

# Payment History Kickoff/Initiative Brief

## KICKOFF

### Goal:

- Build education and compensation and pension payments in the VA Mobile App

### Which Objective does this help achieve?

- From the mobile roadmap: “Enable Veterans to complete frequent transactions quickly”

<https://staging.va.gov/va-payment-history/payments/>



[Home](#) > [View VA payment history](#)

## Your VA payments

Check your payment history for your VA disability compensation, pension, and education benefits.

### Payments you received

We pay benefits on the first day of the month for the previous month. If the first day of the month is a weekend or holiday, we pay benefits on the last business day before the first. For example, if May 1 is a Saturday, we'd pay benefits on Friday, April 30.

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Date	Amount	Type	Method	Bank	Account
June 1, 2021	\$3,084.75	Compensation & Pension - Recurring	Paper Check	---	---
July 1, 2021	\$3,084.75	Compensation & Pension - Recurring	Paper Check	---	---
July 30, 2021	\$3,084.75	Compensation & Pension - Recurring	Paper Check	---	---

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July 1, 2021

**Amount** \$3,084.75

**Type** Compensation & Pension - Recurring

**Method** Paper Check

**Bank** ---

**Account** ---

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July 30, 2021

**Amount** \$3,084.75

**Type** Compensation & Pension - Recurring

**Method** Paper Check

**Bank** ---

**Account** ---

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Sept. 1, 2021

**Amount** \$3,084.75

**Type** Compensation & Pension - Recurring

**Method** Paper Check

**Bank** ---

**Account** ---

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## Product Notes

- There is an [unauthenticated experience](#) as well, but we are unlikely to include this if we want a consistent user experience
- <https://www.va.gov/va-payment-history/>
- Line would still be “compensation and pension” would just be substituted with education
- The existing counterpart on VA.gov:
  - Collapses into cards when collapsed
  - Post-9/11 GI Bill
- VA.gov team is thinking about adding in sortability (currently defaulted to date; but contemplating A/B testing it or not) (Outstanding Q of “this is great, but what else can we do with it?”)
- Existing user research (key insights from research they’ve done that is good to know):
  - Design Discovery:  
<https://github.com/departement-of-veterans-affairs/va.gov-team/blob/master/teams/vsa/teams/ebenefits/features/view-payment-history/research-design/design-discovery.md>
  - View Payment History broader folder:  
<https://github.com/departement-of-veterans-affairs/va.gov-team/tree/master/teams/vsa/teams/ebenefits/features/view-payment-history>
  - Research Plan:

- <https://github.com/department-of-veterans-affairs/va.gov-team/blob/master/teams/vsa/teams/ebenefits/features/view-payment-history/research-design/payment-history-usability-research-plan.md>

## External team dependencies

- Who are the teams and points of contact?
  - VSA: EBN Migration: <https://dsva.slack.com/archives/CLY6Q69RV>
  - Jason Wolf, Product Manager for eBenefits

## Test accounts

- User +3: no data, use to see an empty state
- User +228: current favorite
- User +41: disability payments
- Note: no known users with education test accounts

## Analytics and measuring success

- What existing KPIs can we use?
- Are there new events or metrics we need to implement?
- What do the analytics tell us about current feature usage?

This is broadly a 'View' task

- Table of payments with pagination
- View your payment history
- Objective is viewing it clearly and concisely, so metrics should be connected to view events

Drawing the funnel on payment history, we could measure success by examining:

- Bounce rate
- Exit percentage
- Time spent on this page? (What is the mean length?)
  - From previous research, Vets broadly want to know if their payments have arrived
  - Traffic spiking on the first of every month
  - Interaction with direct deposit
  - VA will cut a check - include some information about direct deposit
  - Include information about education instead of just comp and pen

Looking at success on VA.gov:

- One of VA.gov's highest mobile pages (Payment history: 71% of users come from mobile web (other elements range from 31% to 60%, per Jason Wolf)
- More about what problem we're solving: making payments viewable on the app

- GA Page for VA.gov:  
<https://analytics.google.com/analytics/web/?authuser=1#/dashboard/2UeDqFDEQr-Dwv1peR4hnA/a50123418w177519031p176188361/>
- Wishlist item: understanding new vs returning users

## Launch Planning

- Timeline & targeted launch dates
  - Any drop dead VA dates?
- T-shirt size
  - UX: ~1 sprint
  - FE Estimate: pending
  - BE Estimate: pending
  - This already runs through VETS-API, so we are hoping it's a relatively light lift
- Stakeholders to be alerted
  - Working with VSA EBenefits Migration
  - White house call center, let them know a few weeks in advance of the release
- Contact center documentation
  - Add this existing documentation, including the error states

## REQUIREMENTS DEFINITION

### Project plan - phases of work

- What features should be part of this initiative?
- Feasibility signed off by BE
- Talk to Melissa
- Who's a good log in person
- Screenshots for UX

### Project plan - phases of work

- Epic level sequence of chunks of work with clear outputs

## MVP feature set - Product Requirements (developed by PMs and signed off by POs)

### Now

- Ensure that this is largely a view task where users can view their payments
  - Amount, Date, Method, Bank, Account

### Next + Later

- Sorting by other columns
- Linking each payment to claims?

- Linking to direct deposit:?

## Next Steps:

### UX needs

- Screenshots for UX
- Understand different types of payments
- What fields? [Amount, Date, Method, Bank, Account']

### Engineering Needs

- UX and Sketch Files

### Product work:

- [Epic](#) & user stories