**Diary & Escalation table**

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| Workflow  Tasks  (1) | Diary description  (2) | Action By  (3) | Action/Assignment  (4) | Completion Date  (5) | Completed Date  (6) | Reminder before Completion Date(Days)  (7) | Unfulfilled Tasks Assignment  (8) | Escalation To  (9) | Email Subject  (10) | Email Body  (11) |
| 1-2 | Claims Notification received, Bus Captain(BC) at fault?  Yes/No | Support Officer  User dropdown | Assign to Claims Officer (OD CO) based on Duty Roster  User dropdown  Action –  Edit & Save | dd/mm/yyyy  Action –  Edit & Save | dd/mm/yyyy | 2 | Assign To Supervisor (SV)  User drop down | Y/N, if Y, field available  User drop down  Action –  Edit & Save | Recovery Claims Actions | Claims Notification received for “Claim No.” |
| 3 | Pending Documents | Support Officer  User dropdown | Send reminder to Workshop/District/Safety to request for documents | dd/mm/yyyy  Action –  Edit & Save | dd/mm/yyyy | 2 | Assign To Supervisor (SV)  User drop down | Y/N, if Y, field available  User drop down  Action –  Edit & Save | Recovery Claims Actions | Pending Documents for “Claim No.” |
| 4 | Case Assignment | Support Officer  User dropdown | Assign to Claims Officer (CO) after documents received. CO is to send LOG  Action –  Edit & Save | dd/mm/yyyy  Action –  Edit & Save | dd/mm/yyyy | 2 | Assign To Supervisor (SV)  User drop down | Y/N, if Y, field available  User drop down  Action –  Edit & Save | Recovery Claims Actions | Case Assignment for “Claim No.” |
| 5 | LOD Sent | Claims Officer  User drop down | CO is to Generate and Send LOD. And to enter Date LOD is sent  DD/MM/YYYY  Action –  Edit & Save | dd/mm/yyyy  Action –  Edit & Save | dd/mm/yyyy | 2 | Assign To Supervisor (SV)  User drop down | Y/N, if Y, field available  User drop down  Action –  Edit & Save | Recovery Claims Actions | To Send LOD For “Claim No.” |
| 6-9 | Set Case Review Date | Claims Officer  User drop down | Claims Officer to enter / updates Review Date Field and Remarks Box, if any  Dd/mm/yyyy  text  Action –  Edit & Save | dd/mm/yyyy  Action –  Edit & Save | dd/mm/yyyy | 2 | Assign To Supervisor (SV)  User drop down | Y/N, if Y, field available  User drop down  Action –  Edit & Save | Recovery Claims Actions | Set Case Review Date For “Claim No.” |
| 10-12 | Settlement Reached | Claims Officer  User drop down | Claims Officer (CO) updates Case Settled Status, Settlement Details in Remarks and Follow Up Date and Expected Payment Date  Text  Text  DD/MM/YYYY  DD/MM/YYYY  Action –  Edit & Save  Note: If expected settlement details not updated, send reminder to CO and SP, 2 days from expected Payment date | dd/mm/yyyy  Action –  Edit & Save | dd/mm/yyyy | 2 | Assign To Supervisor (SV)  User drop down | Y/N, if Y, field available  User drop down  Action –  Edit & Save | Recovery Claims Actions | Settlement Reached for “Claim No.’ |
| 14 | Payment Received | Claims Officer  User drop down | Claims Officer to enter Recovery Amount Received Details like Cheque Number, etc  text | dd/mm/yyyy  Action –  Edit & Save | dd/mm/yyyy | 2 | Assign To Supervisor (SV)  User drop down | Y/N, if Y, field available  User drop down  Action –  Edit & Save | Recovery Claims Actions | Payment Received for “Claim No.” |
| 15-16 | Case Assignment | Support Staff  User drop down | Assign to Claims Officer (CO)  User Drop Down  Action –  Edit & Save | dd/mm/yyyy  Action –  Edit & Save | dd/mm/yyyy | 1 | Assign To Supervisor (SV)  User drop down | Y/N, if Y, field available  User drop down  Action –  Edit & Save | Property & Injury Claims Actions | Case Assignment for “Claim No.’ |
| 17 | Property Claims | Claims Officer  User drop down | Propose Settlement or Settlement of Claim. To initialise task to Supervisor (SV) for mandate to settle/deny claim. To update Field Mandate Received  User Drop Down  Text  Action –  Edit & Save | dd/mm/yyyy  Action –  Edit & Save | dd/mm/yyyy | 2 | Assign To Supervisor (SV)  User drop down | Y/N, if Y, field available  User drop down  Action –  Edit & Save | Property & Injury Claims Actions | Property Claims for “Claim No.” |
| 18 | Injury Claims – Claims Amount more than $15k | Claims Officer  User drop down | To seek Insurer’s Approval to continue handling of Claim  (Y/N) Yes – Process ends. If No, proceed to action 18a.  Drop Down – If No, redirect  Action –  Edit & Save | dd/mm/yyyy  Action –  Edit & Save | dd/mm/yyyy | 2 | Assign To Supervisor (SV)  User drop down | Y/N, if Y, field available  User drop down  Action –  Edit & Save | Property & Injury Claims Actions | Injury Claims (Amount more than $15K) for “Claim No.” |
