TASK MANAGEMENT MODULE (TTM)

Requirements Documentation

Client: Oremus Corp (P) Ltd, Hyderabad
Technology Partner: Veramasa IT Solutions
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1. EXECUTIVE SUMMARY

1.1 Purpose

The Task Management Module (TTM) is a workflow management system for Oremus to manage all client tasks from creation through completion. The system integrates with existing Timesheet and CRM modules to provide seamless task lifecycle management.

1.2 Core Features

- **Generic Task Templates:** Service-based reusable templates (not client-specific)
- **Multi-Function Workflows:** Tasks flow through multiple departments sequentially
- **Hierarchical Reviews:** Quality checks at appropriate levels (TL → RM → FL → → CEO)
- **Transfer Management:** Handle leaves, resignations, workload balancing
- **Client Portal:** Self-service access for clients to track progress and download deliverables
- **Complete Audit Trail:** Every action logged for compliance and accountability

2. SYSTEM OVERVIEW & INTEGRATIONS

2.1 System Architecture

Core Components:

- Web Application (internal users)
- Client Portal (external access)
- Task Workflow Engine
- Notification Service
- Integration Layer
- Database & Document Storage

Integration Points:

- **Timesheet Module:** Employee data (name, role, hierarchy, department, status)
- **CRM Module:** Client data (name, services, contracts, status)

2.2 Core Principles

Principle 1: Generic Task Design

- Tasks designed by service type (e.g., "Monthly Payroll"), not per client
- One template serves all clients with that service
- Client-specific data (name, deadline, team) varies, workflow is identical

> **Commented [LD1]:** Need to discuss about Fixed and Variable Tasks

Principle 2: Multi-Function Workflow

- Tasks contain multiple functions (stages) executed sequentially
- Each function: Department owner, Initiator, Reviewers, Deadline
- Function 2 starts only after Function 1 completes
- System auto-notifies next function when previous completes

Principle 3: Hierarchical Reviews

- Each function requires 1+ reviews before completion
- Review levels: TL → RM → FL → CEO
- CRM sets minimum reviews, FL can increase (not decrease)
- All reviewers must approve for function to complete

> **Commented [LD2]:** This requires only for 1st function. Form 2nd function onwards it can be one or more reviewes

Principle 4: Deadline Management

- Client deadline is immovable (unless formally modified)
- Function deadlines work backward from client deadline
- Mandatory 1-day buffer before client deadline

> **Commented [LD3]:** This is applicable for Fixed Tasks

- Delays tracked but deadlines unchanged (accountability)

Principle 5: Complete Audit Trail

- Every action logged with who, what, when, where, why
- Logs immutable (cannot edit/delete)
- Retained 7 years minimum for compliance

> **Commented [LD4]:** Please elaborate

3. USER ROLES & HIERARCHY

3.1 Organizational Hierarchy

CEO / Management (Strategic oversight, client-FL mapping)
↓
CRM / Admin (Template creation, task assignment to FL)
↓
Functional Lead (FL) (Department management, team assignment)
↓
Reporting Manager (RM) (Second-level reviews)
↓
Team Lead (TL) (First-level reviews, PA supervision)
↓
Process Associate (PA) (Task execution)

External: Client (View-only portal access)

> **Commented [LD5]:** Let us term it as Task Creation

3.2 Role Summary

CEO/Management:

- Map clients to Functional Leads
- Strategic oversight
- Executive dashboard access

CRM/Admin:

- Create/maintain task templates
- Assign tasks to FLs
- Approve deactivations and deadline changes
- System administration

> **Commented [LD6]:** Client tasks

> **Commented [LD7]:** We need to read our requirements document once again to make it more clear

Functional Lead (FL):

- Receive tasks from CRM
- Assign team members (PA, TL, RM) to functions
- Set function deadlines
- Monitor department performance
- Request deactivations/deadline changes
- Transfer of tasks to other team members

Reporting Manager (RM):

- Second-level review and approval
- Supervise Team Leads
- Can be task initiator for complex functions
- Temporary task transferring of TL & PA

Team Lead (TL):

- First-level review and approval
- Supervise Process Associates
- Can be task initiator for moderate complexity functions
- Temporary task transferring of PA

Process Associate (PA):

- Execute assigned functions (primary initiator)
- Upload deliverables
- Submit for review
- Perform rework if rejected / returned

Client:

- View task progress (dashboard)
- Download completed deliverables
- Track status updates
- Cannot see internal workflow details

> **Commented [LD8]:** Need to check with CEO

4. TASK TYPES & WORKFLOWS

4.1 Fixed Tasks (Recurring)

Definition: Tasks with predefined, regular schedules that auto-generate.

