

Memorial Benefits Management System

Presidential Memorial Certificates Processing Capability

Requirements Specification Document



Department of Veterans Affairs

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Revision History

Note: The revision history cycle begins once changes or enhancements are requested after the Requirements Specification Document has been baselined.

Date	Version	Description	Author
11/07/14	2.1	Updates to Section 1: subsections 1.3 (Scope Exclusions), and subsection 1.4. (References) Section 2: subsection 2.3 updated verbiage; subsection 2.6.2, updated User Story US0003 to reflect end user perspective; updated verbiage in section 2.8, and 2.10. Updates to section 3.0 updated Applicable Standards verbiage. Section 4, revised interfaces. Appendix A, includes an updated Context diagram. All updated sections subsections are shaded yellow to ease review. Shading will be removed prior to publishing. Appendix has more draft Use Cases to review with the Business.	SRA International, Inc.
10/24/14	2.0	Initial update for MBMS BOSS Enterprise Enhancements project. This update uses RSD v1.0 as a starting point.	SRA International, Inc.
8/15/14	1.0	This version has been base-lined and the PDF version will be signed.	NCA, OI&T PD

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1. Introduction

This Requirements Specification Document (RSD) captures the functional and technical requirements for implementing the Presidential Memorial Certificate Processing Capability (PMCpc) application. This system falls under the Memorial Benefits Management System (MBMS) initiative. The information provided in this RSD serves as input to application design and development.

A Presidential Memorial Certificate (PMC) is an engraved paper certificate, bearing the signature of the sitting President of the United States, to honor the memory of Veterans who have been lost or honorably discharged from the Armed Forces of the United States.

A single PMC is automatically generated for the Veteran's family, loved ones, or next of kin when a Veteran burial is completed and entered into the Burial Operations Support System (BOSS). The BOSS program is used to support and help manage burials in National Cemeteries and in most State Veteran Cemeteries.

PMC's may also be requested for Veterans who are deceased but have chosen not to be buried in a State or National Cemetery, but do choose to order a government furnished headstone or marker using the VA Form 40-1330 or a Medallion using the VA Form 40-1330M. "Burial" is not a requirement for Veteran eligibility as it is with a headstone or marker. Requests are sent directly to the PMC program via U.S. mail or facsimile and are processed using the Automated Monument Application System (AMAS) order screen. Eligibility is established using Veteran documents provided with each application request form. Multiple copies may be requested for each request received.

After receipt of the original PMC, additional certificates may be requested by the Next of Kin PMC recipients using an inserted re-order request form which is then sent to the PMC program office for processing using the AMAS/PMC order function.

1.1. Purpose

The Presidential Memorial Certificate (PMC) "system" is a sub-component of Burial Operations Support System (BOSS) Enterprise. The certificate honors a Veteran for his/her service to their country. The current PMC "system", which is made up of various utilities and code segments throughout BOSS Enterprise (both BOSS and AMAS interfaces) that perform some ordering or allow Case Managers to perform reordering, has very little monitoring capability. This Presidential Memorial Certificate Enhancement Requirements Specification Document (RSD) identifies requirements necessary to add PMC status tracking and monitoring capabilities. It will include the ability for PMC Office staff to check on the status of the PMC at any "touch point" through the process and answer calls as to where a PMC application is in the process.

The audience for this RSD includes project team members such as functional analysts, test analysts, developers, and project managers. The intent of this document is to capture the functional and technical requirements, as specified by the NCA PMC business stakeholder, for PMC Processing Capability enhancements.

1.2. Scope

The scope for this application is characterized in the MBMS BOSS Enterprise Enhancements PWS as an enhancement to BOSS Enterprise that improves case processing functionality, to provide case tracking, productivity reporting and document tracking reports for the PMC program. The purpose of this requirement is to create a case processing system to allow end-users to follow PMC processing steps such as:

- Establishing a case (EC).
- Suspending a case (SU) when additional information is required or not initially submitted with the request.
- Noting Other Actions Taken (OT) through the use of comments recorded.
- Disapproving a case (DC) if the Veteran is found to be ineligible.

The scope of the PMCpc project includes the following:

- Sufficient data will be available to create tracking reports.
- Additional tracking-related PMC data will be added to the corporate database.
- Allow PMC Case Managers to query (search) for the Veteran by name to ensure that two records with duplicate information will not be entered into the system.
- PMC replacement requests will allow PMC Case Managers to access existing Veteran records to place replacement orders.
- Enhancing the order tracking and reports functionality for the PMC processing screens will add a vigorous and more structured set of order tracking capabilities to a system.
- System will track when the weekly PMC file was compiled by Quantico and made available for printing.
- System will allow the PMC Office to enter data (date, quantity).
- System will allow PMC Supervisor to track the number of certificate requests entered by an individual PMC Case Manager or by all PMC Case Managers during any specified date parameters.

Details around this capability are further specified in the Functional Requirements section and Appendices A and B of this document.

1.3. Scope Exclusion

Items that are not specified in the PWS or otherwise are not defined in this RSD are considered out of scope.

1.4. References

Other relevant documents that provide insight to application features and business requirements are noted below.

2. Overall Description

The objective for the PMC Processing Capability project is to enhance the current PMC screen to improve case processing functionality, to provide case tracking, productivity reporting, and document tracking reports for the PMC program. Enhancements will also provide the PMC Unit supervisor or upper levels of MPS/NCA management with the ability to determine at which step in the process any particular PMC request is located, and it will also allow the Case Manager to suspend or disapprove any received request for just cause.

Case processing functionality will allow the user to follow processing steps such as Establishing a case (EC), Suspending a case (SU) when additional information is required or not initially submitted, noting Other Actions taken (OT) through the use of comments recorded, or disapproving a case (DC) if the Veteran is found to be ineligible.

The productivity report will allow the supervisor to track the number of certificate requests entered in the PMC subsystem by an individual user or by all users during any date parameters entered.

The Order Tracking reports will allow the PMC program to determine when the weekly PMC file was compiled by Quantico and made available for print processing. Enhancing the order tracking and reports functionality for the PMC processing screens will add a vigorous and more structured set of order tracking capabilities to a system which has little or few.

2.1. Accessibility Specifications

All specifications will comply with VA 508 Accessibility standards. As part of the FY14 acquisition strategy, Product Support and Development Management will ensure 508 compliance of the PMC application and any future enhancement of the PMC application.

2.2. Business Rules Specification

The Automated Monument Application System (AMAS) database [note: verify which database is used] contains information for PMCs requested by a Form VA 40-0247, automatically generated from the BOSS system for veterans that have completed burial, or automatically generated from the AMAS system when a Headstone or Marker is ordered for a Veteran buried in a private cemetery. The future system will also include PMCs requested through Veterans Benefit Administration (VBA).

Additional business rules, as applicable, will be further detailed in the requirements section of this document.

2.3. Design Constraints Specification

VA is enhancing the PMC application, which is the part of the BOSS Enterprise legacy system, by adding new functionality and fixing a specified set of existing defects to improve system efficiency. At this phase of the project, design and development are constrained by the technical standards, tools, and guidelines approved by VA and identified in the One-VA TRM. Further analysis during the development phase might impact the design specification of the system and we can expect updates to this section.

The proposed PMC system is intricate and it is modeled after AMAS functionality such as case status tracking, eligibility processing, error tracking, and replacement processing. In addition, the PMC enhancement will include the ability to track printing and mailing of the PMC certificate.

Implementation of these enhancements (originally captured in CR65 PMC) will provide monitoring and a decrease in certificate duplication and printed error certificates. A summary of additional requirements outlined in CR65 PMC are listed below:

- The existing PMC table structure is not sufficient to match requirements. Modifications will need to be completed to the existing PMC tables and designs with creation of new tables and other database objects.
- Tabs and/or drop-down boxes with automated information population functionality are desired for CR65 PMC.
- Veteran information will be accessible and not duplicated. PMC system will need to interface with the Burial Operations Support System (BOSS) and AMAS to search and verify Veteran information.
- Veteran identification validation with system integration with BOSS and AMAS functionality is required in CR65 PMC to restrain certification duplication.
- The Veteran information will be cross checked against the PMC records.
- Validation of Veteran records functionality is required in CR65 PMC to prevent duplication.
- There are two types of input to PMC. One is through data entry, and the other is automatically generated through BOSS, AMAS, and VBA.
- Calendars with automated date formulation are desired for CR65 PMC.
- Auto-filled drop down boxes or tabs that includes populated information is desired for CR65 PMC.

2.4. Disaster Recovery Specification

BOSS/AMAS support documentation is maintained by NCO Staff. This documentation includes the Disaster Recovery Plan. The BOSS/AMAS Information System Contingency Plan is coordinated with the Continuity of Operations Plan, Incident Response Plan, and Disaster Recovery Plan, and calls for coordination with other entities that provide support to the LAN, such as NCO and VA-NSOC. PMC will rely on the Disaster Recovery and Concept of Operations (CONOPS) plans in place to support systems that require continuous availability.

2.5. Documentation Specifications

Implementation of these enhancements for PMC will comply with existing PMAS policies and ProPath templates. As specified in the MBMS BOSS Enterprise Enhancements PWS, this PMCpc project requires the following documentation deliverables.

Table 2-1: PMCpc Documentation Requirements

Document	Description
PMCpc User Guide (online)	A user guide for the PMC PC will be prepared reflecting the implementation.

2.6. Functional Specifications

The PMC screen in AMAS was developed by NCA personnel at the Quantico Regional Processing Center (QRPC) to process the requests for certificates in the early 1990s. As a program, it has not been updated or significantly modified since it was developed. Memorial Programs Services (MPS) receives over 260,000 requests for certificates annually resulting in the printing and delivery of over 790,000 printed certificates in FY2011.

2.6.1. Current System and Process

The PMC subsystem currently contains information on PMCs whether created due to a burial in a National or State Veteran cemetery, created from an application for a marker or headstone in a private cemetery, or requested by phone, e-mail, fax, or sent via regular mail.

The data from Veterans buried in a National or State Veteran cemetery or a request for a marker or headstone is compiled weekly through a routine that reviews the BOSS/AMAS database and captures all necessary and associated information from Veteran burial records that can be used to generate a PMC, namely:

- Vet Name
- Next of Kin [NOK] Name
- Address
- City
- State/ ZIP

Each Veteran record is assigned a unique Presidential Memorial Certificate Identification (PMCID) and a PMC record is created with the appropriate information. When the PMC record is established, this information becomes an integral part of the system as a “created but not yet released record.” When the PMC print order information is compiled each week, this information becomes an integral part of that file as a “created but not yet released record.” After the file is compiled and released to the VACO print shop for printing, the process automatically generates a PMC for the NOK of the associated BOSS/AMAS Veteran burial.

As part of the process noted above, a file is generated in a delineated .txt format of all PMCs generated from Veteran burials in National and State cemeteries and PMCs generated from

marker or headstone applications between two specific dates. The records within this file are sent to the PMC Supervisors Office as a .txt file and reviewed for accuracy.

The information is reviewed for “obvious” errors, such as missing address information or extraneous information that should not be included in the record. When these errors are found, the PMC Office goes into their database and either makes the corrections necessary so that the information is displayed properly or they are uniquely identified in the database by using the ZIP code “00000” or “22134”. This text file is received each Monday morning for the previous week’s burials and corrections can be made to the PMC database through the close of business on that following Thursday.

If a request is received from an eligible recipient, AMAS also has a single screen that allows for the manual entry of data for processing requests for certificates. This functionality in fact accounts for three-quarters of all of the cases processed and PMCs printed. Case managers access the screen through the AMAS subsystem. All PMC requests submitted by mail, e-mail, telephone, or fax are entered by Case Managers or the PMC Office. The decedent name, number of certificates, recipient name, address, and ZIP code are entered and stored in the database.

Figure 2-1: Current PMC Form in AMAS

National Cemetery Administration - WebUtil - Windows Internet Explorer provided by Quantico RPC

File Edit View Favorites Tools Help

National Cemetery Administration - WebUtil

PMC DATA ENTRY SCREEN

PRESIDENTIAL MEMORIAL CERTIFICATE

User: C101PMCM Page: 1 of 1

Station: MEMORIAL PROGRAMS SERVICE - WASHINGTON Date: 06/21/2012

Decedent: [Redacted] Num Copies: 4

PMC ID: [Redacted] Released: Y on 03/19/1999

Created by: [Redacted] Updated by: C101CR on 08/24/2010

Recipient Name: [Redacted] Zipcode: 43235

Address: [Redacted]

City: COLUMBUS

State: OH

F4-Enter Query F5-Execute Query F6-List F7-Save F8-Exit Ctrl F10-Print

Decedent Name. Only Alpha space, -, '/' allowed.

Record: 1/?

Done Local intranet 100%

The PMC database does not contain information for PMCs requested directly through the VBA. Each week a file is compiled containing the necessary information for printing certificates. This file is placed on an FTP server made available to the VACO print shop. The print shop prints the certificates on pre-embossed paper, these go through a quality assurance step performed by the PMC Unit and sent from the VACO print shop.

Figure 2-2: Current PMC Weekly Print File

Add Figure

Sample weekly file compiled with PMC data records to be sent to VACO print shop.

2.6.2.Functional Requirements

The following list of requirements describes the primary functions that must be performed in order to fulfill the stated business requirement. These requirements serve as an input to the design phase of the Software Development Lifecycle process.

These requirements describe the functions and capabilities of the PMC user roles, *PMC Supervisor* and *PMC Case Manager*.

- PMC Supervisor is able to perform all of the actions of a PMC Case Manager.
- PMC Supervisor can perform add, update, suspend, deny, special order, and other functions.
- PMC Case Managers are more limited in their queries for activities, reports, and Special Release designation changes.

US0001 – PMCpc Next Request

As PMC Case Manager, I want to select next request from within the PMC application so that I have the ability to enter information directly and view and manage imaged documents.

