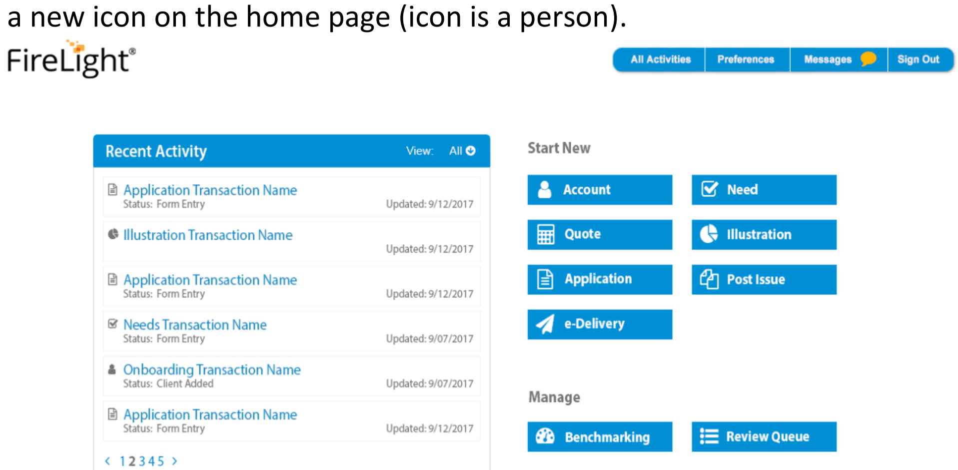
iConnect 170065 Design Approach

Project Overview

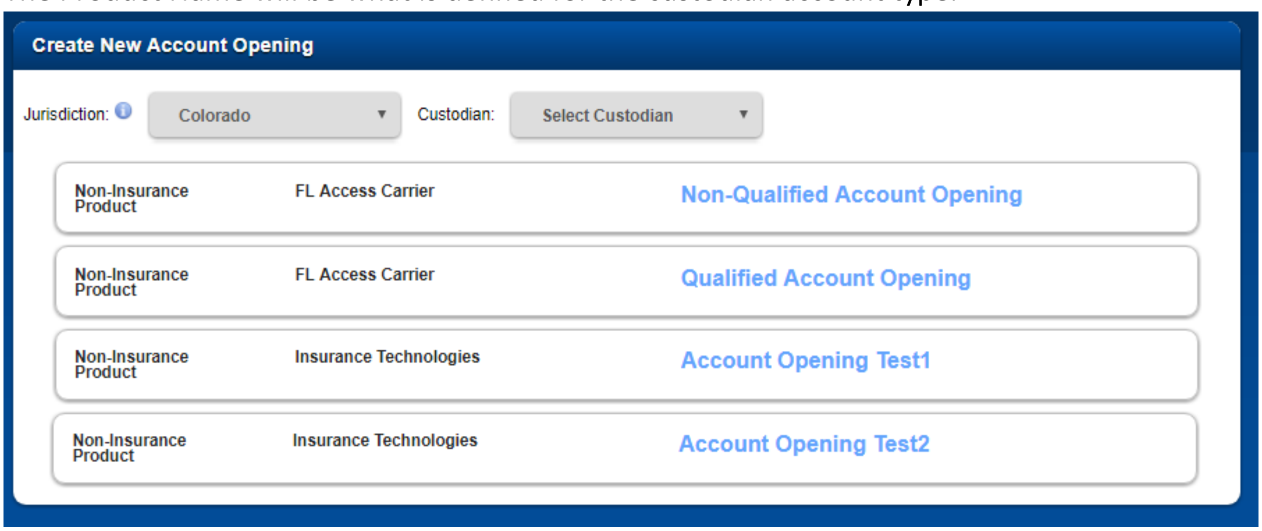
This enhancement will create a new pre-sale transaction type called Account Opening. This transaction will be separate from other transaction types for reporting and downstream processing. This transaction will have its own input prefill to send users directly into the Account Opening transaction. The initial transaction screen you will not need to select a product and jurisdiction but instead will put the user right into their account opening form. It will have its own output file for downstream processing.

Features/Requirements

1. Create Account Opening Transaction.
    - Create a new transaction type called Account Opening enabled by group role code.
    - The Account Opening transaction will use the rules engine and will have access to the same group option functionality as the application, post issue, Need, and sub-pay transaction types. For example, case access that is applied to the role code will apply across all transaction types enabled for that role code.
    - FL Account Opening Transaction captures questions via the standard PDF with tags and rules. The answers will be stored in data items. Where Data Items already exist, standard and existing data items will be used.
    - This transaction will remain separate from all other transactions.
    - This transaction will support esignature and an account opening review.
    - Emails: A new email category will be defined to support Account Opening transaction type. This will allow an email template to be modified for the Account Opening transaction type. (iConnect 144135 implemented a in emails.)
    - The Account Opening transaction will have its own reporting.
2. Add a new icon on the home page (icon is a person).

