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Using Compliance-Based Workflow in NaviPlan

In NaviPlan®, workflow refers to a series of steps that takes an assessment or a plan through a life cycle from **Draft** status to delivery. This process provides your firm with compliance controls by guiding advisors through the approval process, as well as giving planners the ability to create progress reports and Financial Profile Fact Finder based on previously delivered plans. Organizations can designate approvers to oversee all planning activity and ensure that compliance standards are met.

There are three key players in the workflow process: the client, the planner, and the approver.

Participant	Duties
Client	Provides the financial and personal information required to create an assessment or a plan.
Planner	Captures the financial and personal information from the clients, and creates an assessment or a plan to help the clients realize their financial goals.
Approver	Reviews assessments and plans submitted by the planner for compliance, and then either approves or rejects the assessment or the plan depending on whether or not it meets the compliance requirements.

In addition to the various roles in the compliance process, there are several plan statuses that impact how the plan flows through workflow:

Status	Definition
Draft	A basic editable plan. All plans start as a **Draft**.
Proposed	A plan that has begun initial approval. Cannot be edited, and must be either approved or rejected by the approver.
Rejected	The approver found something wrong with the plan and sent it back to the planner to be fixed. A rejected plan should be duplicated into a new engagement and resubmitted once the issues have been adjusted.
Approved	The plan has met all quality standards and can be delivered to clients.
Delivered	The plan has been delivered to the client. A delivered plan can be used as a base for pre-populated fact finders and progress planning.

Note: To learn more about progress plans click here. For fact finders, click here.

Submitting a Plan for Review

You can submit an assessment or a plan for review in NaviPlan Online or Offline (except in the **Standalone** mode of NaviPlan Offline where the approval function is not available). If the assessment or plan is rejected, you can modify it to correct any problems, and then resubmit it. Only assessments and plans in the **Draft** or **Proposed** statuses can be submitted for review.

To submit an assessment or a plan for review, follow these steps:

1. In a plan, go to the **Workflow** section – **Status** category – **Status** page.
2. Generate all client reports to present to your clients.

To generate a client report as part of the workflow reports, select the report, and then click **Generate** for that report. Reports that have been previously generated will be a accessible link.

Note: Any reports not pre-generated before an assessment or plan is proposed will be available in draft form once you propose it.

3. After generating all required client reports, click **Propose**. The assessment or plan is submitted for approval.

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You cannot modify or delete a proposed or approved assessment or plan, but you can duplicate it by clicking **Duplicate** on the **Plans** page. The duplicate assessment or plan appears in **Draft** status.

4. To check the status of an assessment or a plan, go to the **Plan Management** section – **Plan List** category – **Plans** page. The status of the assessment or the plan is displayed.

Reviewing a Plan

You must have approval authority in order to approve or reject an assessment or a plan in NaviPlan Online or Offline (except in the **Standalone** mode of NaviPlan Offline where the approval function is not available).

Note: Unless requested, the ability to approve plans is available to all users within your firm.

In NaviPlan, you can review proposed assessments and plans for the current client file or for multiple clients.

To review an assessment or a plan for the current client file, follow these steps:

1. Go to the **Plan Management** section – **Plan List** category – **Plans** page.
2. To view the assessment or plan in read-only mode, click **View**. You cannot modify to an assessment or a plan while it is in read-only mode.
3. To view the history of the assessment or the plan, click **History**.
4. On the **Plans** page, click the **Workflow** button.

Note: You can also go to the **Status** page by opening an assessment or plan, and then going to the **Workflow** section – **Status** category – **Status** page.

5. If the assessment or plan meets all compliance criteria and can be implemented, click **Approve**. The status on the **Plans** page will change to **Approved**. After the plan is approved, the assessment or plan cannot be modified, deleted, or returned to **Draft** status.

If the assessment or plan does not meet all compliance criteria and cannot be implemented, click **Reject**. The status on the **Plans** pages changes to **Rejected**.

Reviewing Plans for Several Clients

To review a proposed assessment or plan from a list of all clients' assessments and plans, follow these steps:

1. Go to the **Client Management** section – **Client List** category – **Approval** page.
2. Select an assessment or plan, and then do one of the following:

Button	Action
History	View the history of an assessment or a plan. In the **Plan History** dialog box that opens, NaviPlan shows information such as the time of creation and the time of status change. Click **Close** to close the **Plan History** dialog box.
Reports	View reports that have been generated for a proposed assessment or plan. In the **Reports** dialog box that opens, NaviPlan shows a list of generated reports. To open a generated report, click the link for the applicable report.
Approve	Approve a proposed assessment or plan that meets all compliance criteria and can be implemented. Once approved, the assessment or plan cannot be modified, deleted, or returned to **Draft** status.

Reject	Reject a proposed assessment or plan that does not meet all compliance criteria and cannot be implemented. The status changes to **Rejected**.

If a plan has been approved and you want to make changes based on your clients' progress, you can create an updated plan. To learn more about progress plans click here.