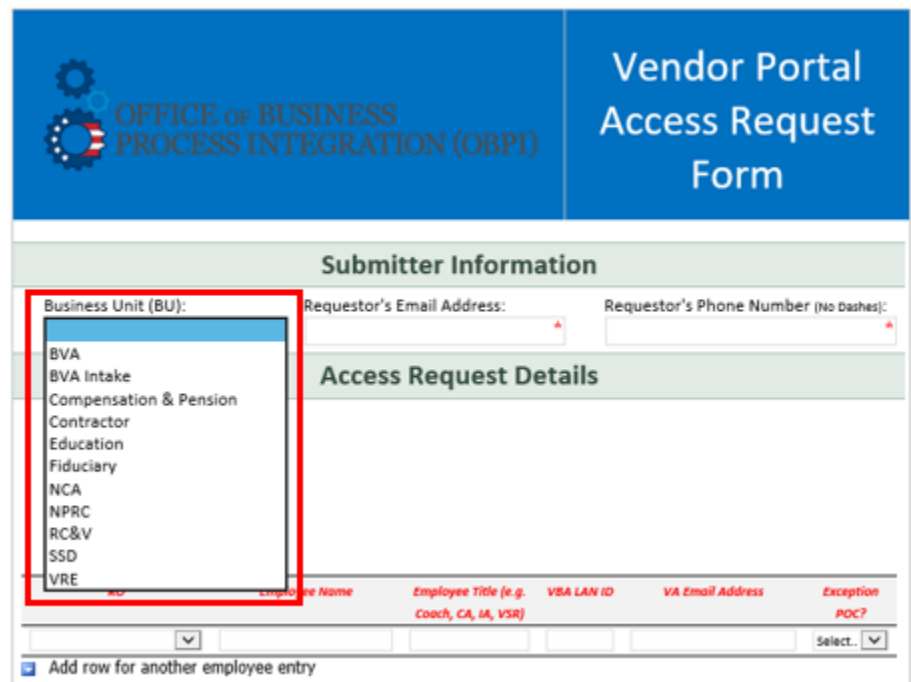
A screenshot of the "Vendor Portal Access Request Form" from the Office of Business Process Integration (OBPI). The form is divided into sections: "Submitter Information" and "Access Request Details". In the "Submitter Information" section, the "Business Unit (BU):" dropdown menu is open, showing a list of options: BVA, BVA Intake, Compensation & Pension, Contractor, Education, Fiduciary, NCA, NPRC, RC&V, SSD, and VRE. The "Requestor's Email Address:" and "Requestor's Phone Number (No Dashes):" fields are also visible. Below the "Access Request Details" section, there is a table with columns for "Employee Name", "Employee Title (e.g. Coach, CA, IA, VSR)", "VBA LAN ID", "VA Email Address", and "Exception POC?". A checkbox labeled "Add row for another employee entry" is located at the bottom left of the form.

Figure 2

Locating Shipping Exceptions in the ICMHS Tracking Portal

To locate shipping exceptions, follow the steps listed below:

