
121 TransMode to Support Resending Initial Client e-Delivery Pick-up Emails

FIRELIGHT BASE



Platform

**121 TRANSMODE TO SUPPORT RESENDING INITIAL CLIENT E-DELIVERY PICK-UP
EMAILS**

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Insurance Technologies, LLC

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Design Approach - Support For Resending Initial Client e-Delivery Pick-Up Emails with a 121

Project Overview

The purpose of this enhancement is to allow for the initial e-Delivery emails for client pick-up that contain the login link to be resent, with the trigger being a 121 with a new TransMode. To accomplish this, we will implement ACORD's TransMode 10. This TransMode will be utilized solely for the purpose of resending the client pick up emails that contain the link to the login. Should an update to a case be required, a 121 with the cancel TransMode (6) or a Complete Reversal TransMode (8) will need to be issued.

To trigger the resending of the emails, the 121 must contain the same TransRefGuid and PolNumber so FireLight can find process the correct case.

This enhancement will apply to all currently supported e-Delivery workflows:

- Agent Directed Fill and Sign; Will only send emails if the Agent has already approved sending to the client
- Agent Directed Deliver only; Will only send emails if the Agent has already approved sending to the client
- Client Directed Fill and Sign
- Client Directed Deliver Only
- Client Directed Sign Only

*NOTE: As Agent Directed Sign Only is not implemented, it will not be included in this enhancement.

*NOTE: In the event a child case reaches a terminal status that causes the parent case to change to any status other than Sent To Client, (e.g. one party declines e-sign, thus the application is now a paper app), no initial emails will be resent for any child cases. If a child case has been completed, it's initial email will not be resent.

1 Support ACORD's TransMode 10

For all e-Delivery workflows (Fill and Sign - 12120; Deliver Only - 12123; Sign Only; 12122), FireLight will support ACORD's TransMode 10, such that it will trigger the resending the initial client pickup emails that contain the login link.

The implementation of TransMode tc of 10 will ONLY trigger a resend of initial client pickup emails that contain the login link. No other changes will be accepted via this TransMode. Additionally, the same TransRefGUID and PolNumber must be used to associate a case for emails to be sent.

When FireLight receives a 121 for an existing case w/the same TransRefGUID and PolNo, with the TransMode of 10, it will succeed. If an existing case is not found it will error.

Below is a sample XML that contains the minimum amount of data that needs to be sent trigger the resending of the initial client pickup emails. Any other data included in the 121 will be ignored.

```
<TXLife xmlns:xsd="http://www.w3.org/2001/XMLSchema" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" Version="2.37.00" xmlns="http://ACORD.org/Standards/Life/2">
  <TXLifeRequest id=" b82a2cd5-4561-a6dc-f720-f3a2fcd7c4e" PrimaryObjectID="Holding_PP6544PJ6590">
    <TransRefGUID>46654f82-4592-5327-58fc-f136277c372c</TransRefGUID>
    <TransType tc="121">General Requirement Order Request </TransType>
    <TransSubType tc="12100">General Requirement Order Request </TransSubType>
    <TransMode tc="10"/>
    <OLife>
      <Holding id="Holding_PP6544PJ6590">
        <Policy>
          <PolNumber>7550001</PolNumber>
          <CarrierCode>IT</CarrierCode>
        </Policy>
      </Holding>
      <Party id="Party_00b65ba9-27eb-4228-962f-9fda3c14d8ca">
        <PartyTypeCode tc="2">Organization</PartyTypeCode>
        <Carrier>
          <CarrierCode>IT</CarrierCode>
        </Carrier>
      </Party>
    </OLife>
  </TXLifeRequest>
</TXLife>
```

This will work with all currently supported e-Delivery workflows:

- Agent Directed Fill and Sign; Will only send emails if the Agent has already approved sending to the client
- Agent Directed Deliver only; Will only send emails if the Agent has already approved sending to the client
- Client Directed Fill and Sign
- Client Directed Deliver Only
- Client Directed Sign Only

Acceptance Criteria

- When FL receives a 121 for an existing case w/the same TransRefGUID and PolNo, with the TransMode of 10, it will return a success message. If an existing case is not found it will return a failure message.

