INSURANCE TECHNOLOGIES

Support the use of DocuSign within FireLight

FIRELIGHT BASE

FireLight®

Platform

SUPPORT THE USE OF DOCUSIGN WITHIN FIRELIGHT

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iConnect 237379 Design Approach - Support the use of DocuSign within FireLight

With this enhancement, FireLight will be integrating with DocuSign to allow the option for our clients to use the DocuSign services for their e-signature captures. This will be an available option for our Remote Signature only for this release.

Assumptions to consider with this project:

a. DocuSign must be honored anytime it is enabled regardless of the Org initiating the application. Meaning, Carriers enable DocuSign and deploy the app to the distribution. FireLight must honor DocuSign for the distribution as well as honor it in the carrier Org.
b. DocuSign will support Remote Sign only
c. FireLight is handing off the signing process for remote sign when DocuSign is enabled. Any Email notification, Signing and audit will be completed within the DocuSign environment.
f. When DocuSign is enabled, the Signature Audit will not be captured within the FireLight Signing audit, however FireLight will be receiving a signature audit back from DocuSign that will be attached to the application and sent within the client's payload.
g. FireLight will need the signed documents with the digital signature applied and the DocuSign signature audit returned 100% complete to FireLight. The clients that need DocuSign implemented have the DocuSign digital signature, tamper evidence and audit approved.
h. FireLight must be able to retain the digital signature without breaking the hash for the DocuSign documents.
i. FireLight must be able to send documents completed by DocuSign to the different firms (Distributor receive X&Y forms and Carrier receives A, B, and C).
j. FL will need a bi-directional ability to cancel the eSignature (A user can cancel the signature from FireLight and from DocuSign)

k. The User MUST have authentication when sending PII information to DocuSign, so FireLight will still send the last 4 digits of the SSN and DOB of each party to DocuSign, as well as sending the signer's mobile phone number to initiate SMS Text Verification through DocuSign.

l. Clients wanting to use the DocuSign service from an organization level will need to contact Insurance Technologies in order to enable the service

Impacts:

FireLight E-Signatures - Specifically the "Send Email Request" or Remote Signing capability

Organization Settings - Enabling the DocuSign option

Third Party Configuration Table - service type for DocuSign, new column for sub firm "Control Group"

App Changes - New UI page for "DocuSign Signing Ceremony" information that can be entered and initiate the call to DocuSign

Reports - the Third Party configuration Report will be altered to show the DocuSign signed applications and add the Control Group

Audits - New FireLight audits will be created to capture the calls to DocuSign, any cancellations, and the completion of the signature process. We will also need to make the DS signature audit available.

Display Statuses - New display statuses will show when the signature process is in process, cancelled, or completed through DocuSign

Transfer - Transfer will be disabled when DocuSign is used, even if it is selected within the groups settings. Share will not be impacted

Client Fill and Sign - Client Fill and Sign will be disabled when DocuSign is used, but will also notify the user of this through a tool tip

Rules

1 DocuSign Authentication

In order to initiate DocuSign within FireLight, there needs to be a way to enable the use of DocuSign, and authenticate this use. We will add new configuration within the Third Party Configuration Table, as well as a sub-firm level to associate the DocuSign credentials with certain "Firm IDs".

1.1 DocuSign: Create Webhook for envelope status updates

We will need to create a webhook into DocuSign in order to receive status updates for the application. This will provide the opportunity to receive these statuses via real time.

Two new Third Party Service Config entries will be needed for this to work:

"Account ID" (matches up to DocuSign's "API Account ID")

"HMACKey" (matches up to the DocuSign Connect configuration's HMAC key/secret)

Acceptance Criteria

- A webhook will show the signature statuses via real time. This will be established through an IP address
- When a user access the application, any statuses that have already occurred will not run again
- The Webhook will use HMAC security

1.2 DocuSign: Create new Dataitem to use Config Group in Rules

We will want to create a new dataitem in order to associate the config group value within the third party configuration table inside rules. This will be helpful when a distributor wants to associate the DocuSign credentials to a specific carrier organization, but needs to identify that org using the unique identifier that is stored within the third party configuration table.

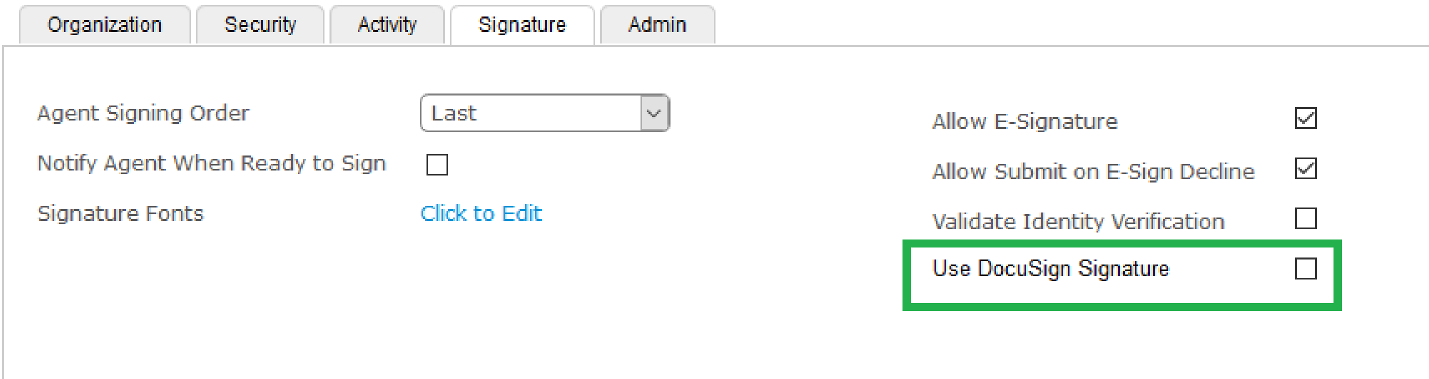
This dataitem will be called "FLI_THIRDPARTY_CONFIG_GROUP" and will be associated with the config group column within the third party configuration table.

Acceptance Criteria

- "FLI_THIRDPARTY_CONFIG_GROUP" can be used within the rules for carriers and distributors, and will be associated with the config group column that is in the third party configuration table
- FLI_THIRDPARTY_CONFIG_GROUP ="<Config Group Name>" will use the specified value that is set within the third party configuration table's config group so a distributor can associate using DocuSign with that specific carrier
- If FLI_THIRDPARTY_CONFIG_GROUP has a wrong value, then no organization will be associated with the DocuSign, and will be used universally across all carrier organizations (get a 500 error)
- FLI_THIRDPARTY_CONFIG_GROUP is only going to be utilized by DocuSign for this release. Other third party types within the third party configuration table will not be reliant on this group. (this is optional)

1.3 DocuSign: Add Checkbox in Org Settings to Enable DocuSign

We will need to add a new checkbox in the Organization Settings under the Signature tab that will enable the DocuSign functionality. This will be called "Use DocuSign Signature" and will only be added on both the Carrier and Distributor environments.



Acceptance Criteria

- "Use DocuSign Signature" will be a new checkbox added to the organization settings under the signatures tab
- "Use DocuSign Signature" will be visible in both the carrier and distributor's environment
- Will be deployable through organization settings

1.4 DocuSign: Add service Type for DocuSign on Third Party Configuration Table

Within the Third Party Configuration page, we will need to add a new service type that will be associated with the DocuSign functionality. This service type can be called "DocuSign" and will allow for multiple types of Config Names and Values.