1. Log in by providing your PIV Card credentials as shown in **Figure 3**



Figure 3

2. From the Home page, select **Exceptions Report** as shown in **Figure 4**

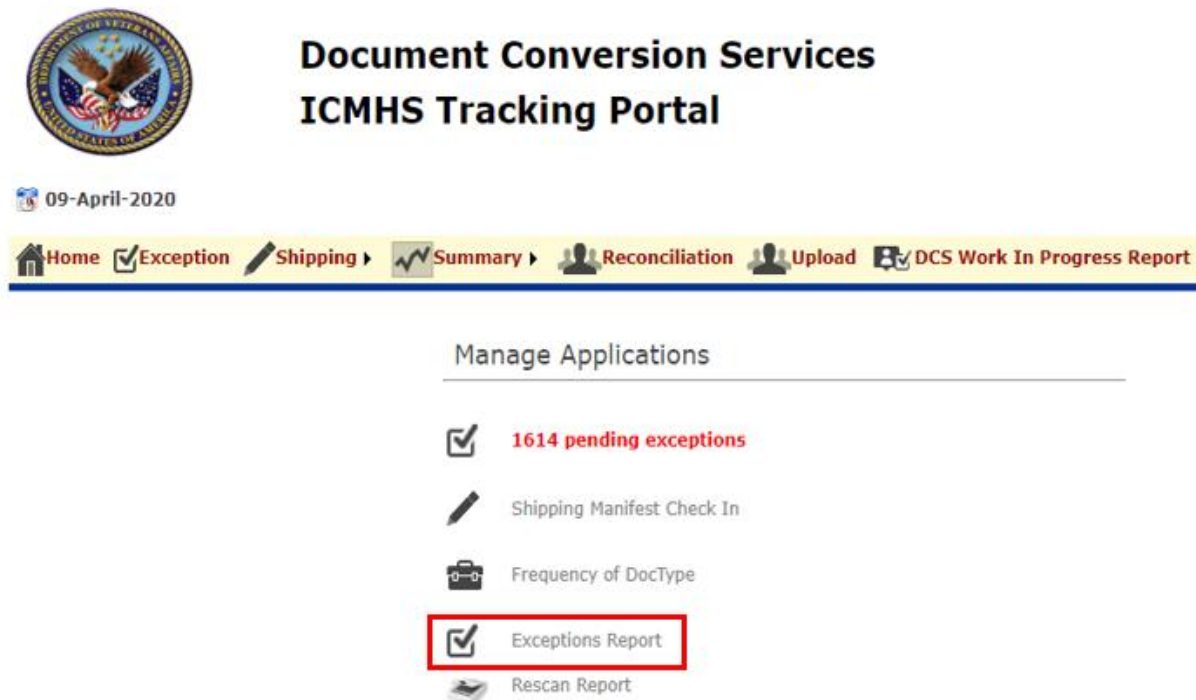


Figure 4

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3. The Exception List page will be displayed listing all unresolved shipping exceptions
4. Filter by Ex. #, RMN, or UPS Tracking as show in **Figure 5**
5. To view additional details, update, and resolve exception(s) select **Edit**

Figure 5

The screenshot shows the 'Exception List' page. At the top, there is a breadcrumb 'Home / Exceptions' and a title 'Exception List' with a subtitle 'List of all pending exceptions'. On the right, there are date filters 'From: 2016-02-17' and 'To: 2020-04-09' and a 'Show Table' button. Below this is a search bar with 'Tracking No.' and 'Tracking no.' fields, a 'Search' button, and a 'Clear Result' button. A 'Filter:' dropdown menu is highlighted with a red box. To the right of the filter is a 'Pending' dropdown and an 'Export' button. Below the filter is a table with columns: Ex. #, Insert Date, UPS Tracking #, RMN, Update Date, Status, and actions. The table contains two rows of data. The first row has Ex. # 213002, Insert Date 01/07/2020, UPS Tracking # 1ZA5V6490397359546, RMN 372VB1219199546H, Update Date 01/07/2020, 1:47:45 pm, Status CREATED, and actions Edit and Delete. The second row has Ex. # 213095, Insert Date 02/24/2020, UPS Tracking # 1ZA4F7030799040844, RMN 459VB0218200844I, Update Date 02/24/2020, 12:54:38 pm, Status CREATED, and actions Edit and Delete. The 'Edit' and 'Delete' buttons for the first row are highlighted with a red box.

Ex. #	Insert Date	UPS Tracking #	RMN	Update Date	Status	
213002	01/07/2020	1ZA5V6490397359546	372VB1219199546H	01/07/2020, 1:47:45 pm	CREATED	Edit Delete
213095	02/24/2020	1ZA4F7030799040844	459VB0218200844I	02/24/2020, 12:54:38 pm	CREATED	Edit Delete

6. Review the information provided by the vendor in the **Comments:** box
7. If needed, upload PDF(s) in the **Drop files here to upload** box as shown in **Figure 10**
8. Provide comments in the **Enter your comments here ...** field
9. Press the **Information Provided** button
10. The Portal will display the **Done!** message confirming your action as shown in **Figure 6**
11. Press the **OK** button to return to the Exception List view
12. If the information provided is correct, the vendor will close the exception within 24 hours.

The screenshot shows a 'Done!' message. At the top is a green checkmark icon. Below it is the text 'Done!' in a large, bold font. Underneath is the message 'Your update has been executed successfully!' in a smaller font. At the bottom is a blue 'OK' button.