Table 2-2: US0001 Requirement Elaboration

BN#	BN1 – PMCpc Next Request
OWNER#s	OWNER#1.0, OWNER#2.0, OWNER#2.1, OWNER#2.2, OWNER#2.3, OWNER#2.4, OWNER#2.5, OWNER#2.6, OWNER#2.7, OWNER#2.8, OWNER#3
Business Goal	PMC Case Manager can select next request from within PMC application, the application will allow associated images for record, apply unique indicator and allow the user to enter information directly in to application and allow viewing of imaged documents.
Feature Capability	PMCpc Record Management

Acceptance Criteria	<ul style="list-style-type: none"> ▪ The system will adhere to the current PMC functionality and processes. ▪ The system will allow PMC Case Manager the ability to select the next request from within the PMC application. ▪ The system will select information in the PMC Feith BIN. ▪ The system will allow the image of the automatically selected request be automatically associated with the PMC record upon save. ▪ The system will allow the unique indicator for each record to be the PMCID number the system generates. ▪ The system will also allow for the manual association of images with a PMC record. ▪ The system will allow PMC Case Manager the ability to enter information directly into PMC application without an associated image if information provided does not originate from the PMC BIN. ▪ The system will allow imaged documents be viewable, including: <ul style="list-style-type: none"> ○ Request for PMC ○ Death Certificate ○ Discharge Document
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US0002 – PMCpc Veteran’s Name Entry

As PMC Case Manager and PMC Supervisor, I want to enter in Veteran’s name information in to Veteran record to establish a PMC request.

Table 2-3: US0002 Requirement Elaboration

BN#	BN2 – PMCpc Veteran’s Name Entry
OWNER#s	OWNER#4.0, OWNER#5.0, OWNER#5.1, OWNER#5.1.1, OWNER#5.1.2, OWNER#5.1.3, OWNER#5.1.4, OWNER#5.1.5, OWNER#5.1.6, OWNER#5.1.7, OWNER#5.5
Business Goal	System will allow entry of Veteran’s name
Feature Capability	PMCpc Record Management

Acceptance Criteria	<ul style="list-style-type: none"> ▪ The system will provide a PMC screen in order to process a PMC Request. ▪ The system will allow PMC Case Managers and PMC Supervisors the ability to enter case information in order to establish a PMC Request. ▪ The system will allow the user to create a new PMC record using the Veteran information entered in the query if no duplicate found. ▪ The system will allow the Veteran's name to be entered into four separate fields: <ul style="list-style-type: none"> ○ Last Name - Mandatory ○ First Name - Mandatory ○ Middle Name - Optional ○ Suffix – Optional ▪ The system will allow entry of Veteran Information, including: <ul style="list-style-type: none"> ○ SSN ○ Service Number ○ Claim Number
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US0003 – PMCpc Duplicate Check

As a PMC user, I want the system to search for an existing BOSS/AMAS record so that I do not create a duplicate record.

Table 2-4: US0003 Requirement Elaboration

BN#	BN3 – PMCpc Case Information Entry
OWNR#s	OWNR#5.2, OWNR#5.3, OWNR#5.4
Business Goal	System will perform duplicate checks to verify whether records already exist in the BOSS/AMAS system.
Feature Capability	PMCpc Case Management
Acceptance Criteria	<ul style="list-style-type: none"> ▪ The system will perform a duplicate check and display matching records if the Veteran SSN already exists in the BOSS/AMAS system. ▪ The system will perform a duplicate check and display matching records if the Veteran Claim Number already exists in the BOSS/AMAS System. ▪ The system will perform a duplicate check and display matching records if the last name and first name combination already exists in the BOSS/AMAS system.

US0004 – PMCpc Verified Eligibility Status

As a PMC user, I want to enter Verified Eligibility status for Veteran.

Table 2-5: US0004 Requirement Elaboration

BN#	BN4 – PMCpc Verified Eligibility Allowance
OWNER#s	OWNER#5.6
Business Goal	The PMC application will allow for Verified Eligibility Status entry.
Feature Capability	PMCpc Case Management
Acceptance Criteria	<ul style="list-style-type: none"> ▪ The system will allow for Verified Eligibility – Yes or No. Mandatory (there is no default). ▪ The Verified Eligibility Allowance field will only be mandatory on case Approval, it will not be mandatory when the case is other case statuses.

US0005 – PMCpc Applicant Information Entry

As a PMC user, I want to enter applicant data so that I can complete a record.

Table 2-6: US0005 Requirement Elaboration

BN#	BN5 – PMCpc Applicant Information Entry
OWNER#s	OWNER#5.7.2, OWNER#5.7.2.1, OWNER#5.7.3, OWNER#5.7.3.1, OWNER#5.7.3.2, OWNER#5.7.3.3, OWNER#5.7.3.4, OWNER#5.7.4, OWNER#5.7.4.1, OWNER#5.7.4.2, OWNER#5.7.4.3, OWNER#5.7.4.4, OWNER#5.7.4.5, OWNER#5.7.4.6, OWNER#5.7.4.7, OWNER#5.7.4.8, OWNER#5.7.4.9, OWNER#5.7.4.10, OWNER#5.7.4.11, OWNER#5.7.5, OWNER#5.7.6, OWNER#5.7.7, OWNER#5.8, OWNER#5.9, OWNER#5.10
Business Goal	The PMC application will allow applicant information entry.
Feature Capability	PMCpc Record Management

Acceptance Criteria	<ul style="list-style-type: none"> ▪ The system will allow information to be entered for the applicant. ▪ The system will allow information to be entered for applicant address. ▪ The system will allow that there is at least one applicant and recipient address per PMC request. ▪ The system will allow a U.S. address or foreign address is mandatory for each recipient. ▪ The system will not allow the user to edit the City or State fields, which are automatically filled by the system based on the entered Zip Code. ▪ The system will not allow the user to edit the City, Province or Country Code that has been automatically populated by the system when a Postal Code has been entered in to the Postal Code field. ▪ Entry of at least one address is mandatory – either Foreign or Domestic. ▪ The system will allow information to be entered for the applicant, including: <ul style="list-style-type: none"> ○ Applicant Name – Mandatory (May be Person or Business) ○ Relationship to Veteran – Optional (Family, Next of Kin, Authorized Agent, Veteran Service Office) ○ Applicant Address Line 1 – Mandatory (A U.S. address or foreign address is mandatory before a case can be approved). ○ Applicant Address Line 2 – Optional [Note: A 3rd optional address line is necessary for foreign addresses.] ○ City – Optional (automatically populated based on entered Zip Code - non-editable) ○ State – Optional (automatically populated based on entered Zip Code - non-editable) ○ Zip Code – Optional (utilized by the system to auto-populate City & State fields) ○ Postal Code – Optional (utilized by the system to auto-populate Foreign City, Province and Country into separate City, Province and Country Code fields.) ○ Foreign City – Optional (automatically populated based on entered Postal Code - non-editable) ○ Province – Optional (automatically populated by the system based on entered Postal Code – non editable) ○ Country Code – Optional (automatically populated by the system and will not be editable) ○ Phone Number – Optional (both Foreign and Domestic formats will be allowed) ○ Fax number – Optional (both Foreign and Domestic formats will be allowed) ○ E-mail Address – Optional (format will include at least an “@” symbol and one period)
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US0006 – PMCpc Honorific Pick of Optional Data

As a PMC user, I want to enter Honorific pick of optional data in to a Veteran record.

Table 2-7: US0006 Requirement Elaboration

BN#	BN6 – PMCpc Honorific Pick of Optional Data
OWNER#s	OWNER#5.7, OWNER#5.7.1, OWNER#5.7.1.1, OWNER#5.7.1.2, OWNER#5.7.1.3, OWNER#5.7.1.4, OWNER#5.7.1.5
Business Goal	The PMC Application will allow entry of Honorific pick of optional data.
Feature Capability	PMCpc Record Management
Acceptance Criteria	<ul style="list-style-type: none">▪ The system will allow information to be entered for the applicant.▪ The system will provide an Honorific pick of optional data.▪ If the applicant or the recipient is different from the applicant, the Honorific will be part of the recipient name provided in the Print File.▪ The system will provide an Honorific pick of optional data, including:<ul style="list-style-type: none">○ Mr.○ Mrs.○ Ms.○ Blank (meaning, it will be left blank/empty)

US0007 – PMCpc Recipient Multiple Mailing Address

As a PMC user, I want to be able to enter multiple recipient mailing addresses.

Table 2-8: US0007 Requirement Elaboration

BN#	BN7 – PMCpc Recipient Multiple Mailing Address
OWNER#s	OWNER#5.12, OWNER#5.13, OWNER#5.14
Business Goal	The PMC application will allow tracking of one or more recipient mailing addresses.
Feature Capability	PMCpc Record Management
Acceptance Criteria	<ul style="list-style-type: none">▪ The system shall allow a PMC to be sent to multiple addresses in varying PMC amounts.▪ The system shall allow for the quantity of PMCs to be entered for each recipient.▪ The system will allow the recipient mailing address information to be tracked for one or multiple addresses.

US0008 – PMCpc Same as Applicant Mailing Address

As a PMC user, I want to be able to enter one Application address that is the same without receiving an error.

Table 2-9: US0008 Requirement Elaboration

BN#	BN8 – PMCpc Same As Applicant Mailing Address
OWNER#s	OWNER#5.15
Business Goal	The PMC application will allow one same as applicant address to exist without error
Feature Capability	PMCpc Record Management
Acceptance Criteria	<ul style="list-style-type: none"> ▪ If the mailing is same as applicant address, no further data entry is required, the applicant address and recipient address are the same.

US0009 – PMCpc Different Applicant Address Tracking

As a PMC user, I want to be able to have mailing addresses different than stored applicant addresses are tracked by the PMC application.

Table 2-10: US0009 Requirement Elaboration

BN#	BN9 – PMCpc Different Applicant Address Tracking
OWNER#s	OWNER#5.11, OWNER#5.16, OWNER#5.16.1, OWNER#5.16.2, OWNER#5.16.3, OWNER#5.16.4, OWNER#5.16.5, OWNER#5.16.6, OWNER#5.16.7, OWNER#5.16.8, OWNER#5.16.9, OWNER#5.16.10, OWNER#5.16.11, OWNER#5.16.12, OWNER#5.16.13, OWNER#5.16.14, OWNER#5.16.15, OWNER#5.16.16, OWNER#5.16.17, OWNER#5.16.18, OWNER#5.16.19, OWNER#5.16.20
Business Goal	PMC application behavior and tracking for mailing addresses different than applicant address.
Feature Capability	PMCpc Record Management

Acceptance Criteria	<ul style="list-style-type: none"> ▪ If the mailing address is different than the applicant address, information for the recipient, it will be tracked. ▪ If the mailing address is different than the applicant address, Mailing name for the recipient, it will be tracked. ▪ Mailing name may be either an Individual or a Business. ▪ If the mailing address is different than the applicant address for the recipient (Mailing Address Line 1, Line 2 or Line 3), it will be tracked. ▪ If the mailing address is different than the applicant address, Mailing City for the recipient, it will be tracked. ▪ If the mailing address is different than the applicant address, Mailing State for the recipient, it will be tracked. ▪ If the mailing address is different than the applicant address, Mailing Zip Code (optional) for the recipient, it will be tracked. ▪ The system will auto-populate the City and State into separate fields once a user enters a Zip Code into the Zip Code field. ▪ The auto-populated City and State fields will not be editable. ▪ If the mailing address is different than the applicant address, Mailing Postal Code (optional) for the recipient will be tracked. ▪ If the mailing address is different than the applicant address, Foreign City (optional) for the recipient will be tracked. ▪ If the mailing address is different than the applicant address, State/Province (optional) for the recipient will be tracked. ▪ If the mailing address is different than the applicant address, Country (optional) for the recipient will be tracked. ▪ The system will auto-populate the City, Province and Country in to four separate fields when a user enters a Postal Code in the Postal Code field. ▪ City, Province or Country automatically populated by the system will not be editable by the user. ▪ If the mailing address is different than the applicant address, phone number (optional) for the recipient will be tracked. ▪ Format for the phone number will include both foreign and domestic formats. ▪ If the mailing address is different than the applicant address, fax number (optional) for the recipient will be tracked. ▪ Format for the fax number will include both foreign and domestic formats. ▪ If the mailing address is different than the applicant address, e-mail address (optional) for the recipient will be tracked. ▪ Format for the e-mail address will include at least one "@" symbol and one period.
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US0010 – PMCpc PMC Case Processing Work Flow

As a PMC user, I need the system to streamline the PMC case establishment process to make it more efficient.

Table 2-11: US0010 Requirement Elaboration

BN#	BN10 – PMCpc PMC Case Processing Work Flow
OWNER#s	OWNER#21.0
Business Goal	Streamline the PMC Case establishment process.
Feature Capability	PMCpc Case Management
Acceptance Criteria	<ul style="list-style-type: none">▪ The PMC case processing work flow will be streamlined to eliminate multiple screens and clicks in establishing a PMC case.

US0011 – PMCpc PMC Screen Redesign

As a PMC user, I want the PMC Screens redesigned so I can view PMC recipient detail on one screen for improved efficiency.

Table 2-12: US0011 Requirement Elaboration

BN#	BN11 – PMCpc PMC Screen Redesign
OWNER#s	OWNER#22.0
Business Goal	Improve PMC recipient detail visibility for the user.
Feature Capability	PMCpc Case Management
Acceptance Criteria	<ul style="list-style-type: none">▪ The PMC screens will be redesigned so that PMC recipient detail can be viewable on one screen.

US0012 – PMCpc PMC Request Comments

As a PMC user, I want to be able to add remarks/comments to a PMC request to provide additional detail to the record.

Table 2-13: US0012 Requirement Elaboration

BN#	BN12 – PMCpc PMC Request Comments
OWNER#s	OWNER#23.0
Business Goal	Provide additional detail in PMC request records.
Feature Capability	PMCpc Record Management
Acceptance Criteria	<ul style="list-style-type: none">▪ The system will provide the user the ability to add remarks/comments to a PMC request.

US0013 – PMCpc Special Requests

As a PMC Supervisor or PMC Case Manager, I want the ability to manage Special Requests in the PMC application.

Table 2-14: US0013 Requirement Elaboration

BN#	BN13 – PMCpc Special Requests
OWNER#s	OWNER#5.17, OWNER#5.17.1, OWNER#5.17.2, OWNER#5.17.3, OWNER#5.17.4, OWNER#5.17.5, OWNER#5.17.6
Business Goal	Special Requests should be allowed by the PMC Application.
Feature Capability	PMCpc Record Management
Acceptance Criteria	<ul style="list-style-type: none">▪ The system will allow for processing of special requests for certificates.▪ The system will allow for the identification of special request records.▪ Only a PMC Supervisor will be permitted to remove the special request indicator.▪ Only a PMC Supervisor, will be allowed to edit the Release Date field when the Special Request field is marked = Yes. (With special cases, the PMC Supervisor will change the status to Certificate Ordered and enter the Released Date. Once the Released Date is populated, the Status Code and Released Date field will become protected.)▪ The system will not allow the Released Date field to be editable when a Special Request field = No.▪ Special Request records will not be part of the file provided for printing (a Certificate will not be automatically generated).▪ The system will allow the PMC Case Manager to update the released date field for special request records.▪ The system will allow the special request records not be part of the file provided for printing (therefore, a certificate will not be automatically generated).

