

**India Post**  
**Postal Life Insurance**  
Application Training Program

Conversion Operating Manual



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# Executive Summary

## About the Manual

The *Conversion* operating manual is designed to support India Post in processing the Conversion request for its Postal Life Insurance (PLI) and Rural Postal Life Insurance (RPLI) products. It is used to manage customer queries and policy request, subject to pre-defined conditions. It also helps India Post to perform their daily transactions.

This manual contains the following sections:

- 
- 1 • Introduction to Conversion
  - 2 • Getting Started with PSWD
  - 3 • Processing at Post Office (PO)
  - 4 • Processing at Central Processing Center (CPC)

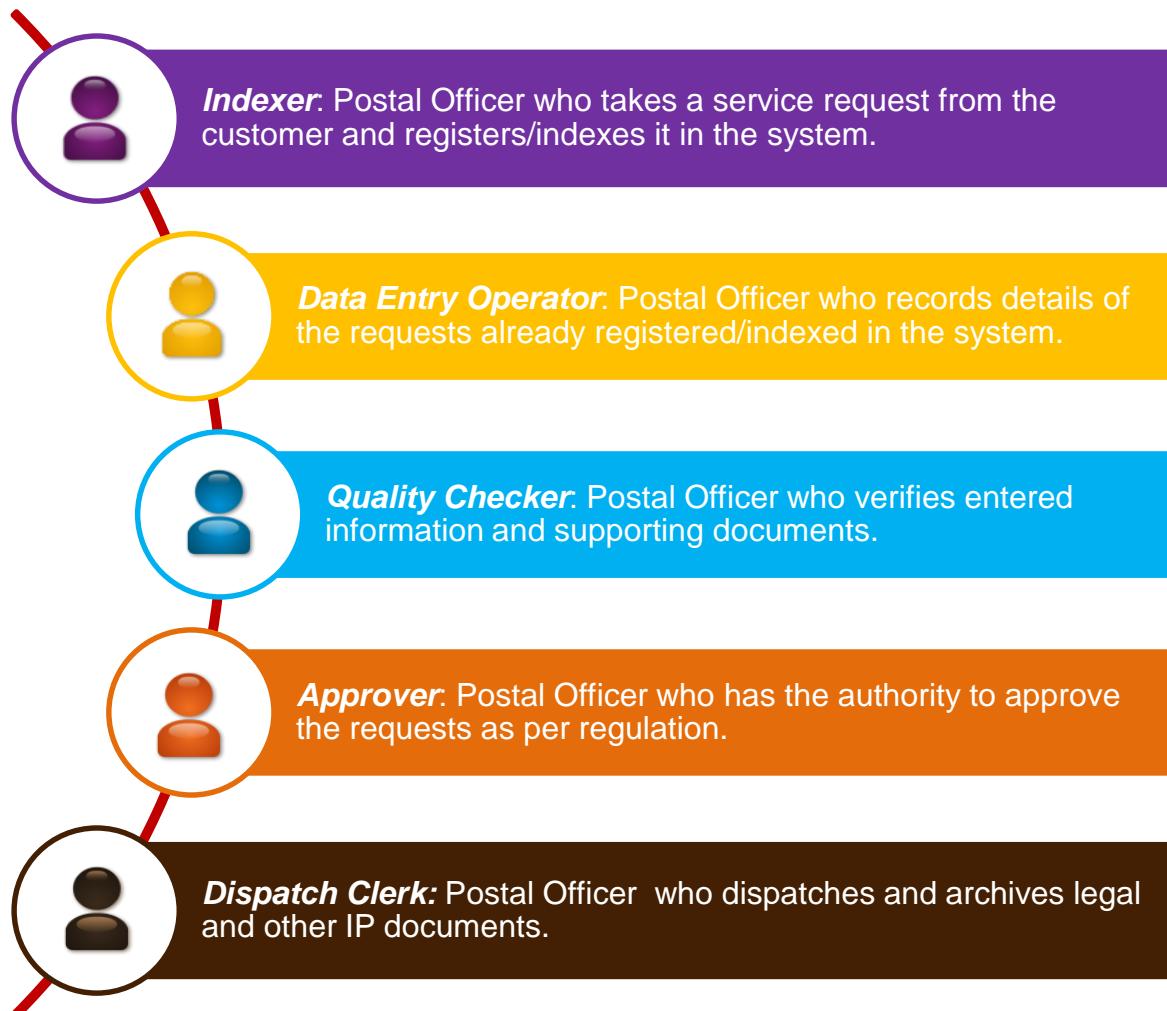
## Scope of the Document

This document will teach India Post users to process PLI functions and features in the McCamish platform. Users should know:

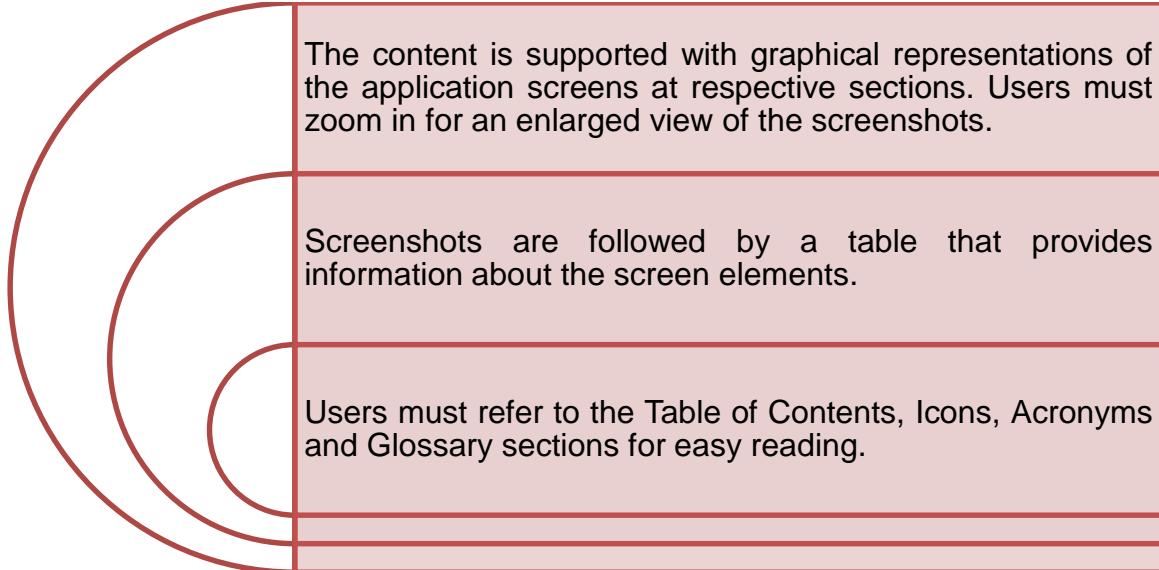
- Basic concepts of Postal/Rural Postal Life Insurance
- Basic knowledge of computers
- Basic knowledge of moving through application screens

## Audience

This document will be used by the following PLI roles at India Post:



## Guidelines to Read the Document



## Typographical Conventions



The ‘blue’ Cross Reference text changes its color to *purple* when it is clicked. This indicates that user has clicked on the link once before. However, user can still click on the link text and will again be navigated to the cross reference text.

### Bold

- **User Interface Elements**
- **Clickable Items**
- **Process Names**

### Blue

- [Cross References](#)
- [Table Name](#)
- [Screenshot Label](#)

### *Italic*

- Cross References
- Emphasis

## Icons

It is suggested that the readers familiarize themselves with these icons as they are used extensively used in this document.



Notes



Critical Information



Error Messages



Zoom



Process



Data Entry  
Operator



Dispatch Clerk



Business Rules



Scanner



Example



Screenshot



Glossary



Approver



Indexer



Quality Checker

## Acronyms

PLI	• Postal Life Insurance
RPLI	• Rural Postal Life Insurance
PO	• Post Office
CPC	• Central Processing Center
DoP	• Department of Post
DoB	• Date of Birth
ECMS	• Enterprise Content Management System
POLI	• Post Office Life Insurance Rules – 2011
UI	• User Interface
PSWD	• Policy Servicing Work Desk
HO	• Head Office
SA	• Sum Assured
ULIP	• Unit Linked Insurance Product
EFT	• Electronic Fund Transfer

# Section 1: Introduction to Conversion

## 1.1 Overview



Conversion means any change that affects the date of maturity of an insurance contract. In India Post,

A WLA product can be changed into an EA product.

The WLA product can be changed to another WLA preceding the Premium Ceasing Age.

The EA product can be changed to another EA preceding the maturity date.

Conversion also results in increase or decrease of the policy premium.



