



Elks National Veterans Service Commission

Online Report Frequently Asked Questions

Where do I find the ENVSC reports online?

The VAVS Report Dashboard can be found at <http://www.elks.org/vets/vavs/report.cfm>. A link to the Dashboard is included on the Volunteer page of our website. The Report Dashboard is the place to start new reports, edit reports in progress, and access copies of completed reports for your records.

Who can fill out the online report?

Each VAVS Representative is responsible for filling out the monthly report or to coordinate with someone else to submit reports on their behalf. Deputy Representatives and State Chairs already have access to the reports. Reps may also designate a friend, family member, or fellow Lodge member to be their online assistant to fill out reports. Please notify the ENVSC office so that access can be granted.

Why can't I see my assigned facility on the Select Hospital menu?

If you are a new Rep or assistant, it will take up to 24 hours after registration on elks.org for you to gain access to reports. If you have two elks.org accounts, only one will have access, so try logging in with the other account.

I filled out my report, but it is blank when I open it. What happened?

It is important to save your report after you enter information into the form. If a previously filled out report is blank, this most likely means that it was not saved or submitted before closing. Remember, if you leave the report open on your screen for a long period of time, the page may refresh automatically and you will lose the report, so **hit the 'Save' button frequently** if you will be working on a report for a while. If you click the 'Save' button, you can always come back later to open and continue working on the report by clicking the 'Edit Report' button next to a report listed on the Dashboard.

Why hasn't my completed report been submitted?

Even if you have saved your report, you must click the 'Submit Report to ENVSC' button before the report will be sent to us. All questions marked with a red asterisk must be completed before it is possible to submit a report. If you attempt to submit an incomplete report, a list of blank questions will appear on your screen as a reminder.

Why hasn't my submitted report been approved?

The ENVSC office processes hundreds of reports each month, and your report may take some time to be approved. If there is an issue that requires follow up on the report, it may not be processed until the issue has been resolved. You will receive an email if any changes or clarification are needed.

Why won't the system let me fill out a report for a certain month?

Reports must be completed in chronological order. For example, once a May report is filled out, the system will not allow you to fill out the April report for the same year. Always check to make sure that you have submitted last month's report if you have difficulty starting a report for the current month.



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What should I do if I have a negative balance?

The reporting system will not allow for a negative balance. Please talk with your State Chair about ways to bring your account up to a positive balance. If the needs at your facility exceed the amount of money you receive, consider asking area Lodges or your State Association for extra funding.

How do I report partial hours traveled?

Use decimal numbers closest to the actual amount of time traveled. For a half hour, use .5 and for fifteen minutes, use .25 instead of whole numbers. If you aren't sure, please estimate the time.

How do I report the number of veterans served when I'm not sure?

If you don't have an exact number, please estimate to give us a general idea of the scope of your activity. A staff member at your facility may be able to provide an average monthly number of veterans.

Why can't I list "miscellaneous" on the expense section?

We must be able to explain how ENVSC funds are spent for auditing purposes. While it is not always necessary to list each individual item separately, we would like you to be specific about the type of purchases you make. From time to time, we may request additional details about an expense item if it is unclear on the report.

When are the online reports due?

Online reports should be completed by the 15th of the month following the calendar month covered on the report. This allows State Chairs time to review them before the 30th, when reports are considered late by the ENVSC office. For example, an April report will be due on May 15th, a July report will be due on August 15th, etc.

What should I do if I receive a follow up email about a report that I submitted?

Please follow the instructions provided in the email or contact the ENVSC office if you have questions. Usually a follow up email is sent if we have a question or if something doesn't match with a previous report. If you resubmit a report without following the instructions in the email, your report will not be processed until any issues are resolved and may be considered late.

What should I do if there is an error on the report?

If editing is needed, please contact the ENVSC office and either we will make the correction or return the report for you to make the changes needed. If you find that the website or report form itself is causing an error, please let us know as soon as possible so that we can do our best to fix it.

Where can I add photos of the activities in my report?

We love to see photos of your activities with veterans! If you have photos to share, you can email them to us at vets@elks.org. Please let us know if you'd like us share your photos in publications and social media. A photo release form is available on our website under "General Veterans Materials" at <http://www.elks.org/vets/volunteers.cfm>.