iConnect 169970 Design Approach

Project Overview

Update application statuses to reflect the true status of the application order from a client and agent prospective. Also, add the ability to see additional status details through a link.

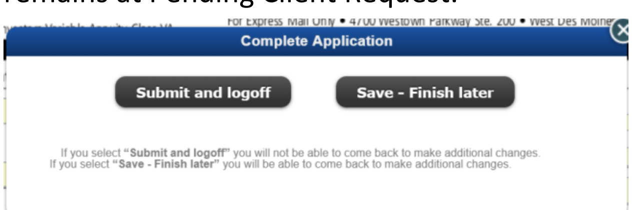
Please refer to the end of this document to see workflow diagrams of the FireLight Display Status, also available in the online FireLight help.

Features/Requirements

1. Add a new display status to show the current status.
2. All display statuses will appear in Recent Activity, All Activities, History, and the Audit trail.
    a. Update the current Audit and History to show the Display Status when an action occurs to trigger the audit. Note that some display statuses do not trigger an audit event (typically, when the display status automatically transitions to a new display status), so the audit and status may not be in-sync. A good way to think of this is the Display Status is the "current status" of the activity. The audit shows the past tense history of what has transpired.
3. Below is a list of the new display status definitions:
    a. Data Entry – *Relabeled from Form Entry*
        - Typically applies through 100% complete prior to signatures.

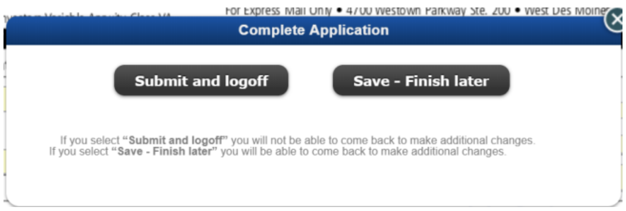
    b. Checked Out (console only) – *No changes*
        - Shown on Web version when an application order is checked out on the offline console.

    c. Pending Client Request – *NEW*
        - Shown when Client Fill or Client Fill and Sign request is sent and is pending client completion.
        - If the client selects Complete/Logoff followed by [Save – Finish later], then the status remains at Pending Client Request.

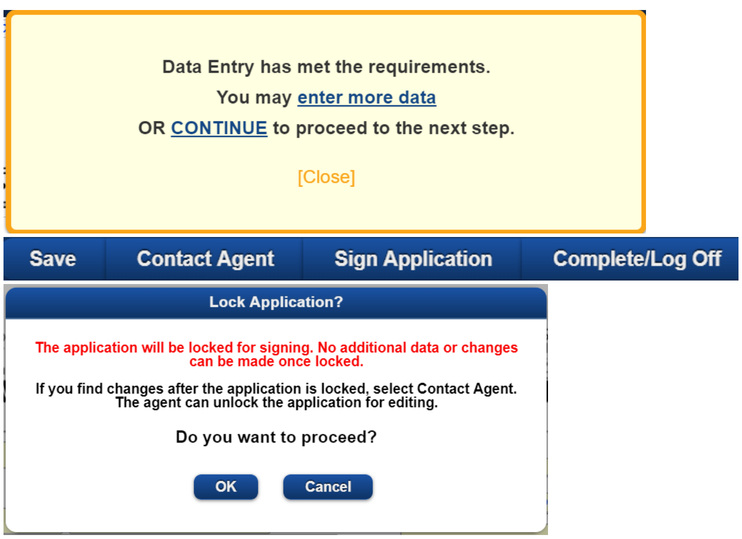


    d. Client Request Complete – *NEW*
        - Shown with Client Fill or Client Fill and Sign when the client has completed the request and sent it back to the agent (*note*: application may not be 100% complete).

