

HIRE Vets Medallion Program User Notifications

Current User Notifications Language

Topic	Initiated By	Method	Frequency	Audience	Subject	Message
Registration	User	System generated	Once per year	Account Holder	Account Details for [user name] at HIREVets.gov	<p>Thank you for creating an account at HIREVets.gov. You may now log in by clicking this link or copying and pasting it into your browser:</p> <p>[one-time login URL]</p> <p>This link can only be used once to log in and will lead you to a page where you can set your password.</p>
Password Reset	User	System generated	Ad hoc	Account Holder	HIREVets.gov Password Reset	<p>A request to reset the password for your account has been made at HIREVets.gov. You may now log in by clicking this link or copying and pasting it into your browser:</p> <p>[one-time login URL]</p> <p>This link can only be used once to log in and will lead you to a page where you can set your password. The link will expire after one day and your password will not change if you do not use the link.</p>

HIRE Vets Medallion Program User Notifications

Topic	Initiated By	Method	Frequency	Audience	Subject	Message
Application Submission	User	System generated	Once per year	Account Holder and Attestation Contact	HIRE Vets Medallion Application Submitted	<p>A HIRE Vets Medallion [application type] application ([application ID]) was submitted on [date] for your company, [employer name].</p> <p>VETS will send to this email address any correspondence relating to this application, such as requests for additional information, if needed. You may log in to your account at HIREVets.gov at any time to view the status of your application via the Dashboard page.</p> <p>More information about the HIRE Vets Medallion Program can be viewed at https://www.hirevets.gov.</p>
Application Returned for Revision	Reviewer	System generated	Once per year (if necessary)	Account Holder and Attestation Contact	HIRE Vets Medallion Application Returned for Revision	<p>Your HIRE Vets Medallion [application type] application ([application ID]) was returned for revision following review. Please log in to your account at https://www.hirevets.gov to view the feedback provided on your application, make appropriate changes, and re-submit. Note: You will only be able to re-submit an application once.</p>

HIRE Vets Medallion Program User Notifications

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Application Re-submitted	User	System generated	Once per year (if necessary)	Account Holder and Attestation Contact	HIRE Vets Medallion Application Resubmitted	<p>A HIRE Vets Medallion [application type] application ([application ID]) was re-submitted on [date] for your company, [employer name].</p> <p>VETS will send to this email address any correspondence relating to this application, such as requests for additional information, if needed. You may log in to your account at HIREVets.gov at any time to view the status of your application via the Dashboard page.</p> <p>More information about the HIRE Vets Medallion Program can be viewed at https://www.hirevets.gov.</p>

HIRE Vets Medallion Program User Notifications

Topic	Initiated By	Method	Frequency	Audience	Subject	Message
Award Expected	System	System generated	Once per year	Account Holder and Attestation Contact	HIRE Vets Medallion Award Expected	<p>Dear [employer name],</p> <p>I would like to congratulate you on your exemplary efforts during [previous year] to recruit, employ, and retain our Nation’s veterans.</p> <p>As the only veteran hiring award at the federal level, the HIRE Vets Medallion Program implements the requirements of Public Law 115-31, the Honoring Investments in Recruiting and Employing American Military Veterans Act of 2017 (HIRE Vets Act) signed by President Trump in May 2017. By meeting the criteria required for a [current year] [award type] Medallion Award, [employer name] demonstrated a model of patriotism worthy of praise as well as a recognition of the value veterans bring to the workplace.</p> <p>An official certificate of recognition will be mailed to the address provided in your application on November 2, [current year]. When you receive the certificate, you will have access to a digital image of the medallion for use in advertisements, solicitations, business activities, or products. You will be able to access the medallion image from the Dashboard page of the HIRE Vets Medallion Program system at HIREVets.gov.</p> <p>The [award type] HIRE Vets Medallion Award will increase your ability to attract our Nation’s</p>

