iConnect 147473 Design Approach – Manual Review Merge with OSJ

Project Overview

The Manual Review process will be merged into the OSJ Review Queue functionality in order to bring the features of the OSJ to the Manual Review. This process is being accomplished to facilitate maintenance of the combined sub-systems, and to add new features to the Manual Review process.

Features/Requirements

- In Admin tool, on Profiles->Organizations page, the "Allow E-Approval" checkbox will now only drive functionality to allow agents to optionally have their application reviewed before submission, in the same manner as today with the existing Manual Review feature.
    - Rather than placing the application into a "Manual Review" state, the app will instead be queued into an automatic "Pre-Submit" OSJ queue. This queue would belong to the existing OSJ Review feature, but would not require any other setup other than the "Allow E-Approval" checkbox.
    - This process would occur as today, during the 'Review' step of FireLight's current application flow – it occurs after the 'Signatures' step, but before the 'Finalize' step.
- Once Applications are in the 'Review' step of the application flow, user will be allowed to click the 'Continue' button like today – a small drop-down opens allowing the user to simply continue (and bypass the "Pre-Submit review") or to enter into the "Pre-Submit" review.
    - Note that if a "Pre-Submit" review queue does not exist at this point, it will automatically be added.
- User will be allowed to indicate which emails to send the review request to, just like today. These emails can be set in the user's preferences.
    - Note – this is existing functionality of the Manual Review process.
    - This portion of the 'Review' step will then send out emails to the indicated addresses, along with the passcodes, if selected by the user.
- The email requests will contain a link that can be clicked on by the reviewer. This will launch them into FireLight's external page, asking them to input their passcode (that was given to them either by the agent or through an email).
- After successfully inputting the passcode, the reviewer will be launched to the OSJ dashboard, in which only the single application (with which is tied to the passcode/email url) will be viewable.
- In order to access the single application in the OSJ dashboard, the reviewer will need to lock the application – no other reviewers will be allowed to approve/reject this application while locked. This is accomplished automatically after pushing the "Review" button.
- If app is rejected, it will transition back to an "Edit" state with a review status of 'Declined'.
    - As with today's OSJ logic, the agent will be able to modify any reviewer forms.

- The following UI elements will not be available in the Reviewer form entry:
  - "Home" button (next to the "Logoff" button).
- If the app is approved, it'll automatically transition to the regular OSJ logic which occurs today. If any queues are identified, the app will be inserted as necessary – otherwise, it'll skip over the OSJ process and move into the final completion process.
- The following UI elements will not be available to the reviewer in the main OSJ view:
  - "History" Sub-Header in the "My Review Queue" section.
  - "Summary" Sub-Header in the "My Review Queue" section.
  - "Reviewers" Sub-Header in the "My Review Queue" section.
  - "Audit Report" link on the Application section (under the "Reviewer Only Documents").
  - "More Info" button on the Application section (next to the "Reject" button).
  - The Message Center image (next to the "Logoff" button).
  - "Home" button (next to the "Logoff" button).
- In the Admin tool on the Organizations page, the "Submit on ALL Reviewer Approval" and "Submit on ANY Reviewer Approval" options will be removed – by default, the "Pre-Submit" queue will submit the application automatically after any Reviewer approves it.
- In the Admin tool on the Review Queue page, the "Pre-Submit" queue will be displayed (if it has been established automatically, outlined earlier in this document's Requirements list) alongside the rest of the organization's review queues.
  - The "Pre-Submit" queue will be 'read-only' – meaning, it will not be allowed to be edited in any way or removed.

Use Cases / Workflow Changes

Agent Workflow

1. In the Admin tool on the Organizations page, the "Allow E-Approval" option must be enabled.
   - Optionally, a package with a Package Type of "Reviewer – Package 101" is added to the Sales Agreement of the necessary product
2. Agent fills out application to completion, and has any necessary signatures completed (or Declines signatures, if that is allowed).
3. Agent clicks the Continue button in the Review step of the flow, and when prompted, selects "Request Review", further selecting to use the E-Review on the subsequent page.
4. On the "Send Email to Reviewer(s)" page, the agent will fill out their details on their own email, any reviewers they wish to send the request to (with the necessary emails and names of the desired reviewers), and any desired modifications to the email content and subject. Once completed on this page, they select the "Send Email Request" button.

Reviewer Workflow

5. Reviewer receives emails for passcode and URL to review application. They follow the URL given, which directs them to the login page. Reviewer enters given passcode, and selects the "Enter" button.

6. Reviewer enters the OSJ page, seeing the single application available for them to Review. They select the "Review" button, locking down the app (and having the app open up the application's pdf).
   o If a Reviewer package has been applied to the Sales Agreement of the given Product, the revier will be prompted to fill out the Reviewer forms (a pop-up will ask them to click on the "Fill Reviewer Dashboard" button.
     ▪ If this is the case, the reviewer will need to fill out the necessary forms and select the "Complete" button before they are allowed to review the application – after this is done, the reviewer will be sent back to the main OSJ page, and will select the "Review" button again in order to lock down and review the application.

7. The reviewer is allowed to Approve or Reject the application at this point, using the corresponding buttons on the Application section on the main OSJ page.
   o If approved, the application will automatically be submitted for back office processing, which includes running through the regular OSJ processing if that is configured.
   o If rejected, the application will be unlocked and put back into an "Edit" status for the agent to modify as needed.

8. After approval or rejection, the application will be cleared out of the queue, showing no remaining applications for the reviewer to review. They may exit at any point.

Admin Changes

- In the Admin tool on the Review Queue page, the "Pre-Submit" queue will be displayed (if it has been established automatically, outlined earlier in this document's Requirements list) alongside the rest of the organization's review queues.
  o The "Pre-Submit" queue will be 'read-only' – meaning, it will not be allowed to be edited in any way or removed.