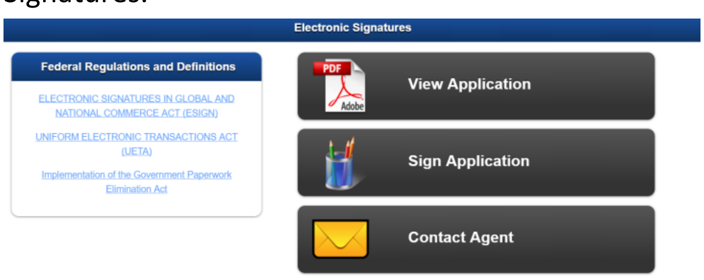
1. On a Client Fill request, when the client selects Complete/Logoff followed by [Submit and logoff], the status proceeds to Client Request Complete, then to Form Entry for the agent to complete the order.
2. On a Client Fill and Sign request, prior to 100% complete or signature, when the client selects Complete/Logoff followed by [Submit and logoff], the status proceeds to Client Request Complete, then to Form Entry for the agent to complete the order.



3. On a Client Fill and Sign request, once the application reaches 100% and the client clicks on CONTINUE or Sign Application from the menu, followed by [OK] to lock the application, status is set to Client Request Complete followed by Pending Signatures.



Next, when the client clicks on [Sign Application], the status changes to In Signatures.



Once complete and client has logged off, the status typically remains In Signatures, assuming the agent still needs to sign.

e. Pending Signatures – *Previously Locked*
   - Set to Pending Signatures when a user selects [Use e-Signature].
   - One status for all signatures types (e.g. owner and agent).
   - If the email signature request expires, the status will remain in Pending Signatures if no other signer has started the signature process.
   - Set to Pending Signatures if [Decline e-Signatures] is selected for the entire transaction.

f. In Signatures – *Previously Signatures*
   - Set when one or more signatures are complete, but one or more signatures are still outstanding.
   - If the email signature request expires but one or more signers have completed the signature process, the status will remain in In Signatures.

g. Signatures Complete – *NEW*
   - Set when all signatures are complete. Stays in this status until the user selects Submit or Review Queue if there is a manual pre-submission review queue.

h. Pending Review and Pending PreSubmit Review – *Minor changes*
   - Pending Review is shown for all OSJ post-submission review queues. Pending PreSubmit Review is shown for the manual pre-submission review queue.
   - Applies if there are one or more review queues.
   - Does not apply if there are no review queues or the application order skips the review process.
   - Set to Pending Review when an application order is submitted and goes to an OSJ post-submission review queue.
   - Set to Pending PreSubmit Review if there is a manual pre-submission review queue and the user selects [Review Queue] from the sub-menu.
   - Set to Pending Review when an application order is moved from one OSJ post-submission review queue to another.

i. In Review and In PreSubmit Review – *Previously Being Reviewed*
   - In Review is shown for all OSJ post-submission review queues. In PreSubmit Review is shown for the manual pre-submission review queue.
   - Set to In Review when a reviewer locks an application order in a review queue.
   - Set to In Review if there are multiple *simultaneous* review queues and a reviewer locks the application order in any of the multiple review queues.
   - Set to In Review if there are multiple *sequential* review queues when a reviewer locks the application order in the first review queue; also remains In Review when a

reviewer Approves the application order, and it moves to the next sequential review queue, regardless of it is locked or not.
- Remains In Review status if More Info is selected.

j. Review Complete and PreSubmit Review Complete – *Previously Reviewed*
   - Review Complete is shown for all OSJ post-submission review queues. PreSubmit Review Complete is shown for the manual pre-submission review queue.
   - Set when the reviewer(s) have approved the application order in all review queues.
   - Capture text comments why the reviewer approved the application order in Application History.

