

Functionality: Agent Change on Orphan Policy.

Log in to 'Dashboard' with valid credentials to create 'Ticket Number' for Address change from 'Service Request Indexing' screen.

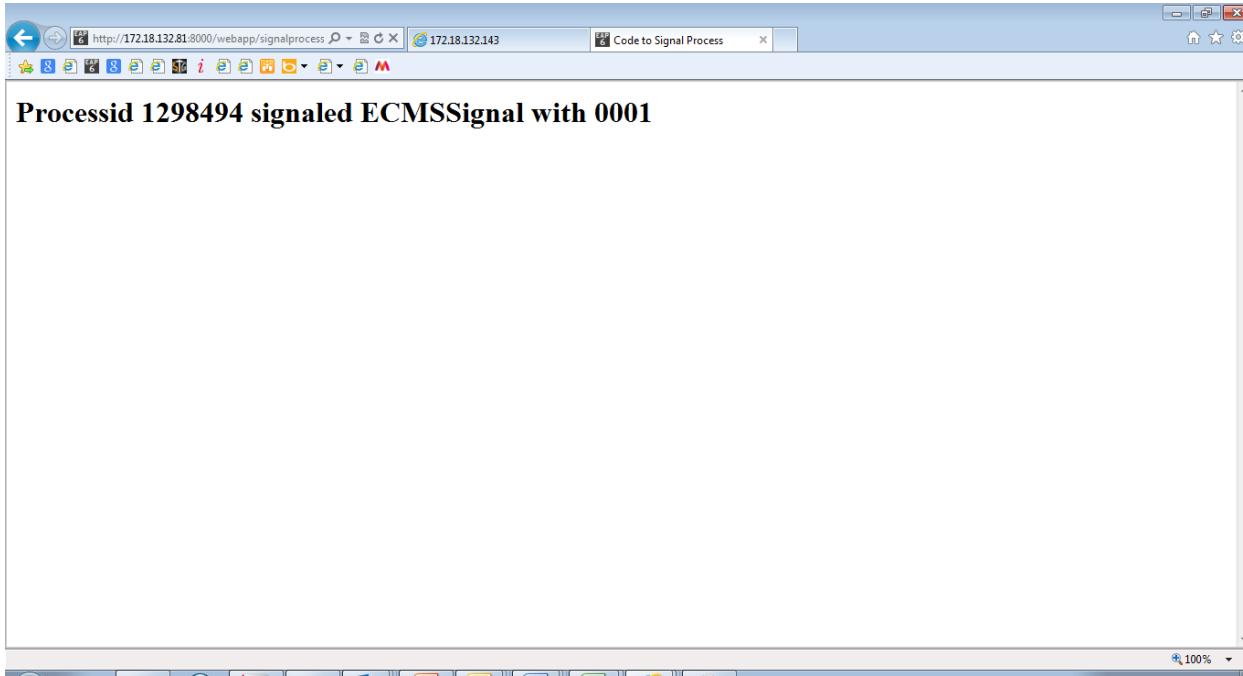
Ticket # PSAGC0000014236 generated for Policy # AM-71587-CS.

The screenshot shows the 'Service Request Indexing' page. In the center, a modal window displays a 'Success' message: 'Transaction submitted successfully for Ticket Number PSAGC0000014236'. Below the modal, there is an 'Ok' button. At the bottom right of the main page, there are 'Submit' and 'Cancel' buttons. The top navigation bar includes links for Home, User Profile, Help/FAQ, and Infosys branding.

Request details should appear under 'Pending Requests' grid.

The screenshot shows the 'Service Request Indexing' page. The 'Pending Requests' grid now includes a new row for the ticket number PSAGC0000014236, which was previously listed as an orphan policy. The grid columns include Request ID, Policy Number, Request Type, Request Status, Request Date & Time, Request Owner, and Action. The status for this new entry is 'Pending'. The bottom right of the page has 'Submit' and 'Cancel' buttons, and the footer includes copyright information and a location indicator for PALASDARI EDBO.

Processed 'ECMS Signal' against Ticket # PSAGC0000014236.



Data Entry Operator- 'Inbox' screen, Request Status should be 'Reserved'.