For calling into DocuSign we will need an authorization token or access token

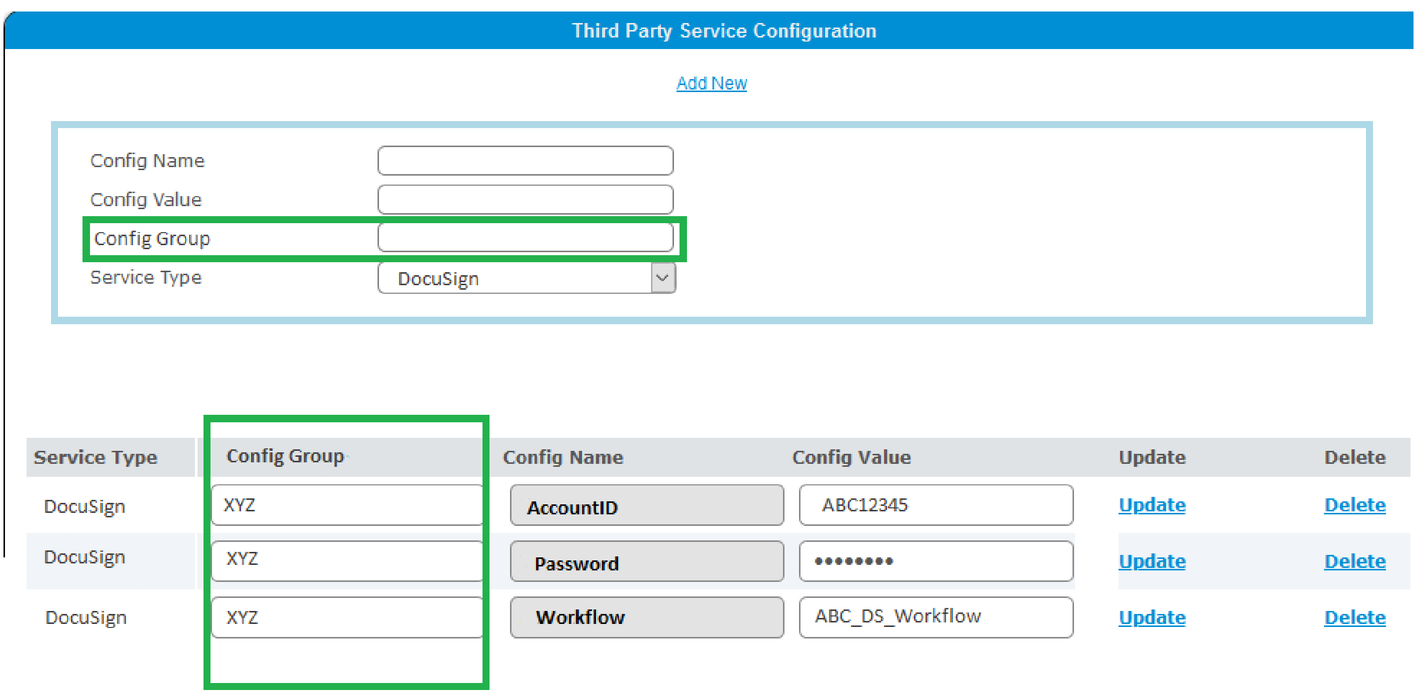
for the webhook we will need the key used for HMAC

Acceptance Criteria

- Within the Third Party Configuration Table, a new service type will be called "DocuSign"
- The DocuSign service type will be associated with the Config name and values that apply to DocuSign.
- The Config Names and Values will be provided by DocuSign to the client.

1.5 DocuSign: Add New column for Config Group on Third Party Configuration Table

We will need to add a new column to the Third Party Configuration table that will house the subfirm of the associated credentials for DocuSign. This subfirm value should contain a unique identifier that the client can set up (very much like our Firm ID functionality) and pass in when a web service call occurs to DocuSign. Adding this value will allow the distributors a way to track which client enabled DocuSign within the Distributor's environment. This will also allow the distributors a way to have credentials associated to certain clients, and can even write rules enabling DocuSign if a certain subfirm value is passed through. This subfirm will be named "Config Group", and will be an optional field to fill out.



Acceptance Criteria

- The Third Party Configuration table will show 6 columns within the table: Service Type, Config Group, Config Name, Config Value, Update, and Delete
- The Config Group can be a unique identifier that a client can set up that will associate with a distributor's carriers (much like our Firm ID functionality)
- The Config Group can be used to track carriers for billing, and also can be used for writing rules associated with DocuSign.
- The Config Group will be an optional field, but all Service Types can enter in a value. However, for this release, it will only be linked to the DocuSign functionality.

1.6 DocuSign org setting: "Use DocuSign Signature" will force DocuSign signing ceremony

When selecting the "Use DocuSign Signature" checkbox within the organization settings, this will then force the use of the DocuSign Signature services at an organization level.

When this checkbox is selected, it will enable the DocuSign functionality for the organization. This checkbox will be honored even if a carrier's products are deployed into a distributor's environment. For example, if Carrier 1 deploys Product A into Distributor 1's environment, DocuSign will be enabled and used when an agent in Distributor 1's environment selects Product A because of the carrier's org setting. If the same agent in Distributor 1's environment chooses Product B from a different carrier that hasn't selected DocuSign, then the Agent will be prompted to use the FireLight Signature functionality or wet sign.

If "Allow E-Signature" is not selected, then the "Use DocuSign Signature" will not be allowed to be used in the current organization as well. "Allow E-Signature" must be selected in the current organization to prompt the use of "Use DocuSign Signature" (this will not be restricted within the org setting)

Acceptance Criteria

- "Use DocuSign Signature" will force the use of DocuSign when entering into the Signature ceremony when checked in the organization settings.
- A Product from a carrier's environment that is deployed to a distributor's environment will still honor DocuSign within the Distributor's environment (who does not have this setting checked) when using that carrier's products. This will be based on the org level, not product specific.
- If a distributor has the organization settings for DocuSign checked, it will be applied to all carrier's products within that Distributor's environment
- "Allow E-Signature" must be selected within the current organization to use the DocuSign Functionality.

- If "FLI_DECLINED_ESIGN=true - then this dataitem will override the "Use DocuSign Signature" checkbox and the user will need to wet sign

1.7 DocuSign: Implement Config Group to DocuSign

We will need to honor the config group credentials when authenticating between FireLight and DocuSign, and use the authentication credentials from the Third Party Config table that are associated with the service Type of DocuSign. For example, if Distributor 1 has a firm ID of "ABCD" for a carrier that needs to use DocuSign, then within the third party configuration, this Distributor can set this firm up with the DocuSign credentials, and then write a rule that when this FIRM ID is sent in via the SSO, that the DocuSign credentials are used associated with the same firm ID.

If there is no configuration group value entered, we will honor the use of the org level settings. If there is a firm name within the rule that matches the config group value, then we'll honor the use of these credentials

Acceptance Criteria

- When a call is initiated to DocuSign, the credentials that are added to the third party configuration table will be associated with the call, letting DocuSign know which organization is attempting the call through FireLight.

1.8 DocuSign: Authenticating from FireLight to DocuSign

Based on https://developers.docusign.com/platform/auth/ we will need to use the JWT Grant token approach. Appropriate values will need to be stored in Third Party Credentials. The following link describes what is needed to get the JWT token.
https://developers.docusign.com/platform/auth/jwt/jwt-get-token/

Acceptance Criteria

- • Ability to access separate DS accounts based on Third Party Credentials.
  • Ability to use separate Third Party Credentials based on "Service Group" and FLI_THIRDPARTY_CONFIG_GROUP
  • Provide user an appropriate message when 3rd party credentials fail.

1.9 DocuSign: Get Updated statuses from DocuSign when user opens the application in FireLight

When a user opens up the application through FireLight, the current statuses for each signature will show. This will be a 'manual polling" that will call to DocuSign to receive the latest status on the signatures. This process will work in tandem with the webhook that is being set up (covered in story 17783).

Acceptance Criteria

- When a user opens up the application, a call to DocuSign will receive the latest status on each signature.
- This process will work in tandem with establishing a webhook as well (covered in story 17783)
- If a latest status has already been passed through by the webhook, this process will respect that status and will not re-run the status

2 DocuSign Workflow - Sending to DocuSign

This feature describes the sending the application for signature workflow to DocuSign. In this enhancement, when the user selects a custom action button, a web service call will call out to DocuSign in order to send over the application to sign. When this occurs, any email notifications will be sent from DocuSign to the client to receive signature.

2.1 DocuSign: Sending Initial envelope to DocuSign

Once the "Initiate DocuSign" button is clicked, a web service call will be occurring to DocuSign, which will send the application documents to DocuSign, as well as the contact information (name, DOB, last 4 of the SSN, mobile phone number, and Email address) of the signers.