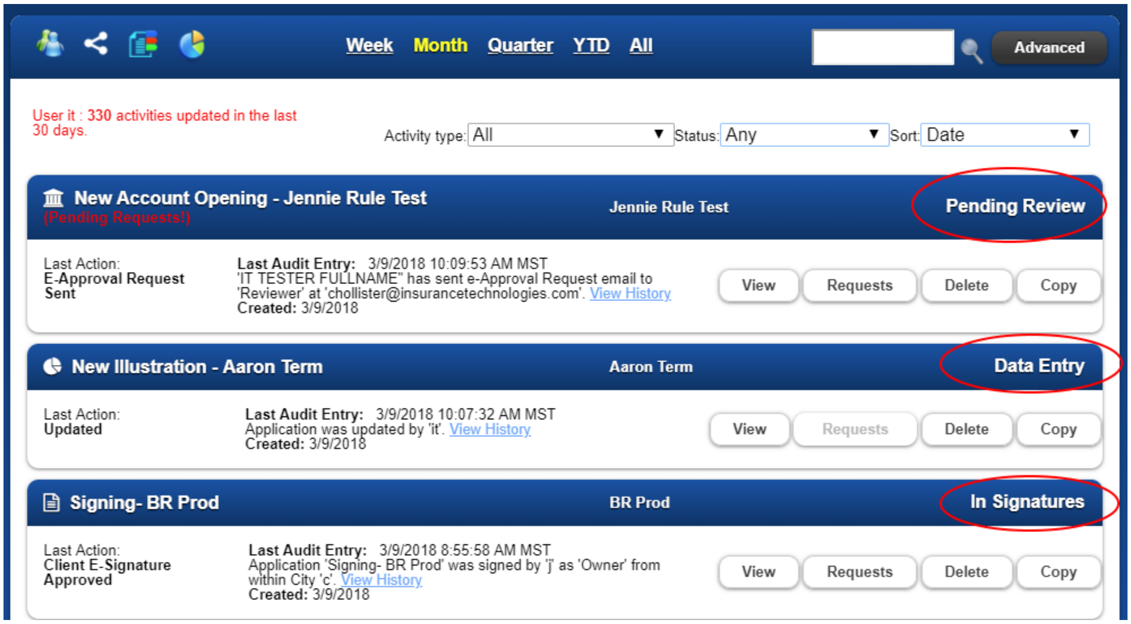
k. Review Declined and PreSubmit Review Declined – *NEW*
   - Review Declined is shown for all OSJ post-submission review queues. PreSubmit Review Declined is shown for the manual pre-submission review queue.
   - Applies to both Manual pre-submission and OSJ post-submission review queues.
   - If the application order is sent to multiple review queues, set to Review Declined if it is declined from *any* review queue.
   - Capture text comments why the reviewer rejected the application order in Application History.
   - If the application order is not set up to transmit on decline, then it will remain in this status until it is purged.

l. Submit Requested – *Previously Submitted*
   - Submit Requested is shown for instances where an activity is pending submission. This applies to the review queue and to activities after the review queue or bypassed the review queue process.

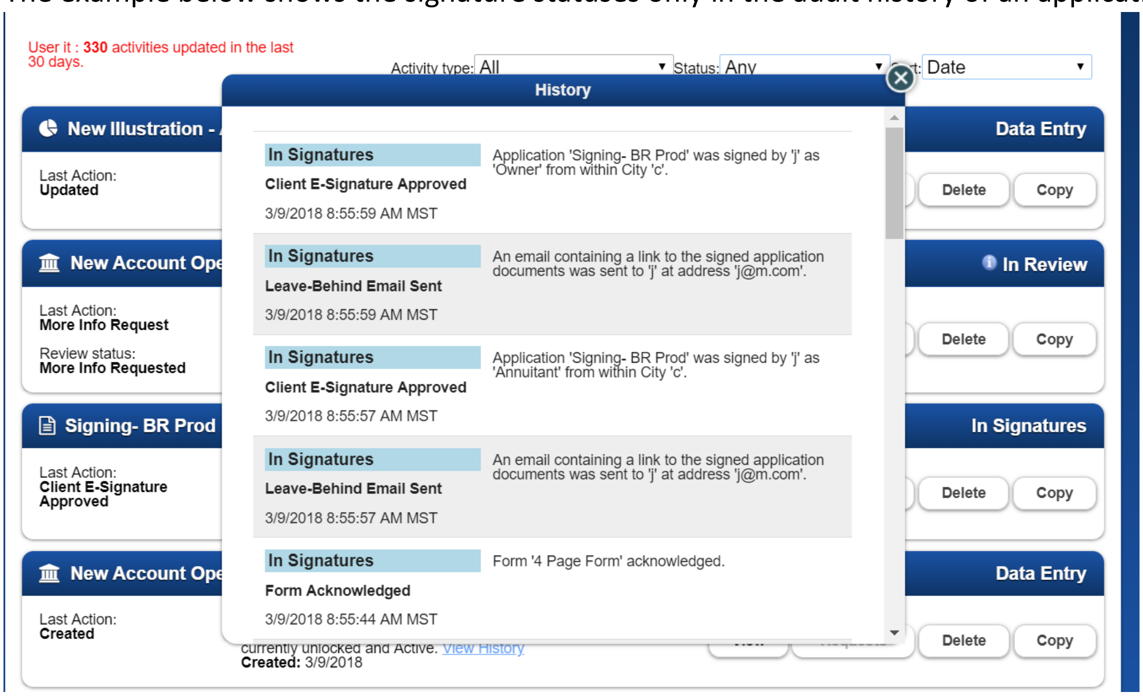
m. Pending Transmission – *Previously Transmitted*
   - Set after review is complete (if applicable) or submit is selected when there is no review queue, or if Decline e-Sign is selected and it should be transmitted (no review queue), or Rejected from a review queue and it should be transmitted.
   - If the transmission fails, stays in Pending Transmission until it successfully transmits to all endpoints.

