

Our submission model options

Reason for touchpoints
Increase Veteran confidence and set expectations
 All Veterans receive an email within the first 2 minutes, which fits Veteran mental model better for confirmation

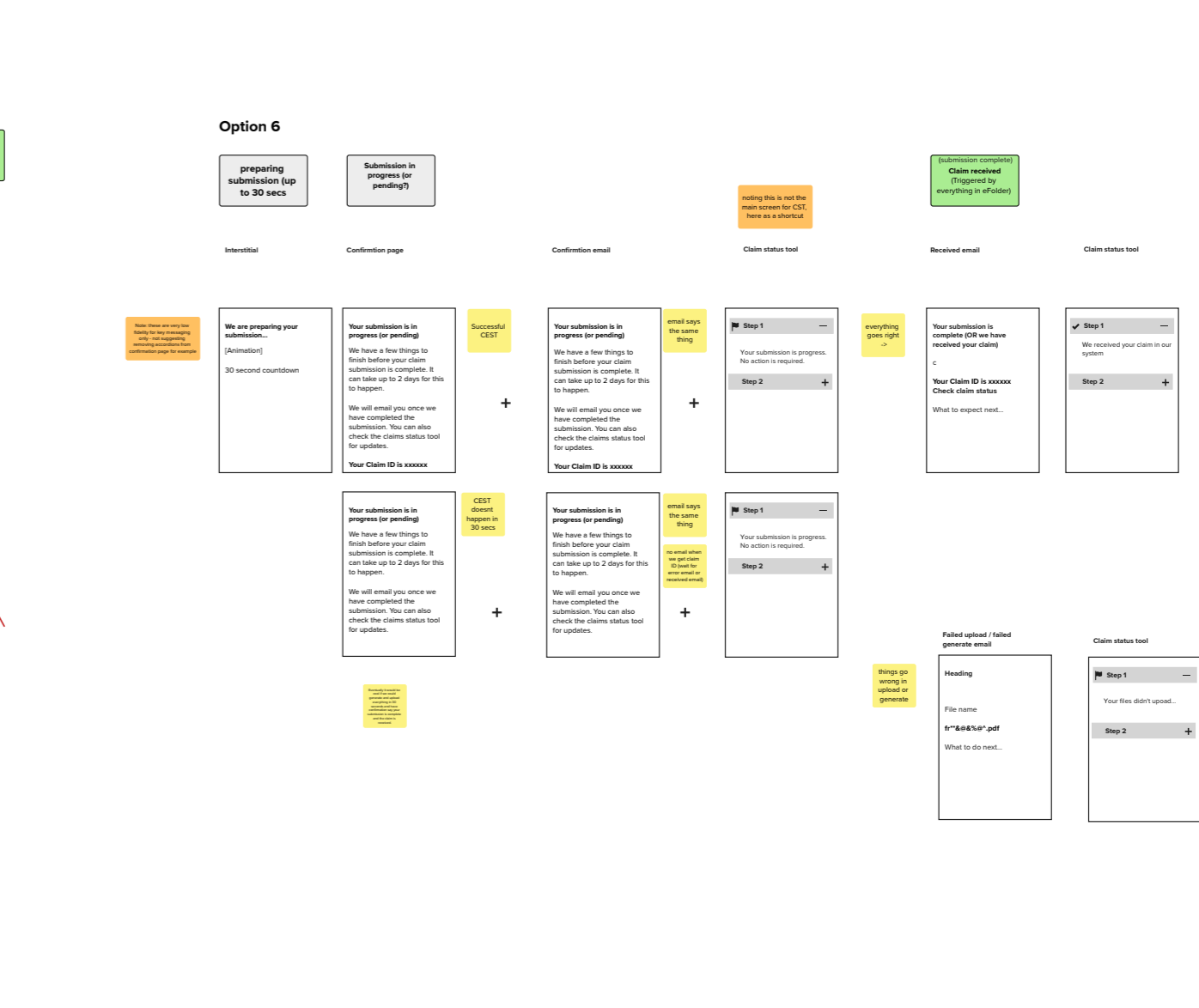
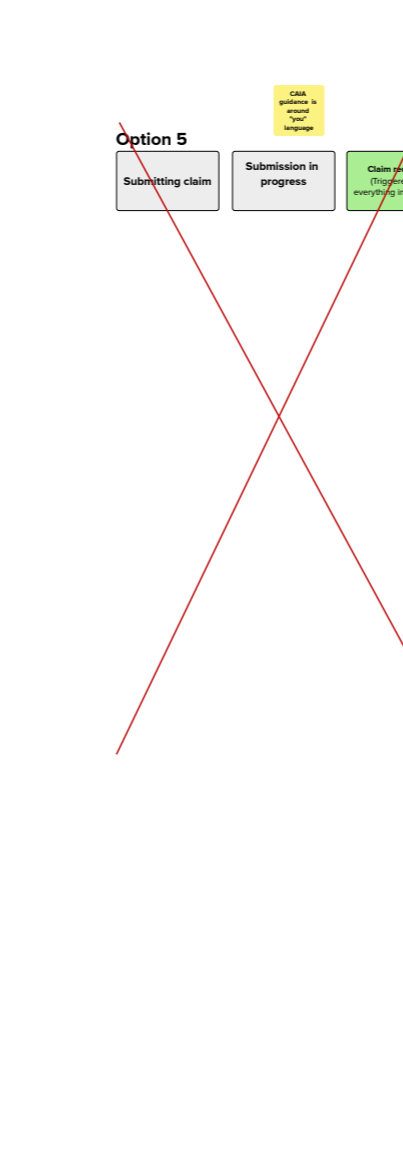
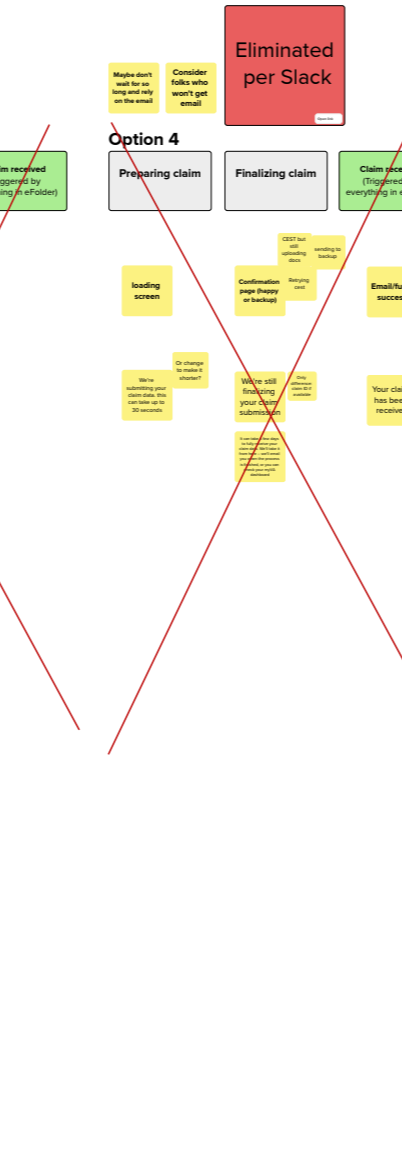