Recurrence Options:

- Weekly, Bi-weekly, Fortnightly, Monthly, Quarterly, Half-yearly, Yearly

Examples from Oremus Functions:

- Monthly Payroll (Payroll Domestic, Payroll Overseas)
- Quarterly GST Returns (Accounting Compliance)
- Monthly TDS Filing (Accounting QA)
- Monthly ESI Returns (Accounting Compliance)
- Annual Returns

System Behavior:

- CRM creates template with recurrence pattern
- System auto-generates task instances based on schedule
- Each instance is separate task with own deadline

4.2 Variable Tasks (One-Time)

Definition: Non-recurring tasks triggered by specific events or client requests.

Examples from Oremus Functions:

- M&A Due Diligence (Advisory Services)
- Special Audit (Audit, Internal Audit)
- Custom Financial Analysis (FinOps)
- One-time Compliance Filing (Accounting Compliance)

System Behavior:

- CRM creates template (no recurrence)
- FL manually triggers instance when needed
- Task executes once and completes
- Review mechanism

> **Commented [LD9]:** Please elaborate the meaning of manually

4.3 Fixed Variable Tasks (Event-Driven Recurring)

Definition: Tasks that recur but timeline varies based on events.

Examples from Oremus Functions:

- Post-Project Closure Audit (after each project completion)
- Quarterly Board Meetings (dates vary each quarter)
- Seasonal Reconciliations (Pool, Recon functions)
- Annual Secretarial Filings as per Company Law

System Behavior:

- CRM creates template

- FL manually triggers each instance when event occurs
- Each instance has different deadline

4.4 General Tasks (Simplified)

Definition: Simple tasks without multi-function complexity.

Examples from Oremus Functions:

- Internal meeting preparation (Admin)
- Simple data entry (Data Services)
- Document updates (Secretarial Compliance)
- Periodic email communication

System Behavior:

- CRM creates template
- Direct assignment to person

> **Commented [LD10]:** General tasks will not have any reviews

5. TASK CREATION & ASSIGNMENT PROCESS

5.1 Task Template Creation (CRM)

Process:

1. **CRM identifies need** for new task template (e.g., "Payroll Domestic")
2. **CRM designs structure:**
   - Task type (Fixed/Variable/Fixed Variable/General)
   - Recurrence pattern (if Fixed or Fixed Variable)
   - Map to service (e.g., "Payroll Services")
   - Define functions (sequential stages)

> **Commented [LD11]:** Need to discuss whether to have this restriction

3. **For each function, CRM specifies:**
   - Function name (e.g., "Payroll Operations")
   - Department owner(FL) (e.g., "Payroll Domestic")
   - Initiator role (PA or TL)
   - Minimum review count (1, 2, 3)
   - Reviewer levels (TL, RM, FL, CEO)

> **Commented [LD12]:** This looks in-appropriate

Typical duration

> **Commented [LD13]:** Please elaborate this

4. **CRM saves and activates template**
5. **Template available for FL assignment**

Example Template:

Template: MIS Reporting

Type: Fixed (Monthly recurrence on 15th)

Service: Accounting Services

Function 1: Accounting Operations

-

- Initiator: PA / TL

- Min Reviews: 1 (TL / RM)

- Duration: 3 days

Function 2: Quality Assurance

-

- No initiator from 2nd function.

- Min Reviews: 1 (TL/RM)

- Duration: 2 days

Function 3: Compliance Check

- Min Reviews: 1 (TL/RM)

- Duration: 2 days

Function 4: Accounting Operations

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- Min Reviews: 1 (TL / RM)

- Duration: 1 day

> **Commented [LD14]:** Function & Department are same

> **Commented [LD15]:** It will not be decided whether it is PE / TL at creation level for any Function

5.2 Client-FL Mapping (CEO)

Process:

1. New client onboarded in CRM Module
2. CEO evaluates which FL best suited (expertise, capacity, client fit)
3. CEO maps client to selected FL in TTM
4. All future tasks for this client auto-route to mapped FL

Example:

- Client: Tech Innovations Pvt Ltd (500 employees)
- Services: Payroll, Accounting, Secretarial Compliances
- CEO Decision: Map to FL Suresh for Payroll, John for Accounting, Nikhilesh for Secretarial Compliances (Enterprise expertise)
- Result: All Tech Innovations tasks go to the mapped FLs

