ICMHS Tracking Portal

Exceptions Resolution Guide

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Contents

Purpose

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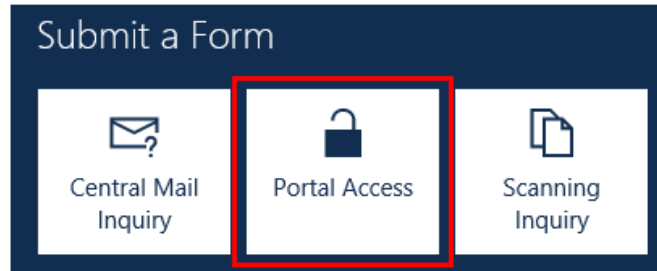

Figure 1

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.
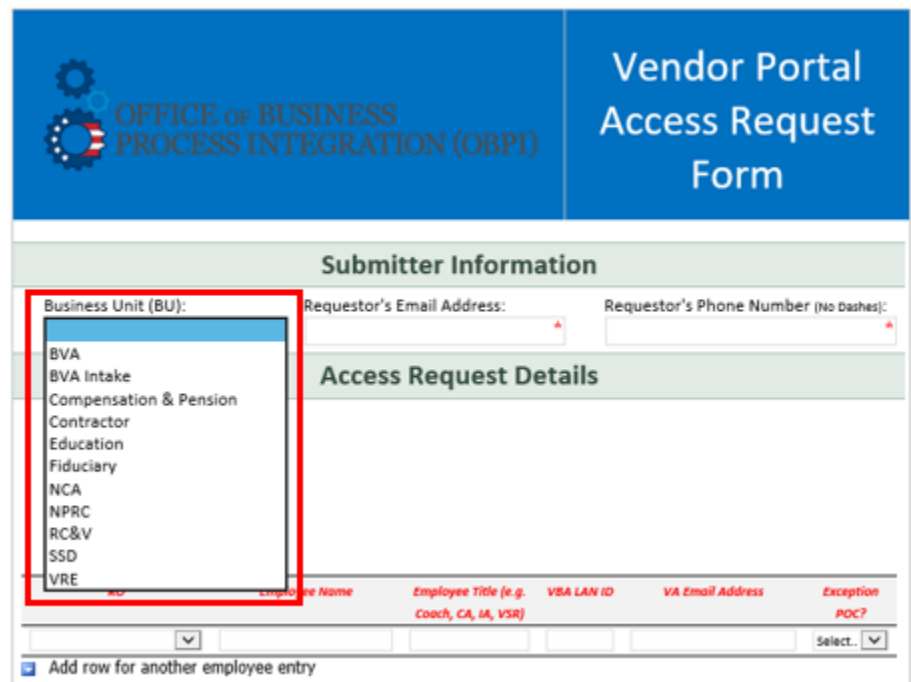

Figure 2

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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**

Select Login Method

PIV Card Authentication   [Select]

Non-PIV Authentication   [Select]

Call Center Upload   [Select]

Figure 3

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

**Document Conversion Services
ICMHS Tracking Portal**

09-April-2020

Home   Exception   Shipping ▸   Summary ▸   Reconciliation   Upload   DCS Work In Progress Report