The Conversion of policy from the date of maturity/ date of termination of premium to a date preceding or within one year from the date of conversion is not allowed. ([Refer to Rule 51\(5\) of POLI RULES – 2011](#))



Conversion can change the product during the lifetime of the existing policy. Conversion of a policy from Whole Life Assurance (WLA) class or Endowment Assurance Class to an Endowment Assurance (EA) class is payable at the ages of 35, 40, 45, 50, 55, and 58 and 60 respectively. ([Refer to Rule 5\(8\) of POLI RULES – 2011](#))



Convertible whole life (CWL) policy can be converted at the end of 5 years (6<sup>th</sup> year given as grace period to exercise conversion) from the commencement into an endowment assurance maturing at the age of 50 or 55 or 58 only.



CWL policy conversion if not exercised policy will continue as WLA with premium ceasing at age 60, the original rate of premium remaining unchanged.

([Refer to Rule 5\(9\) and Rule 51 of POLI RULES – 2011](#))



At the time of conversion, date of maturity can be ante dated **or post-dated**.

## 1.2 List of Products that have the Conversion Feature

The table below provides a list of Life Insurance products offered by India Post for its customers.

**Page Elements: List of Existing Products**

Product	Product Name	Product Type
PLI	Suraksha	Whole Life Assurance
PLI	Santosh	Endowment Assurance
PLI	Suvidha	Convertible Whole Life Assurance
RPLI	Gram Santosh	Endowment Assurance
RPLI	Gram Suraksha	Whole Life Assurance
RPLI	Gram Suvidha	Convertible Whole Life Assurance



(Refer to Rule 5(29), Rule 5(35), Rule 8,9 and 10 of POLI RULES – 2011)

## 1.3 List of Mandatory Documents for Conversion

Conversion Request Form

Policy Bond

Premium Receipt Book

Consent Letter

Certificate of Good Health

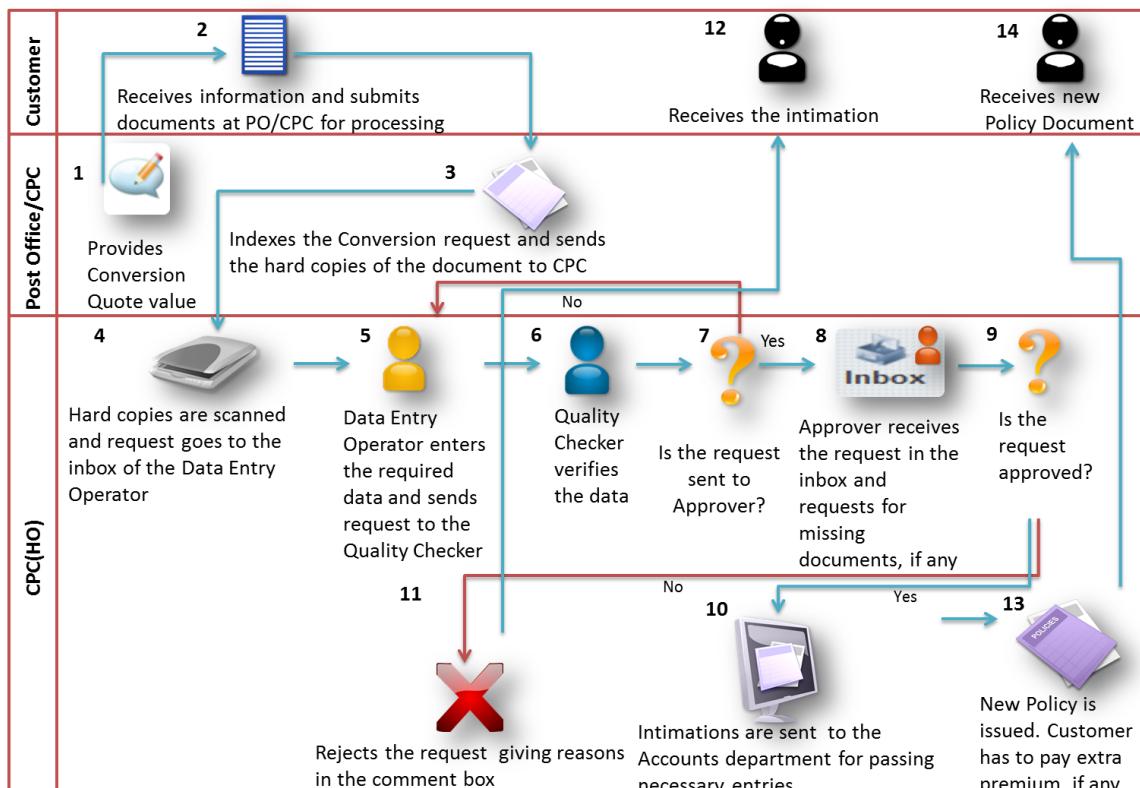
## 1.4 Process Flow Diagram



The process flow diagram presented below shows the conversion steps in detail.



It is suggested that users zoom in the document for better readability.



Conversion – Process Flow

## Section 2: Getting Started with PSWD

### 2.1 Introduction



The PSWD (Policy Servicing Work Desk) application can be signed in from any India Post workplace. All users must log in using their credentials. These credentials consist of a user name and a password.

### 2.2 Login



Users must login to the application in the following manner:

**Step 1:**  – Enter **User Name**.

**Step 2:**  – Enter **Password**.

**Step 3:**  – Click the **Login** button.



The screenshot below shows the Login screen.

Sign in to PSWD

Username:

Password:

Remember me

Forgot Password ?

Sign In

India Post Logo

Postal Life Insurance Logo

Infosys Logo

PSWD Login Screen



The user would be able to *change* the Password when he/she logs in for the first time.  
The user name and the passwords are *case sensitive*.



Checking **Remember Me** option saves your Username and Password whenever the user signs in to the application next time.



All user roles will have the same Dashboard whether they are Indexers, Quality Checkers or Approvers.

## 2.3 The Dashboard



The Dashboard has two major sections to access various screens.  
The upper section is a ribbon with a number of icons placed in a series.



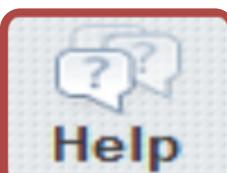
### Inbox

- The users must click the **Inbox** icon to view their respective tasks of the day.



### User Profile

- The users must click the **User Profile** icon to view their personal and work details.



### Help

- The users must click the **Help** icon to view solutions for their system queries.



### Log Out

- The users must click the **Sign Out** icon to sign out of the system.

The following IP users must access their tasks from the **Inbox**.



Data Entry Operators

Indexers

Approvers

Quality Checkers



The central section has a number of work items placed in rows which includes the **Service Request Indexing** icon.



#### Product Information

- Users must click on the **Product Information** button to find the complete listing of PLI and RPLI products of India Post.



#### Policy Search

- Users must click the **Policy Search** button to search for any existing or newly indexed policy of India Post.



#### Service Request Indexing

- Users must click the **Service Request Indexing** icon to log a new customer request.



#### Quote

- Users must click the **Quote** icon to generate a quote for any customer request.



#### Collection

- Users must click the **Collection** icon to access the Collection, Billing and Disbursement activities of India Post.



#### Reports

- Users must click the **Reports** icon to access the reports generated by the system.



#### Pricing Disbursement

- Users must click the **Pending Disbursement** button to access the pending disbursement activities screen.



#### Customer Search

- Users must click the **Customer Search** button to search for any existing or newly indexed customer of India Post.



The Indexers must use the **Service Request Indexing** icon to go to the *Indexers Dashboard* to start their work.



The screenshot below shows the **Dashboard**.

The dashboard is divided into two rows of five boxes each. The top row contains: PRODUCT INFORMATION (Product Information), POLICY SEARCH (Allows user to search policies, view its history and summary), SERVICE REQUEST INDEXING (Allows users to index policy servicing requests), QUOTE (Allows user to generate quotes for policy related financial alterations), and COLLECTION (Allows user to collect premiums, loan or any miscellaneous charges for Proposals and Policy). The bottom row contains: REPORTS (Allows user to request, generate and view reports related to business), PENDING DISBURSEMENT (Pending Disbursement), and CUSTOMER SEARCH (Customer Search).

**The Dashboard**



The screenshot below shows the **Service Request Indexing** screen.

The screen has a header with links: Policy Search, Customer Search, Product Information, Help/FAQ, and a signout link. Below the header is a section titled "Service Request Indexing". It contains three input fields: "Request Type" (set to "Conversion"), "Policy Number" (containing "0000000016614"), and "Date" (set to "06/12/2013"). A "Next" button is located at the bottom right of the form area.

**Service Request Indexing**



The **Service Request Indexing** icon will be used only by the Indexers and the Data Entry Operators, the Quality Checkers and the Approvers will use their *Inbox* only.