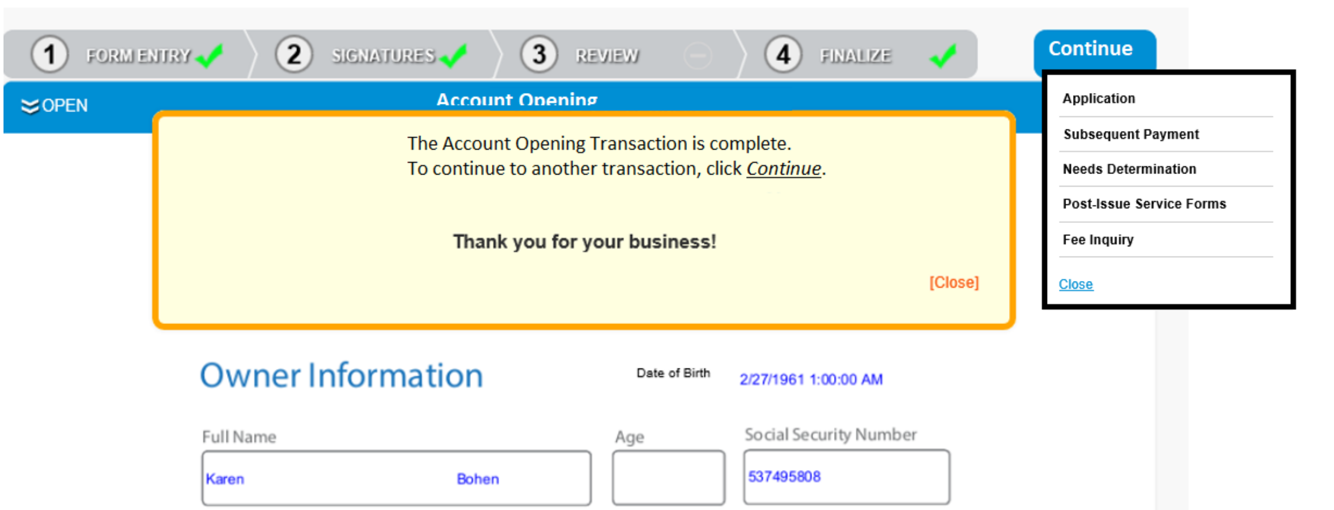


3. To enter an Account Opening Transaction.
   - FL will accept a new ACORD TransType of 106 for New Business with a Policy Number Submission OLI_TRANS_NBPOLNUM.
     - Upon receiving this value in the SSO, FL will put the user in the Account Opening transaction.
   - Or, the user can enter the Account Opening transaction from the home screen.
4. Upon entering The Account Opening Transaction, the user will need to select the custodian for where the account is being opened.
   - The user will need to select the custodian from the drop down. This will function like the carrier dropdown does for eApp where the available custodian form packages that have been assigned to the selling agreement will be available for selection.
   - If no custodian have implemented, FireLight can create a generic carrier and create and manage the custodian forms under that carrier.
   - The Product Name will be what is defined for the custodian account type.



5. Once in the transaction, the NIGO rules will guide the user. When 100% is reached, the user will be presented: "You have entered all of the require data to open the account. Do you want to enter more data or continue to the next step?"
   - Continue will kick-off the next step which could be signing if there are signatures, review if review is assigned, or kick-off the submit to send the output file to the endpoints.
   - This new transaction will need to support a separate customizable pop-up message for the continue prompt.
   - This new transaction will generate a pdf that can be used for e-signing.
6. Assign Policy Number (Use Case: FIG assigns the number after the client has signed and the INGO team approves the account opening transaction; so, after review.)
   - Reuse the FL Policy Block feature to assign an Account Opening Policy Number.
   - If clients implement a web service call for the account number, this would occur at this point.

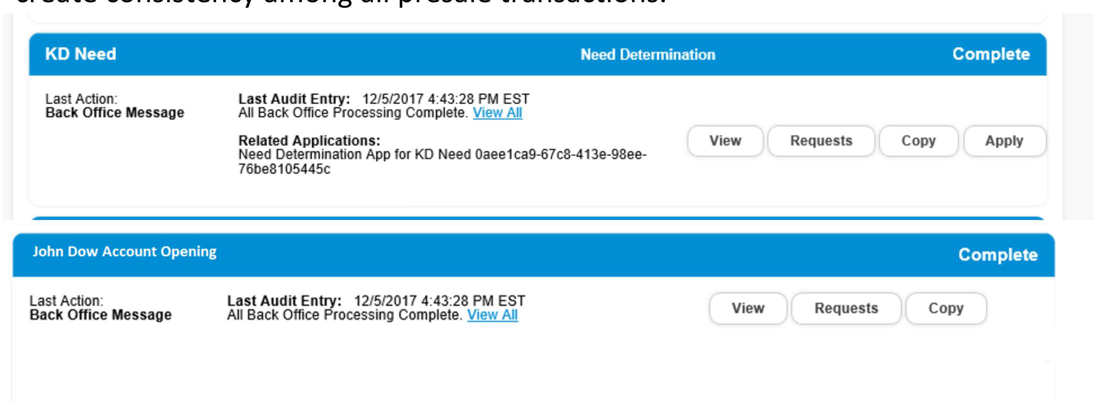
7. Output file, at the completion of the Account Opening transaction
    - We will send the data items to the associate transaction for inclusion in the other transaction output file (example eApp 103).
    - Or, FL will build an output file for the Account Opening transaction that will be defined in the Client WO.
8. Continue to another transaction
    - Once all steps (e-sign and review) have been completed, the continue button will display. When selected a drop down will display with the list of available transactions that are available for that role code.
    - To manage the workflow from the Account to the next transaction, FL will manage this in 2 phases.
        - Day 1: FL will display the available transaction types for the role code under the continue button.