The display status will change to "In DocuSign Signatures" and the audit will include the status change with a timestamp and the session user ID of the user who clicked the "Initiate DocuSign" button. The display status along with a message will be recorded within the audit history and audit report. The message will state "A web service call on behalf of {0} was sent to DocuSign to obtain signatures on {1}"

{0} is the organization who initiated DocuSign (either by the checkbox within the org setting, or the FLI_DOCUSIGN_ESIGN rule)

{1} is the application name

Ex: A web service call on behalf of United Life was sent to DocuSign to obtain signatures on 'New Application - Smith'"

Acceptance Criteria

- "Initiate DocuSign" will start a web service call that will send the Application Documents to DocuSign for each party to sign
- The web service call will also include the party contact information for each signer (Name, DOB, last 4 of the SSN, mobile Phone number, and Email address)
- A display status of "In DocuSign Signatures" will appear during this web service call. The message displayed will say "A web service call on behalf of {0} was sent to DocuSign to obtain signatures on {1}"

- {0} is the organization who initiated DocuSign (either by the checkbox within the org setting, or the FLI_DOCUSIGN_ESIGN rule)
- {1} is the application name
- The Display status and message will appear within the audit history and audit report along with the timestamp and the session user who initiated the call from FireLight.
- When the web service call is successful, the display status will stay as "In DocuSign Signatures" along with the timestamp and session user of "DocuSign", however, the message will say ""{1} is within the signature ceremony in DocuSign" where {1} is the application name.
- The display status and message is available for localization within the audit history
- Signatures should be placed where the signature controls are placed
- The Envelope will contain signature, initials, date, state, and city
- FireLight will detect if a signer is the same person if their Name & Email Address is the same. If so, we will merge that person into a single DocuSign signer, and that DocuSign signer will still sign all the field attributed to both FireLight Signer Types that were merged.

2.2 DocuSign: Supplemental Documents set to Signer Protection when signature control is present

When supplemental documentation is encountered (i.e. documents that do not require interaction with any signers), they will he hidden when sent back to FireLight. They will still be attached to the application to be sent to the carrier's organization during submission from FireLight, but will not be visible during signing if a signature control is not present.

If a signature control is present, then it will be set to the Signer form protection and will only be visible to the applicable signer.

Acceptance Criteria

- If Signature control is present, the applicable signer will only see this document. If there are multiple signers, those signers will see the document as well.
- Supplemental documentation will be sent back to FireLight and attached to the application to be submitted to the carrier organization
- A signer will see any form they need to sign.
- Any document that they don't need to sign will have its visibility determined by the Form Protection property.
- Any document that no-one needs to sign will be a supplemental document that will display in a collapsed view for people that can still see it.
- All documents are sent to DocuSign, even in cases where no signers can see the document.

2.3 DocuSign: If Initial call fails to DocuSign, A message will display, and the client can select the "Initiate DocuSign" button again

When a user selects "Initiate DocuSign" and there is a failure with the call, a message will be displayed to the user letting them know this error has occurred. The message will state, "An error occurred while attempting to reach DocuSign. Please try initiating this service again."

The user can then select the "Initiate DocuSign" button again to make another call to DocuSign.

Acceptance Criteria

- When an error or failure to call DocuSign occurs, a message will display letting the user know of this failure
- The error message will say "An error occurred while attempting to reach DocuSign. Please try initiating this service again."
- This message will only display if there is a failure or error that occurs with the call
- The User can manually select "Initiate DocuSign" again, to attempt another call. Attempting to call out to DocuSign will not be a scheduled or automatic process.

3 DocuSign Workflow - Receiving from DocuSign

This feature describes the receiving the application back from DocuSign once the signature ceremony has completed. In this workflow, once the signature ceremony has completed, DocuSign will send back the signed documents within the application. This will also include a signature audit from DocuSign that will capture the step by step audit of each signature captured within DocuSign.

Once this occurs, the documents will be stored within our DRS Document table in a locked state (as to not disturb the individual signature hash on each document), and can be retrieved to send to the distributor and carrier's provider.

3.1 DocuSign: When Activity is Signed, FireLight will receive signatures back on Documents and full audit

When the activity has been signed, Firelight will receive back the signature on the original documents. These documents will include the signatures of the user, and each document will be individually hashed as to secure the authentication of these signatures.

A full audit recorded with the DocuSign signatures will be captured within the FireLight Audit History.

When these documents have been received, an audit within Firelight's audit history and audit report will be added stating that the signatures have been completed. The display status will show "DocuSign Signatures Complete" along with the timestamp, and the session user of "DocuSign". The message will state, "All parties have signed {0} through DocuSign."

{0} is the application Name

Acceptance Criteria

- The DocuSign documents that are signed will be attached to with the activity to send to the carrier via the provider

- The DocuSign Documents will also include the DocuSign Audit of the signatures
- All of the DocuSign Documents will be able to be viewed within FireLight, This includes but not limited to Activity Document page, Downloads, Review Queue, emails, etc.
- When the documents have been received, a FireLight audit will be made within the audit history and audit report. The display status will be "DocuSign Signatures Complete" along with the timestamp and the session user of "DocuSign"
- The FireLight Audit message will say "All parties have signed {0} through DocuSign." {0} is the Application Name
- The FireLight Audit message within the audit history can be localized
- Within application audit admin view - WE can get the FL package audit as well as DS signature summary, repeats for review queue and outbound (think this is covered, but confirm) and all activities

3.2 DocuSign: DocuSign documents can be seen throughout other workflows/actions

The DocuSign documents that are received back will be able to be viewed within other workflows of FireLight. This will include the All Activities page, Review Queue, Recent Activity, Documents, Audit, Admin application audit, and Downloads

3.3 DocuSign: "DocuSign Signatures Complete" will show in Audit History and Audit Report when Signatures are sent back to FireLight

When the Signatures are completed within DocuSign, they will be sent back to FireLight through the documents. The Display status will show "DocuSign Signatures Complete, and in the audit, the timestamp and session user of "DocuSign". The message will say "All Signatures have been successfully completed through DocuSign for {1}"

The {1} is the Application Name

Acceptance Criteria

- When The Signature process has been completed through DocuSign, the Display status will show "DocuSign Signatures Compete", along with the timestamp and the session user of "DocuSign"
- The Audit Message with the "DocuSign Signatures Complete" will say "All Signatures have been successfully completed through DocuSign for {1}"
- {1} is the Application Name

3.4 DocuSign: Need an indicator on Application to know we are currently in DocuSign

The indicator will be called SignatureSystem. It will be set when transitioning to signatures, and should be used front hat point on to determine if the application is in DocuSign or the other types.

This will be used to handle how the DRS documents are processes as well as how other calls may be handled.