Request Body Text

```
</TransSubType>
<TransExeDate>2021-03-29</TransExeDate>
<TransExeTime>10:34:30</TransExeTime>
<TransMode tcc="10">
  <PrimaryObjectType tcc="4"/>
  <ProcessingInstruction>
    <ProcessingInstructionType>
      tcc="9">Workflow</ProcessingInstructionType>
    <ProcessingInstructionDesc>Agent
      Directed</ProcessingInstructionDesc>
    </ProcessingInstruction>
    <OLife>
      <Holding id="Holding_PP6544PJ6590">
        <HoldingTypeCode>
```

Content Type: ☐ Json ☒ Xml

GET/POST: ☐ GET ☒ POST

Reset To:

FireLight API Endpoint:

Response Text

```
Trace ID:
7760db78-04c9-4f09-9274-542e84994783
<?xml version="1.0"?>
<TXLife xmlns:xsd="http://www.w3.org/2001/XMLSchema"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xmlns="http://ACORD.org/Standards/Life/2">
  <TXLifeResponse>
    <TransRefGUID>71124c66-9991-6647-61dc-f131747a387b</TransRefGUID>
    <TransType tcc="1211"/>
    <TransExeDate>2021-04-23</TransExeDate>
    <TransExeTime>10:38:09.0219770-06:00</TransExeTime>
    <TransResult>
      <ResultCode tcc="1">RESULT_SUCCESS</ResultCode>
    </TransResult>
  </TXLifeResponse>
</TXLife>
```

Optional User 1228

```
<TXLife xmlns="http://ACORD.org/Standards/Life/2">
  <TXLifeRequest>
```

Request Body Text

```
<TXLife xmlns:xsd="http://www.w3.org/2001/XMLSchema"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" Version="2.37.00"
  xmlns="http://ACORD.org/Standards/Life/2"
  xsi:schemaLocation="http://ACORD.org/Standards/Life/2
    file:///D:/Documents/Enhancements/eDelivery/TXLife2.39.90EverGreen.xsd">
  <TXLifeRequest id="b82a4cd5-4331-a6dc-f780-f3a3fcd4c4e"
    PrimaryObjectID="Holding_PP6544PJ6590">
    <!--DocSend-->
    <TransRefGUID>c4b923d6-6486-4061-b97d-
      5c8120dad123</TransRefGUID>
  </TransType>
  <TransType tcc="121">General Requirement Order Request
  </TransSubType>
  <TransSubType tcc="12122">General Requirement Order Request
```

Content Type: ☒ Json ☐ Xml

GET/POST: ☐ GET ☒ POST

Response Text

```
Trace ID:
de5739a0-67bb-4b14-94f1-a7a479fb8614
<?xml version="1.0"?>
<TXLife xmlns:xsd="http://www.w3.org/2001/XMLSchema"
  xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
  xmlns="http://ACORD.org/Standards/Life/2">
  <TXLifeResponse>
    <TransResult>
      <ResultCode tcc="5">RESULT_FAILURE</ResultCode>
      <ResultInfo>
        <ResultInfoDesc>No TxLifeRequest aggregate found within the request.
        Trace ID: de5739a0-67bb-4b14-94f1-a7a479fb8614</ResultInfoDesc>
        <ResultInfoSource>System</ResultInfoSource>
      </ResultInfo>
    </TransResult>
  </TXLifeResponse>
</TXLife>
```

2 Send emails if TransMode of 10 is received

For all e-Delivery workflows (Fill and Sign - 121200; Deliver Only - 121123; Sign Only; 121122), when TransMode of 10 and the same TransRefGuide and PolNumber are received, trigger resending the initial client pickup emails that contain the login link. This will be enabled in the following e-Delivery workflows:

- Agent Directed Fill and Sign; Will only send emails if the Agent has already approved sending to the client
- Agent Directed Deliver only; Will only send emails if the Agent has already approved sending to the client
- Client Directed Fill and Sign
- Client Directed Deliver Only
- Client Directed Sign Only