5.3 Task Assignment to FL (CRM)

Process:

1. **For Fixed Tasks:** System auto-generates on recurrence date, assigns to mapped FL
2. **For Variable/Fixed Variable:** FL requests, CRM creates instance and assigns to FL

Example Auto-Generation:

- April 1: System generates "Monthly Payroll - April 2025" for all Payroll clients
- Each task assigned to respective mapped FL
- FL receives notification: "New task assigned - Please assign team"

5.4 Team Assignment (FL)

Process:

1. FL receives task from CRM
2. FL reviews functions and plans assignments
3. **For each function, FL assigns:**
   - PA/TL as initiator
   - TL/RM/FL as reviewers (meet minimum requirements)
   - Function deadline (sequential, with buffer)
4. System validates assignments
5. FL confirms, task becomes active
6. Notifications sent to all assigned team members
7. **1-day-before reminder sent to each function initiator**

Example Assignment:

Task: Monthly Payroll - Tech Innovations - April 2025

Client Deadline: April 28

FL Suresh assigns:

Function 1: Data Collection (Payroll Domestic)

- PA: Kavita

- Reviewers: TL Mohan

- Deadline: April 10

- Reminder: April 9 (1 day before)

Function 2: Salary Calculation (Payroll Domestic)

- PA: Ravi

Comments:

Commented [LD16]: CRM will have option to select specific tasks based on the SOW with the client and change deadlines while assigning

Commented [LD17]: This sounds like it happens every month. But it should be at the initial stage only as it is one time assignment until we deactivate it or FL transfer the tasks to other user

Commented [LD18]: This he can only view. Cannot do any changes

Commented [LD19]: This should be within the system. Not through email

Commented [LD20]: Please change the example according to the above changes

- Reviewers: TL Mohan, RM Deepa

- Deadline: April 15

- Reminder: April 14 (1 day before)

Function 3: Compliance Check (Accounting QA)

- PA: Suresh

- Reviewers: TL Priya, RM Nair

- Deadline: April 20

- Reminder: April 19 (1 day before)

Function 4: Payment Processing (FinOps)

- PA: Anil

- Reviewers: RM Deepa, FL Suresh

- Deadline: April 27 (buffer: April 28)

- Reminder: April 26 (1 day before)

System validates:

✓ Deadlines sequential (10 < 15 < 20 < 27 < 28)

✓ Buffer maintained (27 vs 28)

✓ All functions have required reviewers

Task activated. Team notified.

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6. TASK EXECUTION & REVIEW WORKFLOW

6.1 Function States

> **Commented [LD21]:** Let us discuss about the statuses

- **Not Started:** Assigned but not begun
- **In Progress:** PA actively working
- **Submitted for Review:** Work completed, awaiting approval
- **Under Review:** Reviewer examining work
- **Clarification Pending:** Reviewer needs more info
- **Rework Required:** Rejected, corrections needed
- **Completed:** All reviews approved

> **Commented [LD22]:** This may not be required

> **Commented [LD23]:** Need to discuss more about this status. I will explain personally when we meet or on call

6.2 Execution Flow

Step 1: Initiator Receives Assignment

- PA receives notification when function assigned

- **1-day-before reminder** sent if not started (e.g., deadline April 10, reminder April 9)

Step 2: Initiator Starts Work

- PA clicks "Start Task"
- Status: Not Started → In Progress

> **Commented [LD24]:** No PA or Initiator in 2nd function

Step 3: Initiator Completes Work

- Creates deliverables
- Uploads documents
- Writes completion note
- Clicks "Submit for Review"

Step 4: First Review

- TL receives notification: "Review pending"
- TL downloads deliverables, examines work
- TL makes decision:
  - **Approve:** Work good, proceed to next review/function
  - **Reject:** Work inadequate, return with detailed reasons
  - **Request Clarification:** Need more information

> **Commented [LD25]:** Let us discuss personally or over call

Step 5: Additional Reviews (if configured)

- If multiple reviews required (e.g., TL + RM)
- Process repeats for each reviewer
- All must approve for function to complete

Step 6: Function Completion

- After final review approval
- Function marked Completed
- Next function auto-activated (if exists)
- Next function 1st reviewer notified

Example Flow:

April 9, 6:00 AM: PA Kavita receives 1-day-before reminder

"Reminder: Function 1 (Data Collection) deadline tomorrow (April 10)"