HIRE Vets Medallion Program User Notifications

Topic	Initiated By	Method	Frequency	Audience	Subject	Message
Denied	System	System generated	Once per year	Account Holder and Attestation Contact	HIRE Vets Medallion Application Denied	<p>Dear [employer name],</p> <p>I would like to thank you for your efforts during [previous year] to recruit, employ, and retain our Nation’s veterans. Unfortunately, [employer name] did not meet all of the criteria required for the HIRE Vets Medallion [award type] Award.</p> <p>By pursuing the Award, you demonstrated [employer name]’s desire to employ and retain our Nation’s veterans. I encourage you to build on your past efforts to recognize the valuable contributions veterans bring to the American workplace and to pursue the HIRE Vets Medallion Award in [next year]. At HIREVets.gov, you can access the award criteria and a hiring toolkit designed to assist and educate employers who have made the proactive decision to include transitioning service members, veterans, and wounded warriors in their recruitment and hiring initiatives.</p> <p>If you need assistance or have any questions about the review of your application, please visit our website at HIREVets.gov or contact us at HIREVets@dol.gov. I look forward to collaborating in support of our Nation’s veterans in the years ahead.</p> <p>Sincerely,</p>

[signature]

HIRE Vets Medallion Program User Notifications

Topic	Initiated By	Method	Frequency	Audience	Subject	Message
Awarded	System	System generated	Once per year	Account Holder and Attestation Contact	HIRE Vets Medallion Award	<p>Dear [employer name],</p> <p>Congratulations! Your company, [employer name], has been awarded the [application type] award for [current year]!</p> <p>As an award recipient, a certificate will be mailed to the address provided in your application. In addition, you now have access to a digital image of the medallion for use in advertisements, solicitations, business activities, or products. You can access the medallion image from the Dashboard page of the HIRE Vets Medallion Program system.</p> <p>Please see https://www.hirevets.gov and the HIRE Vets Medallion Program Final Rule at § 1011.405 for information about restrictions on displaying your Medallion Award.</p> <p>Thank you again for your commitment to employ, retain, and support veterans and the veteran community!</p> <p>Sincerely,</p> <p>[signature]</p> <p>Matthew M. Miller</p> <p>Deputy Assistant Secretary</p>

HIRE Vets Medallion Program User Notifications

Topic	Initiated By	Method	Frequency	Audience	Subject	Message
Payment Processing	System	System generated	Ad hoc	Account Holder, Attestation Contact, and Payer Contact	HIRE Vets Medallion Award Application Fee Payment Processing	<p>A payment for [employer name]’s [application type] application ([application ID]) has been received and is currently being processed.</p> <p>Transaction Details:</p> <ul style="list-style-type: none"> ▪ Transaction Number: [tracking ID] ▪ Transaction Date: [date] ▪ Transaction Amount: [amount] ▪ Account Number: [account number] <p>You will receive an additional notification once processing has been completed. If you have any questions about your payment, please contact the HIRE Vets Medallion Program Office at 202-693-4745 or hirevets@dol.gov.</p>

HIRE Vets Medallion Program User Notifications

Topic	Initiated By	Method	Frequency	Audience	Subject	Message
Payment Failed	System	System generated	Ad hoc	Account Holder, Attestation Contact, and Payer Contact	HIRE Vets Medallion Award Application Fee Payment Failed	<p>The payment made for [employer name]’s [application type] application ([application ID]) could not be completed due to the following reasons:</p> <p>Transaction Details:</p> <ul style="list-style-type: none"> • Transaction Date: [date] • Transaction Amount: [amount] • Account Number: [account number] • Reason for Unsuccessful Transaction: <ul style="list-style-type: none"> o [return detail] <p>Please review your payment information and log into HIREVets.gov to complete your application fee payment. If you have any questions about your payment, please contact the HIRE Vets Medallion Program Office at 202-693-4745 or hirevets@dol.gov.</p>

HIRE Vets Medallion Program User Notifications

Topic	Initiated By	Method	Frequency	Audience	Subject	Message
Payment Successful	System	System generated	Ad hoc	Account Holder, Attestation Contact, and Payer Contact	HIRE Vets Medallion Award Application Fee Payment Successful	<p>A payment for [employer name]’s [application type] application ([application ID]) has been successfully completed. Your application will now be sent for processing.</p> <p>Transaction Details:</p> <ul style="list-style-type: none"> • Transaction Number: [tracking ID] • Transaction Date: [date] • Transaction Amount: [amount] • Account Number: [account number] <p>Based on the review of your application, you may receive additional communications asking for clarification on your application. You can find a timeline of key program milestones on HIREVets.gov.</p>
One Week Left to Submit	System	System generated	Once per year	All users with an application in the In Progress status	One week left to apply for a HIRE Vets Medallion Award	<p>Thank you for starting an application for the HIRE Vets Medallion Program (HVMP). You must submit your application on or before April 30th to be considered for Medallion recognition. Please feel free to contact us for assistance in completing the application, and thank you for your efforts to recruit, employ, and retain veterans.</p>