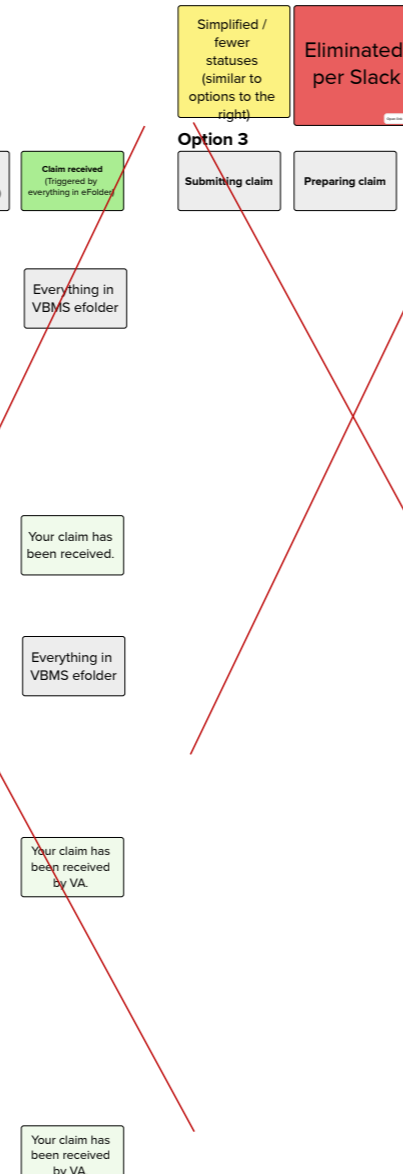
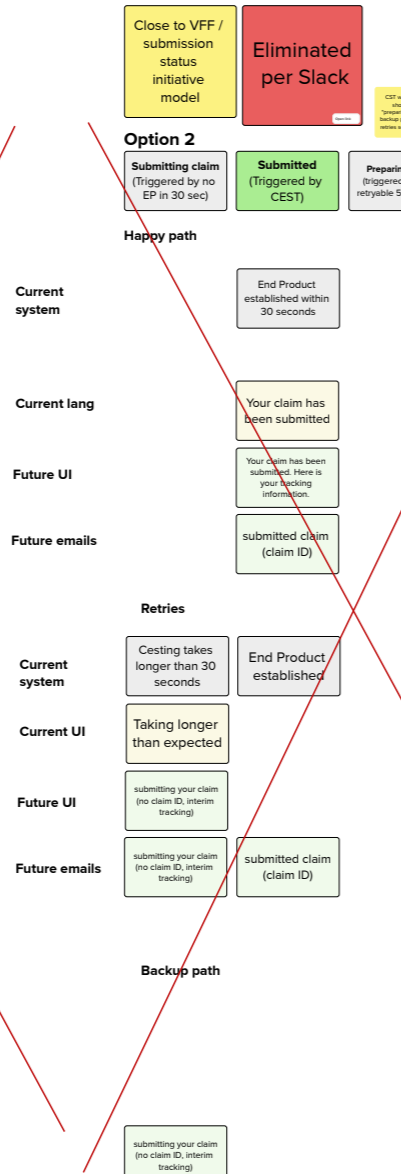
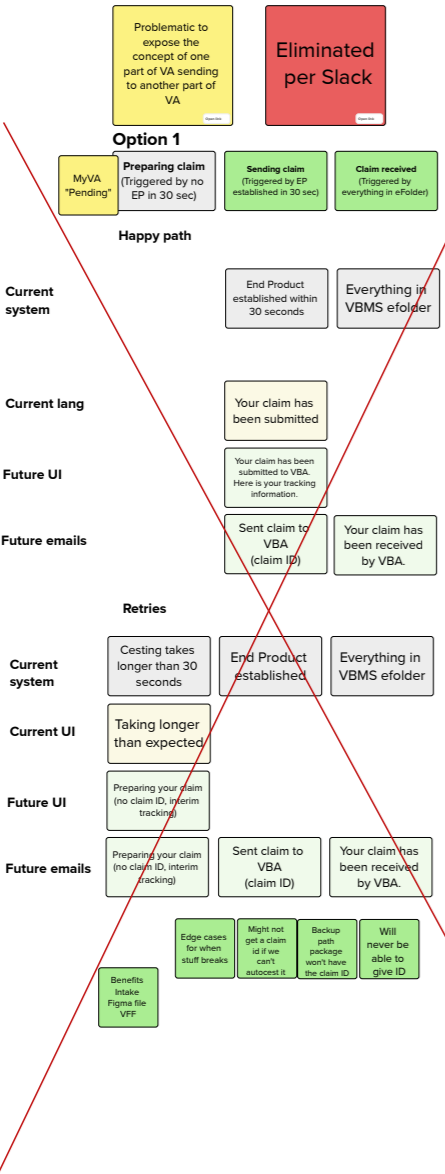
Update mental model to prepare/send/receive
 "Prepare" touchpoint is to reduce alarm on the "taking longer than expected" messaging. We can adjust based on what Veteran action is required.

Emails will also fill current gap by 1-2 business day delay in CST

- Emails are aligned with when tracking becomes available in VA.gov (no control over how long claim ID takes to load currently)

1-2 added emails

- Three emails total if casting is delayed
- Two emails (highlighted in green) if there is no delay



what happens next?