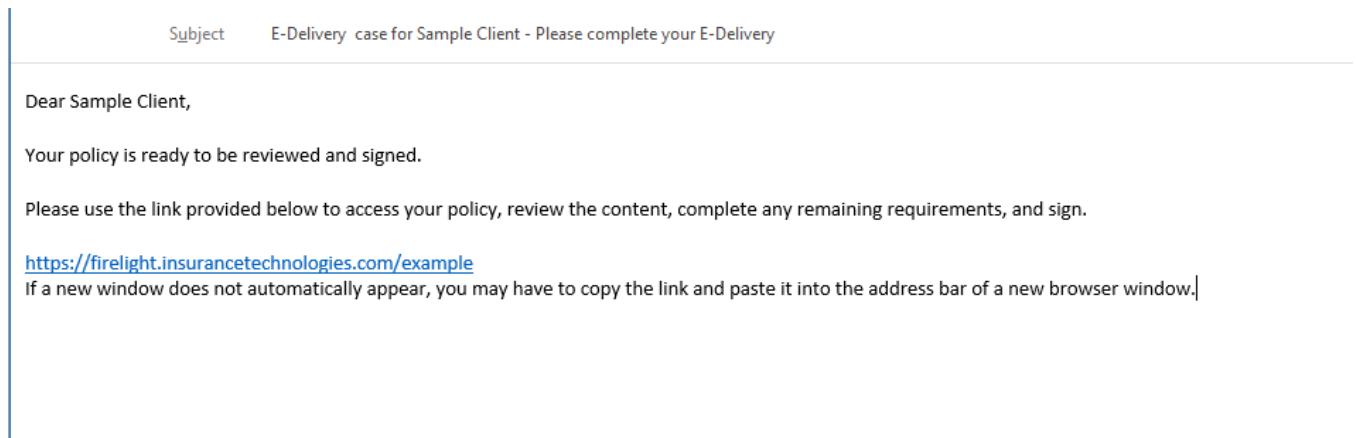
*NOTE: Since Agent Directed Sign Only is not implemented, it will not be included in this enhancement.

*NOTE: In the event a child case reaches a terminal status that causes the parent case to change to any status other than Sent To Client, (e.g. one party declines e-sign, thus the application is now a paper app), no initial emails will be resent for any child cases. If a child case has been completed, it's initial email will not be resent.

Acceptance Criteria

- The initial client pick-up emails that contain the login link for all workflows will be resent.
 - Agent Directed Fill and Sign; Will only send emails if the Agent has already approved sending to the client
 - Agent Directed Deliver only; Will only send emails if the Agent has already approved sending to the client
 - Client Directed Fill and Sign
 - Client Directed Deliver Only
 - Client Directed Sign Only

The emails will be like those that are sent to the client with their initial pickup. An example is included below:



3 Create errors when parsing TransMode of 10

Should there be any errors parsing the 121, or a matching case is not found, FireLight will return a failure message. FireLight will follow the same validation and behavior for extra data included (if any) in the 121 - e.g. Update Expiration.

Acceptance Criteria

- FireLight will only support the resending of initial client emails with TransMode 10,
- No changes will be supported with the implementation of TransMode 10, thus extra data sent in with the 121 will be ignored.

- If there are errors in the email, the client should cancel the case via the Cancel TransMode or Complete a reversal via the Reversal TransMode.
- When processing a 121 w/TransMode 10, if there is an error (i.e. could not find a corresponding TransRefGuid and PolNumber), a failure message will be returned.

Request Body Text

```
<TXLife xmlns:xsd="http://www.w3.org/2001/XMLSchema"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" Version="2.37.00"
xmlns="http://ACORD.org/Standards/Life/2"
xsi:schemaLocation="http://ACORD.org/Standards/Life/2
file:///D:/Documents/Enhancements/eDelivery/TXLife2.39.90EverGreen.xsd">
  <TXLifeRequest id="b82a4cd5-4331-a6dc-f780-f3a3fcd4c4e"
PrimaryObjectID="Holding_PP6544P36590">
    <!--DocSend-->
    <TransRefGUID><c4b923d6-6486-4061-b97d-
5c8120dad123</TransRefGUID>
    <TransType tc="121">General Requirement Order Request
  </TransType>
  <TransSubType tc="12122">General Requirement Order Request
</TransSubType>
```