- In the Admin tool on the Organizations page, the "Submit on ALL Reviewer Approval" and "Submit on ANY Reviewer Approval" options will be removed – by default, the "Pre-Submit" queue will submit the application automatically after any Reviewer approves it.

App Changes

- The E-Approval (Manual Review) process is now tied in with the OSJ, utilizing a special "Pre-Submit" queue within the OSJ system to handle all agent requests for review within the context of the E-Approval system (not to be confused with the regular OSJ system, which is left in its current/original state).

- Agents will not see any UI-related changes. Rather, the reviewers, instead of seeing the old E-Approval screen after logging in (from the code given to them from the agent), will now be
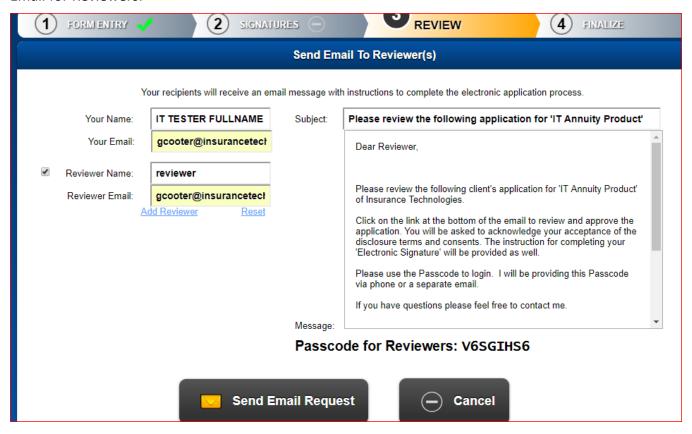
brought into the OSJ screen, which only shows a single queue and application available for review.

- o Some options of functionality for the OSJ screen will be unavailable to the reviewer, as outlined in the Requirements section.
- Upon application rejection from this "Pre-Submit" queue, the application will be transitioned back to an Edit state.
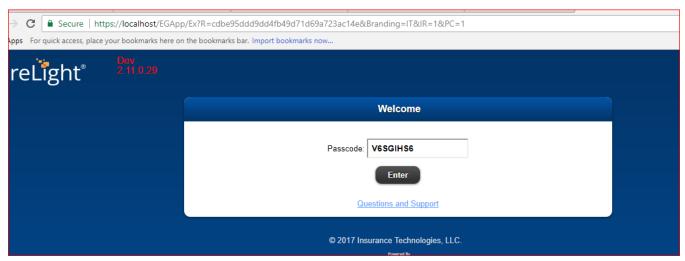
UI Mock Ups

Email for Reviewers:
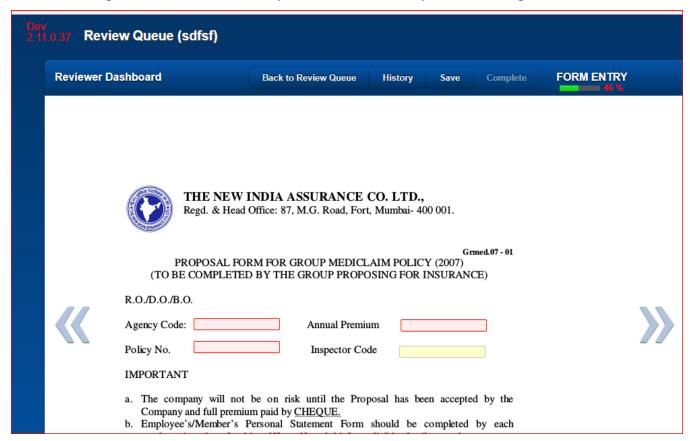
Log in Screen for Reviewers:

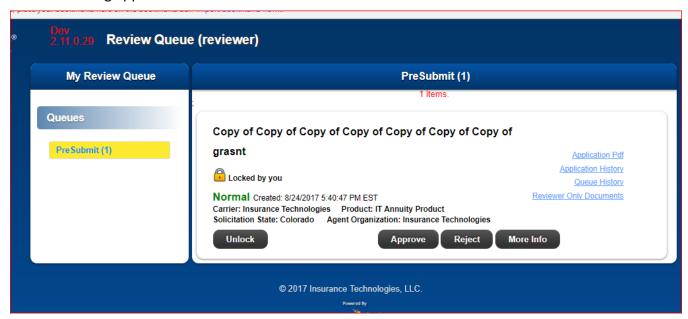Screen showing single application available for Review:

Screen showing Reviewer Dashboard for possible Reviewer-only forms needing to be filled out:

Screen showing application is locked and under review:

How to Enable and Use This Feature

- In the Admin tool on the Organizations page, the "Allow E-Approval" option must be enabled.
- Optionally, a package with a Package Type of "Reviewer – Package 101" is added to the Sales Agreement of the necessary product (in order to trigger a reviewer application within the review process).

Areas Impacted

System Area	Yes	Comment
Admin Tool		
- Form Library		
- Design Forms		
- Profile Administration	X	Organizations Page
- Reports		
- Deployment		
FireLight App		
- New Application		
- Edit Application	X	Applications that are rejected will go back into an Edit state.
- Signature Process		
- Review Queue	X	OSJ code modified to allow for special Pre-Submit queue, as well as anonymous users.
- Manual Review	X	Actual Reviewing portion of the Manual Review functionality should no longer be getting used – the login page should be fully functional, however.
- User Preferences		
- Inbound Integration		
- Outbound Integration		
- PDF Generation		
- Email System		
FireLight Console		

- Windows		
- iOS		
Other Systems		
- DTCC Integration		
- Commission Netting		
- Activity Reporting		