A screenshot of a web browser window titled "Code to Signal Process" with the URL https://172.18.132.143:8080/DashBo. The page is titled "Inbox Result". It shows a search form with fields for Request Queue (Data Entry Queue), Status (Reserved), Request Type (Select), Stage Date Range, Ticket Id / Proposal Number (PSAGC0000014236), Policy Number, Operation Center (PANVEL H.O. (MH-MR29500000)), and Product (Select). Below the search form is a table titled "Inbox Result" with one item found. The table columns include: Ticket ID, Customer ID, Policy No/Proposal No, Request Type, Status, Request Date/Time, Request Owner, Indexed By, Office, and Actions. The single row shows: PSAGC0000014236, 176512, AM-71587-CS, Agent Change, Reserved, Wed Mar 19 00:00:00 IST 2014, Reportco, MH-PS Indexer, PALASDARI EDBO, and icons for Edit and Delete. The bottom of the page includes a footer with links for Head of CPC-DIRECTOR, Copyright @ Department of Posts, and PALASDARI EDBO, along with a 100% zoom indicator.

Data Entry Operator-'Agent Change' screen, appearing with previous 'Agent' details.

This screenshot shows the 'Agent Change' screen of a web application. At the top, it displays the URL <https://172.18.132.143:8080/DashBo>, the IP address 172.18.132.143, and the page title 'Code to Signal Process'. The header includes the logo of 'Post Life Insurance' and the Infosys logo with the tagline 'Building Tomorrow's Enterprise'. The user is signed in as 'Vijayalaxmi'.

The main content area shows the following details:

Request Type:	Agent Change	Ticket No.:	PSAG0000014236	Policy Number:	AM-71587-CS	Date:	19/03/2014
Policy Summary -AM-71587-CS							
Installment Amount	1,563.60	Policy Status	Active	Insured	NILIMA DAS	Product Name	Santosh
Issue Date	15/07/2005	Premium Paid Till	30/11/2013	Customer ID	176512	Duplicate Policy Bond Issued:	No

Current Agent Details

Agent Name	Agent ID	Agent Type	Agent Status	Location
A KANNAN	TNDA3032	I	Active	

Change Agent Details

[Add Agent](#)

List of Documents

Please select suitable documents *

Change of Agent Sanction Letter

Buttons at the bottom: Submit, View Documents, Add Comments, Request History, Cancel.

Added new 'Agent' details through 'Search' screen.

This screenshot shows the 'Search' screen of the same web application. The interface is similar to the previous one, with the same header and navigation links.

The main content area shows the following details:

Agent Name	Agent ID	Agent Type	Agent Status	Location
A KANNAN	TNDA3032	I	Active	

Change Agent Details

[Add Agent](#)

List of Documents

Please select suitable documents *

Change of Agent Sanction Letter

A search dialog box is open in the center, titled 'Search'. It contains fields for First Name (ATAR), Agent ID (DLUE83), Pin Code (0), and State (dropdown menu). Below this, a table shows the results of the search:

Agent Name	Agent ID	Pin Code	State
ATAR ALI SHAH	DLUE83	0	

Buttons at the bottom of the search dialog: Submit, Add Comments, Request History, Cancel.

'Current Agent Details' added and selected 'List of Documents' on 'Agent Change' screen.

Current Agent ID: DLUE83

The screenshot shows the 'Agent Change' screen of a web application. At the top, there are tabs for 'Home', 'Inbox', 'User Profile', and 'Help/FAQ'. On the right, there are links for 'Vijayalaxmi | Signout' and the Infosys logo. The main content area has a table for 'Policy Summary' and another for 'Current Agent Details'. The 'Current Agent Details' table shows Agent Name: A KANNAN and Agent ID: TNDA3032. Below this is a 'Change Agent Details' section with an 'Add Agent' button. Underneath is a 'List of Documents' section with a note to select suitable documents, including 'Change of Agent Sanction Letter'. At the bottom are buttons for 'Submit', 'View Documents', 'Add Comments', 'Request History', and 'Cancel'.

Agent Change request submitted successfully to 'Quality Checker' by clicking on 'Submit' button.

This screenshot is identical to the previous one, showing the 'Agent Change' screen. However, a modal dialog box in the center displays the message 'Success' above 'Request Submitted Successfully' with an 'Ok' button. The rest of the interface, including the policy summary, current agent details, change agent details, and list of documents sections, remains the same.