US0014 – PMCpc Applicant Database Query

As a PMC Case Manager, I want to be able to query the PMC database using applicant identifiers.

Table 2-15: US0014 Requirement Elaboration

BN#	BN14 – PMCpc Applicant Database Query
OWNER#s	OWNER#6.0, OWNER#6.1, OWNER#6.2, OWNER#11, OWNER#11.1, OWNER#11.1.2, OWNER#11.2, OWNER#11.3, OWNER#6.3, OWNER#6.3.1, OWNER#6.3.2, OWNER#6.3.3, OWNER#6.3.4, OWNER#6.4, OWNER#6.5, OWNER#6.6, OWNER#6.7, OWNER#6.8, OWNER#6.9, OWNER#6.10

Business Goal	The PMC application will allow PMC Case Managers to query the database using applicant data.
Feature Capability	PMCpc Database Query
Acceptance Criteria	<ul style="list-style-type: none"> ▪ The system will allow the PMC Case Manager to query the database. ▪ The system will return each record that matches the entered query. ▪ The user may scroll through the returned records. ▪ The system will allow the PMC Case Manager to query the database for the applicant. ▪ PMC Case Manager can query the system for: <ul style="list-style-type: none"> ○ Applicant Name ○ Wild card for the applicant query ○ Applicant Name and Zip Code ○ Applicant Name and Postal Code ○ Created By – only on their User ID ○ Updated By ▪ The system will provide a “Display Only” field on the Detail Screen and the “Created By” containing the User ID of the user who originally created the PMC record. ▪ The system will allow a PMC Site Supervisor to query on any “Created By” User ID. ▪ The system will allow the “Created By” field in conjunction with the “Release Date” and/or the “Released Y/N” fields to be queried. ▪ The system will allow the “Created By” field in conjunction with the “Release Date” and/or the “Released Y/N” fields to be queried. ▪ The system will provide a “Display Only” field on the Detail Screen “Created By Date” displaying the date the PMC record was created (format mm/dd/yyyy). ▪ The system will provide a “display only” field on the Detail Screen “Updated By” displaying the User ID who last updated the record. ▪ The system will provide a “display only” field on the Detail Screen “Updated By Date” displaying the date the PMC record was last updated (format mm/dd/yyyy). ▪ The system will allow a PMC Site Supervisor to query on any “Updates By” User ID. ▪ The system will allow the “Updated By” field in conjunction with the “Release Date” and/or the “Released Y/N” fields to be queried.

US0015 – PMCpc Entered Name Match Found

As a PMC user, I want to be able to query the PMC application using recipient name data and access record data.

Table 2-16: US0015 Requirement Elaboration

BN#	BN15 – PMCpc Entered Name Match Found
OWNER#s	OWNER#9.0, OWNER#9.1, OWNER#9.2, OWNER#9.3, OWNER#9.4, OWNER#9.5, OWNER#9.6, OWNER#9.7, OWNER#9.8, OWNER#9.9, OWNER#9.10
Business Goal	PMC application behavior for entered name if match is found.
Feature Capability	PMCpc Database Query
Acceptance Criteria	<ul style="list-style-type: none"> ▪ If a match is found on the entered name data, specific fields will be displayed. ▪ If a match is found, Date of Order Released to Print field will be displayed. ▪ If a match is found, the user can sort the returned information by PMCID. ▪ If a match is found on the entered name data, the following fields will be displayed: <ul style="list-style-type: none"> ○ Full Veteran Name ○ SSN ○ Service Number ○ Claims Number ○ NOK/Recipients/Applicant Name ○ City ○ State/Province ○ Zip/Postal Code

US0016 – PMCpc Access, Change & View Information

As a PMC Supervisor or PMC Case Manager, I want to the ability to access, view and change information.

Table 2-17: US0016 Requirement Elaboration

BN#	BN16 – PMCpc Access, Change & View Information
OWNER#s	OWNER#10, OWNER#10.1, OWNER#10.2
Business Goal	PMC application will allow PMC Case Manager or PMC Supervisor access to view and change information.
Feature Capability	PMCpc Record Management

Acceptance Criteria	<ul style="list-style-type: none"> ▪ If a PMC record is displayed, the PMC Case Manager may access the case information. ▪ The system will allow the PMC Supervisor or PMC Case Manager access to change information on the PMC screen. ▪ The system will allow the PMC Supervisor or PMC Case Manager access to view information on the screen.
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US0017 – PMCpc If No Match is Found on Query

As a PMC Case Manager, I want to be able to open a PMC record and update information in the record if a query finds yields no matches.

Table 2-18: US0017 Requirement Elaboration

BN#	BN17 – PMCpc If No Match is Found on Query
OWNER#s	OWNER#10.3, OWNER#10.4, OWNER#10.5, OWNER#10.6
Business Goal	PMC application behavior upon query where no match is found.
Feature Capability	PMCpc Database Query
Acceptance Criteria	<ul style="list-style-type: none"> ▪ If no match is found, PMC Case Manager may continue to open a PMC record. ▪ The information entered in the Veteran name will be carried over to the PMC opening screen. ▪ The PMC Case Manager can update the Veteran name entered. ▪ The PMC Case Manager can populate the necessary PMC request information.

US0018 – PMCpc Recipient Query

As a PMC Case Manager, I want the ability to query the PMC application using specific data.

Table 2-19: US0018 Requirement Elaboration

BN#	BN18 – PMCpc Recipient Query
OWNER#s	OWNER#12.0, OWNER#12.1, OWNER#12.1.2, OWNER#12.2, OWNER#12.3
Business Goal	PMC application behavior when queried using specific data.
Feature Capability	PMCpc Database Query

Acceptance Criteria	<ul style="list-style-type: none"> ▪ The system will allow the PMC Case Manager the ability to query the system for recipient. ▪ The system will allow the PMC Case Manager the ability to query the system for recipient name. ▪ A wildcard may be used may be used for the recipient query. ▪ The system will allow the PMC Case Manager the ability to query the system for recipient name and Zip Code. ▪ The system will allow the PMC Case Manager the ability to query the system for recipient name and Postal Code.
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US0019 – PMCpc System Notification

As a PMC user, I want the system to provide a system notification to me when a PMC record has been created or updated.

Table 2-20: US0019 Requirement Elaboration

BN#	BN19 – PMCpc System Notification
OWNER#s	OWNER#24.0
Business Goal	Provide system notification to user.
Feature Capability	PMCpc Record Management
Acceptance Criteria	<ul style="list-style-type: none"> ▪ The system will provide a system notification to the user when a PMC record has been created or updated.

US0020 – PMCpc Recipient Name Search

As a PMC user, I want the ability to search for PMC records using recipient name options.

Table 2-21: US0020 Requirement Elaboration

BN#	BN20 – PMCpc Recipient Name Search
OWNER#s	OWNER#12.4, OWNER#12.4.1, OWNER#12.4.2, OWNER#12.4.3, OWNER#12.4.4, OWNER#12.4.5
Business Goal	PMC application will allow name search.
Feature Capability	PMCpc Database Query
Acceptance Criteria	<ul style="list-style-type: none"> ▪ The recipient name search will include specific entries. ▪ The recipient name search will include entries identified as: <ul style="list-style-type: none"> ○ Next of Kin ○ Applicant Name ○ Recipient Name ○ Authorized Agent ○ Veteran Service Office

US0021 – PMCpc If Match is Found Query

As a PMC user, I want the ability to view record data if a match is found during a query.

Table 2-22: US0021 Requirement Elaboration

BN#	BN21 – PMCpc If Match is Found Query
OWNER#s	OWNER#13.0, OWNER#13.1, OWNER#13.2, OWNER#13.3, OWNER#13.4, OWNER#13.5
Business Goal	PMC application behavior if a match is found during query.
Feature Capability	PMCpc Database Query
Acceptance Criteria	<ul style="list-style-type: none">▪ If a match is found on the entered applicant or recipient search, the system will display specific fields.▪ If a match is found on the entered data, the following field will be displayed:<ul style="list-style-type: none">○ Applicant Name○ Recipient Name○ Recipient Address○ City, State, Zip Code or City, Province, Country, Postal Code○ Veteran Name

US0022 – PMCpc System Query

As a PMC Case Manager, I want to be able to query the PMC application.

Table 2-23: US0022 Requirement Elaboration

BN#	BN22 – PMCpc System Query
OWNER#s	OWNER's after OWNER#8.4 in BRD before OWNER#9.0 (not numbered)
Business Goal	PMC application query by PMC Case Manager.
Feature Capability	PMCpc Database Query
Acceptance Criteria	<ul style="list-style-type: none">▪ The PMC Case Manager can query the system for Released Date.▪ The system will allow the PMC Case Manager to query the system for Combination of Veteran Name and Released Date.

US0023 – PMCpc Non-Editable Field Shading

As a PMC user, I want to have fields that are not editable be shaded to improve usability.

Table 2-24: US0023 Requirement Elaboration

BN#	BN23 – PMCpc Non-Editable Field Shading
OWNER#s	OWNER#25.0

Business Goal	Improve system usability for the user.
Feature Capability	PMCpc Record Management
Acceptance Criteria	<ul style="list-style-type: none"> ▪ The system will shade any fields which are not editable.

US0024 – PMCpc Text Box Maximum Characters

As a PMC user, I want the system to enforce maximum number of characters in text boxes so that my data is properly stored.

Table 2-25: US0024 Requirement Elaboration

BN#	BN24 – PMCpc Text Box Maximum Characters
OWNER#s	OWNER#26.0
Business Goal	Improve stored data and system usability by limiting field size of text boxes.
Feature Capability	PMCpc Record Management
Acceptance Criteria	<ul style="list-style-type: none"> ▪ The system will limit the field size of all text boxes based on the maximum number of characters allowed in the field.

US0025 – PMCpc Status Codes

As a PMC user, I want to have status codes historically tracked and managed in the PMC application.

Table 2-26: US0025 Requirement Elaboration

BN#	BN25 – PMCpc Status Codes
OWNER#s	OWNER#14, OWNER#14.1, OWNER#14.1.1, OWNER#14.1.2, OWNER#14.1.2.1, OWNER#14.1.2.2, OWNER#14.1.3, OWNER#14.1.3.1
Business Goal	The PMC application should manage and keep status code history.
Feature Capability	PMCpc Record Management

Acceptance Criteria	<ul style="list-style-type: none"> ▪ The system will keep a history of status codes and dates when status codes change. ▪ The system will automatically change process status codes. ▪ The system will automatically change process status code Case Established, which is automatically generated upon case establishment. ▪ Each recipient case will have a Case Established code. ▪ The system will automatically change process status code Certificate Ordered, which is automatically generated when the record is included in the print file. ▪ The status code cannot be manually change if the case is in a Certificate Ordered field unless exceptions are Reorder Established, Replacement Request, or Other. ▪ The system will allow that when a case is in "Certificate Ordered" status, the PMC fields cannot be updated. ▪ The system will automatically change process status code Verified Service Eligibility, which is automatically generated when the Verified Eligibility Y/N is marked "Y". ▪ The system will allow that the Verified Service Eligibility status cannot be manually added.
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US0026 – PMCpc Manually Add/Change Status

As a PMC Case Manager or PMC Supervisor, I want to be able to manually add or change PMC status.

Table 2-27: US0026 Requirement Elaboration

BN#	BN26 – PMCpc Manually Add/Change Status
OWNER#s	OWNER#14.2, OWNER#14.2.1, OWNER#14.2.1.1, OWNER#14.2.1.2, OWNER#14.2.2, OWNER#14.2.3, OWNER#14.2.4, OWNER#14.2.5, OWNER#14.2.6, OWNER#14.2.7, OWNER#14.2.8, OWNER#14.2.8.1, OWNER#14.2.9, OWNER#14.2.10, OWNER#14.2.10.1
Business Goal	The PMC application should allow manual update of status.
Feature Capability	PMCpc Record Management

Acceptance Criteria	<ul style="list-style-type: none"> ▪ The system will allow PMC Case Managers and PMC Supervisors to manually add/change statuses. ▪ If the Reorder Established code is used after a certificate ordered status, the released date will change to blank. ▪ If the Reorder Established code is used, the fields will be updateable. ▪ The user will have the ability to suspend a PMC request. ▪ If the case is in a Certificate Ordered status, no additional fields may be updated, only Comments can be added. ▪ The system will allow PMC Case Managers and PMC Supervisors to manually add/change the status: <ul style="list-style-type: none"> ○ Reorder Established ○ Additional Order Established ○ Applicant Notified ○ Approved Case – The Veteran must be eligible and a recipient name and address must be in the system. ○ Suspended Case – The case can be Suspended if eligibility cannot be established ○ Disapproved Case ○ Cancel Certificate Order – Code only valid after case Established but before Certificate Ordered. ○ Reorder Cancelled - Code is valid after Reorder established but before certificate ordered. ○ Duplicate Application ○ Other – (free text, used to add comments)
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US0027 – PMCpc Certificate Display

As a PMC Case Manager, I want to be able to view Veteran information on the PMC Certificate.

Table 2-28: US0027 Requirement Elaboration

BN#	BN27 – PMCpc Certificate Display
OWNER#s	OWNER#15.0, OWNER#15.1, OWNER#15.2, OWNER#15.3, OWNER#15.4, OWNER#15.5, OWNER#15.6, OWNER#15.7, OWNER#15.8, OWNER#15.10, OWNER#15.11, OWNER#15.12, OWNER#15.13
Business Goal	The PMC Application Certificate display.
Feature Capability	PMCpc Certificate Management

Acceptance Criteria	<ul style="list-style-type: none"> ▪ The system will provide a graphical preview of what the PMC will look like. ▪ The system will provide a graphical PMC preview which will auto adjust based on font and size. ▪ The PMC Case Manager will have the ability to view the Veteran name as it will be printed on the certificate. ▪ The review page will display the same font and font size that is printed on the PMC so that spacing is shown. The font used to print the certificates is FleurishScript – Font size 42. ▪ The Veteran's name will be spelled out in upper and lowercase lettering as appropriate. ▪ The system will not allow all capital letters to be used for the Veteran's name on the certificate. ▪ The system will allow one space between the Veteran's first name, middle name, and last name. ▪ The system will allow a comma to be used between the Veteran's last name and "Jr." or "Sr." ▪ The system will allow suffixes such as "Jr" and "Sr" to always have a period after the lowercase "r." ▪ The system will not allow commas between the Veteran's last name and II, III, IV, etc. ▪ If a middle initial is used in lieu of a middle name, there will be a period used after the initial and a space before the last name. ▪ The user may design, edit and/or modify a graphical representation of a PMC. ▪ A graphical PMC preview which will auto-adjust based on text will be provided by the system. ▪ The system will provide a graphical preview of a PMC to show what it will look like. ▪ A graphical PMC preview will auto-adjust based on the font and size.
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US0028 – PMCpc PMC Certificate Name Display

As a PMC Case Manager, I want to be able to update Veteran name information on the PMC Certificate if it is displayed incorrectly.