Manage Applications

☑ **1614 pending exceptions**

✎ Shipping Manifest Check In

🗄 Frequency of DocType

☑ Exceptions Report

🖨 Rescan Report

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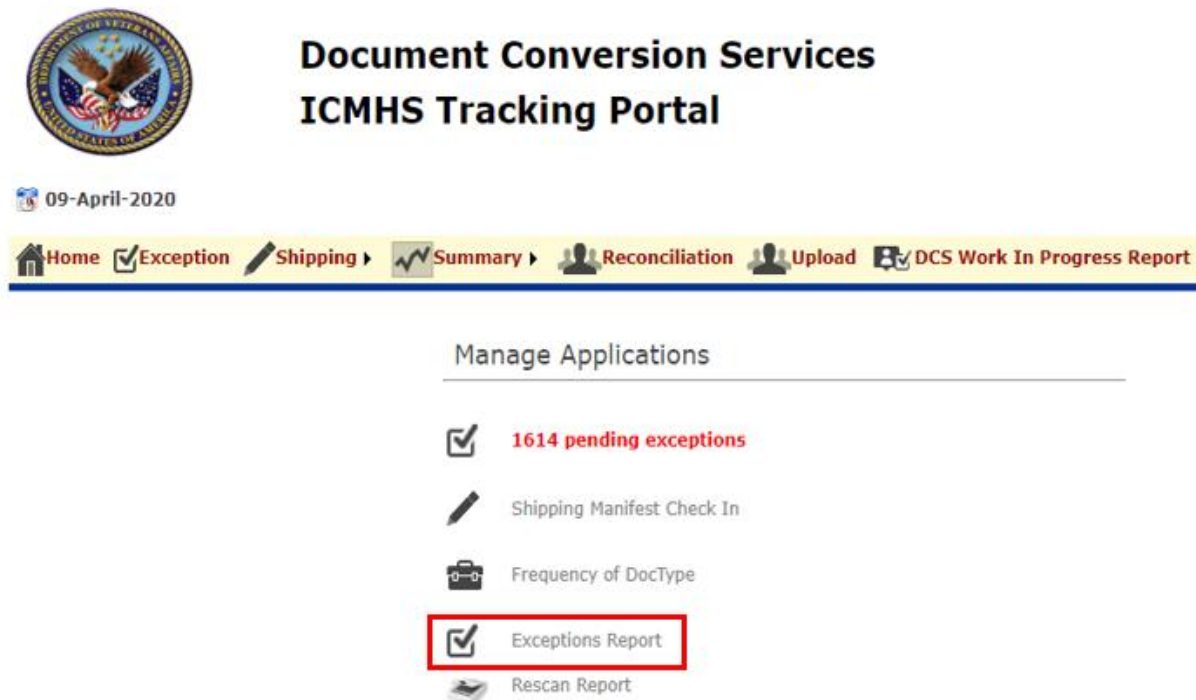
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3. The Exception List page will be displayed listing all unresolved shipping exceptions
4. Filter by Ex. #, RMN, or UPS Tracking as show in **Figure 5**
5. To view additional details, update, and resolve exception(s) select **Edit**

Figure 5

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.

Figure 6

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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:

[Deborah Otis- 2020-03-27 06-48-58]: Missing Folder DCS #. RO please
Ghost DCS. Delete ghosted DCS from VBMS.
K864BBHNFXTPKM
K863KKU1-3VAH6J

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 <u>Locating Shipping Exceptions in the ICMHS Tracking Portal</u> to find the exception you wish to resolve
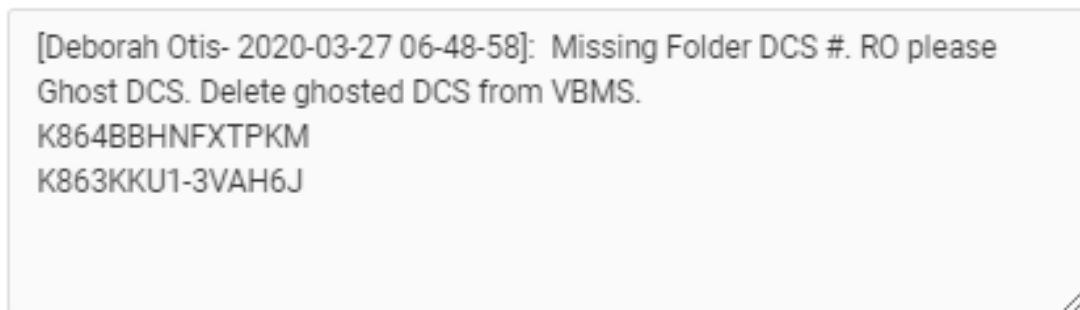2. From the Exception List page, review the vendor's comments in the **Comments:** box as shown in **Figure 7**
3. Return to the Home page and select **Shipping** as shown in **Figure 8**
4. Select **Manifest** from the dropdown menu