Acceptance Criteria

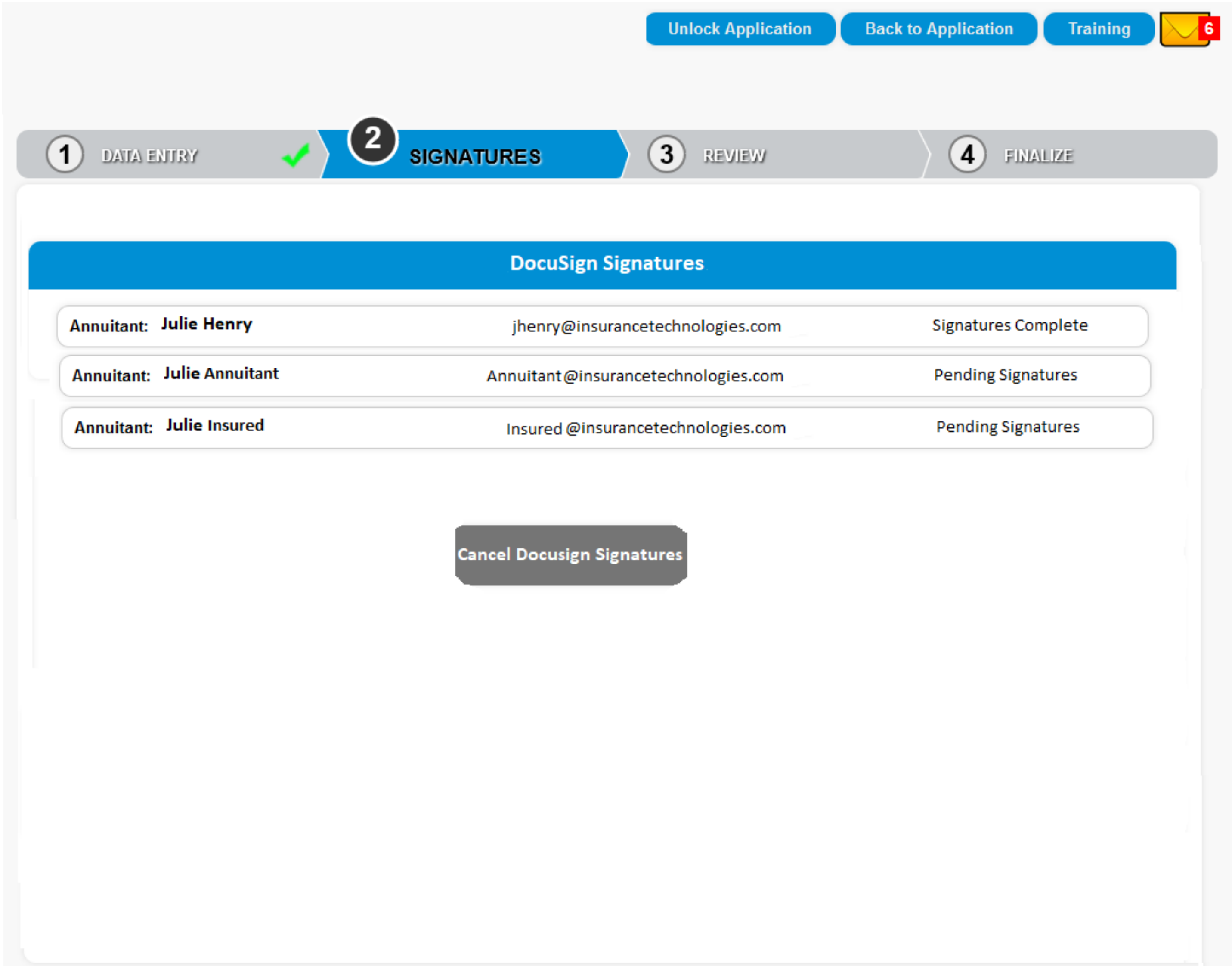
- The indicator will need to be able to specify multiple types of E-sign that the application is currently in. E-sign, react sign, or DocuSign.

3.5 DocuSign: Alter the List of Required Signers and Completed Signers page for DocuSign

For the DocuSign enhancement, when the user clicks on "Initiate DocuSign", the application will be locked and the call will be sent to DocuSign. If the user wants to see any updated statuses for the signers in the application, they can see this within the List of Required Signers and Completed Signatures page. If a user leaves the application, they can access the signer information by selecting the Continue button to re-enter the Signatures tab, and this information will display.

This page will need to be altered to show outstanding signers from the DocuSign signing ceremony page. The list will be titled "DocuSign Signatures" and will show all of the signers from the application: The Party, Their name, email address, and status of the signatures. The statuses can be Pending Signatures, In Signatures, or Signatures Complete. We will receive a call back from DocuSign letting us know when a signer has completed their signing process within DocuSign, which will change the status.

Below the DocuSign Signatures section will have a "Cancel DocuSign Signatures" button that has the ability to cancel the signatures through DocuSign.



Once all of the signatures have reached a "Completed Signatures" status, the application will move onto the next workflow (either Review or Finalize) within the FireLight Process.

If "Auto-Submit" is clicked within the Groups Settings, and there is no review (either Post-Signature or Post-Submit), the application can be submitted.

Acceptance Criteria

- After the "DocuSign Signing Ceremony" page, the List of DocuSign Signers will show once the "Initiate DocuSign" button has been clicked. This will include their party, their name, email address, and the status of the signatures
- The Status of the Signatures can either be: Pending Signatures, In Signatures, or Signatures Complete

- FireLight will either receive a call from DocuSign updating these statuses, or the user can re-open the application, which will show the current statuses of each signature (covered in stories 17783 & 18209)
- The "Cancel DocuSign Signatures" button will cancel the signature ceremony for all parties through DocuSign (covered in story 17998)
- The User can also cancel the DocuSign Signatures by selecting the "Unlock Application" button at the top right of the page (covered in story 17908)
- The user can go back to the application in a locked state by selecting the "Back to Application" button
- Once all of the signatures have reached a "Completed Signatures" status, the application will move onto the next workflow (either Review or Finalize) within the FireLight Process.
- If "Auto-Submit" is clicked within the Groups Settings, and there is no review (either Post-Signature or Post-Submit), the application can be submitted.
- The DocuSign Signatures page is available for Localization

3.6 DocuSign: Print Dialog needs to be altered for DocuSign Docs

We will need to follow the same logic as in story 18001 to consider the print dialog for DocuSign Documents.

Acceptance Criteria

- Print Dialog will need to be altered in order to be able to view and print the DocuSign documents

3.7 DocuSign: When Activity is submitted, DocuSign Documents will be included in Payload

When the activity is fully submitted to the carrier, the carrier will receive the DocuSign Documents that were signed within the outbound payload. These documents will include the signatures of the user, and each document will be individually hashed as to secure the authentication of these signatures.

With the documents individually hashed, the documents are able to be split up, specifically if they are being signed within a Distributor organization. The Distributors will receive the DocuSigned documents that relate to them, and the carriers will receive back the DocuSigned documents that are associated with the original application.

Acceptance Criteria

- DocuSign Documents will be included within the outbound payload that is sent to the client - either distributor or carrier
- DocuSign Documents will be individually hashed as to secure the authentication of the signatures captured within DocuSign
- The DocuSign Documents can be separated, and the applicable documents can be sent to either the distributor or carrier (i.e. Distributors can receive back cover pages, disclosure details, etc; Carriers can receive back the original product application)
- DocuSign documents will not get signed via digital signature - they will be excluded

4 Canceling DocuSign Signatures

Within the DocuSign workflow, if a user wants to cancel the signature ceremony, they can do so by either cancelling within DocuSign, or within FireLight.

For DocuSign, The user will need to select an action within DocuSign to cancel the signature ceremony. For FireLight, the user will either be able to cancel through the outstanding request dialog, or by unlocking the application.

