[**182074: VCCM\_6\_S#554610\_Integration: Update Veteran Addresses and**](https://URL/qm/service/com.ibm.rqm.integration.service.IIntegrationService/resources/FtP%2B%28QM%29/executionscript/VCCM_6_S554610_Integration%3A_Update_Veteran_Addresses_and_Phone_Numbers_%28EE%29)[**Phone Numbers (E&E)**](https://URL/qm/service/com.ibm.rqm.integration.service.IIntegrationService/resources/FtP%2B%28QM%29/executionscript/VCCM_6_S554610_Integration%3A_Update_Veteran_Addresses_and_Phone_Numbers_%28EE%29)



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Originator: Pribyl, Brent (BAH) Owner:

Type: Manual

Test Data: Unassigned

Description: As a VCCM user, I want the ability to update addresses information so that I can fulfill the caller's request to change their demographics information from USD.

1. Change "Current Address" to Permanent Address so that it's more accurate with the data returned from E&E
2. Populate start and end date for temporary address from E&E. Lock fields so they are not editable
3. Add ability to update Permanent Address, Temporary Address (including start and end date), Home/Mobile/Work Phone.
4. When MVI has flagged Veteran as Deceased - Do not allow demographic updates (SME should adhere to Decedent Affairs VA process)
5. Do not allow save of permanent or temporary address field changes (addressType=R) which contains a PO Box or is a general delivery address
   1. Prompt the user with an error that reads: "The address entered cannot be updated at this time due to incorrect address format"
6. Temporary Address: Entry for End Date cannot be earlier than the Start date

Note: ‘General Delivery’ is literally an address added in line 1, mostly meant to signify routing to post office on a military base Updates are made through the E&E web service

# Summary

**Categories**

Function: Unassigned

Test Phase: Developer Test

# Formal Review

General Comments

**Manual Steps**

**Step 1**

**Execution Step**

Description\*

In the VCCM CRM application, log-in to the system as an FTP PACT test user

Expected Results

The user is able to log-in as a FTP PACT test user Comments

Validates

Attachments

**Step 2**

**Execution Step**

Description\*

Click on MVI Search from the USD ribbon

Expected Results

The user is directed to the MVI search page Comments

Validates

Attachments

**Step 3**

**Execution Step**

Description\*

Search for a Veteran (by traits or EDIPI)

Test Veteran Record: Fred VCCMDinkleberry 333524227, 5/30/1971 Expected Results

Veteran record is retrieved from MVI. Comments

Validates

Attachments

**Step 4**

**Execution Step**

Description\*

Click on the test facility for the Veteran record

Expected Results

An interaction is generated along with Veteran Info and Medical Charts tabs Comments

Validates

Attachments

**Step 5**

**Execution Step**

Description\*

User clicks on Veteran tab

Expected Results

Veteran information is displayed Comments

Validates

Attachments

**Step 6**

**Execution Step**

Description\*

Under Summary section, user verifies the following:

1.) Current Address is now changed to 'Permanent Address'

2.) Start Date/End Dates under Temporary Address are populated and are locked

3.) User has the ability to edit Permanent Address, Temporary Address (including Start/End Date), as well as Home/Mobile/Work Phone numbers.

NOTE: There will be a "Yes/No" field next to each item listed in #3 asking the user if they would like to Change the info. For example: "Change Mobile?", "Change Permanent Address?", etc

Expected Results

Permanent Address is displayed, Start/End Dates are populated and locked, lastly the user has the ability to edit any of the afformentioned fields Comments

Validates

Attachments

**Step 7**

**Execution Step**

Description\*

After the user edits the fields mentioned in the previous steps the user clicks "Apply Changes" button

Expected Results

If updates are sent successfully then a success message is displayed to the user. If there was a formatting error with an address or phone number then an error message will be displayed and the updates will not be sent to ESR

Comments

Validates Attachments

**Step 8**

**Execution Step**

Description\*

User verifies the updates have been made successfully in ESR by navigating to the following URL and appending the ICN to the end of the URL:

https://qacrmdac.np.crm.vrm.vba.va.gov/WebParts/INT/api/ESR/EnrollmentEligibilitySummary/1.0/xml/ftpCRM/1012991357V923306 Expected Results

ESR HTML displays the changes that were made in the previous step Comments

Validates

Attachments

**Step 9**

**Execution Step**

Description\*

User verifies they are not able to set the Temporary Address End Date before the Start Date. If user clicks "Apply Changes" buton an error message will be displayed that informs user that the End Date cannot be before the Start Date

Expected Results

Error message is displayed Comments

Validates

Attachments

**Step 10**

**Execution Step**

Description\*

User also verifies that they are not able to enter a residential address which contains a PO BOX or the words 'GENERAL DELIVERY' in the Address Line 1 and click 'Apply Changes' button. When user clicks button an error message will be displayed that states, "The address entered cannot be updated at this time due to incorrect address format"

Expected Results

Error message is displayed Comments

Validates

Attachments

**Step 11**

**Execution Step**

Description\*

User does another MVI search for a veteran that is Deceased (Bell Solomon 166458347, 1/1/1970) and then clicks on the Veteran tab and verifies that they are not able to update any demographic information

Expected Results

User is not able to update any demographic info for a Deceased vet Comments

Validates

Attachments

**Associated E-Signatures**

**Signed Action Signer Comment Additional Information**