Quality Checker- 'Inbox' screen, Request Status should be 'Reserved'.

The screenshot shows the 'Inbox Result' section of the Quality Checker application. At the top, there are search filters for 'Request Queue' (Quality Check Queue), 'Status' (Reserved), 'Request Type' (Selected), 'Stage Date Range', 'Ticket Id / Proposal Number', 'Policy Number', 'Operation Center' (PANVEL H.O. (MH-MR29500000)), and 'Product'. Below the filters is a table titled 'Inbox Result' with columns: Ticket ID, Customer ID, Policy No/Proposal No, Request Type, Status, Request Date/Time, Request Owner, Indexed By, Office, and Actions. Two items are listed:

Ticket ID	Customer ID	Policy No/Proposal No	Request Type	Status	Request Date/Time	Request Owner	Indexed By	Office	Actions
DM0000014060	33249	MH-85747-CS	Commutation	Reserved	Tue Feb 04 00:00:00 IST 2014	umang_DE	MH-PS Indexer	PALASDARI EDBO	
PSAGC0000014236	176512	AM-71587-CS	Agent Change	Reserved	Wed Mar 19 00:00:00 IST 2014	umang_DE	MH-PS Indexer	PALASDARI EDBO	

At the bottom of the page, there are links for 'Postal Assistant', 'Copyright @ Department of Posts', 'PANVEL H.O.', and a zoom level indicator of '100%'.

Quality Checker-'Agent Change' screen, appearing with new agent details.

The screenshot shows the 'Agent Change' screen of the Quality Checker application. At the top, there are fields for 'Issue Date' (15/07/2005), 'Premium Paid Till' (30/11/2013), 'Customer ID' (176512), and 'Duplicate Policy Bond Issued' (No). Below these are sections for 'Current Agent Details' and 'Change Agent Details'.

Current Agent Details:

Agent Name	Agent ID	Agent Type	Agent Status	Location
A KANNAN	TNDA3032	I	Active	

Change Agent Details:

Add Agent	Agent Name	Agent Id
	ATAR ALI SHAH	DLUE83

List of Documents:

Please select suitable documents *
 Change of Agent Sanction Letter

Request Missing Documents:

Document Name	Document Request Date	Status	Received Date	Add New [+]
-Select-	19/03/2014	Pending		

At the bottom, there are buttons for 'Submit', 'Redirect', 'View Documents', 'Request Missing Documents', 'Add Comments', 'Request History', and 'Cancel'. The footer includes links for 'Postal Assistant', 'Copyright @ Department of Posts', 'PANVEL H.O.', and a zoom level indicator of '100%'.

Agent Change request submitted successfully to 'Approver' by clicking on 'Submit' button.

The screenshot shows a web browser window with the URL <https://172.18.132.143:8080/DashBoard>. The page is titled 'Agent Change Details'. It includes fields for Issue Date (15/07/2005), Premium Paid Till (30/11/2013), Customer ID (176512), and Duplicate Policy Bond Issued (No). Below these, there are sections for 'Current Agent Details' and 'Change Agent Details'. In the 'Change Agent Details' section, an 'Add Agent' button is visible, and a modal dialog box displays the message 'Request Submitted Successfully' with an 'Ok' button. The bottom of the page features a 'List of Documents' section with a note to 'Please select suitable documents' and a checkbox for 'Change of Agent Sanction Letter'. A 'Request Missing Documents' section is also present. At the bottom right, there are links for 'PANVEL H.O.', '100%', and a zoom control.

Approver- 'Inbox' screen, Request Status should be 'Reserved'.