4.1 DocuSign: Canceling DocuSign Signatures through FireLight through Unlock

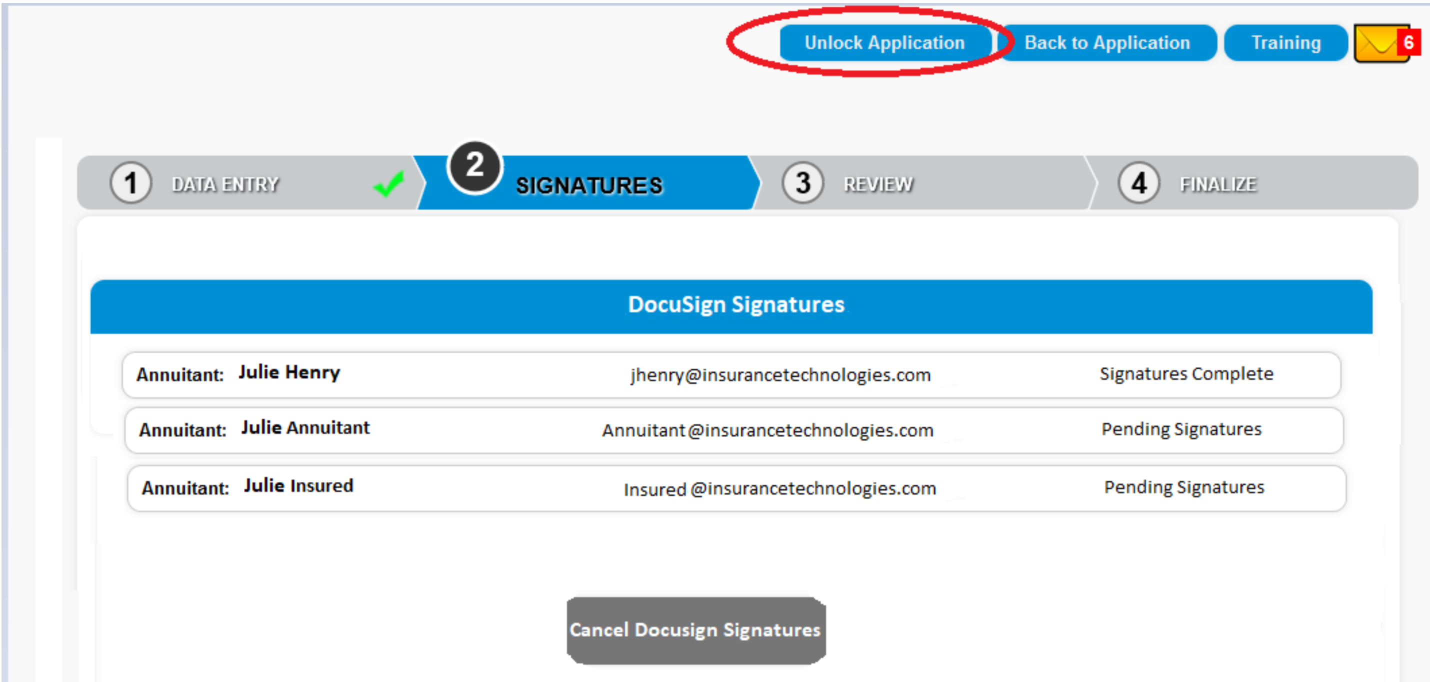
When a user is in FireLight and wants to cancel the signing process, the user can unlock the application through FireLight, which will send a web service call to DocuSign cancelling the signature process. When this occurs, a notification of the cancel is sent to the user, and the application is returned to the data entry level within FireLight.

When this occurs, the display status will show "In DocuSign Signatures" and be moved to "Canceled DocuSign Signatures" to "Data Entry". This will be captured within the Audit History and the Audit Report, along with the timestamp. A session user will be the user who initiated the cancel.

When the Status is changed to "Canceled DocuSign Signatures" an audit message stating "The DocuSign signature process has been canceled through DocuSign. All completed signatures will be voided". Then when the status is changed to Data Entry, the message will show current FireLight Unlock verbiage "Activity {0} was unlocked and the status changed from `Locked` to `Data Entry` by {1}."

{0} is the Activity Name

{1} is the Session User



Acceptance Criteria

- When canceling DocuSign through FireLight through unlock, the user can unlock the application through FireLight, which will send a web service call notifying DocuSign of the cancel.
- Once DocuSign is notified of the cancel, then the application will be unlocked, and put back into the data entry process
- When FireLight is notified of the cancel, a display status will show "Canceled DocuSign Signatures" and then back to Data Entry
- The Audit message will show "The DocuSign signature process has been canceled through DocuSign. All completed signatures will be voided" when "Canceled DocuSign Signatures" is shown
- The status is changed to Data Entry, the message will show current FireLight Unlock verbiage "Activity [0} was unlocked and the status changed from `Locked` to `Data Entry` by {1}."
- {0} is the Activity Name, and {1} is the Session User
- The audit message will be timestamped and show the session user
- The Audit message will be localized within the audit history

4.2 DocuSign: Cancelling DocuSign Signatures through DocuSign

When a user is signing through DocuSign, and decides they need to cancel, opt-out, or void the signature, a user will select an action in DocuSign, and a notification of the cancel is sent to the user via email notifications. This will also send back a web service call to FireLight, which will unlock the application and place it back into the data entry level (much like how FireLight handles "I Decline" during the signature process).

Through this canceling process, the display status will change from "In DocuSign Signatures" to "Canceled DocuSign Signatures" and then back to Data Entry. This will be captured within the Audit History and the Audit Report, along with the timestamp. A session user that will be captured in this information will be "DocuSign" as it is occurring through DocuSign.

When the Status is changed to "Canceled DocuSign Signatures" an audit message stating "The DocuSign signature process has been cancelled through DocuSign. All completed signatures will be voided"

Acceptance Criteria

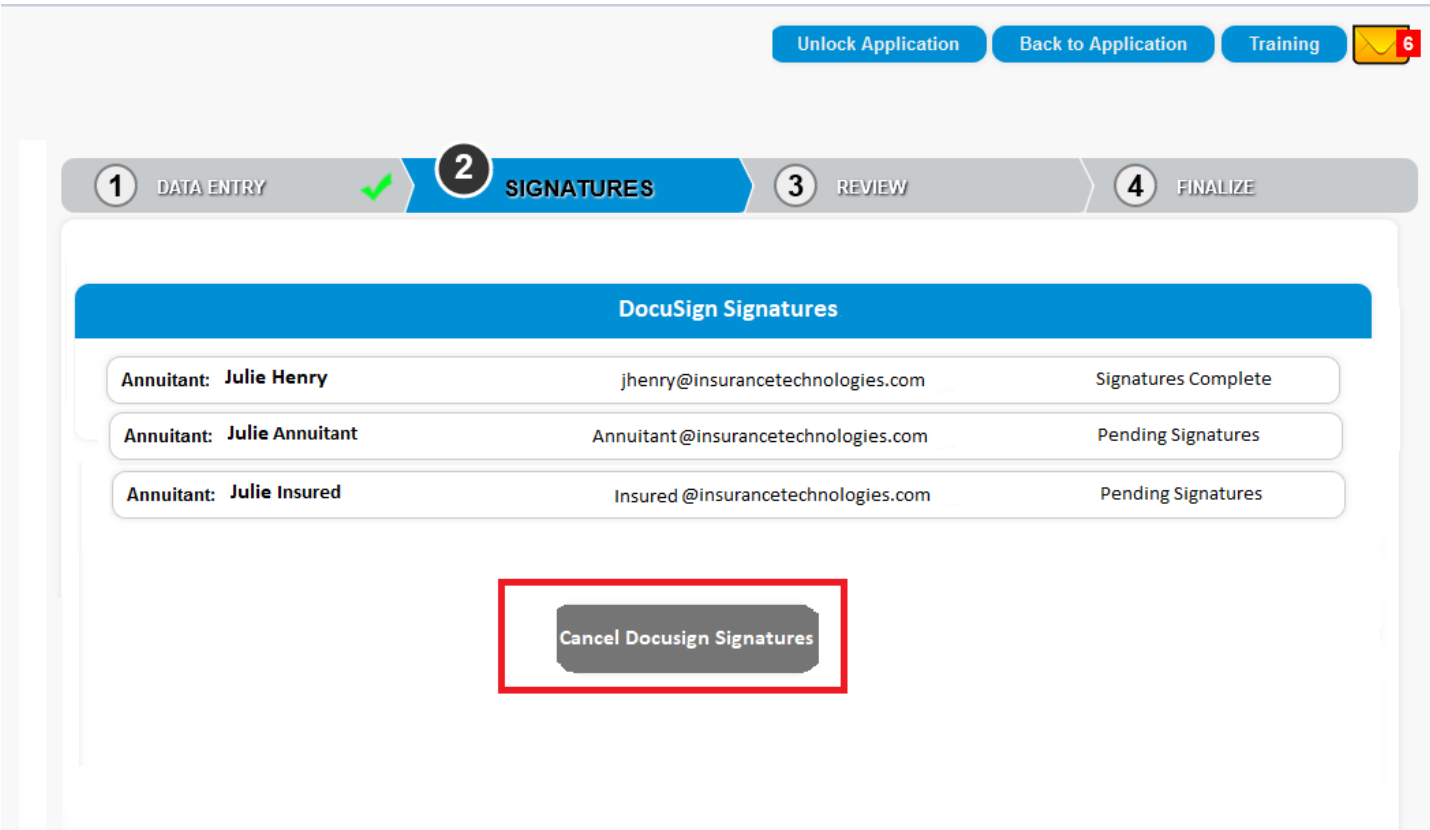
- When canceling DocuSign through DocuSign, the user will select an action within DocuSign to cancel, which will send an email notification to the client of the cancel, and will send back a web service call to FireLight of the cancel as well.
- Once FireLight is notified of the cancel, then the application will be unlocked, and put back into the data entry process
- When FireLight is notified of the cancel, a display status will show "Canceled DocuSign Signatures" and then back to Data Entry
- The Audit message will show "The DocuSign signature process has been cancelled through DocuSign. All completed signatures will be voided" when "Canceled DocuSign Signatures" is shown
- The audit message will be timestamped
- The display status of "Canceled DocuSign Signatures" will show a session user as DocuSign