n. Complete – *No changes*
   - Final status prior to being purged. Normally appears after the transmission is complete.

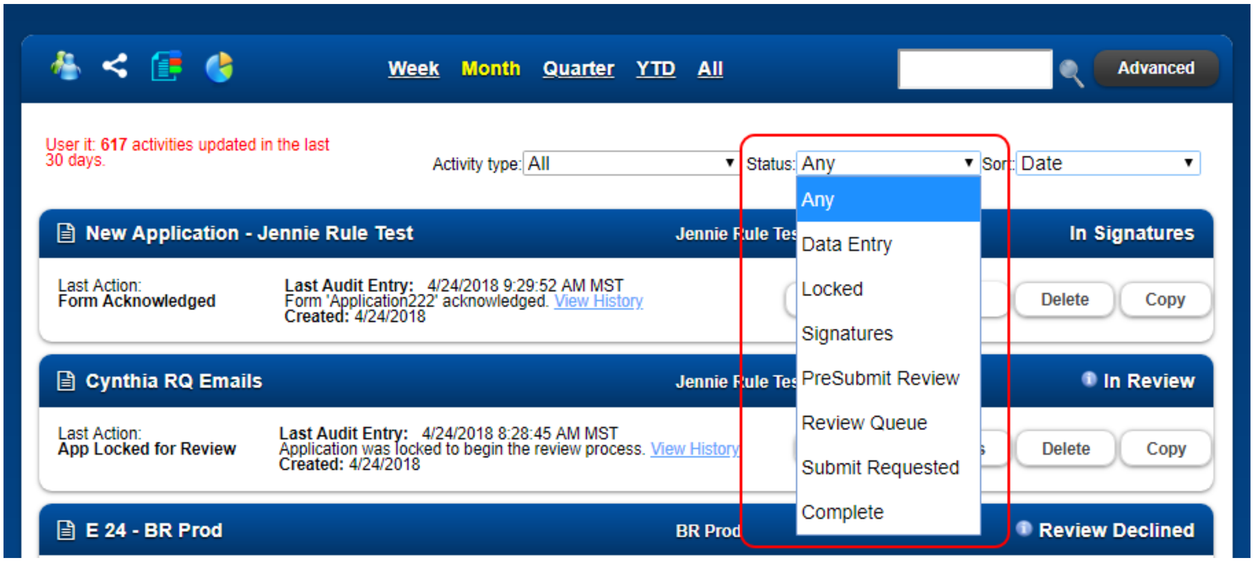
4. In All Activities, add a link on the display status located top right on each activity. When the link is clicked the history dialog opens with a subset of the full history with the selected display status.



The example below shows the signature statuses only in the audit history of an application.



5. In All Activities, the Status dropdown list is used as a filter to locate an activity. This list contains the primary group for each display status. For example, Signatures contains all transactions with a display status of Pending Signatures, In Signatures, and Signatures Complete.



