INSURANCE TECHNOLOGIES

Allow Application to be Released (Approved) from Review Queue at deadline

FIRELIGHT BASE

FireLight®

Platform

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iConnect Design Approach - Allow Application to be Released (Approved) from Review Queue at deadline

Project Overview

A request has been made for the ability to release (approve) an application from the Review Queue once a deadline has been reached.

In December, FL added a Deadline date to review queue and upon reaching the deadline, the order was rejected. With this change, upon reaching the deadline, the order can either be approved or rejected.

In the Admin, an addition of a combo box field that will allow the user to approve or reject the application within the review queue will need to be added. Updated to the Audit report will also need to show if the application has been approved or rejected along with the amount of time entered in the review queue deadline length field. With these updates to the deadline portion of the review queue, a section will need to be implemented to include all deadline items for the review queue page.

No changes are being made to the reject, but we will need to look at the settings in the Review Queue Admin to determine what actions do we take at the deadline. Model the approve workflow off of the reject where we evaluate all the settings in the review queue admin deadline to correctly count the days before initiating the approve. The approve will function just like a manual approve, meaning it will move the order to the next step, whatever that step is.

Impacts: All types of Review Queues. (Pre-submit, Post Submit, Automated) Deadline Date- Adding in Approve instead of only Reject

1 Add Combo Box to select what to do at the deadline date

In review queue, a combo box entitled At Deadline will need to be implemented to allow the user to either Approve or Reject the highlighted Queue name. This will give the user the ability to manually Approve or Reject the Queue that is highlighted.

Acceptance Criteria

- At deadline combo box will allow the user to either approve or reject the highlighted review queue item
- At deadline combo box will be available for Post Submit, Pre-Submit and Automated Queue types.

Audit updates

The audit report will now need to show that the app is either Approved or Rejected If the app is approved the audit report will need to show how many days elapsed based off the number of days the user entered in the deadline length in the admin. This must be captured to ensure all reviewers are able to see the status of the approved application.

If order is rejected show the following on the Audit report:

FireLight Packet Audit Report

Application Post Submission Summary

Packet Name	New Client Questionnaire - Need Determination	**Status**	Pending Review
Packet Identifier	8637f8a3-0560-4393-a3cc-e0753d5a2987	**Number of Signers**	0
Date Created UTC	11/26/2019 21:04	**Issue Jurisdiction**	Alabama
Document Count	2	**Product**	Need Determination
Confirmation Number		**Report Created UTC**	11/27/2019 21:47

Packet Definition

Form Name	Document Name	Edition
Client Questionnaire	Client Questionnaire	
Needs-Questionnaire	Needs-Questionnaire	

Packet Activity Audit

Timestamp (UTC)	Session User	Status	Audit Message
11/26/2019 21:04	Julie_FLADEMO	Data Entry	New Pre-Sale created by agent `Julie_FLADEMO`. Pre-Sale is currently unlocked and Active.
11/26/2019 21:04	Julie_FLADEMO	Data Entry	Activity was updated by `Julie_FLADEMO`.
11/26/2019 21:04	Julie_FLADEMO	Signatures Complete	`Julie_FLADEMO` locked down activity `New Client Questionnaire - Need Determination` from further editing. The activity is now ready for signature and review processing.
11/26/2019 21:04	Julie_FLADEMO	Submit Requested	Activity `New Client Questionnaire - Need Determination` was submitted to the back-office systems for final processing.
11/26/2019 21:05	Back Office	Pending Review	Activity was added to the review queue.
11/26/2019 21:05	Julie_FLADEMO	Pending Review	New Illustration named New Illustration - iSured Fixed Annuity was created from Client Questionnaire activity by user Julie_FLADEMO.
11/27/2019 21:47	Unknown	Pending Review	A Next Step Activity was deleted. CUSIP: FSEFA, Jurisdiction: 1, AcordType: 111, Name:New Illustration - iSured Fixed Annuity.

Review Queue Activity Audit - dac36a9d-8513-4616-8c58-ff6ccc3d6d79

Timestamp (UTC)	Session User	Audit Message
11/26/2019 21:05		Auto Added to Queue
11/26/2019 21:05		Notification of application 'New Client Questionnaire - Need Determination' added to 'Suitability Review' review queue sent to 'jhenry@InsuranceTechnologies.com'.
11/27/2019 21:47		Order rejected, maximum review period elapse.

