# Turnstile Use Cases

## Success Flow

### Diagram



### Narrative

1. Connect5 receives the submission
2. Connect5 validates the submission then sends PDFs to Turnstile
3. Turnstile extracts data from PDFs and returns data to Connect5
4. Connect5 validates the data, transforms the data and sends to AgencyPortal
5. AgencyPortal creates a Work Item and returns it to Connect5
6. Connect5 validates the Work Item and deems it valid
7. Connect5 sends a success email or redirects user automatically

### Rules

1. Valid Submission
   * *[Success Message]*
2. Valid Authentication
   * *[Success Message]*
3. Some Supported forms
   * *[Success Message] + Some of the attached forms were excluded.*
4. Some Supported LOBs
   * *[Success Message] + Some of the lines-of-business are not valid.*
5. Some Supported States
   * *[Success Message] + Some of the states are not valid.*
6. Enough valid data to create Work Item
   * *[Success Message]*

*[Success Message] =We successfully uploaded information from the following forms: <Form1>, <Form2>...*

### Results

Link to Work Item emailed to user or Work Item is automatically opened.  
Upon opening WorkItem appropriate messages will be shown based on the rules above.

**Submission Failure Flow**

**Diagram**



**Narrative**

1. Connect5 receives the submission
2. Connect5 validates the submission
3. Connect5 sends failure emails and/or shows error message to user

**Rules**

1. Invalid Email (user sent an Email not accepted by Carrier):
   1. Invalid From Address
      * *Invalid Email: Please use a valid email account.*
   2. No Attachments
      * *Invalid Email: No files were attached to the email. Please attach your ACORD PDF forms and try again.*
   3. Invalid Attachments (No PDFs included)
      * *Invalid Attachments: No valid (tiff/pdf/zip) files could be found. Please attach ACORD PDF forms and try again.*
2. Invalid Upload (user submitted data not accepted by Carrier):
   1. Authentication Error
      * *Authentication Failed: Please check your username and password.*
   2. No Attachments
      * *Invalid Application: No files were attached to the application. Please attach ACORD PDF forms and try again.*
   3. Invalid Attachments (No PDFs included)
      * *Invalid Attachments: No valid (tiff/pdf/zip) files could be found. Please attach ACORD PDF forms and try again.*

**Results**

Internal support group is notified via email (attachments included).  
Failure is emailed to client or error message is automatically shown.

**Turnstile Failure Flow**

**Diagram**



### Narrative

1. Connect5 receives the submission
2. Connect5 validates the submission then sends PDFs to Turnstile
3. Turnstile extracts data from PDFs and returns data to Connect5
4. Connect5 validates the data and determines based on rules below that it is not valid
5. Connect5 sends failure emails and/or shows error message to user

**Rules**

1. Turnstile Unavailable (Server down / unable to connect)
   * *System Failure: We cannot process your message at this time. Please try again later.*
2. Invalid Turnstile Request (Junk data / certificate error / authentication error)
   * *System Failure: We cannot process your message at this time. Please try again later.*
3. All pages contain Scanned forms (Uploaded an OCR form when the 'OCR' flag is off)
   * *Invalid Attachments: The forms appear to be scanned. Please generate 'Native' ACORD PDF forms and try again.*
4. All pages contain Low Quality forms (Uploaded low quality ‘Scanned’ forms)
   * *Invalid Attachments: The forms appear to be scanned at a low quality. Please generate 'Native' ACORD PDF forms and try again.*
5. All pages contain Unsupported forms (Uploaded a potentially valid form but it is not supported by turnstile)
   * *Invalid Attachments: The forms are not yet supported. Please attach another ACORD PDF form and try again.*
6. All pages contain Unsupported LOB forms (Uploaded invalid PDF based on Carrier appetite)
   * *Invalid Line-of-Business: The forms appear to be for an unsupported coverage. Please attach appropriate ACORD PDF forms and try again.*
7. All pages contain Unsupported States (Uploaded states not accepted based on Carrier appetite)
   * *Invalid State: The forms appear to be for an unsupported state. Please attach appropriate ACORD PDF forms and try again.*
8. Generic/Unknown Error. (Generic AgencyPortal Error message not listed above)
   * *Invalid Attachments: Unable to process the attached forms. Please attach valid ACORD PDF forms and try again.*

**Results**

Internal support group is notified via email (attachments included).  
Failure is emailed to client or error message is automatically shown.

**AgencyPortal Failure Flow**

**Diagram**



**Narrative**

1. Connect5 receives the submission
2. Connect5 validates the submission then sends PDFs to Turnstile
3. Turnstile extracts data from PDFs and returns data to Connect5
4. Connect5 validates the data, transforms the data and sends to AgencyPortal
5. AgencyPortal creates a Work Item and returns it to Connect5
6. Connect5 validates the Work Item and determines that it is not valid
7. Connect5 sends a failure emails and/or shows error message to user

**Rules**

1. AgencyPortal Unavailable (Server down / unable to connect)
   * *System Failure: We cannot process your message at this time. Please try again later.*
2. Invalid Request (Junk data / certificate error / authentication error)
   * *System Failure: We cannot process your message at this time. Please try again later.*
3. Work Item not created (Caused by junk data, invalid state, missing required fields or relationships)
   * *Invalid Upload: We could not create a valid application from your attachments.*
4. Invalid Work Item Status (Rejected based on underwriter rules, Declined due to clearance or Referred to underwriter)
   * *Invalid Upload: We have rejected your application based on our business rules.*
   * *Invalid Upload: We have declined your application due to a clearance failure.*
   * *Invalid Upload: We have referred your application to an internal representative.*
5. Invalid Work Item Report (Not enough fields were populated or too many fields are invalid)
   * *Invalid Upload: There was not enough data to create your application.*
   * *Invalid Upload: There was not enough valid data to create your application.*
6. Generic/Unknown Error. (Generic Error message shown if an error that's not listed above)
   * *Invalid Upload: We could not create a valid application from your attachments.*

**Results**

Internal support group is notified via email (attachments included).  
Failure is emailed to client or error message is automatically shown.