## 2.4 User Interface (UI) Elements



The users must enter required information in the application through the available elements on the screen. The table below lists the most common screen elements.

Frequently used Screen Elements

Element	Description
	The drop-down box has a number of values in the list. Users must click the arrow to open the drop-down and select the required value.
	The user must enter the required value in the text entry field box.
	The user must click the <b>Calendar</b> icon to enter the required date for any month or year. A separate pop-up is displayed when the icon is clicked.
	The user must select the <b>Checkbox</b> icon to select a value. On click, the icon changes to .
	The non-editable display fields and the values cannot be changed. Values entered in other screens or ones generated by the system are displayed here.
	The user must select the <b>Radio</b> button to select a value. On click, the icon changes to .
	The <b>Search</b> button is an action button whose name signifies its function. The user must enter the search value in the field and click the button to complete the process.
	The <b>View Documents</b> button is an action button and the user can view the scanned documents.
	The user must click the <b>Submit</b> button to submit details that are entered.
	The user must click the <b>Add Comments</b> button to add comments.



Element	Description
Cancel	The user must click the <b>Cancel</b> button to cancel the changes.

## Section 3: Processing at Post Office (PO)

### 3.1 Quote Conversion



Conversion of a policy quote for a requested date can be generated at the PO level. A copy of the quote can be given to the customer for their information.



To access *Quote Screen*, perform the following steps:

Click **Quote** Icon on Dashboard.

Select **Conversion** from Request Type drop-down menu.

Enter **Policy** number.

Enter the appropriate **Date**.

Click **Next**.



The screenshot below shows the Quote screen.

Quote

Quote Type: Conversion Policy Number: 0000000016371 Date: 06/12/2013

Next

Conversion Quote Screen



If the policy number is not available, then the user can search policy by means of some other customer details like name or address by clicking **Search** button.



The screenshot below shows the **Policy Search** screen.

Search

Customer Id:		label.UidNumber:		Insured:	Name
Insured DOB:		Insured PAN Number:		Plan Name:	
Passport Number:		Policy Status:		Driving License Number:	
Policy Number:		Premium Amount:		Sum Assured:	
Fathers Name:	Papa	Agent ID:		Pin Code:	

Search Result

Policy Number	Insured Name	Date of Birth	Age	Sex	Product	Policy Commencement Date	Maturity Date/Premium Ceasing Date of the policy	Premium Instalment Amount	Frequency	Policy Owner Name
0000000014799	Name Surname	02/07/1993	21	M	Suraksha	16/07/2013	16/07/2052	79.0	Monthly	Name Surname

Policy Search Screen



Click **Policy Number Hyperlink.**

Click **Next.**

 This page displays the summary of policy.

Select **Converted Product.**

Select Premium Ceasing Age or Maturity Date based on the selected converted product.

Enter the **Effective Date.**

Click **Continue.**

Click **Get Quote.**



The screenshot below shows the **Get Quote** screen.

The screenshot displays the 'Get Quote' screen for Postal Life Insurance. At the top, there is a navigation bar with links for Home, User Profile, Help/FAQ, and Signout. The Infosys logo is also present. Below the navigation, the 'Quote' section is shown with a quote type of 'Conversion'. A table provides policy summary details:

Installment Amount	109.00	Policy Status	Premium payment pending	Insured	Rahul Kumar Kapoor	Product Name	Suraksha
Issue Date	13/09/2013	Premium Paid Till		Customer ID	14700	Duplicate Policy Bond Issued:	No

The 'Conversion Process' section includes dropdown menus for 'Converted Product' (set to 'Select') and 'Effective Date of Conversion' (set to '13/09/2014'). At the bottom right of the form are 'Get Quote' and 'Reset' buttons.

**Get Quote Screen**



Quote details will be generated in a PDF format.



The customer has to submit the documents before the next process can be initiated.



## 3.2 Indexing the Request

Request indexing menu allows the user to index the request and forward it to the respective CPC for further processing.



To access *Request Indexing*, the Indexer must perform the following steps:

Click **Service Request Indexing** Icon on Home Page.

Select **Conversion** from Request Type drop-down menu.

Enter **Policy number**.

Enter the appropriate **Date**.

Click **Next**.



The screenshot below shows the **Service Request Indexing** screen.

Service Request Indexing

Request Type: Conversion Policy Number\* 0000000016614 Date 06/12/2013

Next

Service Request Indexing Screen



If the policy number is not available, then the user can search policy by means of some other customer details like name or address by clicking **Search** icon.

Click the appropriate **Policy Number** hyperlink.

Click **Next**.



The screenshot below shows the **Policy Search** screen.

The screenshot displays the 'Policy Search' interface. At the top, there's a navigation bar with links: Policy Search, Customer Search, Suspense Maintenance, Product Information, and FAQ. Below the navigation is a 'Service Request Indexing' section with a 'Request Type:' dropdown. The main area is titled 'Search' and contains a form with fields for Customer Id, Insured DOB, Insured PAN Number, Insured, Plan Name, Insured Date of Birth, Policy Status, Driving License Number, Passport Number, Premium Amount, Sum Assured, Policy Number, Pin Code, Fathers Name, Agent ID, and a date picker set to 7/2013. A 'Search' button is located at the bottom right of the search form. Below the search form is a 'Search Result' table with columns: Policy Number, Insured Name, Date of Birth, Age, Sex, Product Name, Policy Commencement Date, Maturity Date/Premium Ceasing Date of the policy, Premium Installment Amount, Frequency, and Policy Owner Name. One row is shown with values: 0000000014799, Name Surname, 02/07/1993, 21, M, Suraksha, 16/07/2013, 16/07/2052, 79.0, Monthly, Name Surname. At the bottom left is a 'Show 10 entries' dropdown, and at the bottom right are 'Previous' and 'Next' buttons. The footer of the page includes the copyright notice 'Copyright © 2013 Infosys BPO Limited'.

**Policy Search Screen**



**Service Request Indexing** Screen will be displayed and it will populate **Policy Summary section** and **Pending Request** section where the user can see previous open policy request history.

Click **View History** icon in **Action** column.

Click **Submit**.



The screenshot below shows the **Conversion Request Indexing** screen.

The screenshot shows the 'Service Request Indexing' page. At the top, there are links for Policy Search, Customer Search, Product Information, and FAQ. On the right, there is a signout link and the Infosys logo. The main area displays a policy summary for a proposal with a policy number of 0000000016614, an installment amount of 338.87, and an insured named Rajeev. Below this is a table for pending requests, showing five entries with various request types like Proposal, Survival Claim, Address Change, and Name Change, each with a status of Pending and assigned to MH-PS Indexer. At the bottom right are 'Submit' and 'Cancel' buttons.

Conversion Request Indexing Screen



Users must return to Request Indexing screen to index request.

Click **Submit** to send the request to the Data Entry level.



Once the request is submitted a Ticket Number is generated and Indexer must give it to the customer for future reference.



The screenshot below shows the **Ticket ID Generated** screen.

The screenshot shows a web-based application for 'Service Request Indexing'. At the top, there are tabs for 'Policy Search', 'Customer Search', 'Suspense Maintenance', 'Product Information', and 'FAQ'. Below the tabs, there's a search bar with 'Request Type: Commutation' and 'Policy Number: 0000000014799'. A date field shows 'Date: 16/07/2013'. In the center, a modal window titled 'Success' displays the message 'Transaction submitted successfully for Ticket Number: PSCOM000005056' with an 'Ok' button. The background shows a table for 'Pending Request' with columns for Request ID, Policy Number, Request Status, and Last Premium Due Date. The status for the row with Request ID N-WLA0000017588 is 'Pending'. On the right side of the screen, there are sections for 'Product Name: Suraksha', 'Duplicate Policy Bond Issued: No', 'Request Owner: ReportIndexer', and 'Action' with a 'New' button. At the bottom right, there are 'Submit' and 'Cancel' buttons. The footer of the page includes the copyright notice 'Copyright © 2013 Infosys BPO Limited'.



### Ticket ID Generated Screen



Along with the Ticket Number slip a printed barcode is also generated for document scanning purposes. One copy of the slip is given to the customer and another copy is put over request documents as a covering.



Acknowledgement Receipt for Policy Requests will be generated in a PDF format.



Indexed request will be *reflected* in the Inbox of tasks for Data Entry Operator.