4.3 DocuSign: Canceling DocuSign signatures through FireLight by "Cancel DocuSign Signatures"

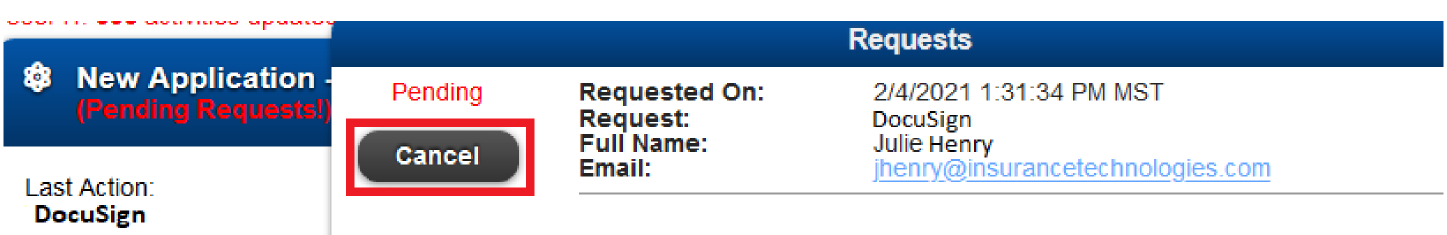
The DocuSign request will show within the list of Required Signers page (which will be renamed to DocuSign Signatures when using DocuSign), and if the user selects "Cancel DocuSign Signatures", a web service call will be sent to DocuSign, cancelling the signatures process through DocuSign, and DocuSign will send a cancel email notification to the signers.

A web service call will come back to FireLight letting FireLight know of the cancelation through DocuSign, and the display status will show from "In DocuSign Signatures" to "Canceled DocuSign Signatures". The Activity will then be unlocked and sent back to Data Entry (much like how FireLight follows the "I Decline" functionality in E-sign)

When the Status is changed to "Canceled DocuSign Signatures" an audit message stating "The DocuSign signature process has been canceled through DocuSign."



From All Activities, you can click on the pending requests hyperlink on the Application, and see all of the parties' information (Full Name, timestamp, and email address). If the cancel button is clicked from this screen, the same workflow mentioned above will occur.



Acceptance Criteria

- When canceling DocuSign through DocuSign Signatures using the "Cancel DocuSign Signatures" button, a web service call notifying DocuSign of the cancel will occur, and DocuSign will send a cancel email notification to the signers. This workflow will also occur when selecting "Cancel" from the All Activities Pending Request hyperlink.
- Once DocuSign is notified of the cancel, then the application will be unlocked, and put back into the data entry process
- When FireLight is notified of the cancel, a display status will show "Canceled DocuSign Signatures" and then back to Data Entry
- The Audit message will show "The DocuSign signature process has been canceled through DocuSign." when "Canceled DocuSign Signatures" is shown
- The audit message will be timestamped and show the session user

5 App Changes for DocuSign

5.1 DocuSign: Client Fill And Sign will be disabled for the use of DocuSign

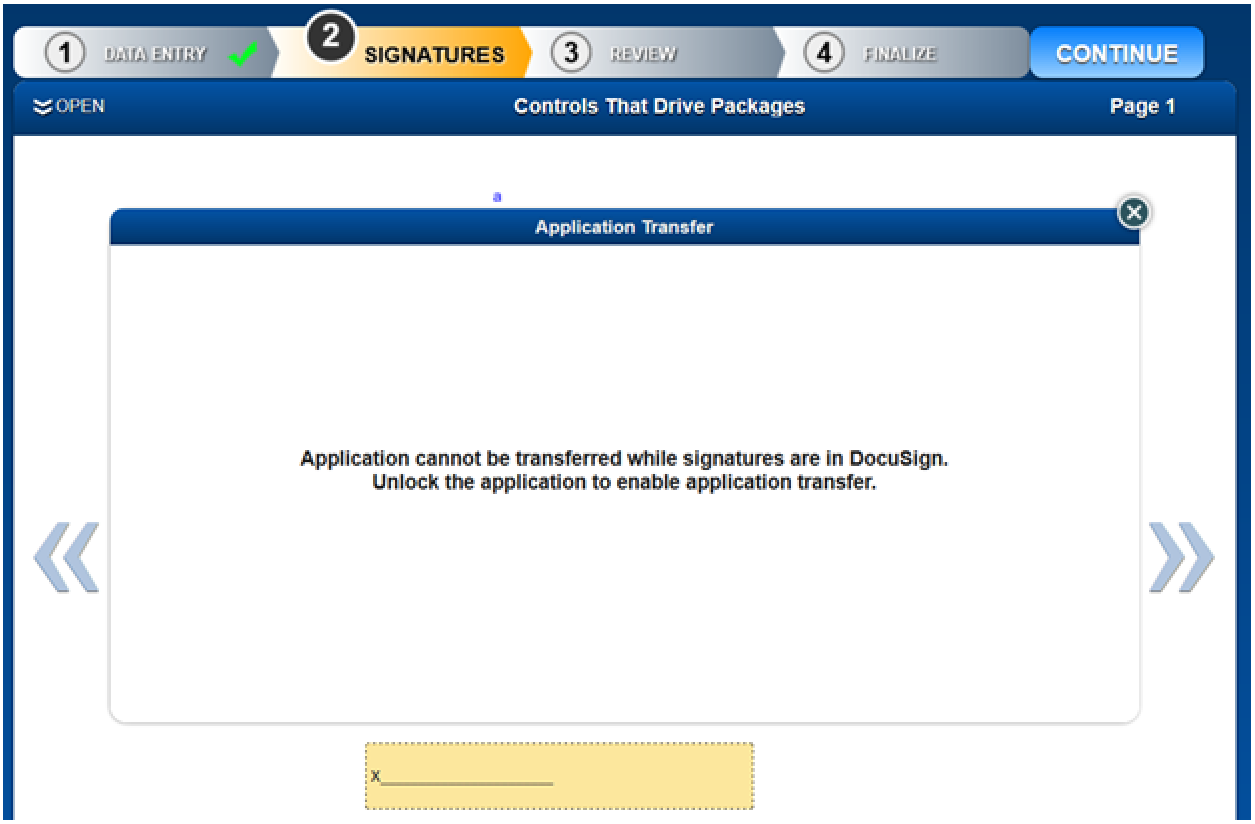
Client Fill and Sign will be disabled with the DocuSign functionality. A tool tip explaining that this functionality is not available with the use of DocuSign will be listed for the user to see. The message will read "This activity uses DocuSign for E-Signature. Client Fill and Sign is not available with DocuSign."

Acceptance Criteria

- Client Fill and Sign will be disabled with the DocuSign functionality.
- A tool tip explaining that this functionality is not available with the use of DocuSign will be listed for the user to see stating "This activity uses DocuSign for E-Signature. Client Fill and Sign is not available with DocuSign."
- Client Fill and Sign will be enabled (when the group setting is selected)
  if FLI_DOCUSIGN_ESIGN is not set, or the org setting "Use DocuSign Signatures" is not selected
- The Client Fill and Sign tool tip is available for localization

5.2 DocuSign: Disable Transfer if "Initiate DocuSign" button is clicked

The Transfer functionality needs to be disabled once "Initiate DocuSign" is clicked. Once an application is locked within Signatures for DocuSign, FireLight will not allow a transfer of this application to occur. The menu will still show "Transfer" as an option, and if a user clicks Transfer from the menu, they will be brought to the Transfer dialog box, however there will be a message stating "Application cannot be transferred while signatures are in DocuSign. Unlock the application to enable application transfer"



If the user unlocks the application, and cancels the signature process through DocuSign, then transfer can resume within Data Entry.

