**Diary Screen:**

1) Main Diary Screen when User logins – To show Three Blocks of Diary Items (Diaried, Assigned, and Escalation Tasks)

2) Assigned Tasks 🡪 To include Assigned Tasks, Reassigned Tasks and Mandate Tasks

**Claims Adjustment:**

1) User can go to this screen and enter the Re-opened Date and Re-opened Reason (Alphanumeric & Special Characters, 100 Characters) and change the Status from C to O

**Claims Status:**

1) Rename I / C / F to I / O / C

2) Change Complete and Incomplete Column to reflect I / O / C / Cancelled

3) C will change to O when users enter re-opened date and re-opened reason

4) I & O with Recoverable = Yes will create entry for Claims Recovery Processing

**Payment Tab:**

1) Payee’s Name to link up to CDGI’s Solicitor, Insurer, Workshop as well as Third Parties created for the Claims

**Claim Entry Screen:**

1) Follow the 3rd Party Layout provided by CDGI and include the Appointed Date and Reference Number Fields (Alphanumeric, Special Characters and Max 30 Characters) – for Adjuster, Lawyer, Surveyor & Workshop

**Diary Reassignment Flow:**

1) Flow is A 🡪 B. Manager will be able to see everybody’s flow

2) If B cannot handle the tasks. Manager will be able to handover the Tasks to C.

3) A will still be in the loop when he sees the reassigned tasks section.

4) When C updates the Status to Complete, A will be notified.

**Claims Recovery Screen**

1) Status I & O can trigger Claims Recovery

2) Recovery From Field to link to Third Party Service Providers created for the Claim

3) To Include Bank Name Field, Cheque Number and Cheque Date