**Important Error Messages**
**Error Messages and Required Action**

<b>Serial Number</b>	<b>Field Name</b>	<b>Condition</b>	<b>Error Message</b>	<b>Required Action</b>
1	Policy No	If numeric field is entered with non-numeric value.	Policy Number should be in the numeric format	Users must enter a numeric value.
2	Policy No	If Policy Number field is entered with more than allowed digits.	NA	System should not allow entering more than 13 digits.
3	Policy No	If left blank.	Missing Policy No	Users must enter the Policy No.
4	Date	Date field filled with non-date value, special characters other than '/'	Date should be in the date format	Users must enter the Date in the date format.
5	Date	Date entered in MMDDYYYY format or YYYYMMDD format	Date should be in DDMMYYYY format	Users must enter the Date in DDMMYYYY format.
6	Date	Date entered is invalid	Date entered is invalid	Users must enter a valid date.

<b>Serial Number</b>	<b>Field Name</b>	<b>Condition</b>	<b>Error Message</b>	<b>Required Action</b>
7	Date	If Date field is mentioned in the past where the system does not expect so	Date should be more than or equal to today's date	No back date is allowed in case of quote. Users must enter a date which is more than or equal to today's date.
8	Date	Entered date is lesser than policy issue	Date should not be less than Policy issue date	Users must enter a date which is not less than Policy issue date.
9	Date	If left blank	Missing Date	Users must enter a date.



The customer needs to provide the Ticket Number (generated during the Conversion process) while submitting the documents.



The customer has to submit the documents before the next process can be initiated.

## Section 4: Processing at Central Processing Center (CPC)

### 4.1 Introduction

Conversion requests from the Post Office are forwarded to CPC for further processing.



The Data Entry Operator enters the Conversion request in the system using the scanned documents and makes it ready for a Quality Check and later Approval.



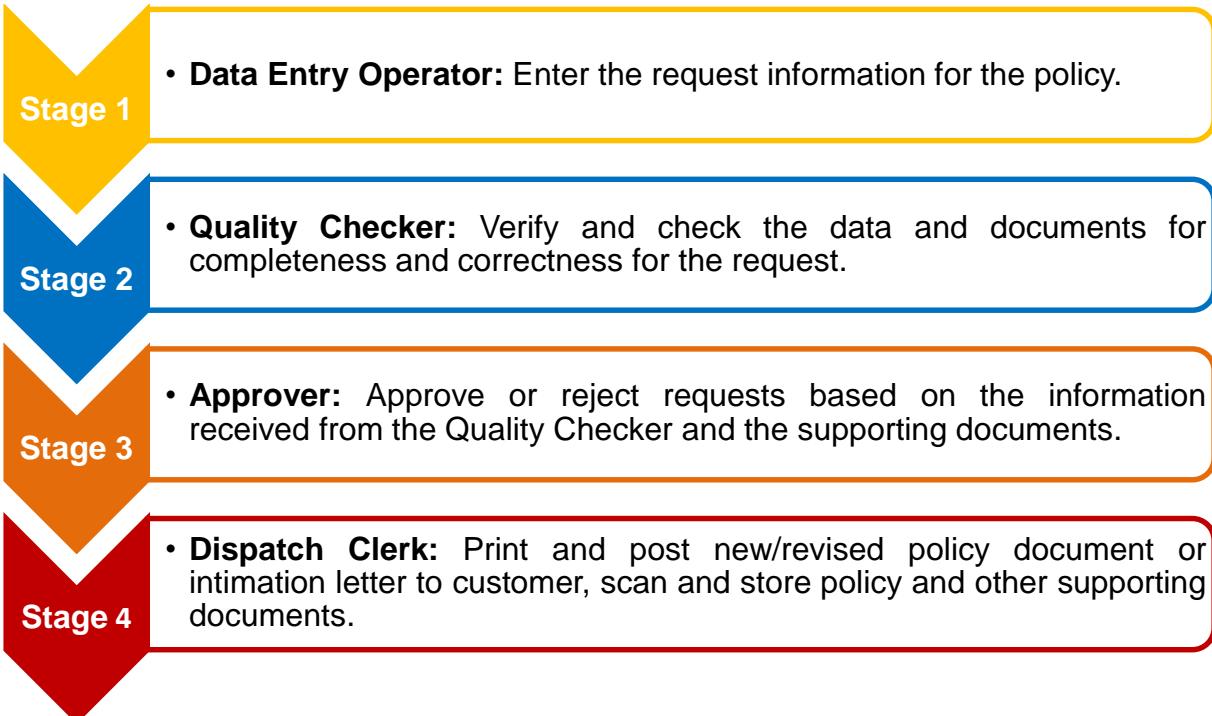
These activities are carried out only after the paper documents are received at the CPC through postal dispatch.



The paper documents are scanned and tagged to the policy before the information is entered in the system.



The Conversion request is processed at the CPC by different roles given below with specific tasks in the following stages. Each role forwards the request for further processing to the next entity.



## 4.2 Scanning Documents Using the ECMS



The scanning process begins at the PO where all documents collected for the day are bundled and sent to CPC. This process is common for all types of requests and proposals sent to the CPC.

The bundles are marked with the Office Code + Date + Packet Number.

A list of all types of service requests is attached to the bundle.

The status of the proposal is updated as *Pending for Scanning* in the McCamish system.

The documents are physically dispatched to the respective CPC.



Counter clerk prints the Acknowledgment Receipt on receipt stationery in two copies. One copy is given to the customer and another copy is affixed on the blank A4 size paper.



The documents are scanned at the CPC by performing the steps below.

Clerk at CPC ticks the serial list of service requests received with bundle to check missing set of documents if any.

Adds appropriate separator sheets between and within the set of documents.

Scans documents and saves images labeled as per the scanners naming convention on to the local desktop.

Checks images for clarity and confirms that all documents are scanned.



Separator sheets allow the ECMS system to distinguish each page based on request type and supporting document category. These sheets are reusable, as are the barcodes printed on them.



The scanned documents are tagged to the policy or the request by performing the steps below.

Logs in to the ECMS and provides same bundle number as received from branch on to the system.

Virtual scans (vScan) the document images to DataCap (ECMS scanning software) server.

Data Entry Operators identify the pages as per the separator sheets.



DataCap web service must be pre-installed on each Desktop.



Desktop operator will also be allowed to perform operations like page identification and verification on the other batches while documents get uploaded in the background.

## 4.3 Data Entry Process



The Data Entry operator must click on his **Inbox** on the Dashboard ribbon to access their inbox. The inbox will have a list of the service requests awaiting data entry.



Data Entry Operator has the following access and decision levels:

**Submit**

- Allows the user to forward the request to the Quality Checker level and request status will change to pending for quality check.

**View Documents**

- Allows the user to view scanned documents tagged to a policy.

**Add Comments**

- Allows the user to note any additional information on the request.

**Request History**

- Allows the user to view the history of all stages of the particular request.

**Cancel**

- Allows the user to cancel the request. On cancel the screen would be cancelled, and no action is required at screen level.



The screenshot below shows the **Data Entry Operators Inbox** screen.

The screenshot displays the 'Inbox' screen for Data Entry Operators. At the top, there is a header bar with the India Post logo, a 'Home' button, an 'Inbox' button, a 'User Profile' button, and a 'Help/FAQ' button. To the right of the header is the Infosys logo with the tagline 'Building Tomorrow's Enterprise'. Below the header is a search and filter section with fields for 'Request Queue' (set to 'Data Entry Queue'), 'Status' (set to 'Pending'), 'Request Type' (set to 'Conversion'), 'Date Range', 'Ticket Id / Proposal Number', 'Policy Number', 'User Info' (set to 'select'), and 'Operation Center' (set to 'PANVEL H.O. (MH-MR295)'). There are also 'Search', 'Reserve', and 'Allocate' buttons. The main area is titled 'Inbox Result' and shows a table of 5 items found, displaying all items. The table has columns for Select, Ticket ID, Customer ID, Policy No/Proposal No, Request Type, Status, Request Date/Time, Request Owner, Indexed By, Office, and Actions. Each row contains a checkbox in the 'Select' column, followed by the ticket ID, customer ID, policy number, request type, status, request date/time, request owner, indexed by, office, and two small icons for 'Reserve' and 'Allocate'.

Select	Ticket ID	Customer ID	Policy No/Proposal No	Request Type	Status	Request Date/Time	Request Owner	Indexed By	Office	Actions
<input type="checkbox"/>	N-WLA0000022562		N-WLA0000022562	Proposal	Pending	Tue Nov 26 09:01:40 IST 2013		MH-Indexer	CHANJE	
<input type="checkbox"/>	PSSUC0000023717	13680	0000000015611	Survival Claim	Pending	Thu Dec 05 00:00:00 IST 2013		MH-PS Indexer	PALASDARI EDBO	
<input type="checkbox"/>	N-CWA0000022776		N-CWA0000022776	Proposal	Pending	Fri Dec 06 10:24:13 IST 2013		MH-Indexer	J.N.P.T. TOWNSHIP SO	
<input type="checkbox"/>	N-EAP0000022779		N-EAP0000022779	Proposal	Pending	Fri Dec 06 10:27:58 IST 2013		MH-Indexer	JAMRUNG EDBO	
<input type="checkbox"/>	N-WLA0000022780		N-WLA0000022780	Proposal	Pending	Fri Dec 06 10:28:41 IST 2013		MH-Indexer	HUMGAON EDBO	

Inbox Page for Data Entry Operator





The Data Entry Operator must follow the below steps to acquire the Conversion request from the system.