Table 2-29: US0028 Requirement Elaboration

BN#	BN28 – PMCpc PMC Certificate Name Display
OWNR#s	OWNR#15.9
Business Goal	The PMC application should allow a PMC Case Manager to correct PMC certificate information.
Feature Capability	PMCpc Record Management

Acceptance Criteria	<ul style="list-style-type: none"> ▪ If the Veteran name is displayed incorrectly or greater than the margins on the graphical representation of the PMC Certificate, the PMC Case Manager will be able to correct the entry by adjusting the spacing (adding or taking away the spacing between letters and/or names, adding or removing improperly used punctuation).
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US0029 – PMCpc Records in Reorder Status

As a PMC Case Manager, I want the ability to place PMC records in Reorder Status.

Table 2-30: US0029 Requirement Elaboration

BN#	BN29 – PMCpc Records in Reorder Status
OWNR#s	OWNR#16.0, OWNR#16.1
Business Goal	PMC application management of records in Reorder Status.
Feature Capability	PMCpc Record Management
Acceptance Criteria	<ul style="list-style-type: none"> ▪ The system will allow the following: after the PMC Office receives printed PMCs, a review of the PMCs may reveal certificates that are incorrectly printed or in error; if the system information can be updated to result in printing a valid PMC, the Case Manager will place the PMC record in a Reorder status code. ▪ PMC records that are in a Reorder status will be included in the file sent for printing.

US0030 – PMCpc Released Date on Print File

As PMC user, I want the PMC application to update the Release Date of a record when a print file is created.

Table 2-31: US0030 Requirement Elaboration

BN#	BN30 – PMCpc Released Date on Print File
OWNR#s	OWNR#16.2
Business Goal	PMC application will update a Released Date when a print file is created.
Feature Capability	PMCpc Print File
Acceptance Criteria	<ul style="list-style-type: none"> ▪ When the print file is created, the previous released date will be replaced with the new released date.

US0031 – PMCpc Case Status

As a PMC user, I want the PMC case status placed in Certificate Ordered.

Table 2-32: US0031 Requirement Elaboration

BN#	BN31 – PMCpc Case Status
OWNER#s	OWNER#16.3
Business Goal	PMC application will allow PMC case status in Certificate Ordered.
Feature Capability	PMCpc Certificate Management
Acceptance Criteria	<ul style="list-style-type: none"> ▪ The PMC Case status will be placed in Certificate Ordered.

US0032 – PMCpc Additional Certificates

As a PMC user, I want the PMC application to have the ability to manage multiple certificates.

Table 2-33: US0032 Requirement Elaboration

BN#	BN32 – PMCpc Additional Certificates
OWNER#s	OWNER#17.0, OWNER#17.1, OWNER#17.2
Business Goal	The PMC application will manage additional certificates.
Feature Capability	PMCpc Certificate Management
Acceptance Criteria	<ul style="list-style-type: none"> ▪ If the PMC Office receives a request for additional certificates, the PMC case can be placed in the Additional Order Established status. ▪ A new record can be generated that is associated with the original recipient request. ▪ The system will allow the number of additional certificates requested to be entered and those certificates sent to the recipient.

US0033 – PMCpc Errors Identified for Returned PMCs

As a PMC Case Manager or PMC Supervisor, I want the ability to enter error identification for returned PMCs and I also want the PMC application to manage returned PMCs.

Table 2-34: US0033 Requirement Elaboration

BN#	BN33 – PMCpc Errors Identified for Returned PMCs
OWNER#s	OWNER#18.0, OWNER#18.1, OWNER#18.2, OWNER#18.2.1, OWNER#18.2.2, OWNER#18.2.3, OWNER#18.2.4, OWNER#18.2.5, OWNER#18.2.6, OWNER#18.2.7, OWNER#18.2.8, OWNER#18.2.9, OWNER#18.2.10, OWNER#18.2.11
Business Goal	PMC application return PMCs management.
Feature Capability	PMCpc Record Management

Acceptance Criteria	<ul style="list-style-type: none"> ▪ The system will be able to track errors identified when a certificate is returned to the PMC Office. ▪ The system will allow the PMC Case Manager or PMC Supervisor to enter the error identification for returned PMCs. ▪ The system will allow errors to be identified for returned PMCs. ▪ The system will allow an error to be identified for returned PMCs, including: <ul style="list-style-type: none"> ○ Name misspelled (PMC Case Manager error during case entry) ○ Name misspelled (Incorrect information provided by applicant) ○ The PMC delivered to the recipient was damaged ○ Returned as Undeliverable by the United States Postal Service (USPS) ○ Bad address (no such number, no such street, Zip code) ○ Incomplete address (missing information or not entered) ○ No mail receptacle ○ Moved no forwarding address / forward expired ○ Addressee deceased ○ Refused ○ Not received per applicant / recipient ○ Returned, not MPS original case
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US0034 – PMCpc Need for Replacement Error Identification

As a PMC Case Manager or PMC Supervisor, I want to be able to identify the PMC Case Manager who caused a Need for Replacement.

Table 2-35: US0034 Requirement Elaboration

BN#	BN34 – PMCpc Need for Replacement Error Identification
OWNER#s	OWNER#19.0, OWNER#19.1, OWNER#19.2, OWNER#19.3, OWNER#19.4, OWNER#19.5, OWNER#19.6, OWNER#19.7, OWNER#19.8, OWNER#19.9
Business Goal	The system will allow the PMC Case Manager or PMC Supervisor to be able to identify the PMC Case Manager who caused the need for replacement.
Feature Capability	PMCpc Record Management

Acceptance Criteria	<ul style="list-style-type: none"> ▪ The system will allow the PMC Case Manager or PMC Supervisor to be able to identify the PMC Case Manager who caused the need for replacement. ▪ The system will allow the PMC Case Manager or PMC Supervisor to be able to identify the PMC Case Manager who caused the need for replacement, including: <ul style="list-style-type: none"> ○ PMC Unit ○ C/O ○ St. Louis FNOD (First Notice of Death) Office ○ Remote user ○ National Cemetery Administration (NCA) Cemetery Burial Operations Support System (BOSS) information ○ State Veterans Cemetery BOSS Information ○ Automated Monument Application System (AMAS) Information ○ MPS Field Processing Site user ○ Veterans Benefits Administration (VBA) Other
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US0035 – PMCpc Replacement Case Establishment

As a PMC Case Manager, I want to be able to resolve issues arising from errors on the PMC Certificate and update the case file.

Table 2-36: US0035 Requirement Elaboration

BN#	BN35 – PMCpc Replacement Case Establishment
OWNER#s	OWNER#19.10, OWNER#20.0
Business Goal	The PMC application will allow a replacement case to be established if there are errors on the certificate and allow a PMC Case Manager to resolve the issues and update the case.
Feature Capability	PMCpc Case Management
Acceptance Criteria	<ul style="list-style-type: none"> ▪ If VBA case does not exist in the system, it will be needed to be manually added with Replacement case status. When VBA cases are available, they will be processed as any other PMC case. The system will allow a replacement PMC requested for a certificate generated by the VBA. All case establishment information can be entered by the PMC Case Manager with a status code of Replacement Request. ▪ The system will allow replacement cases to be included in the print file if there is no Order Released date.

US0036 – PMCpc Print File Data Elements & Status Codes

As a PMC user, I want the system to display specific data elements and status codes when printing a file [note: be more specific; printing which file?].

Table 2-37: US0036 Requirement Elaboration

BN#	BN36 – PMCpc Print File Data Elements & Status Codes
OWNER#s	OWNER#28.0, OWNER#29.0, OWNER#29.1, OWNER#29.1.1, OWNER#29.1.2, OWNER#29.1.3, OWNER#29.1.4, OWNER#29.1.5, OWNER#29.1.6, OWNER#29.1.7, OWNER#29.1.8, OWNER#29.1.9, OWNER#29.1.10, OWNER#29.1.11, OWNER#29.1.12, OWNER#29.1.13, OWNER#29.1.14, OWNER#29.1.15, OWNER#29.1.16, OWNER#29.1.17, OWNER#29.1.18, OWNER#29.1.19, OWNER#29.1.20
Business Goal	PMC application behavior with file printing in regards to data elements and status codes.
Feature Capability	PMCpc Print File

Acceptance Criteria	<ul style="list-style-type: none"> ▪ The system will generate a PMC Text file (weekly batch) for Approved PMC records. ▪ The system will allow the generation of the print file to occur on the standard Thursday evenings (same as the current process). ▪ The system will allow the file to contain records with specific status codes. ▪ The system will allow the print file to contain records with specific status code of: <ul style="list-style-type: none"> ○ Approved case (will have a blank released date) ○ Reorder Established (will have a blank released date) ○ Additional Order Established (will have a blank released date) ○ Replacement Requested (if the date is after the Order Released Date). ▪ The system will not allow the print file to contain records identified as a Special Request. ▪ The system will allow the print file to repeat information in separate rows for each PMC that is to be printed as reflected in the PMC Count field. For example, if a recipient is supposed to receive three PMCs (PMC Count field on Recipient Detail Screen), the full record for that recipient should display as three discrete rows in the print file, and contain all the same data elements. (See sample report in PMCpc BRD). ▪ The system will allow the print file to contain the following specific data elements: <ul style="list-style-type: none"> ○ PMC ID Number ○ Honorific ○ Veteran name ○ Recipient name ○ Address (Line One, Line Two, Line Three) ○ City ○ State ○ ZIP or Foreign City ○ State/Province ○ Country ○ Postal Code
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US0037 – PMCpc Certificate Ordered Status Update

As a PMC user, I want the PMC application to update Certificate Ordered.

Table 2-38: US0037 Requirement Elaboration

BN#	BN37 – PMCpc Certificate Ordered Status Update
OWNER#s	OWNER#29.1.21

Business Goal	The PMC application will update the case status when the print files are created and placed on the sFTP site.
Feature Capability	PMCpc Print File
Acceptance Criteria	<ul style="list-style-type: none"> ▪ The system will allow when the print file is created and placed on the sFTP site, the case status will be updated to Certificate Ordered.

US0038 – PMCpc Release Date Population

As a PMC user, I want the PMC application to populate the Release Date with the date the print file was created.

Table 2-39: US0038 Requirement Elaboration

BN#	BN38 – PMCpc Release Date Population
OWNER#s	OWNER#29.1.22
Business Goal	PMC application management of Release Date with date the print file is created.
Feature Capability	PMCpc Print File
Acceptance Criteria	<ul style="list-style-type: none"> ▪ The system will allow the Released Date be populated with the date the print file is created.

US0039 – PMCpc Activity Report

As a PMC Case Manager or PMC Supervisor, I want the PMC application to allow management of the PMC Activity Report.

Table 2-40: US0039 Requirement Elaboration

BN#	BN39 – PMCpc Activity Report
OWNER#s	OWNER#32.0, OWNER#32.1, OWNER#32.2, OWNER#32.3, OWNER#32.4, OWNER#32.5, OWNER#32.6, OWNER#32.7, OWNER#32.8, OWNER#32.9, OWNER#32.10
Business Goal	The system will allow the PMC Activity report to provide a listing of the number of PMC requests input by use rid by hour for a specified date.
Feature Capability	PMCpc Reporting

Acceptance Criteria	<ul style="list-style-type: none"> ▪ The system will track the number of PMC requests processed per PMC Case Worker. ▪ The system will allow the PMC Activity report to provide a listing of the number of PMC requests input by User ID by hour for a specified date. ▪ If the PMC Case Manager did not enter any PMCs on the requested date, the report will reflect that “No data was found.” ▪ The system will allow the PMC Activity report to be requested by a PMC Supervisor. ▪ The system will allow the PMC Activity report to be requested by a PMC Case Manager. ▪ The system will allow a PMC Supervisor to request a PMC Activity report for all employees at a site. ▪ The system will allow a PMC Supervisor to request a PMC Activity report for an individual employee. ▪ The system will allow a PMC Case Manager to request a PMC Activity report for himself/herself. ▪ The system will allow the PMC Activity report to be viewed on the screen. ▪ The system will allow the PMC Activity report to be printed. ▪ The system will retain the format of the PMC Activity Report by PMC Case Manager Preference.
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US0040 – PMCpc Returned PMC Error Report

As a PMC user, Case Manager or Supervisor I want the PMC application to provide a Returned PMC Error Report.

Table 2-41: US0040 Requirement Elaboration

BN#	BN40 – PMCpc Returned PMC Error Report
OWNER#s	OWNER#33.0, OWNER#33.1, OWNER#33.2, OWNER#33.3, OWNER#33.4, OWNER#33.5, OWNER#33.6, OWNER#33.7, OWNER#33.8, OWNER#33.9, OWNER#33.10, OWNER#33.11, OWNER#33.12, OWNER#33.13, OWNER#33.14, OWNER#33.15, OWNER#33.16, OWNER#33.17, OWNER#33.18
Business Goal	PMC application Return PMC Error Report capabilities and behavior.
Feature Capability	PMCpc Reporting

Acceptance Criteria	<ul style="list-style-type: none"> ▪ The system will allow the Returned PMC Error Report identifying the error codes and counts to be available to the PMC Supervisor. ▪ The system will allow the following data fields to be displayed on the Returned PMC Error Report, including: <ul style="list-style-type: none"> ○ User ID ○ Error Code ○ Number of Requests ○ Number of Certificates ▪ The system will allow the Returned PMC Error report to be sorted by how many errors each PMC Case Manager had on a specific date. ▪ The system will allow the PMC Supervisor to be able to request a Returned PMC Error report using parameters. ▪ The system will allow the PMC Supervisor to be able to request a Returned PMC Error report using parameters, including: <ul style="list-style-type: none"> ○ Beginning Date to be a mandatory parameter ○ End Date to be an optional parameter ○ Beginning Date to be earlier than an End Date ○ End Date to be earlier than or equal to Today's Date ▪ A PMC Supervisor can request a Returned PMC Error report based on Beginning Date – cannot be a future date. ▪ If only a Beginning Date is entered, the Returned PMC Error report will pull data for any record with an error code and status date greater than the Beginning Date. ▪ If both parameters are entered, the Returned PMC Error report will pull data for any record with an error code and corresponding status date equal to or older than the Beginning Date and earlier than or equal to the End Date. ▪ The system will allow the following for the Returned PMC Error report: if no data is available for the parameters entered, “No Data Found” will be displayed. ▪ The system will allow the Returned PMC Error report to be viewed on the screen. ▪ The Returned PMC Error report can be printed. ▪ The system will use the format of the Returned PMC Error Report as displayed in BRD Appendix 4.3.
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US0041 – PMCpc Print and Mail Report

As a PMC Case Manager or Supervisor, I want the PMC application to provide a PMC Print and Mail Report.