The screenshot shows a web browser window with the URL <https://172.18.132.143:8080/DashBoard>. The page is titled 'Inbox'. It features search filters for 'Request Queue', 'Stage Date Range', and 'Operation Center'. Below these, a table titled 'Inbox Result' lists three items found, displaying all items. The table columns include Ticket ID, Customer ID, Policy No/Proposal No, Request Type, Status, Request Date/Time, Request Owner, Indexed By, Office, and Actions. The first item has a ticket ID of 'EAC0000013361', a customer ID of '32283', a policy number of 'MH-112524-P', a request type of 'Maturity Claim', a status of 'Reserved', a request date/time of 'Tue Dec 24 00:00:00 IST 2013', a request owner of 'umang_Approver', an indexed by of 'MH-PS Indexer', and an office of 'PALASDARI EDBO'. The second item has a ticket ID of 'PSAGC0000014236', a customer ID of '176512', a policy number of 'AM-71587-CS', a request type of 'Agent Change', a status of 'Reserved', a request date/time of 'Wed Mar 19 00:00:00 IST 2014', a request owner of 'umang_Approver', an indexed by of 'MH-PS Indexer', and an office of 'PALASDARI EDBO'. At the bottom, there are links for 'Head of CPC', 'Copyright @ Department of Posts', 'PANVEL H.O.', '100%', and a zoom control.

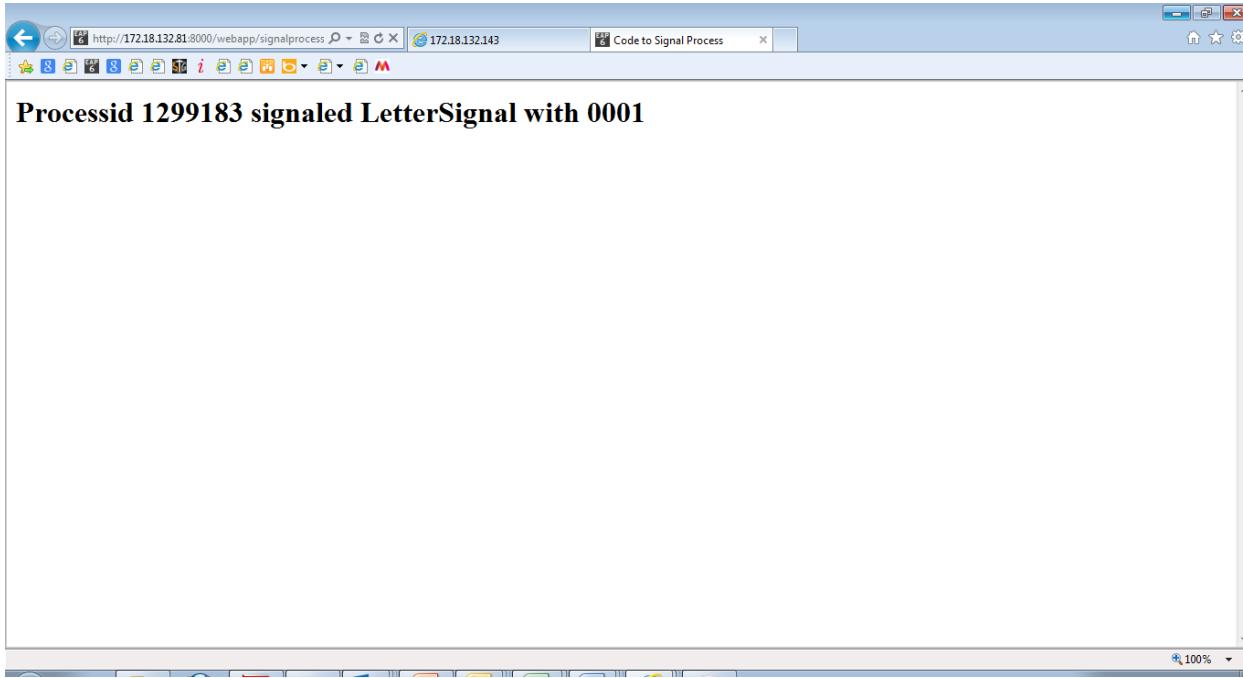
Approver-'Agent Change' screen.

The screenshot shows the 'Agent Change' screen in a web browser. At the top, there are tabs for 'Issue Date' (15/07/2005), 'Premium Paid Till' (30/11/2013), 'Customer ID' (176512), and 'Duplicate Policy Bond Issued: No'. Below this, the 'Current Agent Details' section shows the current agent is 'A KANNAN' (Agent ID TNDA3032). The 'Change Agent Details' section shows the new agent is 'ATAR ALI SHAH' (Agent ID DLUE83). The 'List of Documents' section has a note: 'Please select suitable documents *' and a checked checkbox for 'Change of Agent Sanction Letter'. The 'Request Missing Documents' section is empty. At the bottom, there are buttons for 'Redirect', 'Approve', 'Reject', 'View Documents', 'Request Missing Documents', 'Add Comments', 'Request History', and 'Cancel'. The footer includes links for 'Head of CPC', 'Copyright @ Department of Posts', 'PANVEL H.O.', and a zoom level of '100%'.