HIRE Vets Medallion Program User Notifications

Topic	Initiated By	Method	Frequency	Audience	Subject	Message
4/30 Deadline Reached	System	System generated	Once per year	All users	HIRE Vets Medallion Program Application Period Concluded	<p>Thank you to all of our registered employers for your participation in the [current year] HIRE Vets Medallion Program. We have reached the end of the application period and VETS is no longer accepting applications. The next phase of the Program will be the final review of applications. If you have not completed your application, you may still continue to add information to your application and save your application in the system for your review next year. We encourage you to stay tuned to HIREVets.gov for updates as we complete the [current year] HIRE Vets Medallion Award cycle and begin to prepare for the [next year] Award cycle.</p>

HIRE Vets Medallion Program User Notifications

Topic	Initiated By	Method	Frequency	Audience	Subject	Message
Contact Us	User	System generated	Ad hoc	HIRE Vets inbox	[subject]	<p>Submitted on [date/time]</p> <p>Submitted by: [if logged in, user name associated with account; otherwise, "Anonymous"]</p> <p>Submitted values are:</p> <p>Name: [name]</p> <p>Employer Name: [employer name]</p> <p>Email: [email address]</p> <p>Confirm Email: [email address]</p> <p>Phone Number: [phone number]</p> <p>Topic: [subject]</p> <p>Message: [comments]</p>

Potential Marketing/Outreach Messaging

Topic	Initiated By	Method	Frequency	Audience	Subject	Message
Contact Not Started Users	VETS	Message from CRM	Ad hoc	All users who have not started an application for the current application year	Need Help Getting Started with Your HIRE Vets Medallion Program Application?	<p>Thank you for your interest in the HIRE Vets Medallion Program!</p> <p>We noticed that you have not yet started a HIRE Vets Medallion Award application. Applications must be submitted by April 30th, [current year]. Please let us know if you have any questions about completing your application by contacting the HIRE Vets Medallion Program Office at hirevets@dol.gov.</p>
Contact In Progress Users	VETS	Message from CRM	Ad hoc	All users who have started but have not submitted an application for the current application year	Don't Forget to Submit Your HIRE Vets Medallion Program Application!	<p>Thank you for your interest in the HIRE Vets Medallion Program!</p> <p>We noticed that you have not yet submitted your HIRE Vets Medallion Award application. Applications must be submitted by April 30th, [current year]. Please let us know if you have any questions about completing your application by contacting the HIRE Vets Medallion Program Office at hirevets@dol.gov.</p>

HIRE Vets Medallion Program User Notifications

Topic	Initiated By	Method	Frequency	Audience	Subject	Message
Contact Users Who Never Logged In	VETS	Message from CRM	Ad hoc	All users who have not logged in during the current application year	Need Help Getting Started with Your HIRE Vets Medallion Program Application?	<p>Thank you for your interest in the HIRE Vets Medallion Program!</p> <p>We noticed that you have not yet started a HIRE Vets Medallion Award application. Applications must be submitted by April 30th, [current year]. Please let us know if you have any questions about completing your application by contacting the HIRE Vets Medallion Program Office at hirevets@dol.gov.</p>
Contact Submitted Users	VETS	Message from CRM	Ad hoc	All users who have submitted an application but have not yet paid for the current application year	Don't Forget to Pay Your HIRE Vet Medallion Program Application Fee!	<p>Thank you for your interest in the HIRE Vets Medallion Program!</p> <p>We noticed that you have not yet completed the application fee payment for your application. You can pay your application fee directly on HIREVets.gov or on Pay.gov. Application fee payments must be submitted by April 30th, [current year]. Please let us know if you have any questions about completing your application fee payment by contacting the HIRE Vets Medallion Program Office at hirevets@dol.gov.</p>