Table 2-42: US0041 Requirement Elaboration

BN#	BN41 – PMCpc Print and Mail Report
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OWNER#s	OWNER#34.0, OWNER#34.1, OWNER#34.2, OWNER#34.3, OWNER#34.4, OWNER#34.5, OWNER#34.6, OWNER#34.7, OWNER#24.8, OWNER#34.9, OWNER#34.10, OWNER#34.11, OWNER#34.12, OWNER#34.13, OWNER#34.14
Business Goal	PMC application PMC Print and Mail Report capabilities and behavior
Feature Capability	PMCpc Reporting
Acceptance Criteria	<ul style="list-style-type: none"> ▪ A PMC Case Manager or PMC Supervisor will be able to generate a PMC Print and Mail Report. ▪ A new screen will be provided to be used by a PMC Case Manager or PMC Supervisor to select a date the system generated the print file and manually enter the date that the print shop printed the PMCs (format: mm/dd/yyyy). ▪ The system will automatically store the date the system-generated PMC file was sent to the print shop. ▪ The system will automatically store the corresponding total quantity of PMC included in the generated print file. ▪ The system will store the date that the print shop printed the PMCs as entered on the new print report screen by the PMC Case Manager or PMC Supervisor for each automatically generated PMC file. ▪ The PMC Case Manager or PMC Supervisor can enter the number of PMCs printed for each automatically generated PMC file. ▪ The system will store the number of PMCs printed, as entered on the new print report screen by the PMC Case Manager or PMC Supervisor for each automatically generated PMC file. ▪ The PMC Print and Mail Report will provide “from” and “to” date parameters – will be mandatory (format: mm/dd/yyyy). ▪ The PMC Print and Mail report will display data for print files created on or after the From date. ▪ The PMC Print and Mail report “To Date” will be mandatory. ▪ The system will allow the PMC Print and Mail report date display data for print files created on or before the To date. ▪ The system will allow for the PMC Print and Mail report, if no date is available for the parameters entered, “No Data found” will be displayed. ▪ The system will allow the PMC Print and Mail report be viewed on the screen. ▪ The system will allow the PMC Print and Mail report be printed. ▪ The system will allow the format of the PMC Print and Mail report be the format displayed in PMCpc BRD Appendix 4.4.

US0042 – PMCpc Suspended More than 10 Days Report

As a PMC Supervisor or PMC Case Manager, I want the PMC application to provide a Suspended More Than 10 Days Report.

Table 2-43: US0042 Requirement Elaboration

BN#	BN42 – PMCpc Suspended More than 10 Days Report
OWNER#s	OWNER#35.0, OWNER#35.1, OWNER#35.2, OWNER#35.3, OWNER#35.4, OWNER#35.5, OWNER#35.6, OWNER#35.7, OWNER#35.8, OWNER#35.9, OWNER#35.10, OWNER#35.11, OWNER#35.12
Business Goal	The PMC application Suspended More than 10 Days Report capabilities and behavior.
Feature Capability	PMCpc Reporting
Acceptance Criteria	<ul style="list-style-type: none"> ▪ The system will, for the Suspended more than 10 days report, display the Cases that have been in a suspense status more than 10 days. (A case is in a suspense status if the case entered into a suspense status and has not been either released or denied). ▪ The system will, for the Suspended more than 10 days report, display specific data. ▪ The system will, for the Suspended more than 10 days report, display specific data, including: <ul style="list-style-type: none"> ○ PMCID ○ Name of the case ○ PMC Case Manager ○ Date the case entered into a suspense status ▪ The system will allow the Suspended more than 10 days report to be requested by a PMC Supervisor. ▪ The system will allow the Suspended more than 10 days report to be requested by a PMC Case Manager. ▪ The system will allow a PMC Supervisor to request a Suspended more than 10 days report for all employees at a site. ▪ The system will allow a PMC Supervisor to request a Suspended more than 10 days report for an individual employee. ▪ The system will allow a PMC Case Manager to request a Suspended more than 10 days report only for himself/herself. ▪ The system will allow the Suspended more than 10 days report to be viewed on the screen. ▪ The system will allow the Suspended more than 10 days report to be printed.

US0043 – PMCpc Timeliness Report

As a PMC user, I want the PMC Application to provide a PMC Timeliness Report.

Table 2-44: US0043 Requirement Elaboration

BN#	BN43 – PMCpc Timeliness Report
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OWNER#s	OWNER#36.0, OWNER#36.1, OWNER#36.2, OWNER#36.3, OWNER#36.4, OWNER#36.5, OWNER#36.6, OWNER#36.7, OWNER#36.8, OWNER#36.9, OWNER#36.10, OWNER#36.11, OWNER#36.12, OWNER#36.13, OWNER#36.14, OWNER#36.15, OWNER#36.16, OWNER#36.17, OWNER#36.18, OWNER#36.19, OWNER#36.20, OWNER#36.21, OWNER#36.22, OWNER#36.23, OWNER#36.24, OWNER#36.25, OWNER#36.26, OWNER#36.27, OWNER#36.28, OWNER#36.29, OWNER#36.30, OWNER#36.31, OWNER#36.32, OWNER#36.33, OWNER#36.34, OWNER#36.35
Business Goal	PMC application will have PMC Timeliness Report availability.
Feature Capability	PMCpc Reporting

<p>Acceptance Criteria</p>	<ul style="list-style-type: none"> ▪ The system will allow the PMC Timeliness Report be available. (This timeliness report is created from both FEITH and PMC data). ▪ The system will make the PMC Timeliness Report available. The PMC Timeliness Report shows all PMC cases that were ordered for the time period requested based on PMC Applications. The data to create this report comes from the PMC cases in a “certificate ordered” status and the created date in Feith of submitted applications. The PMC Timeliness Report does not included data for PMC records that were created/ordered from BOSS, AMAS, or Hines. The PMC Timeliness report will display counts for all PMC in a certificate ordered status for the timeframe. ▪ The system will allow the PMC Timeliness Report to be requested by a PMC Supervisor. ▪ The system will allow the PMC Timeliness Report to be requested by a PMC Case Manager. ▪ The system will allow the PMC Timeliness Report to be viewed on the screen. ▪ The system will allow the PMC Timeliness Report to be printed. ▪ The system will format the PMC Timeliness Report as in Appendix A of Addendum II within the BRD. ▪ The system will allow the PMC Timeliness report to report the timeliness of PMCs being ordered from when they were created in Feith. ▪ The system will allow the PMC Timeliness report to only pick up cases with a released date and a status of “certificate ordered”. “Replacement” and “Reorder” records should not be included. ▪ The system will display the following data elements on the PMC Timeliness Report ▪ The system will display “NUM” on the PMC Timeliness report, which is the User ID that established the PMC Order. ▪ The system will display “Ordered” on the PMC Timeliness report, which is the total number of PMCs ordered for the time period specified by the user on report generation. ▪ The system will reflect that “Ordered” is a calculation of how many PMC cases have a released date that were manually added -to the PMC Application. ▪ The system will display “Created” on the PMC Timeliness report, which is the number of PMC applications created in Feith for the time period specified by the user on report generation. ▪ The system will reflect that “Created” is a calculation of how many PMC Applications have been created in Feith. ▪ The system will reflect that when a PMC Application is scanned into Feith, it is assigned a Batch number and a date. This date is the created date. ▪ The system will display “20 or Less” on the PMC Timeliness report, which is the number of PMCs ordered 20 days or less of the creation date. ▪ The system will reflect that “20 or Less” is a calculation of the released Date minus the Created Date. The days are calculated by the released date of the PMC less the creation date of the Feith Image.
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**Acceptance
Criteria (continued)**

- The system will reflect that the “20 or Less” column should display a total count of all PMCs ordered where the released Date minus the Created Date is 20 days or less for the time period specified by the user at report generation. The days are calculated by the released date of the PMC less the creation date of the Feith Image.
- The system will display “21-30” on the PMC Timeliness report, which is the number of PMCs released between 21 and 30 days of the released date. The days are calculated by the released date of the PMC less the creation date of the Feith Image.
- The system will reflect that “21-30” is a calculation of the released Date minus the Created Date. The days are calculated by the released date of the PMC less the creation date of the Feith Image.
- The system will reflect that the “21-30” column should display a total count of all PMCs ordered where the released Date minus the Created Date is between 21 and 30 days (for the time period specified by the user at report generation). The days are calculated by the released date of the PMC less the creation date of the Feith Image.
- The system will display “31-40” on the PMC Timeliness report, which is the number of PMCs released between 31 and 40 days of the creation date.
- The system will reflect that “31-40” is a calculation of the released Date minus the Created Date. The days are calculated by the released date of the PMC less the creation date of the Feith Image.
- The system will reflect that the “31-40” column display a total count of all PMCs ordered that where the released Date minus the Created Date is between 31 and 40 days (for the time period specified by the user at report generation). The days are calculated by the released date of the PMC less the creation date of the Feith Image.
- The system will display “+40” on the PMC Timeliness report, which is the number of PMCs released after more than 40 days.
- The system will reflect that “+40” is a calculation of the released Date minus the Created Date.
- The system will reflect that the “+40” column should display a total count of all PMCs ordered that where the released Date minus the Created Date is 41 days or more (for the time period specified by the user at report generation). The days are calculated by the released date of the PMC less the creation date of the Feith Image
- The system will allow the PMC Supervisor to request a PMC Timeliness Report using the following parameters.
- The system will allow the PMC Supervisor to request a PMC Timeliness Report using Beginning Date as a mandatory parameter.
- The system will allow the PMC Supervisor to request a PMC Timeliness Report using End Date as an optional parameter.
- The system will allow the PMC Supervisor to request a PMC Timeliness Report and require that the Beginning Date to be chronologically earlier than the End Date.
- The system will allow the PMC Supervisor to request a PMC Timeliness Report and require that End Date be earlier than or equal to Today’s Date.

Acceptance Criteria (continued)	<ul style="list-style-type: none"> ▪ The system will allow if only a Beginning Date is entered the PMC Timeliness Report will pull data for any record greater than the Beginning Date. ▪ The system will allow that if both date parameters are entered, the PMC Timeliness Report will pull data for any record corresponding to the date equal to or older than the Beginning Data and earlier than or equal to the End Date. ▪ The system will allow the PMC Timeliness report. If no data is available for the parameters entered, “No Data Found” will be displayed. (See sample report in PMCpc BRD.)
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US0044 – PMCpc PMC Processing Report

As a PMC Supervisor or PMC Case Manager, I want to generate, view, and print a PMC Processing Report.

Table 2-45: US0044 Requirement Elaboration

BN#	BN44 – PMCpc PMC Processing Report
OWNER#s	OWNER#37.0, OWNER#37.1, OWNER#37.2, OWNER#37.3, OWNER#37.4, OWNER#37.5, OWNER#37.6, OWNER#37.7, OWNER#37.8, OWNER#37.9, OWNER#37.10, OWNER#37.11, OWNER#37.12, OWNER#37.13, OWNER#37.14, OWNER#37.15, OWNER#37.16, OWNER#37.17, OWNER#37.18, OWNER#37.19, OWNER#37.20
Business Goal	System will allow generation, viewing and printing of a PMC Processing Report.
Feature Capability	PMCpc Case Management

Acceptance Criteria	<ul style="list-style-type: none"> ▪ The system will allow the PMC Processing Report to be available. The PMC Processing Report is a cumulative report that pulls all the records that were released or processed and shows how many PMCs were ordered from those processed records during the selected date range. ▪ The report will display data only for the cases manually added to the PMC system. The report will exclude automatically generated cases from BOSS and AMAS and HINES. ▪ The system will allow the PMC Processing Report to be requested by a PMC Supervisor. ▪ The system will allow the PMC Processing Report to be requested by a PMC Case Manager. The Processing report will only display recipient PMCID cases established by the PMC Case Manager. ▪ The system will allow the PMC Processing Report to be viewed on the screen. ▪ The system will allow the PMC Processing Report to be printed. ▪ The system will format the PMC Processing Report as in PMCpc BRD Appendix B of Addendum II. ▪ The system will allow the PMC Processing report to report the PMC Requests by User ID, which were processed during the selected date range, and the calculation of the PMC Count of PMCs that were ordered as a result of the processed cases. ▪ The system will allow the following data elements to display on the PMC Processing Report: <ul style="list-style-type: none"> ○ “Report Date” on the PMC Processing Report in the format of “mm/dd/yyyy,” which is the date the user ran the report ○ Dates that were selected by the user in the format of “mm/dd/yyyy through mm/dd/yyyy” on the PMC Processing Report ○ “Requests Processed” on the PMC Processing Report, which is the User ID of the person who processed the case, and the total number of the cases the user established during the time frame requested regardless of the current case status ○ Reflect that “Requests Processed” is the User ID of who processed the case and the calculation of the cases the user established during the time frame requested regardless of the current case status ○ “PMCs Ordered,” on the PMC Processing Report, which are the total count of PMCs that were established by the corresponding User ID during the time frame requested regardless of the current case status. (See sample report included within the PMCpc BRD.) ○ Reflect that the “PMCs Ordered” is the calculation of the total PMC count that was established by the corresponding User ID who processed the case and the calculation of the cases the user processed. (Per example shown in PMCpc BRD Appendix B of Addendum II).
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Acceptance Criteria (Continued)	<ul style="list-style-type: none"> ▪ The system will allow the PMC Supervisor to request a PMC Processing Report using Beginning Date as a mandatory parameter. ▪ The system will allow the PMC Supervisor to request a PMC Processing Report using End Date as an optional parameter. ▪ The system will allow the PMC Supervisor to request a PMC Processing Report and require that the Beginning Date to be chronologically earlier than the End Date. ▪ The system will allow the PMC Supervisor or the PMC Case Manager to request a PMC Processing Report and require that the End Date be earlier than or equal to Today's Date. ▪ The system will allow that if only a Beginning Date is entered, the PMC Processing Report will pull data for any record greater than the Beginning Date. ▪ The system will allow that if both date parameters are entered, the PMC Processing Report will pull data for any record corresponding to the date equal to or older than the Beginning Data and earlier than or equal to the End Date. ▪ The system will allow the PMC Processing report. If no data is available for the parameters entered, "No Data Found" will be displayed. (See sample report in PMCpc BRD.)
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US0045 – PMCpc PMC Log Report

As a PMC Case Manager or PMC Supervisor, I want to be able to generate, view, and print a PMC Log Report.