6. Update reports to match the display status listed in All Activities.

Use Cases / Workflow Changes

No changes in existing workflow.

Admin Changes

None

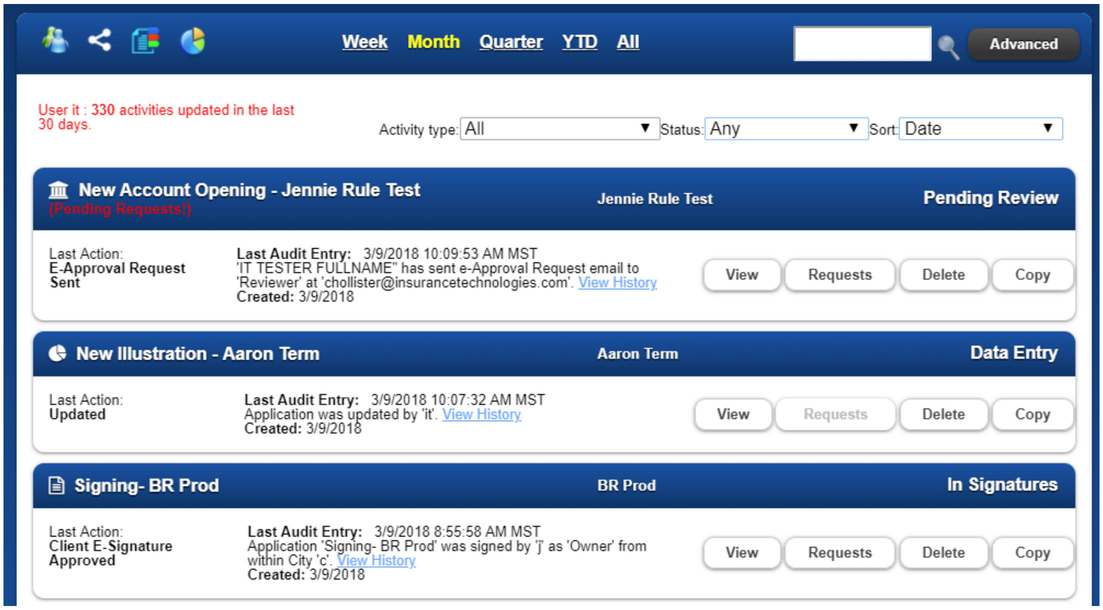
App Changes

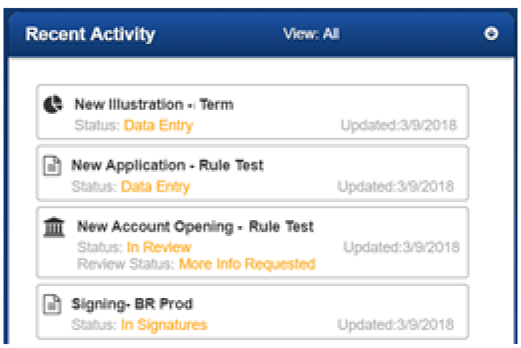
Database Changes

Currently we have two columns in the database to track statuses: Status and ExternalStatus. The Status column stores the internal status and we use it to control the workflow so we cannot extend it without affecting current functionality in the system. The ExternalStatus column is used to store the underwriting status obtained from an external source through the web service endpoint, so we cannot use it without affecting existing clients, like Sagicor.

For this enhancement, we are adding a new SubStatus column named DisplayStatus to store the statuses defined in this design document.

UI Mock Ups





How to Enable and Use This Feature

Display status automatically shows in the various locations mentioned throughout this design document.