Figure 8

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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
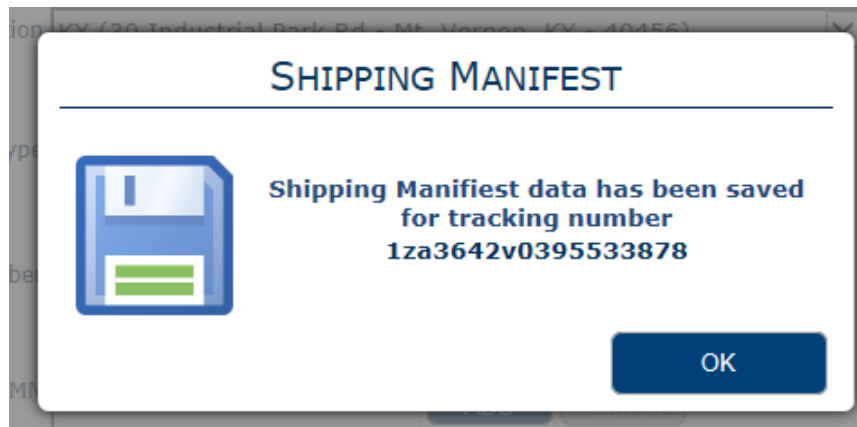
Figure 9

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.

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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

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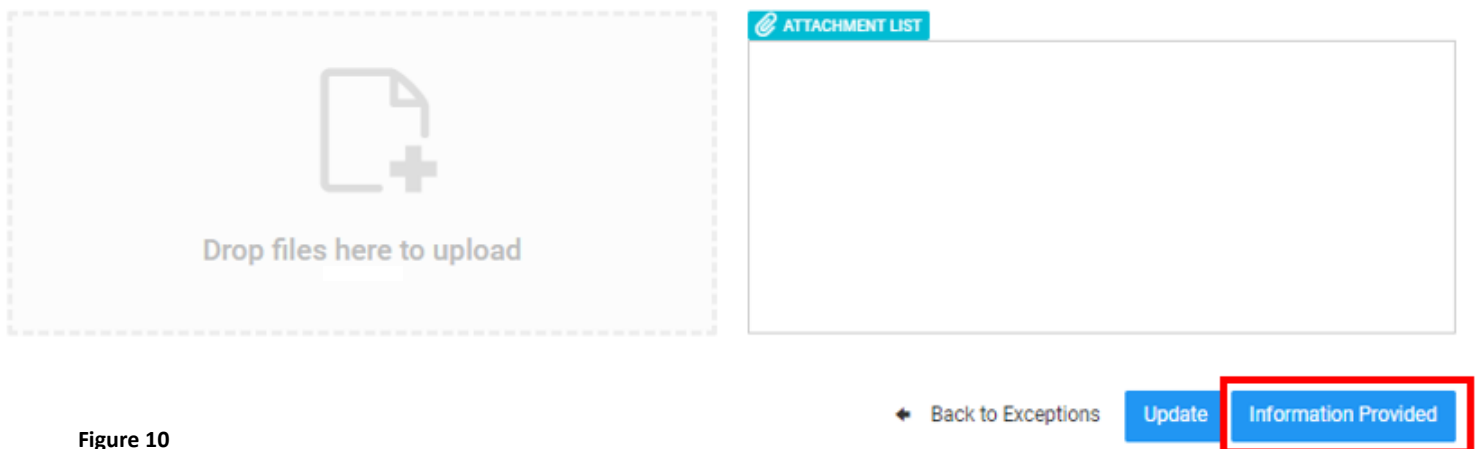
10. **If the DCSID PDF cannot be located**: Generate a new DCSID and Shipping Manifest using the same UPS tracking and box number

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 <u>Locating Shipping Exceptions in the ICMHS Tracking Portal</u> 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**

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.

Questions

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

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