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| 18a | Injury Claims – Claims Amount less than $15k | Claims Officer  User drop down | To propose Settlement or Denial of Claim. To initiaite task to Supervisor (SV) for mandate to Settle/Deny Claim  Update Field Mandate Received  User Drop down  Text  Action –  Edit & Save | dd/mm/yyyy  Action –  Edit & Save | dd/mm/yyyy | 2 | Assign To Supervisor (SV)  User drop down | Y/N, if Y, field available  User drop down  Action –  Edit & Save | Property & Injury Claims Actions | Injury Claims (Amount less than $15K) for “Claim No.” |
| 19-20 | Update Claim Development | Claims Officer  User drop down | Claims Officer enters / updates Review Date Field and Remarks Box, if any  DD/MM/YYYY  Text  Action –  Edit & Save | dd/mm/yyyy  Action –  Edit & Save | dd/mm/yyyy | 2 | Assign To Supervisor (SV)  User drop down | Y/N, if Y, field available  User drop down  Action –  Edit & Save | Property & Injury Claims Actions | Update Claim Development for “Claim No.” |
| 21, 22, 24, 26 – 28 | Review Of Claim | Claims Officer  User drop down | Claims Officer (CO) to review Claim, set new Review Date, updates Remarks with any Developments  Text  DD/MM/YYYY  Action –  Edit & Save | dd/mm/yyyy  Action –  Edit & Save | dd/mm/yyyy | 2 | Assign To Supervisor (SV)  User drop down | Y/N, if Y, field available  User drop down  Action –  Edit & Save | Property & Injury Claims Actions | Review Of Claim for “Claim No.” |
| 23 | Writ of Summons (WOS) Received | Claims Officer  User drop down | Update Lawyer Appointment. Selection of Lawyer from Admin  User Drop down  Action –  Edit & Save | dd/mm/yyyy  Action –  Edit & Save | dd/mm/yyyy | 2 | Assign To Supervisor (SV)  User drop down | Y/N, if Y, field available  User drop down  Action –  Edit & Save | Property & Injury Claims Actions | Writ of Summons (WOS) Received for “Claim No.” |
| 29 | Case Resolved. Payment Required | Claims Officer  User drop down | Claims Officer (CO) to update Settlement Details in Remarks and Set Review Date for Payment Due  Text  DD/MM/YYYY  Action –  Edit & Save | dd/mm/yyyy  Action –  Edit & Save | dd/mm/yyyy | 2 | Assign To Supervisor (SV)  User drop down | Y/N, if Y, field available  User drop down  Action –  Edit & Save | Property & Injury Claims Actions | Case Resolved and Payment Required for “Claim No.” |
| 30 - 31 | Total Payment >15K | Claims Officer  User drop down | Claims Officer (CO) to initialise task to Supervisor (SV) for approval to issue Debit Note for amount excess of 15k  User Dropdown  Link To Approval Email  Action –  Edit & Save | dd/mm/yyyy  Action –  Edit & Save | dd/mm/yyyy | 2 | Assign To Supervisor (SV)  User drop down | Y/N, if Y, field available  User drop down  Action –  Edit & Save | Property & Injury Claims Actions | Debit Note to be approved for Total Payment more than $15k for “Claim No.” |
| 32 – 33 | Debit Note Approved by SV | Claims Officer  User drop down | Claims Officer (CO) to inform Insurer and update Expected Payment Date.  CO to generate Debit Note Requisition Form from System  DD/MM/YYYY  Link To Debit Form  Action –  Edit & Save | dd/mm/yyyy  Action –  Edit & Save | dd/mm/yyyy | 2 | Assign To Supervisor (SV)  User drop down | Y/N, if Y, field available  User drop down  Action –  Edit & Save | Property & Injury Claims Actions | Expected Payment Due for Approved Debit Note for “Claim No.” |
| 34 - 35 | Payment Processing | Support Staff (SP)  User drop down | Support Staff (SP) to initialise task for Supervisor (SV) – for approval and update expected approval received date  DD/MM/YYYY  Action –  Edit & Save | dd/mm/yyyy  Action –  Edit & Save | dd/mm/yyyy | 2 | Assign To Supervisor (SV)  User drop down | Y/N, if Y, field available  User drop down  Action –  Edit & Save | Property & Injury Claims Actions | Payment Processing for “Claim No.” |
| 36 | Payment Settlement | Support Staff (SP)  User drop down | Support Staff (SP) to update expected Payment date  DD/MM/YYYY  Action –  Edit & Save | dd/mm/yyyy  Action –  Edit & Save | dd/mm/yyyy | 2 | Assign To Supervisor (SV)  User drop down | Y/N, if Y, field available  User drop down  Action –  Edit & Save | Property & Injury Claims Actions | Payment Settlement for “Claim No.” |