Areas Impacted

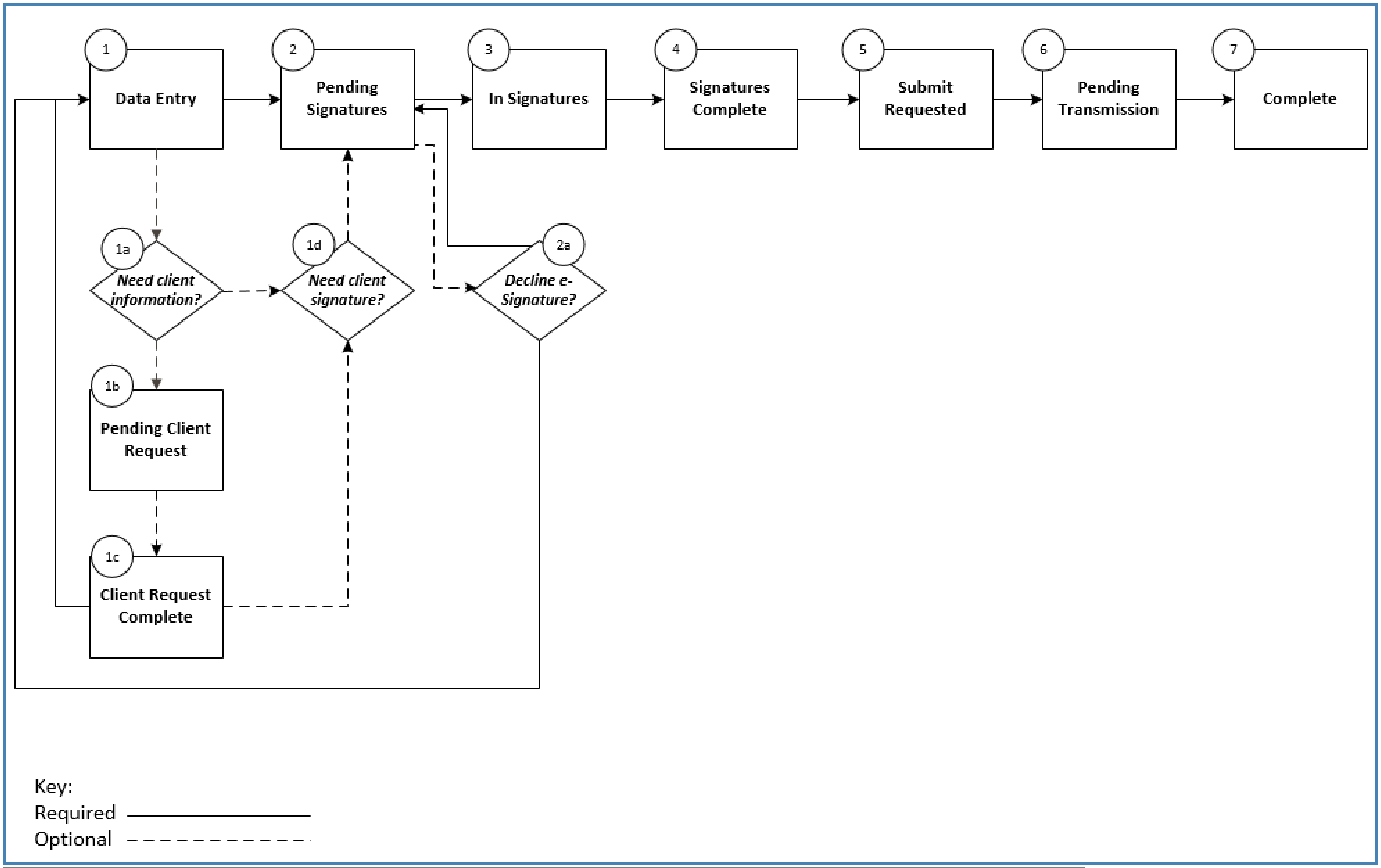
System Area	Yes	Comment
Admin Tool		
- Form Library		
- Design Forms		
- Profile Administration		
- Reports	Yes	New report template and class will be added.
- Deployment		
FireLight App		

- New Application		
- Edit Application		
- Signature Process		
- Review Queue		
- Manual Review		
- User Preferences		
- Inbound Integration		
- Outbound Integration		
- PDF Generation		
- Email System		
- All Activities		Create link for status to display relevant history when it applies.
- History		Add all status events to history.
- Audit		Add all status events to audit.
FireLight Console		
- Windows		
- iOS		
Other Systems		
- DTCC Integration		
- Commission Netting		
- Activity Reporting		

FireLight Display Status Workflows

The following images display typical FireLight display status workflows depending on the exclusion or type of Review Queue.