        - Day 2: Create a new Transaction Type Profile that will have different properties that supports defining the workflow. This would include a Workflow Admin Profile that supports scripts, sequencing, and the buttons to appear at the completion of the originating transaction.
9. If continue is selected,
    - The Account Opening transaction will be locked.
    - The Account Opening transaction will now be linked to the other transaction. (This transaction will reuse the rules for locking the account opening if another transaction is linked.)
    - If linked to another transaction, the link icon will display with the linked transaction type. The linked transactions details will display in in the history.
    - If a transaction is linked, the Account Opening cannot be deleted or unlocked until the linked transaction is deleted.
    - Multiple additional transactions can be created from the 1 account opening. (Example: 1 Account Opening could have 1 need, several Illustrations, 1 app.)

- Data items from the Account Opening transaction will be passed to the next transaction type to prefill the mapped data items. Data items will by default will be set to read-only. Any data items that can be editable will be handled in the client work order and coded to reset the read-only property in the provider code.
- The Account Opening transaction pdf will be included in the associated transactions with a new Doc type of Account Opening Form.
    - This document will replace the Account Opening template in the newly created transaction and cannot be deleted from the Other Actions/Documents dialog box.
    - For clients that do not want to sign the Account Opening forms in the Account Opening Transaction but want to instead sign the forms as part of the application or another transaction, they will use a template in the other transaction with signature tags.

10. All Activities
    - Update All Activities and remove the Apply button from Needs Determination. This is to create consistency among all presale transactions.



- Account Opening will be added to the Activity type filter on All Activities.
- If an application has an associated account opening, the copy application functionality will remain available.
- The Account Opening cannot be deleted once it is completed and associated with another transaction. To delete an Account Opening, you must first delete the associated transaction.
    - A draft (not submitted) application can be deleted but the completed need transaction cannot be deleted.
    - Deleting the app will only delete the application.
    - Deleting the app will remove the associated application from the Account Opening.
    - The Account Opening transaction can be deleted once the application association is removed only if it was not transmitted externally.
- Deleting the Account Opening will not truly delete it as this transaction will follow our normal purge policy.

11. Run Reports
    - Transaction Reports for Account Opening
    - Add Account Opening Trn to the Trn filter
    - Run reports by Custodian
    - Run reports by distribution and by groups within the distribution

Use Cases / Workflow Changes

1. The Account Opening transaction can be standalone or it can move into other FL transactions.
    a. Support an Account Opening transaction that can move next to a Need and then to an Application. The data from the account opening will prefill into the next transaction.
    b. Support an Account Opening transaction that can move to other available transaction types that are enabled for the role code. The data from the account opening will prefill into the next transaction.
2. SSO identifies using the FireLight Account Opening
3. User selects account opening from home screen

Admin Changes

1. Add a new group feature to enable the Account Opening transaction.
2. Add a new forms package type for Account Opening.
3. Custodians will reuse Product for creating of specific account type opening.
4. Add a new Account Opening package.
    a. The custodian package will be merged with the distributor package just like we do with application.

App Changes

1. Add a new icon on the home page for the Account Opening transaction.
2. Add the Account Opening transaction to the filter in All Activities.
3. Add the linking logic from the Account to other FL transaction. This will display in the link icon details.

Reports Changes

Add Account Opening transaction to all reports.

Billing Changes

Add Account Opening transaction to billing reports.

Integration Changes

None

UI Mock Ups

See above.

How to Enable and Use This Feature

To enable this feature, clients will need to create an addendum to the contract to support this new transaction type and accept the small transaction fees. Then the features will need to be enabled in the admin tool for the role code, forms and packages setup and deployed to the distributor.

Areas Impacted

System Area	Yes	Comment
Admin Tool		
- Form Library		
- Design Forms		
- Profile Administration		
- Reports		
- Deployment		
FireLight App		
- New Application		
- Edit Application		
- Signature Process		
- Review Queue		
- Manual Review		
- User Preferences		
- Inbound Integration		
- Outbound Integration		
- PDF Generation		
- Email System		
FireLight Console		
- Windows		
- iOS		
Other Systems		
- DTCC Integration		
- Commission Netting		
- Activity Reporting		