**Click Inbox.**

Select Conversion from **Request Type** drop-down menu.

Once the Data Entry Operator clicks on the Ticket ID, the system will prompt for reserving the task and once the task is reserved, system will automatically navigate to the Data Entry screen.



This will open the **Policy Summary** and **Conversion Request** Data Entry screen.



The screenshot below shows the **Conversion** screen.

Screenshot of the Postal Life Insurance Conversion process screen:

**Request Type:** Conversion **Ticket No.:** PSCOV0000012369 **Policy Number:** AM-44593-CS **Date:** 25/11/2013

**Policy Summary** -AM-44593-CS

Installment Amount	435.00	Policy Status	Active	Insured	BHABEN DAS	Product Name	Santosh
Issue Date	20/02/2001	Premium Paid Till	31/12/2014	Customer ID	174219	Duplicate Policy Bond Issued:	No

**Conversion Process**

Policy Duration:	19 years	Conversion Status:	Original
Premium:	435.0	Maturity Date:	20/02/2020
Sum Assured:	100000.0	Age of Insured at entry:	41

**Conversion History**

Policy Number	Issue Date	Product	Maturity Date	Sum Assured	Policy Term	Premium	Conversion Date
---------------	------------	---------	---------------	-------------	-------------	---------	-----------------

**Conversion Changes**

Product:	Select
Effective Date of Conversion:	20/02/2014

**Conversion Quote**

Revised Product:	Santosh	Policy Maturity Age:	55
Sum Assured:	100000.0	Revised Premium:	8775.0
Charges:	0.0	Revised Maturity Date:	20/02/2015
Excess Amount in Suspense (Original Policy):	0.0	Outstanding Loan on Original Policy:	0.0
Loan Interest Bill Amount:	0.0		

**List of Documents**

- Conversion Form
- Policy Document
- Premium Receipt book
- Certificate of Good health

**Buttons:** Submit, View Documents, Add Comments, Request History, Cancel

**User Information:** Postal Assistant, Done, Copyrights @ Infosys BPO Limited, PANVEL H.O., Internet | Protected Mode: On, 100%

Conversion Process Screen





## Page Elements: Data Entry Operator's page

Serial Number	Field Name	Notes
1	Policy Summary	All fields under this are auto populated.
2	Conversion Process	All fields under this are auto populated.
3	Conversion History	This will be populated only, if there is any conversion history related with the policy. All fields under this are auto populated.
4	Conversion Changes	This is the place where user can select the new product/plan and its effective date.
5	Converted Product	User should be able to select any one option from the drop-down list. <ul style="list-style-type: none"><li>• Santosh</li><li>• Suraksha</li></ul> Premium Ceasing Date / Policy Maturity Age will be populated based on the selected products.
6	Premium ceasing age / Maturity Age	<ul style="list-style-type: none"><li>• Based on the selected product, Premium Ceasing Date or Maturity date will be populated, Along with allowed premium ceasing age or maturity age.</li><li>• Value of this drop down should be populated based on the product selected.</li></ul>
7	Effective date of conversion	The date on which conversion request has been raised.
8	Continue	When user clicks on this button, system should generate the quote for policy conversion.
9	Revised Product	New product name.
10	Policy Term	New selected product term.



Serial Number	Field Name	Notes
11	Sum Assured	New sum assured.
12	Revised Premium	This value should be calculated based on the selected product, sum assured and new policy term.
13	Charges	This is conversion charge amount. This should be configurable. For the 1 <sup>st</sup> conversion, there should not be any charge. From 2 <sup>nd</sup> conversion onwards, there would a conversion charge of Rs 20.
14	Revised maturity date	This is auto populated maturity date.
15	Excess Amount in Suspense (Original Policy)	If there is any amount lying in suspense account due to any reason.
16	Outstanding loan on original Policy	Outstanding loan on the policy as on date.
17	Loan Interest bill Amount	Loan interest amount billed.
18	List of Documents	If all the required documents are not selected, conversion cannot be processed.
20	Submit	On clicking, request moves into Quality checker's bucket and pop-up message will appear as "Request submitted to Quality Checker".

Serial Number	Field Name	Notes
21	View Documents	Allow the user to view the scanned docs related with the request.
22	Add Comments	User can add any comment if required and pop-up message will appear as "Comments have been added Successfully".
23	Request History	User can view history if any.
24	Cancel	Cancel the page and user will land up on the respective user's inbox.



The Data Entry Operator can only enter the required information in the Conversion process screen. Only the Quality Checker and the Approver can request for missing information or documents.



The Data Entry Operator must read the customers Conversion application and record customer request details.



The screen will display if the policy has been assigned, if it is then the assignee's name and address will be displayed. If it is not assigned then the payee's name and address will be displayed.



The Data Entry Operator must follow the below steps to enter the Conversion request in the system using the scanned documents for customer details.

Click **Request History**.



This will show the history of the policy request.

Click **View Documents** section.



This will open the scanned documents attached with the policy. User will read customer's Conversion application and note customer request details.

Select **Converted Product** in Conversion Changes tab.

Select **Policy Maturity Age** or appropriate **Premium Ceasing Age**.

Enter **Effective Date** of Conversion.

Click **Continue**.



This action opens the **Quote** and **List of Documents** section.



The screenshot below shows the **Quote and List of Documents** section.

The screenshot shows a web-based application interface for 'Conversion Quote'. At the top, there's a header with the India Post logo, the text 'Postal Life Insurance', and navigation links for 'Home', 'Inbox', 'User Profile', and 'Help/FAQ'. On the right, it shows 'MH099-PuneHO-DataEntry | Signout' and the Infosys logo with the tagline 'Building Tomorrow's Enterprise'. Below the header, the 'Conversion Quote' section displays various policy details in a grid:

Revised Product:	Santosh	Policy Maturity Age:	55
Sum Assured:	100000.0	Revised Premium:	8775.0
Charges:	0.0	Revised Maturity Date:	20/02/2015
Excess Amount in Suspense (Original Policy):	0.0	Outstanding Loan on Original Policy:	0.0
Loan Interest Bill Amount:	0.0		

Below this is the 'List of Documents' section, which contains a list of checkboxes:

- Conversion Form
- Policy Document
- Premium Receipt book
- Certificate of Good health

At the bottom of the page, there are buttons for 'Submit', 'View Documents', 'Add Comments', 'Request History', and 'Cancel'. The status bar at the bottom shows 'Done', 'Copyrights @ Infosys BPO Limited', 'PANVEL H.O.', and 'Internet | Protected Mode: On'.

**Quote and List of Documents Screen**



**Tick the List of Documents checkbox.**



The user must tick only those checkboxes for which the documents have been received from the customer.

**Click Submit.**



The Data Entry Operator can write comments if he needs to. To write comments, he must follow the following step.



The screenshot below shows the **Comments** screen.

**Comments Screen**



The status of the work is now Pending Quality Check.



