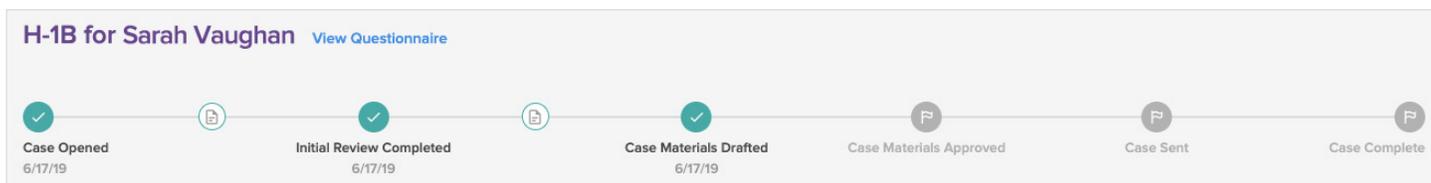


UPDATES IN 4.0

We've updated the information at the top of the case overview page to better highlight the progress being made on the case. The timeline, status and actions shown are customized for each case type and are dynamically updated. This means that at any given moment, users will know exactly where their case stands and what they need to do.



CASE TIMELINE

The timeline is broken out into major and minor milestones and shows which ones are complete and which ones are still outstanding. The major milestones were redefined for 4.0 and now better highlight the different steps necessary to move a case forward. For example, Case Processing on the 3.0 timeline is now separated into three distinct milestones: Initial Review Completed, Case Materials Drafted and Case Materials Approved.

In addition, minor milestones will show up on the timeline as they are completed. Minor milestones usually represent a single event, such as an LCA being filed or the issuance of a receipt notice, but are still significant in showing the progress of a case.

The strength of this combined information is that it gives the user a better view into the work that's being done on their case.

Current Status: Reviewing Case Materials

Your case materials are now ready for your review and approval, including any required forms and letters. All case materials must be approved by both you and your legal team. Cases typically take a few rounds of review between both parties before the final case files are ready to be sent to the government. It is important to provide the necessary documentation (including required signatures), as well as respond to any information requests, as quickly as possible in order to prevent any delay in filing your case.

Action Needed: Review & Approve Case Materials

Please review and approve your case materials as soon as possible, including any forms and letters. If you need to request revisions, please do so at this time. Once all required materials have been reviewed and approved, your legal team will continue working on your case.

CURRENT STATUS

As the timeline shows what's been completed, the Current Status updates to show what the team is currently working on to move the case forward. Some examples of case status are "initial information gathering" or "case materials being reviewed". Below the status title is a summary that explains the work being done during this phase.

ACTION NEEDED

The actions shown here are unique to the user viewing the page and let them know what they're responsible for during the current status. The information is dynamically updated. As the user completes an action, the section is updated to either display another action or, if there are no outstanding actions for the current status, that no action is needed.