April 9, 10:00 AM: PA Kavita starts task

Status: Not Started → In Progress

April 9-10: Kavita collects attendance data, leave records, new joiner info

April 10, 4:00 PM: Kavita uploads documents, submits for review

Status: In Progress → Submitted for Review

April 10, 5:00 PM: TL Mohan reviews

Decision: Approve

Comment: "Data complete and verified"

April 10, 5:01 PM: Function 1 Complete

Function 2 activated

April 10, 5:02 PM: PA Ravi notified

"Function 2 ready to start - Documents from Function 1 available"

April 14, 6:00 AM: PA Ravi receives 1-day-before reminder

"Reminder: Function 2 (Salary Calculation) deadline tomorrow (April 15)"

Process continues...

6.3 Rejection & Rework

When Rejected:

1. Reviewer clicks "Reject", adds mandatory detailed comments
2. Status: Under Review → Rework Required
3. Previous level notified with rejection reasons
4. Previous level corrects issues
5. Previous level resubmits work
6. The review who reject review again
7. If approved, proceed; if rejected again, escalate to FL

> **Commented [LD26]:** Previous level will be notified

Example:

RM Deepa rejects PA Ravi's salary calculations:

"Rejected - Reasons:

1. Employee #4556 ESI calculated on full salary, should be pro-rata (joined mid-month)

2. Employee #4557 same issue

3. Total deductions incorrect due to above errors

Please correct and resubmit."

PA Ravi corrects ESI calculations, updates totals, resubmits.

7. TASK TRANSFER MANAGEMENT

7.1 Transfer Types

By Duration:

1. **Temporary - Future Period:** Planned leave (start date in future)
2. **Temporary - Immediate:** Sick leave, emergency (start date = today)
3. **Permanent:** Resignation, role change (no revert)

By Level:

- PA Transfer, TL Transfer, RM Transfer, FL Transfer

7.2 Temporary Transfer - Future Period

Use Case: PA plans 2-week vacation

Process:

1. cccc
2. Set start date (future), end date
3. Approval workflow (TL/RM/FL based on level)
4. On start date: All active tasks transfer to replacement
5. On end date: New tasks revert to original, in-progress stay with replacement

Example:

PA Kavita vacation: June 10-24 (15 days)

May 1: HR creates transfer

- From: PA Kavita

- To: PA Suresh

- Start: June 10

- End: June 24

- Reason: Planned vacation

May 2: TL approves

June 10, 00:01: Transfer executes

- Active tasks (3) transfer: Kavita → Suresh

- Suresh handles tasks June 10-24

June 24, 00:01: Transfer ends

- Completed tasks: Stay with Suresh (no revert)

- In-progress tasks: Stay with Suresh until completion

- New tasks from June 24: Go to Kavita

7.3 Temporary Transfer - Immediate

Use Case: PA suddenly falls sick

Process:

1. FL initiates emergency transfer (start = today)
2. Immediate approval (FL authority for emergencies)
3. All active tasks transfer immediately
4. Replacement takes over with minimal handover
5. On end date: Same revert logic as future transfer

> **Commented [LD29]:** TL, RM & FL initiates

Example:

March 5, 9:00 AM: PA Suresh calls in sick (high fever)

March 5, 9:15 AM: FL Ramesh creates immediate transfer

- From: PA Suresh

- To: PA Ravi

- Start: March 5 (TODAY)

- End: March 12 (7 days estimated)

- Priority: URGENT

March 5, 9:18 AM: Transfer executes (immediate)

- 6 active tasks transfer: Suresh → Ravi

- Ravi notified (SMS + Email): "URGENT - 6 tasks assigned"

- Auto-handover notes generated from task data

March 5, 9:30 AM: Ravi acknowledges, begins work

March 5-12: Ravi handles all 6 tasks

March 12: Suresh returns, new tasks resume with him

7.4 Permanent Transfer

Use Case: PA resigns

Process:

1. HR initiates permanent transfer (no end date)
2. Approvals (FL,)
3. All tasks (active, future, recurring) transfer
4. Original employee status: Inactive
5. No revert ever (permanent)

Example:

March 1: PA Ramesh resigns (last day March 31)

March 1: HR creates permanent transfer

- From: PA Ramesh

- To: PA Kavita

- Start: April 1 (after last day)

- End: NULL (permanent)

- Reason: Resignation

March-April: Knowledge transfer period (30 days)

April 1, 00:01: Transfer executes

- All active tasks (8): Ramesh → Kavita

- All recurring assignments (12 clients): Future instances → Kavita

- PA Ramesh status: Active → Exited

April 1+: Kavita handles all Ramesh's clients permanently

7.5 Upward Delegation

Special Case: Task transfers from PA to TL (upward)

Key Rule: TL becomes initiator, cannot also be reviewer. Review must escalate to RM/FL.