### Important Error Messages

#### Error Messages and Required Action

Serial Number	Field Name	Condition	Error Message	Required Action
1	Product	If 'None'	Please select any product	
2	Product	'Santosh' is selected		If Product Name is Suraksha then Santosh can be selected
3	Product	'Santosh' is selected		If Product Name is Suvidha and the policy term should be between 5 and 6 policy years



Serial Number	Field Name	Condition	Error Message	Required Action
4	Product	If 'Santosh' is selected while Product Name is Suvidha and the policy term is less than 5 years or more than 6 years	This policy cannot be converted. Policy term should be between 5 and 6 policy years	
5	Product	'Suraksha' is selected		If Product Name is Santosh then Suraksha can be selected
6	Premium ceasing Age	New ceasing date selected as higher or lower than the original age	Premium ceasing Age	New ceasing date selected as higher or lower than the original age
7	Effective Date of Conversion	Date field filled with non-date value, special characters other than '/'	Effective Date of Conversion	Date field filled with non-date value, special characters other than '/'
8	Effective Date of Conversion	Date entered in MMDDYYYY format or YYYYMMDD format	Effective Date of Conversion	Date entered in MMDDYYYY format or YYYYMMDD format
9	Effective Date of Conversion	Date entered is invalid	Effective Date of Conversion	Date entered is invalid
10	Effective Date of Conversion	If Date is mentioned within first year of the policy for Suraksha, Santosh and Suvidha	Conversion not allowed as the policy has not completed 1 year	
11	Effective Date of Conversion	If Date mentioned is within one year prior to maturity date for Santosh	Conversion not allowed as the policy will mature within 1 year	
12	Effective Date of Conversion	If Date mentioned is within one year	Conversion not allowed as the	



Serial Number	Field Name	Condition	Error Message	Required Action
		prior to Premium Ceasing date for Suraksha	premium ceasing date is within 1 year	
13	Effective Date of Conversion	If Date mentioned is prior to 5 years or after 6 years for Suvidha	Conversion not allowed as the policy age is not within 5th and 6th year	
14	Effective Date of Conversion	Entered date is lesser than policy issue date	Date should not be less than Policy issue date	
15	Effective Date of Conversion	If left blank	Missing Effective Date of Conversion	
16	Submit button	All below check box must be selected - Conversion Form - Policy Document - Premium Receipt Book - Certificate of Good Health	If all check box are not selected then message should appear as "Please submit the mandatory document"	If mandatory documents are not selected, then an error message should appear and system should not allow to proceed.

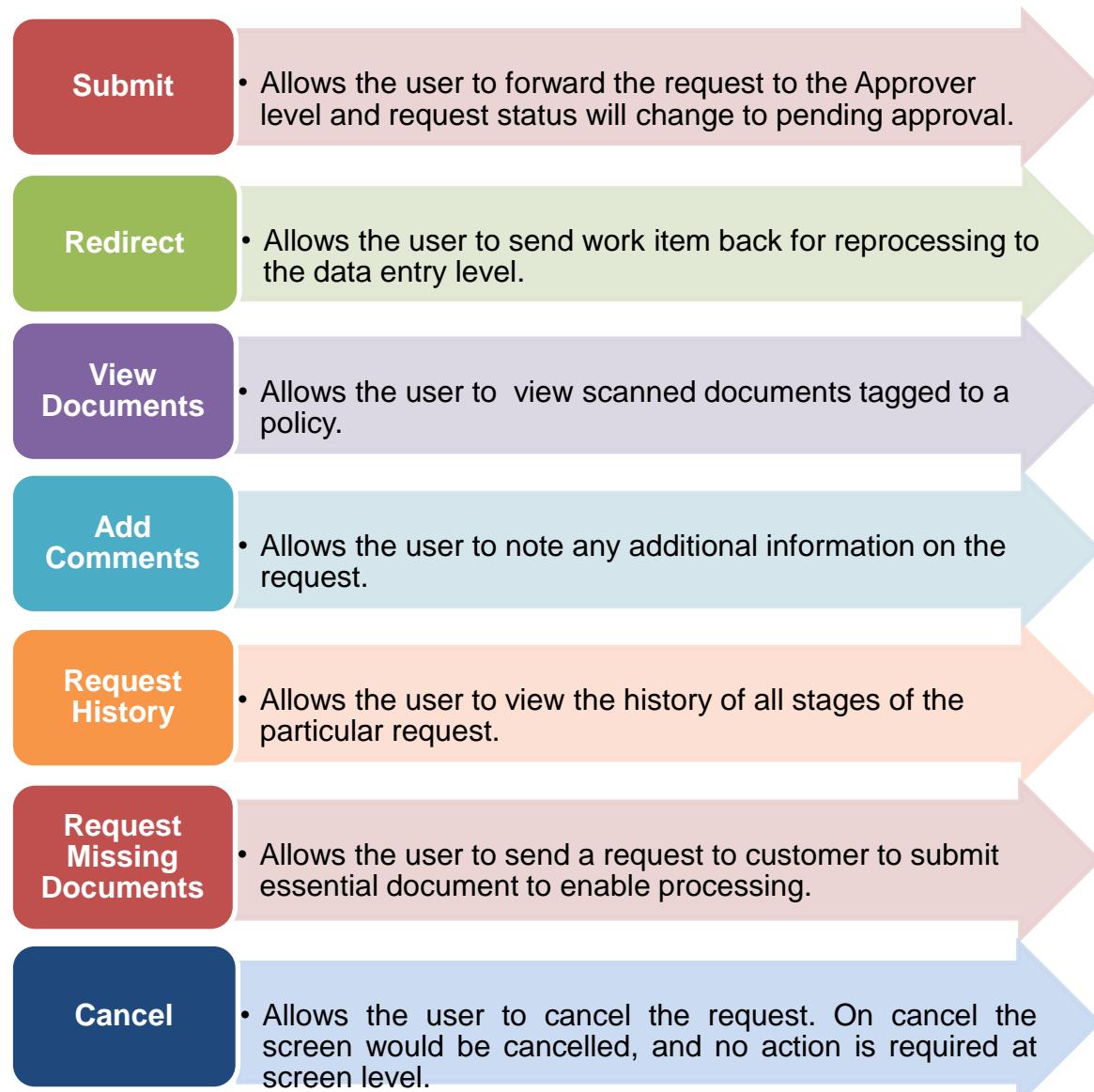
## 4.4 Quality Check Process



The Quality Checker must verify information for correctness and completeness. He can also request for missing documents by selecting the documents and click on **Request Missing Documents**. Requests with missing or pending information will be sent back to Data Entry Operator.



The Quality Checker has the following access and decision levels:





The screenshot below shows the **Quality Checker's Inbox** screen.

The screenshot shows the 'Inbox' screen of the Postal Life Insurance system. At the top, there are search filters for 'Request Queue' (set to 'Quality Check Queue'), 'Status' (set to 'Reserved'), 'Request Type' (set to 'Select'), and 'Operation Center' (set to 'PANVEL H.O. (MH-MR29500000)'). Below the filters is a table titled 'Inbox Result' containing four items:

Select	Ticket ID	Customer ID	Policy No/Proposal No	Request Type	Status	Request Date/Time	Request Owner	Indexed By	Office	Actions
<input type="checkbox"/>	PSCOV0000012695	47	RJ-55049-CS	Conversion	Pending	Sat Dec 07 00:00:00 IST 2013		MH-Systemadmin	PALASDARI EDBO	
<input type="checkbox"/>	PSLON0000012698	181274	RAS-HQ-EA-148685	Loan	Pending	Sat Dec 07 00:00:00 IST 2013		MH-PS Indexer	PALASDARI EDBO	
<input type="checkbox"/>	PSCON0000012701	174604	AM-32070-CC	Change of Nomination	Pending	Sat Dec 07 00:00:00 IST 2013		MH-PS Indexer	PALASDARI EDBO	
<input type="checkbox"/>	PSADD0000012750	175762	AM-97708-UC	Address Change	Pending	Mon Dec 09 00:00:00 IST 2013		N_N_Nak	PANVEL H.O.	

At the bottom of the screen, there are status indicators: 'Error on page.' and 'Internet | Protected Mode: On'. The browser status bar shows 'PALASDARI EDBO' and '100%'.

**Quality Checker's Inbox Screen**



The Quality Checker must follow the below steps to acquire the Conversion request from the system.

Click **Inbox**.

Select **Conversion Request** from the list of tasks in the **Inbox**.

Once the Data Entry Operator clicks on the Ticket ID, the system will prompt for reserving the task and once the task is reserved, system will automatically navigate to the Data Entry screen.



This will open the **Policy Summary and Conversion Process** screen.



The screenshot below shows the **Quality Checker Process** screen.

The screenshot displays the Quality Checker Process screen for policy number AM-59229-CC. It includes sections for Policy Summary, Conversion Process, and Conversion Changes. The Policy Summary table shows details like Premium Paid Till (31/12/2013), Insured (SHYAMAL KANTI ROY), and Product Name (Santosh). The Conversion Process section shows a 23-year duration and an original maturity date of 30/09/2026. The Conversion Changes section allows for modifying product (Santosh) and maturity age (50).

### Quality Checker Process Screen



Policy summary is read only but Quality Checker can change Quote and can select the documents by clicking in the Checkbox.

Click **Request History**.



This will show the history of the current request.



Click **View Documents** section.



This will open the scanned documents attached with the policy. Ideally the Quality Checker should not get any incomplete applications, including missing documents. However, if it happens, the following steps should be performed.



To order any missing documents, follow the steps given below from the **Request Missing Documents** section.



The screenshot below shows the **Quote and Request Missing Documents** section.

Quote and Request Missing Documents Screen



Select document from **Document Name** drop-down menu from **Document Missing** Section.

Enter Document Request **Date** from the **Calendar** icon.

Select **Status** as **Pending** from the drop-down menu.