Address Change request approved successfully by clicking on 'Approve' button.

The screenshot shows the same 'Agent Change' screen after the 'Approve' button was clicked. A blue 'Success' dialog box is centered on the screen with the message 'Request Submitted Sucessfully' and an 'OK' button. The rest of the interface remains the same, including the 'Current Agent Details', 'Change Agent Details', 'List of Documents', and 'Request Missing Documents' sections, as well as the footer information.

Processed ‘Letter Signal’ for letter generation.



In database>> ‘Alpha_Service_Req_Status’ table is showing ‘Completed’ status for ‘Address Change’ request.

A screenshot of Oracle SQL Developer showing the 'ALPHA_SERVICE_REQ_STATUS' table. The table has 17 rows, each representing a service request status. The columns are: SERVICE_REQUEST_STATUS_ID, STAGE_NAME, STATUS_CODE, STATUS_DESCRIPTION, STATUS_START_DATE, STATUS_END_DATE, CREATED_BY, and CRE. The last row, which corresponds to the 'Letter Generation' stage, has the status code 'Completed' highlighted. The table is displayed in a grid format with a header row and 17 data rows. The left sidebar shows various schema objects like ACDSASSIGNHST, ACDSISBRLN, ACDSISBREG, ACSSUMMARY, ACTRIALBAL, AGENCY, AGENT, AGENTAFFCAT, AGENTAFFIL, AGENTAPT, AGENTCASEREL, AGENTLICENSE, AGENTLICREGTYP, AGENTREL, ALPHA_CORRESPONDANCE, ALPHA_SERVICE_REQ_COMMENTS, ALPHA_SERVICE_REQ_STAGE, ALPHA_SERVICE_REQ_STATUS, ALPHA_SERVICE_REQUEST, ALPHADDRESS, ALPHAADDREL, ALPHALIAS, ALPHABANK, ALPHACCARDADOR, ALPHACODE, ALPHACODEHDR, ALPHACREDITCARD, ALPHACUSTOMXRF, ALPHAMP, ALPHANAME, ALPHANAMEREL, ALPHAPHONE, ALPHAREASONCODE, and ALPHAWEB. The bottom status bar indicates 'All Rows Fetched: 17' and 'Editing'.

Go to Policy Search>> Policy Summary>>Policy History screen to confirm the new address.

The screenshot shows the 'Policy History' screen for policy AM-71587-CS. At the top, there is a summary table with the following data:

Installment Amount	1,563.60	Policy Status	Active	Insured	NILIMA DAS	Product Name	Santosh
Issue Date	15/07/2005	Premium Paid Till	30/11/2013	Customer ID	176512	Duplicate Policy Bond Issued:	No

Below the summary is a navigation bar with tabs: Request, Collection, Disbursement, Correspondence, Financial History, and Income Tax Certificate. The 'Request' tab is selected. A search bar is located above a grid of requests. The grid contains 10 entries, each with details like Request ID, Request Type, Status, Request Date, Request Owner, Print Acknowledge Slip, and Action (View History). The first entry is PSAD0000013816, an Address Change request pending since 23/01/2014.

Also the change 'Agent details' can be shown on 'Policy Summary' screen under 'Agent Details' grid.

For example:

The screenshot shows the 'Policy Summary' screen for policy AM-71587-CS. At the top, there is a summary table with the following data:

Installment Amount	522.00	Policy Status	Pending Surrender processing	Insured	NILIMA DAS	Product Name	Santosh
Issue Date	15/07/2005	Premium Paid Till	30/04/2014	Customer ID	176512	Duplicate Policy Bond Issued:	No

Below the summary are three main sections: 'Policy Details', 'Agent Details', and 'Nominee Details'. The 'Policy Details' section contains various policy parameters. The 'Agent Details' section shows an agent named K.K.MAZUMDAR, EX.DOP(LJ).GHY with Agent ID AMDE55. The 'Nominee Details' section is currently empty.