Signature Summary

If the order is approved show the following on the Audit report:

FireLight Packet Audit Report

Application Post Submission Summary

Packet Name	New Client Questionnaire - Need Determination	**Status**	Pending Review
Packet Identifier	8637f8a3-0560-4393-a3cc-e0753d5a2987	**Number of Signers**	0
Date Created UTC	11/26/2019 21:04	**Issue Jurisdiction**	Alabama
Document Count	2	**Product**	Need Determination
Confirmation Number		**Report Created UTC**	11/27/2019 21:47

Packet Definition

Form Name	Document Name	Edition
Client Questionnaire	Client Questionnaire	
Needs-Questionnaire	Needs-Questionnaire	

Packet Activity Audit

Timestamp (UTC)	Session User	Status	Audit Message
11/26/2019 21:04	Julie_FLADEMO	Data Entry	New Pre-Sale created by agent `Julie_FLADEMO`. Pre-Sale is currently unlocked and Active.
11/26/2019 21:04	Julie_FLADEMO	Data Entry	Activity was updated by `Julie_FLADEMO`.
11/26/2019 21:04	Julie_FLADEMO	Signatures Complete	`Julie_FLADEMO` locked down activity `New Client Questionnaire - Need Determination` from further editing. The activity is now ready for signature and review processing.
11/26/2019 21:04	Julie_FLADEMO	Submit Requested	Activity `New Client Questionnaire - Need Determination` was submitted to the back-office systems for final processing.
11/26/2019 21:05	Back Office	Pending Review	Activity was added to the review queue.
11/26/2019 21:05	Julie_FLADEMO	Pending Review	New Illustration named New Illustration - iSured Fixed Annuity was created from Client Questionnaire activity by user Julie_FLADEMO.
11/27/2019 21:47	Unknown	Pending Review	A Next Step Activity was deleted. CUSIP: FSEFA, Jurisdiction: 1, AcordType: 111, Name:New Illustration - iSured Fixed Annuity.

Review Queue Activity Audit - dac36a9d-8513-4616-8c58-ff6ccc3d6d79

Timestamp (UTC)	Session User	Audit Message
11/26/2019 21:05		Auto Added to Queue
11/26/2019 21:05		Notification of application 'New Client Questionnaire - Need Determination' added to 'Suitability Review' review queue sent to 'jhenry@InsuranceTechnologies.com'
11/29/2019 21:04		Order Approved, maximum review period of 3 days has elapsed

Signature Summary

Acceptance Criteria

- Audit report show if the application is approved or rejected.
- Audit report will also show how many days elapsed based on the number of days that were entered in the Deadline Length field in the FL admin.

2 Create Section for all Deadline Info

In Review Queue, with the updates to the Review Queue deadline information, we will need to section off all items related to the Review Queue deadline. All deadline options will need to be included in the new Review Queue Deadline section.

Acceptance Criteria

- All deadline items for the review queue are now in a section entitled Review Queue Deadline

3 App Side: At deadline, look at the review queue settings.

In December, FL added a Deadline date to review queue and upon reaching the deadline, the order was rejected. With this change, upon reaching the deadline, the order can either be approved or rejected. No changes are being made to the reject, but we will need to look at the settings in the Review Queue Admin to determine what actions do we take at the deadline. Model the approve workflow off the reject where we evaluate all the settings in the review queue admin deadline to correctly count the days before initiating the approve. The approve will function just like a manual approve, meaning it will move the order to the next step, whatever that step is.

Acceptance Criteria

- App Side: At deadline, look at the review queue settings.

4 Mirror Review Queue Deadline Approve (new) with Review Queue Deadline Reject (existing)

No changes are being made to the reject workflow that already exists, but we will need to add a new workflow for the Review Queue Approve and look at the settings in the Review Queue Admin to determine what actions we take at the deadline.

Model the approve workflow off the reject where we evaluate all the settings in the review queue admin deadline to correctly count the days before initiating the approve. The approve will function just like a manual approve, meaning it will move the order to the next step, whatever that step is.

Acceptance Criteria

- App Side: At deadline, look at the review queue settings.
- set approve review queue with xx date

5 Deadline date applies to ALL review queue types

The Deadline date needs to apply to all review queues: Pre-Submit, Post-Submit, and Automated queues. Currently, Pre-submit is not enabling the at deadline section of the review queue because Pre-

submit review queue is currently set to a hard-coded date of "12/31/9999". This hard-coded date needs to be removed and the submitted date of the application needs to be honored in order for the deadline date to be applied.

[Within the Pre-Submit Queue logic, pull the submission date from the Application

Run deadline date logic for this value (eg. add seven days) and apply it to Pre-Submit Deadline Date

Verify/Ensure that this logic runs when a new queue is created

Also ensure that Review Queue Scripts properly map and run for Pre-Submit]

Acceptance Criteria

- All Review Queues including the Pre-submit, Post-submit, and Automated queues should be able to use the deadline date functionality.
- Pre-submit activities will use the submitted date of the application and not the hard-coded date of "12/31/9999"

6   Reviewer Documents

When reviewer documents are present then we will still want the auto-Approve or auto-Reject at the deadline date regardless of the reviewer filling out this information.

For Pre and Post Submit, regardless if the reviewer documents button has been selected the application will Approve or Reject at deadline.

Automated Review Queue is out of scope at this time.

Acceptance Criteria

- For Pre and Post submit can still auto-Approve or auto-Reject the at deadline date.