Click **Submit**.



To request more documents new rows can be created.

Click **Add New**.

Select document from **Document Name** drop-down menu.

Enter Document Request **Date** from the calendar icon.

Click **Request Missing Documents**.



To delete unnecessary documents added, follow the given step.



Click on the delete symbol in the Add New column.



To send work item back for reprocessing, follow the given steps.

Click **Redirect**.

Click **Yes** to redirect when the pop-up appears.



The screenshot below shows the **Redirect** section.

Installment Premium: 10000 Policy Status: Active Insured: Ramesh Product Name: Suvidha  
Issue Date: 10/05/2008 Last Premium Paid: 13/05/1982 Customer ID: CI5641 Duplicate Policy Bond Issued: Yes

Conversion Process

Policy Term:	10 years	Conversion Status:	Original
Premium:	500.00	Maturity Date:	20/12/2022
Sum Assured:	1,00,000		

Conversion History

Policy Number	Issue Date	Product	Maturity Date	Sum Assured	Policy Term	Premium	Conversion Date
P13425	11/12/2013	Santhosh	10/05/2015	1,00,000	10 Years	5000	10/05/2015
P4645674	11/12/2013	Santhosh				5000	10/05/2015
G87	11/12/2013	Santhosh				5000	10/05/2015
K5986	11/12/2013	Santhosh				5000	10/05/2015

Conversion Changes

Converted Product:	Santosh	Policy Maturity Age:	30 years
Effective Date of Conversion:	<input type="text"/>		<input type="button" value="Continue"/>

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**Redirect Screen**



The status of the work item will show Redirected for Documents/Incomplete Information.



To Add Comments, follow the given step.

Click on **Add Comments** button.



Necessary comments can be added in the text box then click on **Add Comment** button.



The screenshot below shows the **Comments** section.

Comments

Comment:

Add Comment

Revised Product	Santosh	Policy Maturity Age	20 years
Revised Sum Assured	1,00,000	Revised Premium	600.00
Charges	20.00	Revised Maturity Date	20/12/2014
Excess Amount in Suspense (Original Policy)	2000		
Interest to be Capitalised	1900		

List of Documents

- Conversion Form
- Policy Document
- Premium Receipt book
- Consent Letter
- Certificate of Good health

Comments Screen



To send the Conversion request for further processing follow the given step.

Click **Submit.**



The request will now be submitted to the Approver. The status of the work item is now Pending Approval.



### Important Error Messages

#### Error Messages and Required Action

Serial Number	Field Name	Condition	Error Message	Required Action
1	Product	If 'None'	Please select any product	
2	Product	'Santosh' is selected		If Product Name is Suraksha then Santosh can be selected
3	Product	'Santosh' is selected		If Product Name is Suvidha and the policy term should be between 5 and 6 policy years
4	Product	If 'Santosh' is selected while Product Name is Suvidha and the policy term is less than 5 years or more than 6 years	This policy cannot be converted. Policy term should be between 5 and 6 policy years	
6	Effective Date of Conversion	Date field filled with non-date value, special characters other than '/'	Date should be in the date format	



Serial Number	Field Name	Condition	Error Message	Required Action
7	Effective Date of Conversion	Date entered in MMDDYYYY format or YYYYMMDD format	Date should be in DDMMYYYY format	
8	Effective Date of Conversion	Date entered is invalid	Effective Date of Conversion entered is invalid	
9	Effective Date of Conversion	If Date is mentioned within first year of the policy for Suraksha, Santosh and Suvidha	Conversion not allowed as the policy has not completed 1 year	
10	Effective Date of Conversion	If Date mentioned is within one year prior to maturity date for Santosh	Conversion not allowed as the policy will mature within 1 year	
11	Effective Date of Conversion	If Date mentioned is within one year prior to Premium Ceasing date for Suraksha	Conversion not allowed as the premium ceasing date is within 1 year	
12	Effective Date of Conversion	If Date mentioned is prior to 5 years or after 6 years for Suvidha	Conversion not allowed as the policy age is not within 5th and 6th year	
13	Effective Date of Conversion	Entered date is lesser than policy issue date	Date should not be less than Policy issue date	
14	Effective Date of Conversion	If left blank	Missing Effective Date of Conversion	
15	Request Missing Documents	If document name is selected and date and status are left blank	Missing document request date and status	On selection of the document from the dropdown request date and status should also be selected
16	Document Name	If left blank	Select at least one document	



Serial Number	Field Name	Condition	Error Message	Required Action
17	Document Request Date	Date field filled with non-date value, special characters other than '/'	Date should be in the date format	
18	Document Request Date	Date entered in MMDDYYYY format or YYYYMMDD format	Date should be in DDMMYYYY format	
19	Document Request Date	Date entered is invalid	Document Request date entered is invalid	
20	Document Request Date	Entered date is lesser than policy issue date	Date should not be less than Policy issue date	
21	Document Request Date	If left blank	Missing document request date	
22	Status	If Pending is selected	Document is Pending	
23	Status	If Received is selected	Please enter Received Date	
24	Received Date	Date field filled with non-date value, special characters other than '/'	Date should be in the date format	
25	Received Date	Date entered in MMDDYYYY format or YYYYMMDD format	Date should be in DDMMYYYY format	
26	Received Date	Date entered is invalid	Received date entered is invalid	
27	Received Date	Entered date is lesser than document request date	Date should not be less than document request date	
28	Received Date	If left blank	Missing received date	

Serial Number	Field Name	Condition	Error Message	Required Action
29	Submit button	All below check box must be selected - Conversion Form - Policy Document - Premium Receipt Book - Certificate of Good Health	If all check box are not selected then message should appear as "Please submit the mandatory document"	If mandatory documents are not selected, then an error message should appear and system should not allow to proceed.

## 4.5 Approval Process



The Approver at the CPC receives the Conversion Approval Request in Approver's inbox. Request is approved or rejected. Rejected requests will have a comment on the reason for rejection. If everything is in place request is processed and then Approved.

The request result will reflect in the Dispatch clerk's Inbox.



Approver can also request for missing documents by selecting the documents and click on **Request Missing Documents**. Requests with missing or pending information will be sent back to Data Entry Operator.



The Approver has the following access and decision levels:

**Redirect**

- Allows the Approver to redirect the case to the Data Entry Operator for Missing Requirements.

**Approve**

- Allows only the Approver to approve the Surrender request. Surrender event will be generated and disbursement flow is initiated by the system. Customer will be informed of the decision.

**Reject**

- Allows the approver to reject the request either if the customer has withdrawn the request or any other reason. Customer will be informed of the decision.

**View Documents**

- Allows the user to view scanned documents tagged to a policy.

**Request Missing Documents**

- Allows the user to send a request to customer to submit essential document to enable processing.

**Add Comments**

- Allows the user to note any additional information on the request.

**Request History**

- Allows the user to view the history of all stages of the particular request.

**Cancel**

- Allows the user to cancel the request. On cancel the screen would be cancelled, and no action is required at screen level.



The screenshot below shows the **Approver's Inbox** screen.

The screenshot shows the 'Inbox' screen for an Approver. At the top, there are search filters for 'Request Queue' (Sum Assured <5 lac), 'Status' (Pending), 'Request Type' (Conversion), 'Date Range', 'Ticket Id / Proposal Number', 'Policy Number', and 'Operation Center' (PANVEL H.O. (MH-MR29500000)). Below the filters is a table titled 'Inbox Result' showing three items found. The columns include Select, Ticket ID, Customer ID, Policy No/Proposal No, Request Type, Status, Request Date/Time, Request Owner, Indexed By, Office, and Actions. The tasks listed are:

Select	Ticket ID	Customer ID	Policy No/Proposal No	Request Type	Status	Request Date/Time	Request Owner	Indexed By	Office	Actions
<input type="checkbox"/>	PSCON0000023703	14456	0000000016939	Change of Nomination	Pending	Wed Nov 20 00:00:00 IST 2013		MH-PS Indexer	PALASDARI EDBO	
<input type="checkbox"/>	PSLON0000023713	14492	0000000016982	Loan	Pending	Thu Nov 28 00:00:00 IST 2013		MH-PS Indexer	PALASDARI EDBO	
<input type="checkbox"/>	N-WLA0000022711		N-WLA0000022711	Proposal	Pending	Thu Nov 28 10:20:06 IST 2013		MH-Indexer	ADAI BO PANVEL HO	

At the bottom, there are links for GM, Copyrights @ Infosys BPO Limited, PALASDARI EDBO, Local intranet | Protected Mode: Off, and a zoom level of 95%.

**Approver's Inbox Screen**



The Approver has the same Conversion Process screen however the fields are editable for the Approver. But the Policy Summary, Quote, List of Documents section, will be read-only for the Approver.