Acceptance Criteria

- If a user has "Allow Transfer Activity" selected in the Groups settings, and selects "Initiate DocuSign", then Transfer will be disabled from the dialog box while in locked for signatures.
- If the user cancels the signing process (unlocks the application, cancels or voids through DocuSign), Transfer can resume when the application is within Data Entry
- The Share functionality will still be enabled and used even if application is locked for Signatures

5.3 DocuSign: Create a new UI to house information to send to DocuSign

Will need to build out a new UI, very similar to what is designed for the Remote Signing or Client Fill and Sign capabilities for FireLight. This information will need to capture the Party's Name, Email Address, the Agent's Name, and email address, and any unique identifiers that will be needed to sign a document, which includes the last 4 of the SSN, DOB, and the Mobile Phone Number (validation or authentication). The Agent information will always show at the top.

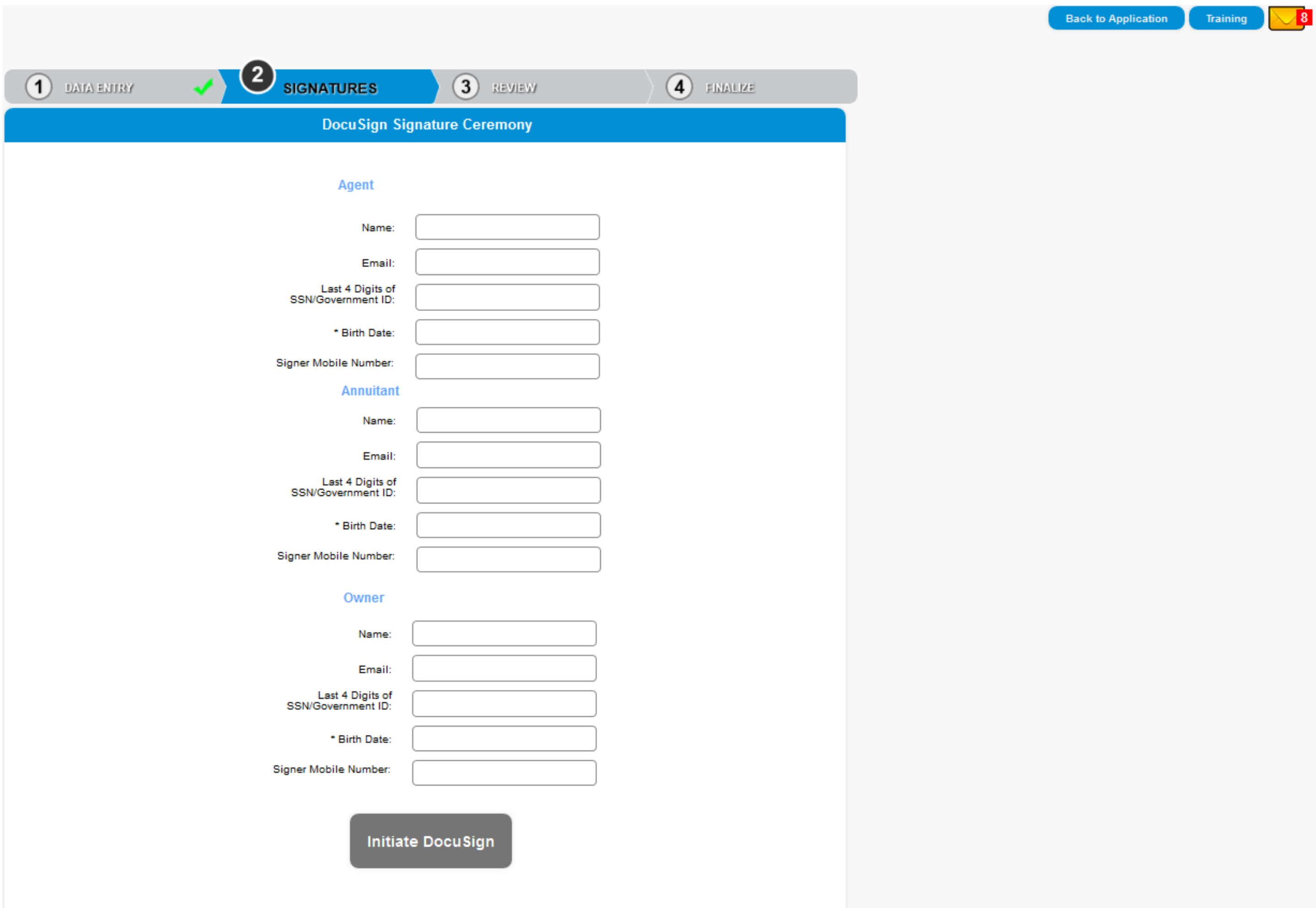
To authenticate the user, SMS Text Validation will be used. The user will need to enter their mobile phone number so it may be used by DocuSign to validate the user coming back into DocuSign. This is currently enabled for US Numbers only at this time. Validate Identity Verification is highly recommended to be used to provide extra validation for the user.

The Initiate DocuSign button will be enabled if all of the information has not been entered, however, if a user clicks "Initiate DocuSign" the errors will show on the individual textboxes for the signers. Once all signers have entered all of the required information, and the "Initiate DocuSign" button is clicked, an API call will occur to DocuSign (covered in Story 17753).

If the user wants to cancel this process, they can select either "Back to Application" to go back to the application in a locked status, or "Unlock Application" which will unlock the application and take them back to data entry.

If the user exits out of the DocuSign Signing Ceremony page prior to all information being collected (without unlocking the application), then the user will be brought back to the data entry screen, but in a locked state. The user can then click on the "Continue" button, and be brought back into the DocuSign Signing Ceremony page to enter the rest of the information.

LexisNexis services are out of scope for the 2.20 release.



Acceptance Criteria

- Once E-Signature is accepted and DocuSign is turned on, the user will see a UI asking for the signer's name and email, Agent's name and email, and any authentication for the signer, which includes the last 4 of the SSN, DOB, and the Mobile Phone Number. The Agent information will always show at the top.
- When "Initiate DocuSign" button is selected, an API will be sent to DocuSign with user's information so an email can be generated through DocuSign's site (covered in Story 17753)
- SMS Text Verification will work with US Phone Numbers only at this time, and will be coming from DocuSign
- "Validate Identity Verification" will work in this section if selected in the organization settings, and is highly encouraged to be used for the clients.
- Any mapping that has been set through the mapping tab will be honored on this page

- The Initiate DocuSign button will be enabled if all of the information has not been entered, however, if a user clicks "Initiate DocuSign" the errors will show on the individual textboxes for the signers.
- LexisNexis services will be out of scope for the 2.20 release
- The DocuSign Signature Ceremony page will be available for Localization
- If the user wants to cancel this process, they can select either "Back to Application" to go back to the application in a locked status, or "Unlock Application" which will unlock the application and take them back to data entry.
- If the user leaves the page prior to all information being added, they can click on the "Continue" button from the Data entry screen, and be brought back into the DocuSign Signing Ceremony page to add the rest of the information missing.

5.4 DocuSign: Entering the DocuSign Workflow through the Platform

The DocuSign functionality will be accessible to the user after the electronic signatures page, when the user selects the "Use E-Signature" button. If the "Enable DocuSign Signature" checkbox is selected within the Organization Settings, or the FLI_DOCUSIGN_ESIGN dataitem is set to true within the organization's rule set, then a flag will determine that the DocuSign Signing Ceremony page will show.