Content Type: ☒ Json ☐ Xml

GET/POST: ☐ GET ☒ POST

Response Text

```
Trace ID:
de5739a0-67bb-4b14-94f1-a7a479fb8614
<?xml version="1.0"?>
<TXLife xmlns:xsd="http://www.w3.org/2001/XMLSchema"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns="http://ACORD.org/Standards/Life/2">
  <TXLifeResponse>
    <TransResult>
      <ResultCode tc="5">RESULT_FAILURE</ResultCode>
      <ResultInfo>
        <ResultInfoDesc>No TxLifeRequest aggregate found within the request.
Trace ID: de5739a0-67bb-4b14-94f1-a7a479fb8614</ResultInfoDesc>
        <ResultInfoSource>System</ResultInfoSource>
      </ResultInfo>
    </TransResult>
  </TXLifeResponse>
</TXLife>
```

4 Add Audit when emails were triggered for TransMode 10

For all e-Delivery workflows (Fill and Sign - 121200; Deliver Only - 121123; Sign Only; 121122), when TransMode of 10 and the Same TransRefGuide and PolNumber are received, FireLight will be resending the initial client emails that contain the link for client pick-up that contain the login link. An audit entry is required indicating which emails were sent, a timestamp and why they were resent. This audit entry will be available in the Application Audit found in Utilities->Reports in the admin side of FireLight. There will be an audit entry for each email sent (each Insured, Owner, etc.)

Audit entry will look like:

- Session User will be "Back Office"
- Status will be the current status of the parent case
- Message will be: Back Office requested to resend email request client to complete the E-Delivery requirements with a(n) {workflow} on behalf of {Agent}, to '{Recipient Name}' will need to complete the request. The email was sent to '{Recipient Email}'.

Packet Activity Audit			
Timestamp (UTC)	Session User	Status	Audit Message
3/30/2021 13:14	mcintosh, Mitch	Pending Agent Review	New E-Delivery case for AD1 Owner Fill created by agent 'mcintosh, Mitch'. E-Delivery case for AD1 Owner Fill is currently unlocked and Active.
3/30/2021 13:14	Back Office	Pending Agent Review	A request for agent review was sent to 'mcintosh, Mitch'.
3/30/2021 15:53	Mitch_FLADemo	Pending Agent Review	Activity was updated by 'Mitch_FLADemo'.
3/30/2021 15:54	Mitch_FLADemo	Pending Agent Review	Activity was updated by 'Mitch_FLADemo'.
3/30/2021 15:58	Mitch_FLADemo	Pending Agent Review	Activity was updated by 'Mitch_FLADemo'.
3/30/2021 15:58	Mitch_FLADemo	Pending Agent Review	Activity was updated by 'Mitch_FLADemo'.
3/30/2021 15:58	Mitch_FLADemo	Pending Agent Review	A 'Voided Check' document was uploaded by user 'Mitch_FLADemo'.
3/30/2021 15:59	Mitch_FLADemo	Pending Agent Review	Activity was updated by 'Mitch_FLADemo'.
3/30/2021 15:59	Mitch_FLADemo	Pending Agent Review	'Mitch_FLADemo' approved 'E-Delivery case for AD1 Owner Fill'.
3/30/2021 15:59	Mitch_FLADemo	Pending Client Review	'Mitch McIntosh' sent email to request client to complete the E-Delivery requirements with a agent-directed workflow. 'AD1 Insured Fill' will need to complete the request. The email was sent to 'mmcintosh@insurancetechnologies.com'. The activity is currently checked-out pending client completion.
3/30/2021 15:59	Mitch_FLADemo	Pending Client Review	'Mitch McIntosh' sent email to request client to complete the E-Delivery requirements with a agent-directed workflow. 'AD1 Owner Fill' will need to complete the request. The email was sent to 'mmcintosh@insurancetechnologies.com'. The activity is currently checked-out pending client completion.
3/30/2021 15:59	Back Office	Pending Client Review	E-Delivery status sent to carrier.
3/30/2021 16:04	Back Office	Pending Client Review	E-Delivery status sent to carrier.

Acceptance Criteria

- After the updated 121 w/ TransMode 10 has been successfully processed, an audit entry will be made.
- Audit will look like:
 - Session User will be "Back Office"
 - Status will be the current status of the parent case
 - Message will be: Back Office requested to resend email request client to complete the E-Delivery requirements with a(n) {workflow} on behalf of {Agent}, to '{Recipient Name}' will need to complete the request. The email was sent to '{Recipient Email}'.
 - There will be an audit entry for each email sent (each Insured, Owner, etc.)