Figure 6

STEPS TO CORRECT TYPE 1: Missing Folder

Exceptions created by file(s) not received but with DCSID(s) found on the Shipping Manifest are logged in as **Exception Type 1: Missing Folder**. Missing folder exceptions require steps in VBMS and in the [ICMHS Tracking Portal](#). To resolve **Missing Folder** exceptions, follow the steps listed below:

1. Follow the instructions in [Locating Shipping Exceptions in the ICMHS Tracking Portal](#) to find the exception you wish to resolve
2. From the Exception List page, review the vendor's comments in the **Comments:** box as shown in **Figure 7**

Comments:

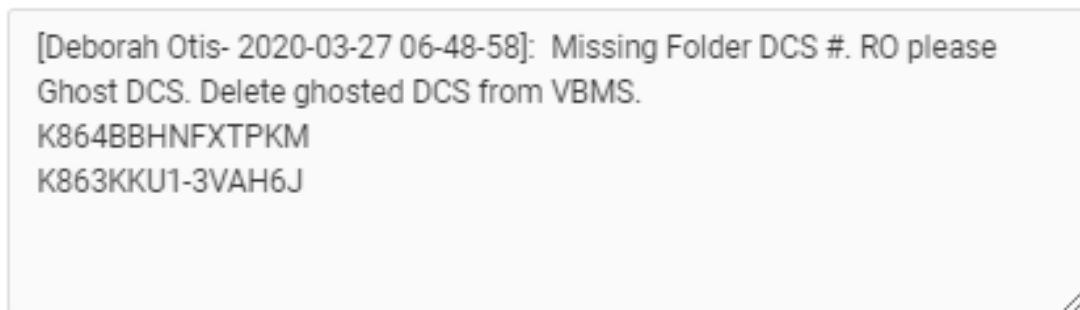


Figure 7

3. Log in to VBMS, locate the shipment by RMN, Tracking, FN, or Box #
4. Remove from VBMS the DCSID(s) listed by the vendor in the **Comments:** box
5. Return to the Exception List page and type **Ghost DCSID** in the **Enter your comments here ...** field
6. Press the **Information Provided** button to update the portal
7. The Portal will display the **Done!** message confirming your action as shown in **Figure 6**
8. Press the **OK** button to return to the Exception List view
9. If the information provided is correct, the vendor will close the exception within 24 hours.

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STEPS TO CORRECT TYPE 2: Missing Shipping Information

Exceptions created by shipment(s) received with missing shipping information in the portal are logged in as **Exception Type 2: Missing Shipping Information**. To resolve **Missing Shipping Information** exceptions, follow the steps listed below:

1. Follow the instructions in [Locating Shipping Exceptions in the ICMHS Tracking Portal](#) to find the exception you wish to resolve
2. From the Exception List page, review the vendor’s comments in the **Comments:** box as shown in **Figure 7**
3. Return to the Home page and select **Shipping** as shown in **Figure 8**
4. Select **Manifest** from the dropdown menu

The screenshot shows the 'Shipping Manifest Check In' form. At the top, a navigation bar contains 'Shipping', 'Summary', 'Reconciliation', 'Upload', and 'DCS Work In Progress Report'. The 'Shipping' menu is highlighted with a red box. Below the navigation bar, the form has the following fields and buttons:

- Destination Location: [Enter Destination Location Information]
KY (30 Industrial Park Rd - Mt. Vernon, KY - 40456)
- Claim Type: [Enter Claim Type]
[Dropdown menu]
- Tracking Number: [Enter Tracking No. Information]
[Text input field]
- RMN: [Enter RMN Information]
[Text input field]
- Buttons: ADD (highlighted with a red box), REMOVE
- Bottom buttons: Submit (highlighted with a red box), Clear Entry, Clear All

Figure 8

5. Select the Claim Type from the dropdown menu, then type or scan the shipping information into the Tracking Number and RMN fields
6. Press **ADD** then **Submit**
7. The shipping information is added when the **Shipping Manifest** message appears as shown in **Figure 9**
8. Press **OK** button to return to the Home page