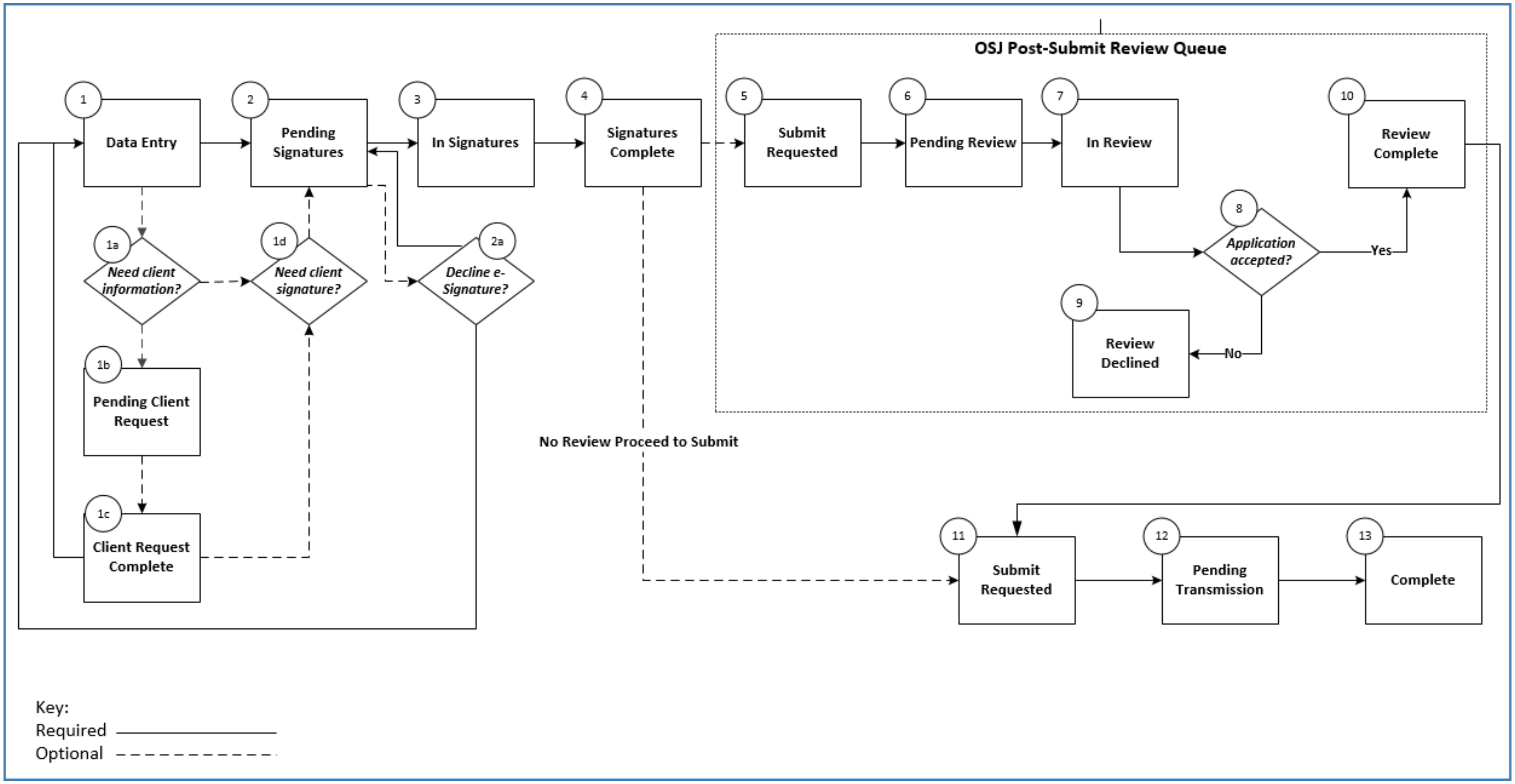
No Review Queue Workflow



INSURANCE TECHNOLOGIES

FireLight®

OSJ Post-Submit Review Queue Workflow



Manual Pre-Submit Review Queue Workflow