The Approver also picks his tasks for the day from the inbox, just as the Quality Checker.



The Approver must follow the below steps to acquire the Conversion request from the system.

Click **Inbox**.

Select Conversion Request from the list of tasks in the **Inbox**.

Once the Data Entry Operator clicks on the Ticket ID, the system will prompt for reserving the task and once the task is reserved, system will automatically navigate to the Data Entry screen.



This will open the **Policy Summary** and **Conversion Process** screen. They will be read-only for the Approver.



## Postal Life Insurance



The screenshot below shows the **Approver's** screen.

Conversion

You are here: Indexing > Loan

Request Type:	loan	Request ID:	T1126451	Date:	07/02/2013
Policy Summary - P1234567890					
Installment Premium	10000	Policy Status	Active	Insured	Ramesh
Issue Date:	10/5/2008	Last Premium Paid	13/05/1982	Customer ID	CI5641
Duplicate Policy Bond Issued Yes					
Conversion Process					
Policy Term:	10 years	Conversion Status:	Original		
Premium:	500.00	Maturity Date:	20/12/2022		
Sum Assured:	1,00,000				
Conversion History					
Policy Number	Issue Date	Product	Maturity Date	Sum Assured	Policy Term
P13425	11/12/2013	Santhosh	10/05/2015	1,00,000	10 Years
P4645674	11/12/2013	Santhosh	10/05/2015	1,00,000	10 Years
G87	11/12/2013	Santhosh	10/05/2015	1,00,000	10 Years
K5986	11/12/2013	Santhosh	10/05/2015	1,00,000	10 Years
Conversion Changes					
Product:	Santosh	Premium Maturity Age:	30 years		
Effective Date of Conversion:	10/10/2013				
Quote					
Revised Product	Santosh	Policy Maturity Age	20 years		
Revised Sum Assured	1,00,000	Revised Premium	600.00		
Charges	20.00	Revised Maturity Date	20/12/2014		
Excess Amount in Suspense (Original Policy)	2000	Outstanding Loan on Original Policy	50000		
Interest to be Capitalised	1900				
List of Documents					
<input type="checkbox"/> Conversion Form	<input type="checkbox"/> Policy Document	<input type="checkbox"/> Premium Receipt book	<input type="checkbox"/> Consent Letter	<input type="checkbox"/> Certificate of Good health	
Request Missing Documents					
Document Name	Document Request Date	Status	Received Date	Add New [+]	
Conversion Form		Pending			
<input type="button" value="Redirect"/> <input type="button" value="Approve"/> <input type="button" value="Reject"/> <input type="button" value="View Documents"/> <input type="button" value="Request Missing document"/> <input type="button" value="Add Comments"/> <input type="button" value="Request History"/> <input type="button" value="Cancel"/>					

### Approver's Screen



Approver screen will be same as Data Entry screen except the following push button, where an approver can take any action.

## Page Elements: Approver's Page

Serial Number	Field Name	Notes
1	Request Type	It is Read-only.
2	Policy Summary	This will give the existing policy level details.
3	Conversion process	This will give the existing policy level details.
4	Conversion Changes	This will give the new products to be replaced.
5	Quote	This will be the quote for the raised request.
6	List of Documents	This will provide all the documents submitted for this request. This should be read only.



The Approver must check every document for its authenticity by checking the scanned documents.

**Click Request History.**



This will show the history of the current request.

**Click View Documents section.**



This will open the scanned documents attached with the policy.



Ideally the Approver should not get any incomplete applications, including missing documents. However in the event it happens please follow the given steps.



To order any missing documents, follow the steps given below from the **Request Missing Documents** section.

Select document from **Document Name** drop-down menu from **Missing Documents** Section.

Enter Document Request **Date** from the **Calendar** icon.

Select **Status** as **Pending** from the drop-down menu.

Click **Request Missing Documents**.



To request more documents new rows can be created.

Click **Add New**.



To delete unnecessary documents added, follow the given step.

Click on the delete symbol in the Add New column.



To send work item back for reprocessing follow the given steps.

Click **Redirect**.



Click **Yes** to redirect when the pop-up appears.



The screenshot below shows the **Redirect** screen.

The screenshot shows a web-based application interface for managing policy conversions. At the top, there is a header with various policy details: Instalment Premium (10000), Policy Status (Active), Insured (Ramesh), Product Name (Suvidha), Issue Date (10/05/2008), Last Premium Paid (13/05/1982), Customer ID (CI5641), and Duplicate Policy Bond Issued (Yes). Below this is a section titled 'Conversion Process' with fields for Policy Term (10 years), Premium (500.00), and Sum Assured (1,00,000). A 'Conversion History' table lists several policies, including P13425, P4645674, G87, and K5996, all associated with Santhosh. A modal dialog box is centered over the table, titled 'Redirect', with the message 'Do you want to Redirect the changes?'. It contains two buttons: 'Yes' and 'No'. At the bottom of the page, there are buttons for 'Submit', 'Redirect', 'View Documents', 'Request Missing document', 'Add Comments', 'Request History', and 'Cancel'. The footer of the page includes the copyright notice 'Copyrights@McCAMISH SYSTEMS'.

**Redirect Screen**



The status of the work item will show Redirected for Documents/Incomplete Information.



To reject request follow the given steps.



Click **Reject**.

Enter reason in the pop-up section for Reason.

Click **Submit**.



The screenshot below shows the **Reason For Reject** screen.

The screenshot shows a web-based application interface for managing policy quotes. At the top, there is a table with policy details:

Revised Product	Santosh	Policy Maturity Age	20 years
Revised Sum Assured	1,00,000	Revised Premium	600.00
Charges	20.00	Revised Maturity Date	20/12/2014
Excess Amount in Suspense (Original Policy)	2000	Outstanding Loan on Original Policy	50000
Interest to be Capitalised	1900		

Below the table, there is a "List of Documents" section with checkboxes for various document types. A "Reason for Reject" modal dialog is open in the center, containing a text input field labeled "Reason:" and a "Submit" button. At the bottom of the page, there are buttons for "Redirect", "Approve", "Reject", "View Documents", "Request Missing document", "Add Comments", "Request History", and "Cancel". The status bar at the bottom indicates "Copyrights@McCAMISH SYSTEMS" and "Computer | Protected Mode: Off".

**Reason for Reject Screen**



To approve request, follow the given step.

Click **Approve**.



The status of the work item is now approved.



### Important Error Messages

#### Error Messages and Required Action

Serial Number	Field Name	Condition	Error Message	Required Action
1	Reason for Reject	If not entered.	Missing Reason for Reject	The user must enter the reason for rejection.
2	Reason for Reject	If only special characters or numbers or repeated values are entered.	Reason for reject should be valid	The user must enter the valid reason for rejection.
3	List of documents	If left blank.	Missing list of documents	The user must select at least one of the documents.
4	Request Missing Documents	If document name is selected and date and status are left blank	Missing document request date and status	On selection of the document from the drop-down, the user must also select the request date and status.

## 4.6 Policy Dispatch and Archiving Process



The Dispatch Clerk must print, dispatch and archive a copy of the Policy and any other official documents to the customer.



The given process is followed when the proposal or request is declined.

Proposal or Service Request is rejected by Approver.

Customer is informed of rejection by email, postal letter or through insurance agent.

All documents related to the proposal form or Service request are held in a temporary folder in ECMS.



If the request or proposal is approved the given process is followed.

Once a new proposal or service request is approved, an auto trigger from the McCamish System is sent to ECMS.

Meanwhile McCamish system prints two policy bond documents; one for the customer and another as an office copy (Policy Docket) on pre-printed stationary.

The customer copy is duly signed and sent to the customer by email, post or through the agent .

A flat file of this policy document is sent to ECMS for scanning and storing the office copy of the policy bond without signature along with other supporting documents.

The flat file with all the related documents including other supporting documents are moved to a permanent policy folder and are tagged with policy numbers as well as customer ID.



## Glossary

Term	Definition
Logging On	Logging on is the process through which the user of the device is identified and authenticated.
User Profile	User profile is a collection of personal data associated to a specific user; for example, language and Password.
Request	Customer asks for change in his policy.
Application	The Policy Administration System provided by Infosys.
Inbox	Section of the Application where tasks are listed and user can take and perform tasks.
Intimation	Any communication sent to the customer in the form of E-mail, letter or SMS.
Fields	Components on the screen.
Policy Bond	Original Policy bond issued to the customer.
Premium Receipt Book	Premium receipt book is considered as proof of premiums paid on the policy.
ID Proof	Valid ID proof of the customer.
EFT	EFT is a type of claim settlement option in which the amount will be credited to the customer's account.