Acceptance Criteria

- When data entry has reached 100%, and DocuSign is enabled, either by the organization settings, or the FLI_DOCUSIGN_EISGN=true, then the user will still enter into the signatures tab, and see the electronic signature page
- When the user has been presented with the electronic signature page, and clicks on "Use E-signature" they will see the new DocuSign Signing Ceremony page, where they can enter the agent and party's information to initiate DocuSign
- If the user selects "Decline E-Signature" on the Electronic Signature page, then the user will see the Electronic Signatures Declines page explaining that all signatures need to be wet-signed. Once they select OK, they will bypass the signature ceremony and move on to Review or Submission (depending on the client's workflow)
- Decline E-Signature and FLI_DECLINE_ESIGN will still be enabled and utilized with the DocuSign Functionality

5.5 DocuSign: "Initiate DocuSign" will create Audit within Audit History and Audit Report

When the "Initiate DocuSign" button is selected within the DocuSign Signing Ceremony page, a new audit message will display for the Audit history and audit report. The Display status will show as "Transmitting DocuSign Signatures" and the message will say, “A web service call has been sent to DocuSign on behalf of {0} for {1} by user {2)."

{0} is the associated organization (the organization that has enabled the use of DocuSign either by the Org Setting or the FLI_DOCUSIGN_ESIGN dataitem)

{1} is the Application Name

{2} is the Session User

Ex: A web service call has been sent to DocuSign on behalf of ABC Company for 'New Application - Smith' by user Julie Henry."

Once successfully transmitted, the display status will show "In DocuSign Signatures" and the message will say “{1} is currently in DocuSign Signatures. An email notification on behalf of DocuSign was sent to the interested parties. Activity is currently locked pending signatures from DocuSign."

{1} is the Application Name

Both display statuses and messages will show with the timestamp and session user

Acceptance Criteria

- Initiate DocuSign button will send a web service call to DocuSign, and will also create a record of the call within the Audit History and Audit Report
- A display status "Transmitting DocuSign Signatures" will show, along with the timestamp and session user information, and display the message “A web service call has been sent to DocuSign on behalf of {0} for {1} by user {2)."
- {0} is Associated Organization (who has DocuSign enabled in Org Settings, or has FLI_DOCUSIGN_ESIGN=true), {1) is the Application Name, {2) is Session User
- Once a successful transmission occurs, the display status will move to "In DocuSign Signatures", along with the timestamp and session user information, and display a message “{1} is currently in DocuSign Signatures. An email notification on behalf of DocuSign was sent to the interested parties. Activity is currently locked pending signatures from DocuSign."
- {1} is Application Name
- If Application fails to transmit, it will continue to retry (story XXXX) but will stay in "Transmitting DocuSign Signatures"
- Both Display statuses and messages will be available for Localization

6 DocuSign Set up in the Admin Tool

6.1 DocuSign: Agent information cannot be allowed to combine with other signers

The Agent information needs to be different than other non-agent information that is being entered into the DocuSign Signing page. I.e. If the Agent is listed as John Smith, jsmith@smithagency.com; and the owner is listed as John Smith, jsmith@smithagency.com, show an error that says "Agent information cannot be the same as other signers".

Acceptance Criteria

- Agent information - Name and Email address - cannot match any of the other signers listed on the DocuSign Page
- If both of the above values match, FireLight will throw an error on the Name field that says "Agent Information cannot be the same as other signers."

6.2 DocuSign: Enable Combobox for FLT Environments

Enabling the DocuSign signature process requires updating the signature system to show the option to use DocuSign. The combo box will show DocuSign, FireLight, and FireLight (version 2 beta - this is the embedded process). This combo box is currently disabled for FLT environments to hide the feature from clients. Once DocuSign is ready for client exposure, then we will need to display the combo box within the Vendor role for UAT, Staging, and Production.

Acceptance Criteria

- Signature system will show DocuSign, FireLight, and FireLight (version 2 beta)
- Signature system will only show with a vendor role within UAT, Staging, and Production
- Signature system will show for all users within QE and QE Next.

6.3 DocuSign: Create New Dataitem ID to force DocuSign

We will need to create a new dataitem ID that can be used for enabling DocuSign. This Dataitemid is going to be "FLI_DOCUSIGN_ESIGN". This will "force" the use of the DocuSign functionality if the carrier does not have the org setting selected. However, this dataitem will not be able to turn off the use of DocuSign.

Acceptance Criteria

- FLI_DOCUSIGN_ESIGN will be used to enable and override the use of the DocuSign checkbox within the Organization Settings
- FLI_DOCUSIGN_ESIGN will not be able to disable the use of DocuSign when set in the organization settings
- FLI_DOCUSIGN_ESIGN=true - the distributor who has this set will be able to force the use of the DocuSign functionality for that Product or Products that contain the ruleset
- FLI_DOCUSIGN_ESIGN=false - This will not produce any values

6.4 DocuSign: Create Ruleset and Template for DocuSign

When Distributors are using FLI_DOCUSIGN_ESIGN, they will only have the ability to turn on the DocuSign functionality. They will not be able to turn it off using this dataitem.

When turning this functionality on, the client will need to use the following rule template:

```
<diset dataitemid="FLI_DOCUSIGN_ESIGN">
  <const value="True" type="String" />
</diset>
```

In addition, when a distributor is wanting to associate the config group value (a unique identifier much like Firm ID) with a specified organization, they can use the following rule in order for that value to be used with the DocuSign credentials:

```
<if>
 <condition>
  <compare op="==">
   <diget dataitemid="FLI_FIRM_ID" />
   <const value="ABCD" />
  </compare>
 </condition>
 <diset dataitemid="FLI_DOCUSIGN_ESIGN">
   <const value="True" type="String" />
 </diset>

 <diset dataitemid="FLI_THIRDPARTY_CONFIG_GROUP">
   <const value="ABCD" type="String" />
```

```
        </diset>
       </if>
```

Acceptance Criteria

- The FLI_DOCUSIGN_ESIGN dataitem will only be able to enable the DocuSign Functionality, it will not be able to disable.
- When wanting to enable the DocuSign Functionality, the clients can use the following rule:
-
```
<diset dataitemid="FLI_DOCUSIGN_ESIGN">
   <const value="true" type="String" />
 </diset>
```
- The FLI_DOCUSIGN_ESIGN dataitem can be used within any rule template or rule set within FireLight
- The following rule can be used to associate the config group found in the third party configuration table, to the DocuSign Functionality:
-
```
<if>
 <condition>
  <compare op="==">
   <diget dataitemid="FLI_FIRM_ID" />
   <const value="ABCD" />
  </compare>
 </condition>
 <diset dataitemid="FLI_DOCUSIGN_ESIGN">
   <const value="true" type="String" />
 </diset>
 <diset dataitemid="FLI_THIRDPARTY_CONFIG_GROUP">
   <const value="ABCD" type="String" />
 </diset>
</if>
```
- The FLI_THIRDPARTY_CONFIG_GROUP dataitem can be used within any rule template or rule set within FireLight
- (Write out a rule removing the Config Dataitem for testing)

6.5 DocuSign: Add DocuSign tracing (lower priority)

We will want to make sure that we have recorded activity of communication to DocuSign - web service calls, initiation, cancels, their response, etc, and will be able to share this within the API Insights tool. This will ensure that we have the ability to help troubleshoot for the clients that will be using the DocuSign Functionality.

(Just capture DocuSign Tracing - not API Insights tool)

Acceptance Criteria

- Traces should be connected to the application (application ID)

7 DocuSign Reporting

7.1 DocuSign: Alter the Third Party Report to add in Config Group Column

We'll need to add in the Config Group column from the Third party configuration table to the Third Party Configuration Usage report. This report is configurable based on what service is shown within the config file, so we will need to add in this column for when a report is needed on DocuSign signed applications.

TransRefGuid	RefID	Form Number	Call Date	Initiating Organization	Selling Organization	Config Group	Ceding Carrier CT ID	Universal Location ID
44d01e83-4093-47ff-afd6-2205345f50e5	52c6dce0-99ac-4fee-bc34-6ea034ca5882	ACORD	9/6/2019 9:36:23 PM	Sammons Financial Group	Signal Advisors	SFG	17235	C000005237

Acceptance Criteria

- In the Third Party Usage Report, the Config Group column will show
- The Config Group column will display what is listed in the config group textbox of the third party configuration table
- If no value is listed in the Config Group textbox, then the Config Group will be blank