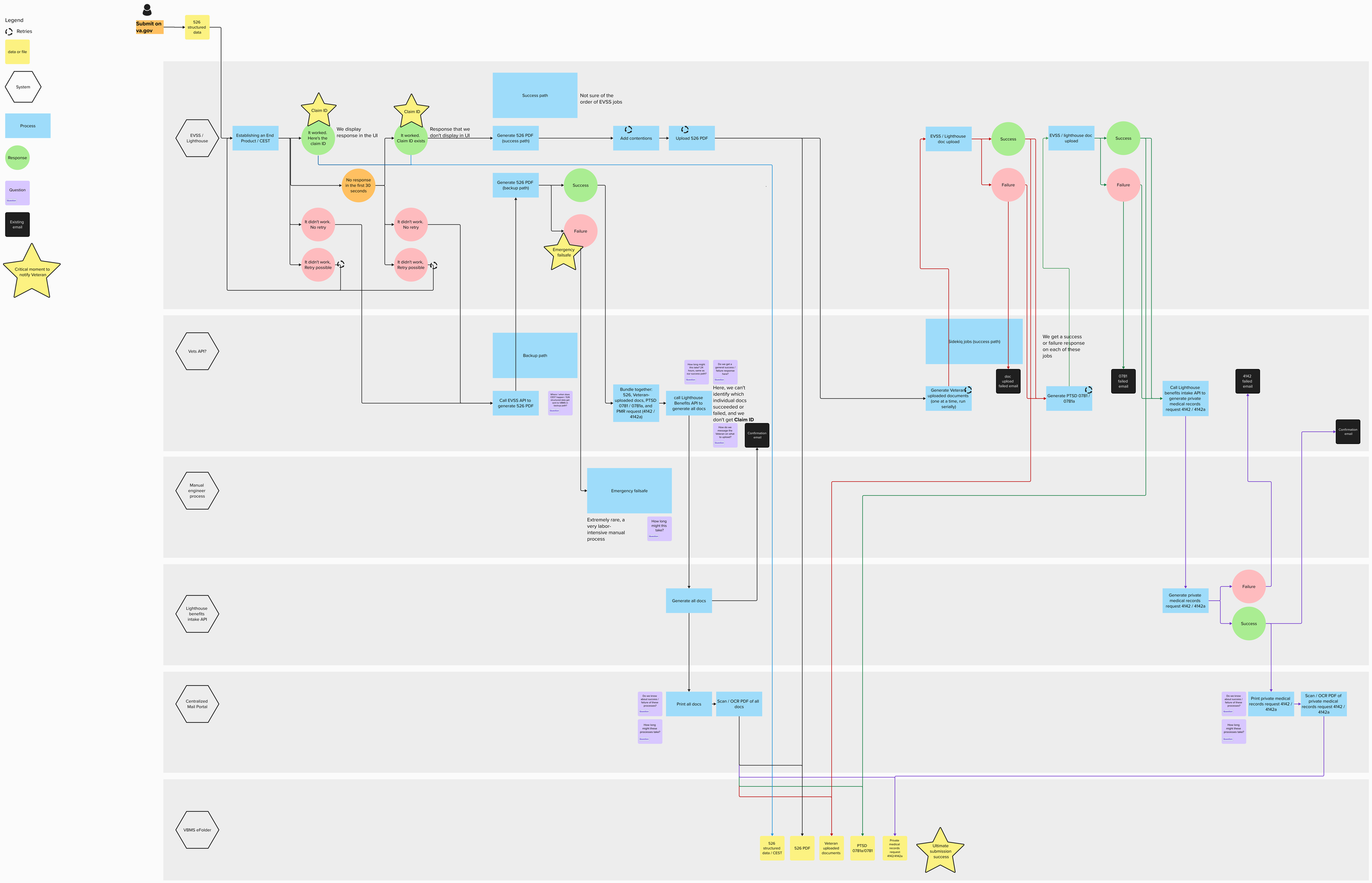
Legend
Retries
data or file
System
Process
Response
Question
Existing email
Critical moment to notify Veteran
Submit on va.gov
526 structured data
EVSS / Lighthouse
Establishing an End Product / CEST
Claim ID
It worked. Here's the claim ID
We display response in the UI
Claim ID
It worked. Claim ID exists
Response that we don't display in UI
No response in the first 30 seconds
It didn't work. No retry
It didn't work, Retry possible
It didn't work. No retry
It didn't work, Retry possible
Success path
Not sure of the order of EVSS jobs
Generate 526 PDF (success path)
Add contentions
Upload 526 PDF
Generate 526 PDF (backup path)
Success
Failure
Emergency failsafe
EVSS / Lighthouse doc upload
Success
Failure
EVSS / lighthouse doc upload
Success
Failure
Vets API?
Backup path
Call EVSS API to generate 526 PDF
Where / when does CEST happen / 526 structured data get sent to VBMS in backup path?
Question
Bundle together: 526, Veteran-uploaded docs, PTSD 0781 / 0781a, and PMR request (4142 / 4142a)
How long might this take? 24 hours, same as our success path?
Question
call Lighthouse Benefits API to generate all docs
Do we get a general success / failure response here?
Question
Here, we can't identify which individual docs succeeded or failed, and we don't get **Claim ID**
How do we message the Veteran on what to upload?
Question
Confirmation email
Sidekiq jobs (success path)
We get a success or failure response on each of these jobs
doc upload failed email
Generate Veteran uploaded documents (one at a time, run serially)
Generate PTSD 0781 / 0781a
0781 failed email
Call Lighthouse benefits intake API to generate private medical records request 4142 / 4142a
4142 failed email
Confirmation email
Manual engineer process
Emergency failsafe
Extremely rare, a very labor-intensive manual process
How long might this take?
Question
Lighthouse benefits intake API
Generate all docs
Generate private medical records request 4142 / 4142a
Failure
Success
Centralized Mail Portal
Do we know about success / failure of these processes?
Question
How long might these processes take?
Question
Print all docs
Scan / OCR PDF of all docs
Do we know about success / failure of these processes?
Question
How long might these processes take?
Question
Print private medical records request 4142 / 4142a
Scan / OCR PDF of private medical records request 4142 / 4142a
VBMS eFolder
526 structured data / CEST
526 PDF
Veteran uploaded documents
PTSD 0781a/0781
Private medical records request 4142/4142a
Ultimate submission success