Table 2-46: US0045 Requirement Elaboration

BN#	BN45 – PMCpc PMC Log Report
OWNER#s	OWNER#38.0, OWNER#38.1, OWNER#38.2, OWNER#38.3, OWNER#38.4, OWNER#38.5, OWNER#38.6, OWNER#38.7, OWNER#38.8, OWNER#38.9, OWNER#38.10, OWNER#38.11, OWNER#38.12, OWNER#38.13, OWNER#38.14, OWNER#38.15, OWNER#38.16, OWNER#38.17, OWNER#38.18, OWNER#38.19, OWNER#38.20, OWNER#38.21, OWNER#38.22
Business Goal	The system will allow the generation, viewing and printing of a PMC Log Report.
Feature Capability	PMCpc Reporting

<p>Acceptance Criteria</p>	<ul style="list-style-type: none"> ▪ The system will allow the PMC Log Report to be available. The PMC Log Report is a summary report that shows the PMC ID Number, recipient name and how many total of the PMC count released for the recipient during a selected date range. ▪ The system will allow the PMC Log Report to be requested by a PMC Supervisor. ▪ The system will allow the PMC Log Report to be requested by a PMC Case Manager. ▪ The system will allow the PMC Log Report to be printed. ▪ The system will format the PMC Log Report as seen in PMCpc BRD Appendix C of Addendum II. ▪ The system will allow the PMC Log Report to report all PMC ID Numbers, recipient names and the number of PMC Copies released for the recipient during the selected date range. ▪ The system will allow the following data elements to display on the PMC Log Report. ▪ The system will display "PMC Number," on the PMC Log Report, which is the system assigned PMC ID. ▪ The system will display "Recipient Name" on the PMC Log Report, which is the name of the Recipient that corresponds to "PMC Number." ▪ The system will display "Copies" on the PMC Log Report, which is the total PMC Count of the released PMC copies for the corresponding "Recipient Name." ▪ The system will reflect that the "PMC Number" is the system assigned PMC ID. ▪ The system will reflect that the "Recipient Name" is the name of the recipient that corresponds to the "PMC Number." ▪ The system will reflect that "Copies" is total PMC Count of the released copies for the corresponding "Recipient Name." ▪ The system will allow the PMC Supervisor to request a PMC Log Report using Beginning Date as a mandatory parameter. ▪ The system will allow the PMC Supervisor to request a PMC Log Report using End Date as an optional parameter. ▪ The system will allow the PMC Supervisor to request a PMC Log Report, and require that the Beginning Date to be chronologically earlier than the End Date. ▪ The system will allow the PMC Supervisor to request a PMC Log Report, and require that the End Date be earlier than or equal to Today's Date. ▪ The system will allow that if only a Beginning Date is entered, the PMC Log Report will pull data for any record greater than the Beginning Date. ▪ The system will allow that if both date parameters are entered, the PMC Log Report will pull data for any record corresponding to the date equal to or older than the Beginning Data and earlier than or equal to the End Date. ▪ The system will allow the PMC Log report. If no data is available for the parameters entered, "No Data Found" will be displayed.
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Acceptance Criteria (continued)	<ul style="list-style-type: none"> ▪ The system will reflect at the end of the PMC Log Report, the system will total the number of recipients for the selected time period. ▪ The system will reflect at the end of the PMC Log Report, the system will total the number of PMC reflected in the Copies column. (See sample report in PMCpc BRD.) ▪ The system will allow the PMC Log report to be in a format that can be imported/exported into an MS Excel spreadsheet.
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US0046 – PMCpc Load Cases

The PMCpc application will allow receipt of PMC records from HINES and BOSS AMAS for synchronization and processing.

Table 2-47: US0046 Requirement Elaboration

BN#	BN46 – PMCpc Load Cases
OWNER#s	OWNER#40.0, OWNER#40.1, OWNER#40.2, OWNER#40.3, OWNER#40.4
Business Goal	The system will process PMC records from HINES and BOSS AMAS cron jobs.
Feature Capability	PMCpc Case Management
Acceptance Criteria	<ul style="list-style-type: none"> ▪ The system will automatically create a PMC record from the cases received from HINES. For the Hines cases, a Veteran ID and PMC ID will be created. ▪ The system will parse the HINES data into first name, middle name, last name middle initial, and populate the PMC Veteran fields. ▪ The system will automatically populate Source System, Veteran Display Name, Applicant Full Name, and Applicant Address. ▪ The LoadFromBOSSAmas cron job will be modified to include SSN, Service Number and Claims Number. ▪ The LoadFromBossAmas cron job will automatically update the PMC record for the Veteran with the SSN, Service Number and Claims number.

US0047 – PMCpc Output File

The PMCpc application will provide an Output File for all PMCs generated from loaded cases for tracking and synchronization.

Table 2-48: US0047 Requirement Elaboration

BN#	BN47 – PMCpc Output File
OWNER#s	OWNER#41.0, OWNER#41.1, OWNER#41.2
Business Goal	The system will provide an Output File of all PMCs generated from loaded cases.

Feature Capability	PMCpc Case Management
Acceptance Criteria	<ul style="list-style-type: none"> ▪ The system will provide an output file of all the PMCs that were generated from the LoadFromBossAmas cron job per Appendix C in PMCpc BRD. ▪ The system will provide the output file of all the PMCS that were generated from the LoadFromBossAmas cron job to be in a format that can be imported/exported into a MS Excel spreadsheet. ▪ The system will provide the output file with the following information from BOSS and AMAS and VBAHINES that was used to automatically create a PMC. Source System, Veteran ID, User ID, Assigned PMC ID number, Veteran Full Name, Applicant Full name, Applicant Address. (Per sample report in PMCpc BRD.)

US0048 – PMCpc History Record

As a user, I want the system to record history of each case, allow history to be viewable in order to track and manage records.

Table 2-49: US0048 Requirement Elaboration

BN#	BN48 – PMCpc History Record
OWNER#s	OWNER#7, OWNER#7.1, OWNER#7.2, OWNER#7.3, OWNER#7.3.1, OWNER#7.3.2, OWNER#7.3.3, OWNER#7.3.4, OWNER#7.3.5
Business Goal	The system record history status records for each case and allow them to be viewable.
Feature Capability	PMCpc Records Management
Acceptance Criteria	<ul style="list-style-type: none"> ▪ The system will allow the user to view the status history within the PMC application. ▪ The system will create a history record of each case established for each PMC record that is created. ▪ The system will allow the history screen to be available for any case that exists in the PMC database. ▪ The system will display for the history record the sort order of most recent date first. ▪ The system will provide the following fields to display for the history record: <ul style="list-style-type: none"> ○ Status Description ○ Status Date (Format: mm/dd/yyyy) ○ Status Time (Format: mm:hh:ss) ○ User ID (person responsible for the Status Description)

US0049 – PMCpc BOSS/AMAS System Records

As a PMC user, I need the application to have the capability to search NCA data including BOSS/AMAS system records for Record Management.

Table 2-50: US0049 Requirement Elaboration

BN#	BN49 – PMCpc BOSS/AMAS System Records
OWNR#s	OWNR#8.0, OWRNR#8.1, OWRNR#8.1.1, OWRNR#8.1.2, OWRNR#8.1.3, OWRNR#8.1.4, OWRNR#8.2, OWRNR#8.3, OWRNR#8.4
Business Goal	The system will allow the PMC Activity report to provide a listing of the number of PMC requests input by use rid by hour for a specified date.
Feature Capability	PMCpc Record Management
Acceptance Criteria	<ul style="list-style-type: none">▪ The system will provide the capability to search Veteran Information for all NCA data, which includes BOSS and AMAS system records.▪ The system will provide the capability to search Veteran Information, Veteran name for all NCA data, which includes BOSS and AMAS system records. (All or Partial, Wildcard accepted, and mandatory.)▪ The system will provide the capability to search Veteran Information, Veteran first name for all NCA data, which includes BOSS and AMAS system Records. (All or Partial, Wildcard accepted, and mandatory.)▪ The system will provide the capability to search Veteran Information, Veteran middle name, for all NCA data, which includes BOSS and AMAS system records.▪ The system will provide the capability to search Veteran Information, Veteran last name for all NCA data, which includes BOSS and AMAS system records. Mandatory, Wildcard accepted.▪ The system will provide the capability to search Veteran Information, Veteran Suffix for all NCA data, which includes BOSS and AMAS system records.▪ The system will provide the capability to search Veteran Information, SSN, for all NCA data, which includes BOSS and AMAS system records.▪ The system will provide the capability to search Veteran Information, Service Number for all NCA data, which includes BOSS and AMAS system records.▪ The system will provide the capability to search Veteran Information, Claims Number for all NCA data, which includes BOSS and AMAS system records.

US0050 – PMCpc Fonts and Font Sizes

As a PMC user, I want all fonts and font sizes to appear consistent throughout the system to improve readability.

Table 2-51: US0050 Requirement Elaboration

BN#	BN50 – PMCpc Fonts and Font Sizes
OWNER#s	OWNER#27.0, OWNER#31.0
Business Goal	Improve system readability.
Feature Capability	PMCpc Application
Acceptance Criteria	<ul style="list-style-type: none">▪ The system will ensure that all fonts and font sizes are consistent throughout the system.▪ The system will ensure that all fonts and font sizes are consistent in all reports.

US0051 – PMCpc PMC Weekly Batch Text File

As a PMC user, I would like the system to generate a PMC Text File for Approved PMC records.

Table 2-52: US0051 Requirement Elaboration

BN#	BN51 – PMCpc PMC Weekly Batch Text File
OWNER#s	OWNER#28.0
Business Goal	Improve user notification for Approved PMC records.
Feature Capability	PMCpc Record Management
Acceptance Criteria	<ul style="list-style-type: none">▪ The system will generate a PMC Text file (weekly batch) for Approved PMC records.

US0052 – PMCpc PMC Unit Worker Reports

As a PMC user, I would like the system to provide a menu of reports commonly used by PMC Unit Workers.

Table 2-53: US0052 Requirement Elaboration

BN#	BN52 – PMCpc PMC Unit Worker Reports
OWNER#s	OWNER#30.0
Business Goal	Improve reporting efficiency.
Feature Capability	PMCpc Reporting
Acceptance Criteria	<ul style="list-style-type: none">▪ The system should provide a menu of reports that are commonly used by the PMC Unit Workers.

2.7. Graphical User Interface Specifications

The Graphical User Interface (GUI) specifications for this application are captured in a separate artifact, per the MBMS BOSS Enterprise Enhancements PWS. See: Wireframes Document for GUI specifications.

2.8. Multi-divisional Specifications

PMC is a component of the BOSS Enterprise Application designed to provide memorial benefits to Veterans and eligible dependents. The PMC application is used solely by the NCA, therefore there are no multi-divisional specifications for this application.

2.9. Performance Specifications

PMC is not expected to add any new Users to the system because the business process is already in place and this is an automated effort. PMC does not anticipate growth at this time but capability should be allowed should this demand change in the future due to backlogs.

2.10. Quality Attributes Specification

The current PMAS/ProPath RTM Template identifies the following Enterprise requirement:

- A monitoring process shall be provided to ensure that data is accurate and up-to-date and provides accurate alerts for malfunctions while minimizing false alarms.

2.11. Reliability Specifications

The PMC must be available 99.9% of the time, particularly during core hours. The system needs to be available on a 24-hours-per-day basis, 7 days per week. While the administrative staff will be working business hours, non-VA providers may want to return results to the VA at alternative times of the day. The system needs to be available to accept results at any time.

2.12. Scope Integration

Functionality will be added to the existing AMAS component within the PMC application to allow supervisors to track the status of PMC applications and the number of certificate requests entered in the PMC subsystem by an individual PMC Case Manager or by all PMC Case Managers during any date parameters entered.

2.13. Security Specifications

Users will be authenticated using Oracle Database accounts, and authorization will be controlled using role based access. The VA 6500 requirements for “moderate” categorized systems and the following business-specific security requirements for User Access control.

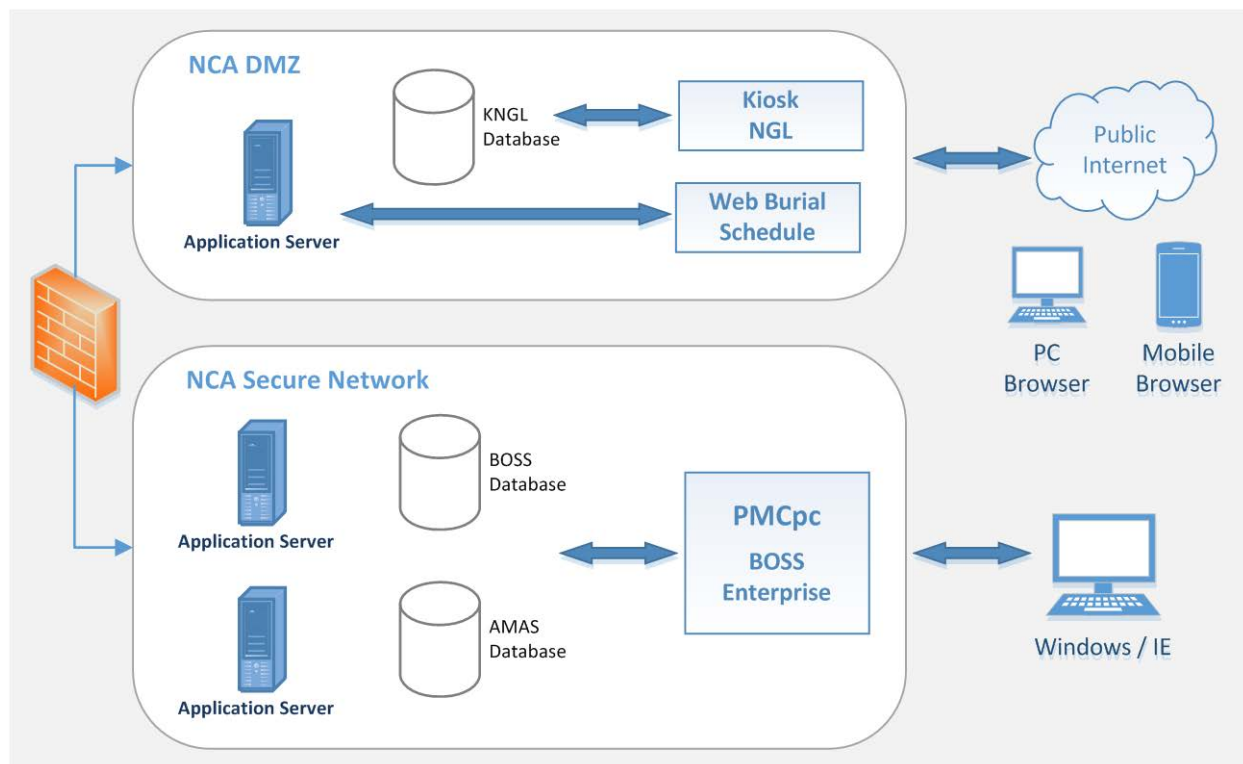
All VA security requirements will be followed. Based on Federal Information Processing Standard (FIPS) 199 and National Institute of Standards and Technology (NIST) SP 800-60, recommended FIPS 199 Security Categorization is MODERATE. This may need to be reassessed in the future, if the project scope is expanded or if the final solution involves sharing VA sensitive data with non-VA providers using new technology or in a manner that is not a VA-approved technology.