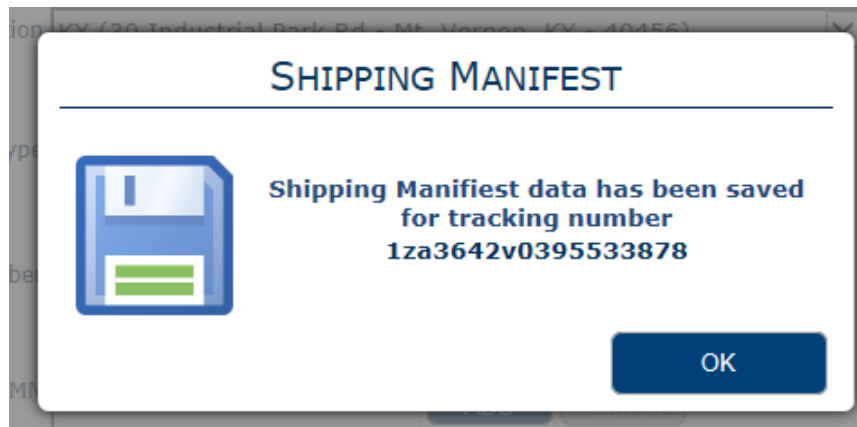


Figure 9

9. Return to the Exception List page and type **Shipping Information added to portal** in the **Enter your comments here ...** field
10. Press the **Information Provided** button to update the portal
11. The portal will display the **Done!** message confirming your action as shown in **Figure 6**
12. Press the **OK** button to return to the Exception List view
13. If the information provided is correct, the vendor will close the exception within 24 hours.

STEPS TO CORRECT TYPE 3: Missing DCSID

Exceptions created by folder(s) received with missing DCSID(s) are logged in as **Exception Type 3: Missing DCSID**. To resolve **Missing DCSID** exceptions, follow the steps listed below:

1. Follow the instructions in [Locating Shipping Exceptions in the ICMHS Tracking Portal](#) to find the exception you wish to resolve
2. From the Exception List page, review the vendor's comments in the **Comments:** box as shown in **Figure 7**
3. **If the DCSID PDF file was saved to your computer:** Attach the PDF(s) at the **Drop files here to upload ...** box as shown in **Figure 10**. **NOTE:** Only PDF file(s) not exceeding 1MB
4. Press the **Upload File(s)** button displayed after the PDF(s) is attached
5. Type **DCSID attached** in the **Enter your comments here ...** field
6. Press the **Information Provided** button to update the portal
7. The portal will display the **Done!** message confirming your action as shown in **Figure 6**
8. Press the **OK** button to return to the Exception List view
9. If the information provided is correct, the vendor will close the exception within 24 hours.

