AudaNet Status Transition Mapping (IAG)

Legend

Key	Description
Locked task	User cannot make any changes to the task.
Unlocked Task	User is permitted to make changes to the task.
No Change	Task remains in its current state and may be locked/unlocked based on the current status

Action	Status					Initiator	When is the action available / not available	Additional Comments
	Assessor Task	Repairer Task	View (Worklist Grid)	Calculation status	Invoice Status			
Claim Created	Created Request for Assessment RFQ Sent (value2)	RFQ Received (value3)	Open	-	-	Assessor		Task is only created in the repairer view if the insurer sends the quote request to the repairer either directly via integration, or via an assessment result
Repairer Submits Main Quote	Request for Assessment Authorised	Pending Auth Authorised	Open	Sent Approved	- Draft	Repairer	Only available if the repairer has performed a calculation.	Status can be set to Pending Auth or Authorised based on automatic authorisation logic for the insurer. Note: Prior to submitting quote, any calculation which the repairer performs will be set with status 'Unknown' Draft invoice is generated when task status is set to Authorised (invoice not generated if task is set to Pending Auth)
Repairer Submits Quote (In Scope PCM Process Only)	Pre-Assessed - Parked	Pending Auth	Open	Sent	-	Repairer		
Repairer Starts Supplementary (supp1)	Authorised	Supplementary Added	Open	Unknown	-	Repairer	Not available for repairer if insurer has started supplementary on behalf of repairer	No change is made to the insurers task status if the repairer starts the supplementary
Repairer Cancels Supplementary (supp1)	Authorised	Authorised	Open	-	-	Repairer	Only available for repairer if they have started a supplementary	Task status for repairer will change from Supplementary Added back to Authorised. No change is made to insurer task status.
Repairer Starts Supplementary Quote (supp2, supp3)	Supp Authorised	Supplementary Added	Open	Unknown	-	Repairer	Not available for repairer if insurer has started supplementary on behalf of repairer	No change is made to the insurers task status if the repairer starts the supplementary
Repairer Cancels Supplementary (supp2, supp3)	Supp Authorised	Supp Authorised	Open	-	-	Repairer	Only available for repairer if they have started a supplementary	Task status will change from Supplementary Added back to Supp Authorised if there is more than 1 approved calculation. No change is made to insurer task status.
Insurer Starts Supplementary (supp1)	Supplementary Added	Authorised	Open	Unknown	-	Insurer	Not available for insurer if the repairer has started a supplementary	No change is made to the repairers task status if the insurer starts the supplementary. Note: Repairers task will be blocked from starting a supplementary and the insurer must either cancel their supplementary, or provide an assessment result for the supplementary they generate.
Insurer Cancels Supplementary (supp1)	Authorised	Authorised	Open	-	-	Insurer	Only available for insurer if they have started a supplementary	Task status will change from Supplementary Added back to Authorised. No change is made to repairer task status. Repairer will be permitted to start a supplementary as when insurer cancels supplementary, the restriction on the repairer starting the supplementary will be removed.
Insurer Starts Supplementary Quote (supp2, supp3)	Supplementary Added	Supp Authorised	Open	Unknown	-	Insurer	Not available for insurer if the repairer has started a supplementary	No change is made to the repairers task status if the insurer starts the supplementary. Note: Repairers task will be blocked from starting a supplementary and the insurer must either cancel their supplementary, or provide an assessment result for the supplementary they generate.

Action	Status 1	Status 2	Task	Quote Status	Invoice Status	Role	Availability	Notes
Insurer Cancels Supplementary (supp2, supp3)	Supp Authorised	Supp Authorised	Open	-	-	Insurer	Only available for insurer if they have started a supplementary	Task status will change from Supplementary Added back to Supp Authorised if there is more than 1 approved calculation. No change is made to repairer task status. Repairer will be permitted to start a supplementary as when insurer cancels supplementary, the restriction on the repairer starting the supplementary will be removed.
Repairer Submits Supplementary Quote	Supp Request for Assessment Supp Authorised	Supp Pending Auth Supp Authorised	Open	Sent Approved	- Draft Invalid	Repairer	Only available if the repairer has performed a calculation.	Status can be set to Supp Pending Auth or Supp Authorised based on automatic authorisation logic for the insurer If main quote invoice is not submitted, and repairer receives authority for supplementary quote, main quote invoice is marked as Invalid, and new invoice is generated which contains Main + Supp quote with the status Draft