The Security Categorization will drive the initial set of minimal security controls required for the information system. Minimum security control requirements are addressed in NIST SP 800-53 and VA Handbook 6500, Appendix D.

Figure 2-4, below provides a notional view of the current AMAS-based Presidential Memorial Certificate as deployed within the VA/NCA network. The intent of the diagram is to show how the AMAS/PMC application is contained within the protected NCA network.

Additional security specifications have not yet been defined. Technical details around security implementation are outside the scope of this RSD. As applicable, they will be defined in the System Design Document.

Figure 2-3: Deployment View



2.14. System Features

The core system features for the Web Burial Schedule application are defined in the form of Use Cases, as elaborated in Appendices A and B. As of this draft version of the RSD, the following Use Cases have been identified:

Table 2-54: Primary System Features

Login	Standard login flow for user to access PMC. Factors in user roles, permissions, passwords, and other related login considerations.
Create New Record	Top-level use case for manually creating a new PMC record. This use case will be further decomposed and elaborated in a separate use case model.
Get Next Feith Record	Extends Create New Record. Retrieves the next PMC record from

	the Feith Bin. This data is used to create the basic PMC record.
Perform Duplicate Check	Extends Create New Record. A set of steps that ensures that the new PMC record to be entered does not already exist. If confirmed as a new record, system will allow processing to continue.
Edit Existing Record	System flow for editing an existing PMC record.
Select PMC Record	Extends Edit Existing Record. Standard function for selecting a specific existing record.
Logout	Standard logout flow for user existing PMC application.
Run Report	Standard flow for selecting a report type and associated criteria for generating a pre-defined report. The basic requirement is for report to be rendered as a PDF document. A potential enhancement is to render the report onscreen in a format that allows user to take follow-on action, such as selecting and editing a PMC record.
Print Report	Extends Run Report. Allows user to send the produced report to a printer device.
Save Report	Extends Run Report. Allows user to save produced report to designated location (e.g., local or VA shared drive) in PDF format.
Create Text File Extract	Generate text file extract of one or more designated PMC records in a format that can be imported into Excel for manual review and quality check.
Generate Print File	Create ASCII text file containing new set of PMC records. File is transmitted to third-party facility (e.g., VACO) for PMC printing and mailing to recipient.
Ingest External PMC Records	Ingest standard-format ASCII text files received from third party systems. Data files contain individual records with data elements sufficient for creating complete PMC records.
Generate Ingest Report	Extends Ingest External PMC records. Upon daily (or other interval) processing of third-party PMC data files, generate a report containing ingest statistics, such as number of records successfully loaded.

2.15. Usability Specifications

The PMCpc application will adhere to a modern data processing application, with standard controls and workflows common to application users. Details around the graphical user interface will be defined as part of the Wireframes Document.

3. Applicable Standards

The enhanced PMC application shall be designed to comply with the applicable approved Enterprise SLA (Service Level Agreement), and defined in the PMC System Design Document.

4. Interfaces

Technical details around ports, protocols, hardware, and file layout are addressed in the PMC SDD (System Design Document).

RSD version 1.0 provides the following statement related to interfaces:

- Currently, PMC Site Supervisor receives two (2) files which include PMC information. One file comes from BOSS Enterprise System (BOSS and AMAS) and the second file comes from the Hines Information Technology Center. In the future, the PMC Site Supervisor will receive one file.

4.1. User Interfaces

The PMCpc application will adhere to a modern data processing application, with standard controls and workflows common to application users. Details around the graphical user interface will be defined as part of the Wireframes Document.

5. Legal, Copyright, and Other Notices

The PMC application is not bound by Legal, Copyright or Other Notices.

6. Purchased Components

The PMC application does not have purchased components.

7. User Class Characteristics

Table 7-1, below was extracted from RSD version 1.0. Modifications to user class characteristics will be based on meetings and feedback from business stakeholders.

Table 7-1: PMC User Class Characteristics

Name	Description	PMC Access
PMC Site Supervisor	Supervisory Role	Create, Update, Change and Read Case Files Search and view all Case Files Generate and view all Reports Approve and Change Special Requests

Name	Description	PMC Access
PMC Case Manager	Case Management	Create, Update, Change and Read Case Files Search and view their own Cases Generate and view their own Reports

8. Estimation

Implementation of MBMS PMCpc enhancement has been scoped to occur within a time-constrained six month period. The complete product backlog will be captured, prioritized, and allocated across multiple development sprints during the six-month development and release period.

Note that the prior RSD version (v1.0, dated August 2014) included a Function Point Analysis (FPA). The MBMS BOSS Enterprise Enhancements PWS did not include this information and the current project execution plan is not based on the FPA model; rather, it is based on the time-based six month period of performance, as prescribed by the contract.

As a point of reference, see: [PMC PC Function Point Estimate Workbook](#).

9. Approval Signatures

REVIEW DATE:

SCRIBE:

Signed:

Integrated Project Team (IPT) Chair

Date

Business Sponsor

Date

IT Program Manager

Date

Project Manager

Date

Appendix A Use Case Context Diagram

The PMC Processing Capability subsystem will accomplish a defined set of functions, as shown in Figure 9-1, Use Case Context Diagram. This diagram calls out the activities and associated system users that comprise the PMC workflow. Each of these components is summarized in Table 9-1, Context Diagram Elements.

This view of the PMC application will be further refined by detailing out the significant use cases, such as Create New Record and Run Report. As applicable, additional specifications, such as business rules, will be provided.

Figure 9-1: Use Case Context Diagram

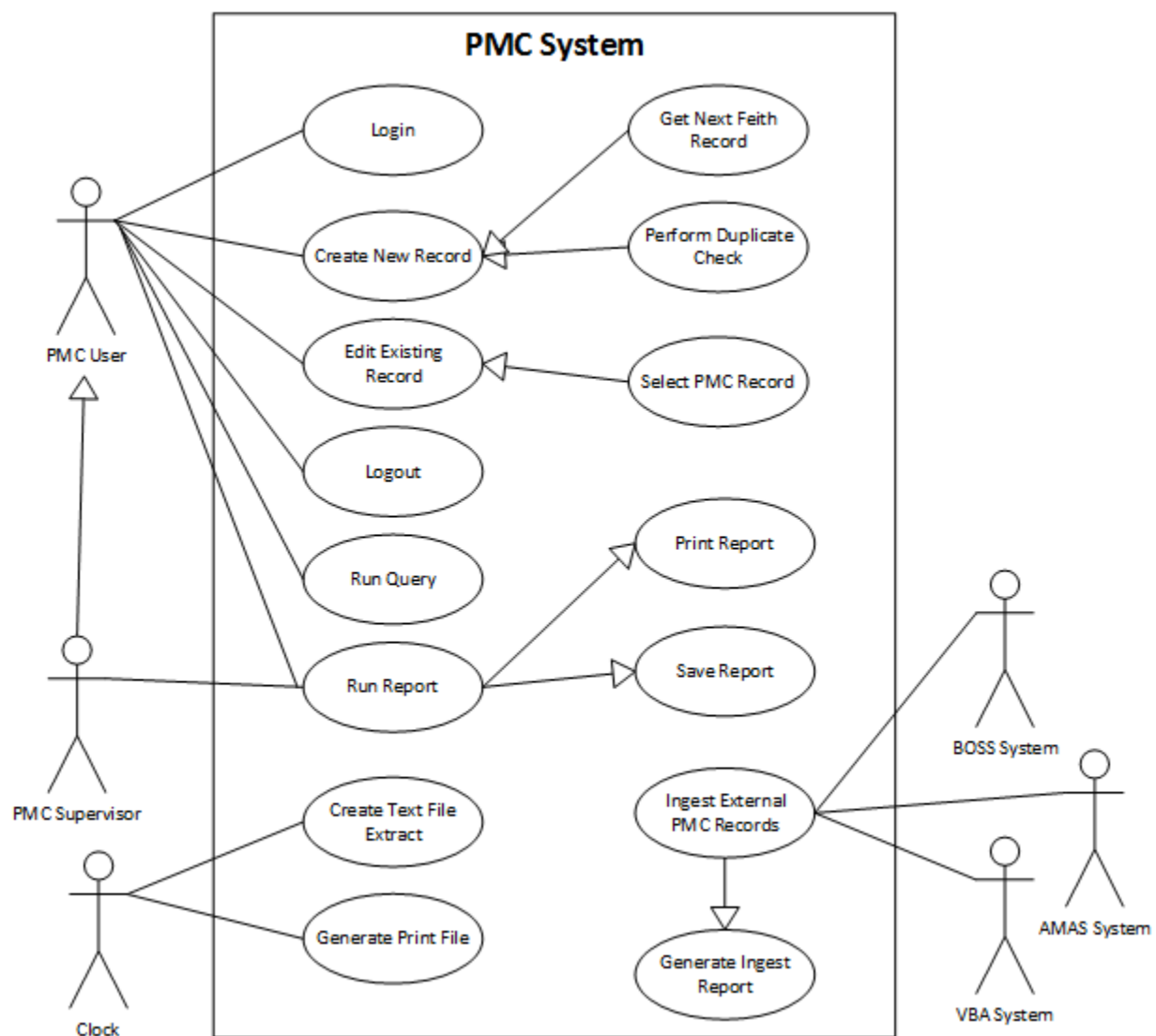


Table 9-1: Context Diagram Elements

<i>Component Name</i>	<i>Type</i>	<i>Description</i>
PMC User	Actor	Primary PMC system user. Performs day-to-day task of creating PMC records based on paper-based request forms.
PMC Supervisor	Actor	Is a PMC user (inherits all capability). Additional capabilities include running management reports, creating PMC record extract for manual review, and addressing PMC record quality issues.
Clock	Actor	The clock initiates scheduled tasks (CRON jobs) to perform regularly scheduled functions, such as generation of PMC print file provided to VACO printing office.
BOSS System	Actor	External system that provides data used to insert complete PMC records based on BOSS business rules (e.g., new burial scheduled).
AMAS System	Actor	External system that provides data used to insert complete PMC records based on AMAS business rules (e.g., new monument ordered).
VBA System	Actor	External system that provides data used to insert complete PMC records based on VBA business rules (e.g., new PMC request entered into SHARE application).
Login	Use Case	Standard login flow for user to access PMC. Factors in user roles, permissions, passwords, and other related login considerations.
Create New Record	Use Case	Top-level use case for manually creating a new PMC record. This use case is extended by the Get Next Feith record and Perform Duplicate Check use cases. This use case will be further decomposed and elaborated in a separate use case model.
Get Next Feith Record	Use Case	Extends Create New record. Retrieves the next PMC record from the Feith Bin. This data is used to create the basic PMC record.

<i>Component Name</i>	<i>Type</i>	<i>Description</i>
Perform Duplicate Check	Use Case	Extends Create New Record. A set of steps that ensures that the new PMC record to be entered does not already exist. If confirmed as a new record, system will allow processing to continue.
Edit Existing Record	Use Case	System flow for editing an existing PMC record.
Select PMC Record	Use Case	Extends Edit Existing Record. Standard function for selecting a specific existing record.
Logout	Use Case	Standard logout flow for user existing PMC application.
Run Report	Use Case	Standard flow for selecting a report type and associated criteria for generating a pre-defined report. The basic requirement is for report to be rendered as a PDF document. A potential enhancement is to render the report onscreen in a format that allows user to take follow-on action, such as selecting and editing a PMC record.
Print Report	Use Case	Extends Run Report. Allows user to send the produced report to a printer device.
Save Report	Use Case	Extends Run Report. Allows user to save produced report to designated location (e.g., local or VA shared drive) in PDF format.
Create Text File Extract	Use Case	Generate text file extract of one or more designated PMC records in a format that can be imported into Excel for manual review and quality check.
Generate Print File	Use Case	Create ASCII text file containing new set of PMC records. File is transmitted to third-party facility (e.g., VACO) for PMC printing and mailing to recipient.
Ingest External PMC Records	Use Case	Ingest standard-format ASCII text files received from third party systems. Data files contain individual records with data elements sufficient for creating complete PMC records.
Generate Ingest Report	Use Case	Extends Ingest External PMC Records. Upon daily (or other interval) processing of third-party PMC data files, generate a report containing ingest statistics, such as number of records successfully loaded.

Appendix B Use Case Specifications

This section to be completed in collaboration with NCA business stakeholders. Use Cases B.1.and B.2 have been drafted as examples for initial discussion.

B.1. Use Case: Login: Basic Flow

Brief Description

This section describes the workflow and business rules for an end-user to login to the PMC application to create a new PMC case. Existing functional requirements around login will be listed/referenced.

Note: SRS v1.0 does not include requirements around login.

Use Case Trigger

User initiates the application to process a new PMC case.

Use Case Actors

- PMC Case Manger (user)
- PMC Supervisor (user)
- PMC Application (system)

Preconditions

- PMC user initiates the PMC application to process a PMC request.
- PMC user has received an application via fax or mail, and has necessary information to enter Veteran, applicant, and recipient information.

Post Conditions

- New PMC case is created with new PMC Case ID.
- Case status is set to case Established.

Business Rules

This section provides special specifications, typically a nonfunctional requirements specific to a use case, but is not easily or naturally specified in the text of the Use Case's event flow.