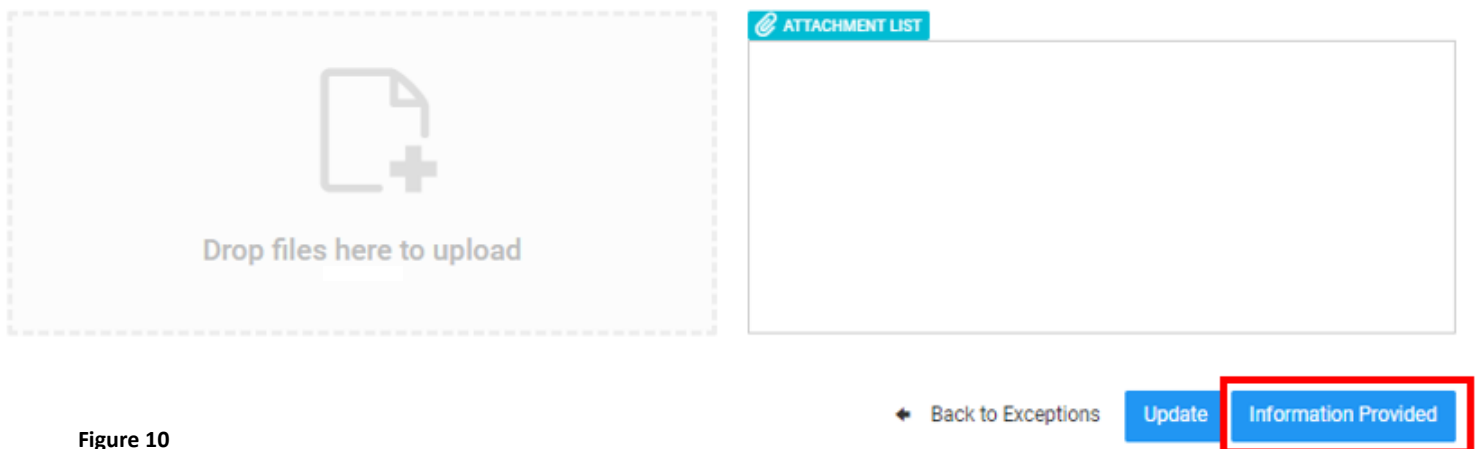


Figure 10

10. **If the DCSID PDF cannot be located:** Generate a new DCSID and Shipping Manifest using the same UPS tracking and box number
11. Delete the missing DCSID from VBMS, if any
12. Enter the new Shipping Information in the portal as instructed in [STEPS TO CORRECT TYPE 2: Missing Shipping Information](#)
13. Attach the PDF(s) in the **Drop files here to upload ...** box as shown in **Figure 10**
14. Press the **Upload File(s)** button displayed after the PDF(s) is attached
15. Type **DCSID attached** in the **Enter your comments here ...** field
16. Press the **Information Provided** button to update the portal
17. The portal will display the **Done!** message confirming your action as shown in **Figure 6**
18. Press the **OK** button to return to the Exception List view
19. If the information provided is correct, the vendor will close the exception within 24 hours.

STEPS TO CORRECT TYPE 4: Unscannable Media

Exceptions created by media received with missing passwords are logged in as **Exception Type 4: Unscannable Media**. To resolve **Unscannable Media** exceptions, follow the steps listed below:

1. Follow the instructions in [Locating Shipping Exceptions in the ICMHS Tracking Portal](#) to find the exception you wish to resolve
2. From the Exception List page, review the vendor's comments in the **Comments:** box as shown in **Figure 7**
3. **If the password is known:** Provide the password in the **Enter your comments here...** field
4. Press the **Information Provided** button to update the portal
5. The portal will display the **Done!** message confirming your action as shown in **Figure 6**
6. Press the **OK** button to return to the Exception List view
7. If the information provided is correct, the vendor will close the exception within 24 hours.
8. **If the password is unknown:** Type **Long Term Storage** in **Enter your comments here...** field authorizing the media to be stored and not uploaded
9. Press the **Information Provided** button to update the portal
10. The portal will display the **Done!** message confirming your action as shown in **Figure 6**
11. Press the **OK** button to return to the Exception List view
12. The vendor will close the exception within 24 hours.

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STEPS TO CORRECT TYPE 5: Missing Shipping Manifest

Exceptions created by shipment(s) received without shipping manifest(s) are logged in as **Exception Type 5: Missing Shipping Manifest**. To resolve **Missing Shipping Manifest** exceptions, follow the steps listed below:

1. Follow the instructions in [Locating Shipping Exceptions in the ICMHS Tracking Portal](#) to find the exception you wish to resolve
2. From the Exception List page, review the vendor's comments in the **Comments:** box as shown in **Figure 7**
3. **If the Shipping Manifest PDF file was saved to your computer:** Attach the PDF(s) in the **Drop files here to upload ...** box as shown in **Figure 10**
4. Press the **Upload File(s)** button displayed after the PDF(s) is attached
5. Type **Shipping Manifest attached** in the **Enter your comments here ...** field
6. Press the **Information Provided** button to update the portal. The portal will display the **Done!** message confirming your action as shown in **Figure 6**. Press the **OK** button to return to the Exception List view
7. If the information provided is correct, the vendor will close the exception within 24 hours.
10. **If the Shipping Manifest was not saved to your computer:** Log in to VBMS, locate the shipment by RMN, Tracking, FN, or Box #. Generate the Shipping Manifest as shown in **Figure 11**

VBMS Search Work Queue Intake Unassociated Documents LCM Unassociated Scorecards My History EDNELY FREITAS

Thu Apr 09 2020 04:47:43PM EDT, Version 18.1.0-20200309-1449 ID 41406674

Manifest Details

Manifests > Box #5066

Box Number: 5066	Shipping Vendor: CSRA	Manifest ID: K7UIW0VN-YOQQFV
Station: 330 (Milwaukee Region)	Date Shipped: 03/16/2020	RMN: 330VB0316205066A
Intake Site: A	Tracking Number: 1ZA398F40399065066	

Actions
Generate Manifest
Cancel

Figure 11

11. Attach the PDF(s) in the **Drop files here to upload ...** box as shown in **Figure 10**
12. Press the **Upload File(s)** button displayed after the PDF(s) is attached
13. Type **Shipping Manifest attached** in the **Enter your comments here ...** field
14. Press the **Information Provided** button to update the portal. The portal will display the **Done!** message confirming your action as shown in **Figure 6**. Press the **OK** button to return to the Exception List view
15. If the information provided is correct, the vendor will close the exception within 24 hours.

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Questions

For technical support contact CSRA icmhs-support@csra.com.

For shipping exceptions contact VCIP.VBACO@va.gov.

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