Assessment Result Selection (Main Quote)								
Assessment Result - Send Quote Request	RFQ Sent	RFQ Received (value3)	Open	-	-	Insurer		
Assessment Result - Request Revised Quote	RFQ Received. Revise Quote (value8)	RFQ Received. Revise Quote (value8)	Open	Rejected Validated	-	Insurer		If insurer did not perform their own calculation prior to requesting revised quote, repairer calculation status is set to Rejected If insurer performed their own calculation prior to requesting revised quote, assessor calculation status is set to Validated and repairers calculation status is set to Rejected
Assessment Result - Assessed without Prejudice	Assessed without Prejudice	Assessed without Prejudice	Open	No change	-	Insurer		Calculation status is not updated upon performing Assessed without Prejudice assessment result, so whatever the current calculation status is will remain (eg: Unknown, Sent etc)
Assessment Result - Total Loss	Total Loss	Total Loss	Open	Disapproved	-	Insurer		
Assessment Result - Cash Settlement	Cash Settlement	Cash Settlement	Open	Approved - Cash Settlement	-	Insurer		
Assessment Result - Parked	Parked	No change	Open	No change	-	Insurer		Insurer can set Parked Assessment Result, however no updates are sent to the repairer upon this assessment result selection.
Assessment Result - Authorised	Authorised	Authorised	Open	Approved Rejected	Draft	Insurer		If assessor adjusted the repairers quote and performed a new calculation, upon providing the Authorised assessment result, the Repairers calculation status would be marked as Rejected and the assessors calculation would be the calculation marked as Approved. Invoice is generated when task status is set to Authorised.
PCM Authorises Quote	Authorised	Authorised	Open	PCM Approved	Draft	Insurer		

Assessment Result Selection (Supp Quote)								
Assessment Result - Cash Settlement	Cash Settlement	Cash Settlement	Open	Approved - Cash Settlement	No change	Insurer		
Assessment Result - Parked	Parked	No change	Open	No change	No change	Insurer		
Assessment Result - Total Loss	Total Loss	Total Loss	Open	Disapproved	No change	Insurer		
Assessment Result - Request Revised Supp	Request For Revised Supp	Request for Revised Supp	Open	Rejected Validated	No change	Insurer		If insurer did not perform their own calculation prior to requesting revised quote, repairer calculation status is set to Rejected If insurer performed their own calculation prior to requesting revised quote, assessor calculation status is set to Validated and repairers calculation status is set to Rejected
Assessment Result - Authorised	Supp Authorised	Supp Authorised	Open	Approved Rejected	Draft Invalid	Insurer		If assessor adjusted the repairers quote and performed a new calculation, upon providing the Authorised assessment result, the Repairers calculation status would be marked as Rejected and the assessors calculation would be the calculation marked as Approved. If main quote invoice is not submitted, and repairer receives authority for supplementary quote, main quote invoice is marked as Invalid, and new invoice is generated which contains Main + Supp quote with the status Draft

Assessment Actions								

Main Quote - Backout Authority	Authority Withdrawn	Pending Auth	Open	Auth. Withdrawn	Invalid	Insurer	Not available for insurer if Approved for Payment invoice exists.	In order to back out authority for a main quote, there needs to be 1 approved calculation and can be performed by insurer regardless of locked/unlocked state (unless there is an Approved for Payment invoice, in which case backout authority is not permitted) Statuses mentioned in insurer & repairer column are the statuses which will be set after backout authority is performed.
Supp Quote - Backout Authority	Supp Request for Assessment	Supp Pending Auth	Open	Auth. Withdrawn	Draft Invalid	Insurer	Not available for insurer if Approved for Payment invoice exists.	In order to back out authority for supp quote, there needs to be at least 2 approved calculations and can be performed by insurer regardless of locked/unlocked state (unless there is an Approved for Payment invoice, in which case backout authority is not permitted) If only supplementary authority is backed out, the main + supp invoice will be marked as Invalid, and the original main quote invoice will be updated from Invalid to Draft to allow repairer to submit. Statuses mentioned in insurer & repairer column are the statuses which will be set after backout authority is performed. Insurer needs to back out authority for each approved calculation (eg: if there are two approved, calculations, insurer needs to perform back out authority twice to back out authority of Supp Quote, and then the main quote).
Assign to External Assessor	No change	No change	Open	No change	-	Insurer	Available regardless of current task status	
Withdraw from External Assessor	No change	No change	Open	No change	-	Insurer	Only available if task is currently assigned to external assessing organisation.	
Withdraw Quote Request	Request for Assessment	RFQ Cancelled	Open	No change	-	Insurer		Task status for repairer will be changed from RFQ Received to RFQ Cancelled.
Process Quote	Quote Received	Pending Auth	Open	No change	-	Insurer	Only applicable for the NonSolera AudaBridge repairer process.	Task which exists in repairer view upon performing Process Quote assessment action will change from RFQ Received to Pending Auth regardless of whether a calculation exists on the repairers task or not.
Request Assessment	Request for Assessment	No change	Open	No change	-	Insurer	Only applicable for the NonSolera AudaBridge repairer process.	
Close Case	No change	No change	Closed	No change	-	Insurer	Only available for cases which have been created manually by IAG	No change is made to the insurer or repairer task status when the close case assessment action is performed. The case itself will be moved from the Open to the Closed folder
Invoicing								
Repairer Submits Invoice	No change	No change	Open	No change	Approved for Payment	Repairer	Only available if the invoice is in a status of Draft	Once an invoice is submitted for IAG, the task will become completely locked and no further supplementaries are permitted hence why No change is highlighted red. Repairer must ensure that the invoice they are submitting is the final costs for the claim, otherwise if changes are required, the repairer must follow the supplementary process.
Insurer closes claim with reason Invoice Paid	No change	No change	Closed	No change	Payment Processed	Insurer		If IAG sends a case closure message with the reason 'Invoice Paid', the Approved for Payment invoice status will be updated to Payment Processed. If IAG sends a close case message with any other reason, the invoice status will remain in its current status.