- BR1: Automatic Time Out – if the application is inactive (user has not saved or performed a function) within 15 minutes, the application will automatically time out; unsaved data is lost.
- BR2: When a new record is created, the system sets the case status to case established.

- BR3: PMC records may have more than one applicant and more than one recipient. There is not a limit on the number of PMC applicants per record or the number of recipients per PMC record.

Basic Flow of Events

Table 9-2: Login - Basic Flow

Step	Actor Action	Step	System Action
1	This Use Case starts when the user imitates the PMC application.	2	The system displays the log in page.
3	User enters login ID and password.	4	The system recognizes the user credentials and displays the Main Menu.
5	The user selects Search from the Main Menu.	6	The system displays the Search page with searchable criteria.
7	The user enters criteria in the Search page (such as Veteran name, SSN, date of birth, date of death), and initiates the search.	8	The system searches the PMC database for matching records per user entered criteria. If a match is found, the system displays all matching records (see Use Case: Duplicate Search Record). If a match is not found the system provides the option to Create New Case.
9	The user opts to create a new case. <i>Alternate Flow: Duplicate Search: New Search</i> <i>Alternate Flow: Associate New Record to an Existing Case</i>	10	The system displays the Veteran page.
11	User enters Veteran information and selects the next page.	12	System displays the applicant page.
13	Use enters information about the applicant—the user must indicate if the applicant is the recipient of the PMC. <i>Alternate Flow: Create New Case: applicant is the recipient</i>	14	System captures information about the applicant and displays the recipient page.

Step	Actor Action	Step	System Action
15	User enters information about the recipient and selects the next page.	16	<p>The system captures recipient information, creates a PMC Case ID, and displays the PMC Detail page.</p> <p>The Detail page displays the PMC Case ID along with a summary of the information captured for the Veteran, applicant, and recipient.</p> <p>The PMC Detail page provides ability to update the PMC case.</p> <p>This Use Case ends when a new PMC Case ID is created.</p> <p><i>Alternate Flow: Create New Record: Associate New Record to an Existing Record</i></p>

B.2. Alternate Flow: Create New Record: Associate New Record to an Existing Record

Brief Description

This section describes the workflow and business rules for a user to associate a new record (new recipient record) to an existing record.

Note: SRS v1.0 does not include requirements around logout.

Use Case Trigger

This Use Case begins when the user selects a matching search result record and opts to associate a new record to an existing record.

Use Case Actors

- PMC Case Manager (user)
- PMC Supervisor (user)
- PMC Application (system)

Preconditions

- User has successfully logged into the application.
- User has entered search criteria.
- System has performed a Duplicate Search, and has displayed matching results.

Post Conditions

- New recipient is associated to an existing case.
- New recipient PMC ID is created.

Basic Flow of Events

Table 9-3: Create New Record: Associate New Record to an Existing Record

Step	Actor Action	Step	System Action
9	<i>This Use Case starts at Use Case: Create New Record Step 9.</i> The user selects a record from the matching Search Results page, and opts to associate a new recipient to the existing record. <i>Use Case: Edit Existing Case</i>	10	The system displays the recipient page.

Step	Actor Action	Step	System Action
11	The user enters information about the new recipient and selects the next page	12	<p>The system captures recipient information and displays the PMC Detail page.</p> <p>The Detail page provides all case information and provides a new PMC ID next to the new recipient name.</p> <p>This use case ends when the new recipient record is associated to the existing record, and the system has created a new PMC ID.</p> <p><i>Use Case: Edit Existing Case: Edit Veteran name</i></p>

B.3. Use Case: Edit Existing Case: Edit Veteran Name

Brief Description

This section describes the workflow and business rules for an end-user to select an existing record for editing. A PMC record can be updated from the PMC Detail screen. From the PMC Detail page, new applicants and new recipients can be added, errors can be corrected, case statues can be updated, and special request records can be processed. Existing functional requirements around editing an existing Veteran record will be listed/referenced.

Use Case Trigger

This Use Case begins when the user selects Search from the Main Menu and finds an existing record with incorrect or missing data.

Use Case Actors

- PMC Case Manager (user)
- PMC Supervisor (user)
- PMC Application (system)

Preconditions

- User has successfully logged into the application.

Post Conditions

- An existing record is updated.

Alternate Flows

- Edit Existing Case: Edit Veteran Name

- Edit Existing Case: Edit Applicant Name
- Edit Existing Case: Edit Recipient Name
- Edit Existing Case: Add Additional Applicants
- Edit Existing Case: Add Additional Recipients
- Edit Existing Case: Add Special Request
 - Sub-Flow: Edit Existing Case: Edit Special Request
- Edit Existing Case: Edit Case Status
- Edit Existing Case: Verify Service Eligibility

Basic Flow of Events

Table 9-4: Edit Existing Case: Edit Veteran Name

Step	Actor Action	Step	System Action
1	User selects Search from the Main Menu.	2	The system displays the Search Criteria page.
3	User enters search criteria and initiates the search.	4	The system searches the database and displays matching results.
5	The user selects a record from the matching Search Results page to edit.	6	The system displays the PMC Detail page.
7	The user selects the Veteran record and selects “update”.	8	The system displays the Veteran Information page.
9	The user edits the Veteran name and selects “update”.	10	<p>The system captures the edit, and stores the edit for edit tracking.</p> <p>This use case ends when the Veteran name appears correctly in the PMC Detail page.</p> <p><i>Alternate Flow: Edit Existing Case/Edit Applicant Name</i></p>

B.3.1. Alternate Flow: Edit Existing Case: Edit Applicant Name

Table 9-5 Edit Existing Case: Edit Applicant Name

Step	Actor Action	Step	System Action
7	<p><i>This Use Case starts from Edit Existing Case: Edit Veteran name Step 7.</i></p> <p>From the PMC Detail screen, the user selects applicant and “update”.</p>	8	<p>The system displays the applicant information page.</p>
9	<p>The user edits the applicant name and selects “update”.</p>	10	<p>The system captures the edit, and stores the edit for edit tracking.</p> <p>This use case ends when the applicant name appears correctly on the PMC Detail page.</p> <p><i>Alternate Flow: Edit Existing Case/Edit Recipient Name</i></p>

B.3.2. Alternate Flow: Edit Existing Case: Edit Recipient Name

Table 9-6 Edit Existing Case: Edit Recipient Name

Step	Actor Action	Step	System Action
7	<p><i>This Use Case starts from Edit Existing Case: Edit Veteran name Step 7.</i></p> <p>From the PMC Detail Screen, the user selects recipient and “update”.</p>	8	<p>The system displays the recipient information page.</p>
9	<p>The user edits the recipient name and selects “update”.</p>	10	<p>The system captures the edit, and stores the edit for edit tracking.</p> <p>This use case ends when the applicant name appears correctly on the PMC Detail page.</p> <p><i>Alternate Flow: Edit Existing Case/Edit Case Status</i></p>

B.3.3. Alternate Flow: Edit Existing Case: Add Additional Applicants

Table 9-7: Edit Existing Case: Add Additional Applicants

Step	Actor Action	Step	System Action
7	<p><i>This Use Case starts from Edit Existing Case: Edit Veteran name Step 7.</i></p> <p>From the PMC Detail Screen, the user selects new applicant.</p>	8	The system displays the New Applicant Information page.
9	The user enters new applicant information and selects “next”.	10	The system displays the New Recipient Information page.
11	The user enters new recipient information and selects “next”.	12	<p>The system displays the PMC Detail page with new applicant and recipient information.</p> <p>This use case ends when the new applicant and new recipient appear in the PMC Detail page.</p> <p>Note: user may repeat this process for entering multiple applicants.</p> <p><i>Alternate Flow: Edit Existing Case: Add Additional Recipients</i></p>

B.3.4. Alternate Flow: Edit Existing Case: Add Additional Recipients

Table 9-8 Edit Existing Case: Add Additional Recipients

Step	Actor Action	Step	System Action
7	<p><i>This Use Case starts from Edit Existing Case: Edit Veteran name Step 7.</i></p> <p>The user selects a record from the matching Search Results page to add additional recipients.</p>	8	The system displays the PMC Detail page.

Step	Actor Action	Step	System Action
9	Note: Each recipient is associated to an applicant. The user selects the applicant record and then selects new recipient.	10	<i>The system displays the recipient information page.</i>
11	The user enters the new recipient information and selects “Next”.	12	The system capture, stores and displays the PMC Detail page with the new recipient information. This use case ends when the new recipient information is displayed in the PMC Detail page. Note: this process may be repeated multiple times until all recipients have been associated to an applicant and added to the PMC Detail page. <i>Use Case: Edit Existing Case: Add Special Request</i>

B.3.5. Alternate Flow: Edit Existing Case: Edit Special Request

Business Rule:

- A PMC Supervisor has the ability to change a Special Request case from “Yes” to “No”.
- A PMC Case Manager does **not** have the ability to change a Special Request case from “Yes” to “No”. Once a PMC record has been marked “Yes” as a Special Request case, the field is not editable by a PMC Case Manager.

Table 9-9 Edit Existing Case: Edit Special Request

Step	Actor Action	Step	System Action
7	<i>This Use Case starts from Edit Existing Case: Edit Veteran name Step 7.</i> The user selects a record from the matching Search Results page to edit a Special Request.	8	The system displays the PMC Detail page.

Step	Actor Action	Step	System Action
9	The user edits the Special Request field (changing the field from “No” to “Yes” or from “Yes” to “No”) and selects update.	10	<p>The system captures the edit, and displays the change in the PMC Detail page.</p> <p>This use case ends when the Special Request field is changed to “yes”.</p> <p><i>Use Case: Edit Existing Case: Edit Case Status</i></p>

B.3.6. Alternate Flow: Edit Existing Case: Edit Case Status

The following statuses are automatically updated based on PMC case actions:

1. Case Established – Auto-populates when new records are established.
2. Verified Service Eligibility – Auto-populates when Military Service has been verified.
3. Certificate Ordered – Auto-populates when the record is sent to the print file.
4. Approved Case – Auto-populates on case records generated from BOSS or AMAS.

Table 9-10 Edit Existing Case: Edit Case Status

Step	Actor Action	Step	System Action
7	<p><i>This Use Case starts from Edit Existing Case: Edit Veteran name Step 7.</i></p> <p>The user selects a record from the matching Search Results page to edit the case status.</p>	8	The system displays the PMC Detail page.

Step	Actor Action	Step	System Action
9	<p>The user selects a case status and then selects update. Users may select one of the following case statuses:</p> <ol style="list-style-type: none"> 1. Case Established 2. Reorder Established 3. Additional Order Established 4. Applicant Notified 5. Approved Case 6. Suspended Case 7. Disapproved Case 8. Cancel Certificate Ordered 9. Certificate Ordered 10. Reorder Cancelled 11. Verified Service Eligibility 12. Duplicate Application 13. Replacement Request 14. Other 	10	<p>The system captures the edit, and displays the change in the PMC Detail page.</p> <p>This use case ends when the case status field displays the updated stated.</p> <p><i>Use Case: Edit Existing Case: Edit Case Status</i></p>

B.3.7. Alternate Flow: Edit Existing Case: Verified Eligibility

Step	Actor Action	Step	System Action
7	<p><i>This Use Case starts from Edit Existing Case: Edit Veteran name Step 7.</i></p> <p>The user selects a record from the matching Search Results page to edit the Verified Eligibility field.</p>	10	<p>The system displays the PMC Detail page.</p>
11	<p>The user edits Verified Eligibility, changing the field from “No” to “Yes” and then selects “update”.</p>	12	<p>The system captures and displays the edit.</p> <p>When the Verified Eligibility field is changed from “No” to “Yes”, the system auto-populates the case status to Verified Eligibility.</p> <p>This use case ends when Verified Eligibility field is “Yes”, and case status is equal to Verified Eligibility.</p>

B.4. Use Case: Run Query: Error Tracking

Brief Description

This section describes the workflow and business rules for an end user to enter/track errors associated with a specific record. Errors can be added at the recipient level. There are no restrictions to the number of errors that can be added.

Use Case Trigger

User searches the system for a specific PMC record and finds an error with the recipient address, or the recipient name.

Use Case Actors

- PMC Case Manger (user)
- PMC Supervisor (user)
- PMC Application (system)

Preconditions

- PMC user initiates the PMC application and has successfully logged into the PMC application.
- PMC user has information necessary to enter search criteria.
- PMC record exists.

Post Conditions

- PMC record contains Error data.

Business Rules

Step	Actor Action	Step	System Action
1	From the Main Menu, the user selects Search.	2	The system displays the Search Criteria page.
3	The user enters search criteria and initiates the search.	4	The system searches the PMC database, and displays matching results.
5	The user selects the desired record.	6	The systems the PMC Detail page.
7	The user selects the "Errors" tab.	8	The system displays a listing of all applicants and associated recipients.
9	The user selects "Add" next to the recipient name.	10	The system displays the Error Entry page.

Step	Actor Action	Step	System Action
11	The user selects the "Error Type," enters a Remark (optional), and submits the error.	12	The system saves and stores the error entry.

B.5. Use Case: Run Report

Brief Description

This section describes the workflow and business rules for an end-user to select and run a pre-defined report. Existing functional requirements around Run Report will be listed/referenced.

PMCpc RSD v1.0 identifies the following reports:

- US0039 – PMCpc Activity Report
- US0040 – PMCpc Returned PMC Error Report
- US0041 – PMCpc Print and Mail Report
- US0042 – PMCpc Suspended more than 10 Days Report
- US0043 – PMCpc Timeliness Report
- US0044 – PMCpc PMC Processing Report
- US0045 – PMCpc PMC Log Report
- US0052 – PMCpc PMC Unit Worker Reports

B.6. Use Case: Get Next Feith Record

B.7. Use Case: Print Report

B.8. Use Case: Save Report

B.9. Use Case: Create Text File Extract

B.10. Use Case: Generate Print File

B.11. Use Case: Ingest External PMC Records

B.12. Use Case: Generate Ingest Report

Appendix C Acronym List and Glossary

This section provides the definitions of important terms, acronyms, and abbreviations used in this Requirements Specification Document.

Glossary

Term	Meaning
AMAS	Automated Monument Application System
BOSS	Burial Operations Support System
BOSS Enterprise	The overarching IT systems used by NCA for burial operations and supporting activities
BRD	Business Requirements Division
CR	Change Request
DMZ	Demilitarized Zone, a secure region of the VA/NCA network
GUI	Graphical User Interface
NCA	National Cemetery Administration
PMC	Presidential Memorial Certificate
PMCID	Presidential Memorial Certificate Identification Number
QITC	Quantico Information Technology Center
URL	Uniform Resource Locator