Example:

Task: Special Audit - Function 3 (Technical Analysis)

Original: PA Suresh (initiator), TL Mohan (reviewer)

Problem: PA Suresh emergency leave, task requires specialized expertise, only TL Mohan has it

Solution: Transfer to TL Mohan as initiator

System detects: TL Mohan was reviewer, now initiator = conflict

System auto-adjusts:
- Initiator: PA Suresh → TL Mohan
- Reviewers: TL Mohan → RM Deepa, FL Ramesh (escalated)

Result: TL does work, RM/FL review (no self-review)

7.6 FL Transfer Scenarios

Scenario A: All Clients WITH Team

- Complete department handover
- All clients + entire team transfer
- Use: FL retirement, department restructuring

Scenario B: All Clients WITHOUT Team

- All clients transfer, team stays
- New FL assigns own team
- Use: Workload rebalancing

Scenario C: Few Clients WITHOUT Team

- Selected clients only, team stays
- Use: Geographic optimization, specialization

Scenario D: Few Clients WITH Team

- Selected clients + dedicated team transfer
- Use: Geographic office setup, division spin-off

> **Commented [LD31]:** Some times that team might be having some other clients. In such case, need to throw an error message

8. TASK DEACTIVATION PROCESS

8.1 When to Deactivate

- Client cancels specific service
- Client offboards completely
- Task becomes obsolete

- Service discontinued

8.2 Deactivation Process

Key Principle: Current cycle completes normally, then deactivates (not immediate).

Process:

1. **FL identifies need** (client cancellation, service end)
2. **FL submits deactivation request** (reason, supporting docs)
3. **CRM reviews and approves/rejects**
4. **Current tasks complete normally** (maintain quality)
5. **After completion, deactivation executes** (no new instances)
6. **Deactivated tasks retained** (read-only, until Sep 30 of subsequent year)

Example:

March 10: Client ABC Corp cancels TDS service (keeping Payroll, GST)

March 10: FL Ramesh requests deactivation

- Tasks: All TDS-related (2 active, all recurring)

- Reason: Client handling TDS in-house

- Supporting: Client email

March 10: CRM approves

Active TDS tasks (complete normally):

- TDS Return - February (Deadline March 15) → Complete by March 15

- TDS Certificate - Q3 (Deadline March 20) → Complete by March 20

March 21, 00:01: Deactivation executes

- TDS Return, TDS Certificate: Status → Deactivated

- All future TDS recurring instances: Stopped

- Tasks moved to Deactivated archive (read-only)

Result: TDS service ended cleanly, Payroll & GST continue

Retention: Until September 30, 2026 (18 months)

9. DELAYED TASK MANAGEMENT

9.1 Delay Detection

System checks daily:

- Current date > Deadline AND Status ≠ Completed = Delayed

System actions:

- Red flag on delayed tasks
- Daily delay count increments
- Escalation notifications based on duration

9.2 Delay Reason Recording

Requirement: When task becomes delayed, initiator MUST record reason before proceeding.

Process:

1. System detects delay
2. Initiator tries to submit work
3. System blocks: "Delay reason required"
4. Initiator provides:
   - Category (client data delay, technical issues, resource constraints, complexity, etc.)
   - Detailed explanation (minimum 100 characters)
   - Supporting documents (optional)
5. Reason recorded (immutable)
6. Work can proceed

Commented [LD32]: Allow for manual comments (if selected others) also along with the dropdown

Commented [LD33]: Can increase to 200 characters

Delay Categories:

- Awaiting client input/data
- Technical issues/system problems
- Complexity underestimated
- Reviewer delay
- Other

9.3 Delay Impact on Multi-Function Tasks

Cascading Effect: Function 1 delay → Functions 2, 3, 4 compressed → Client deadline at risk

System Calculation:

- Detects Function 1 delayed by X days
- Calculates impact on remaining functions
- Assesses client deadline risk (Low/Medium/High/Critical)
- Alerts FL with recommendations

Escalation Matrix:

Level 1: Minor Delay (1-2 days)

- Action: Monitor
- Notification: PA, TL, FL (FYI)

Level 2: Moderate Delay (3-5 days)

- Action: Fast-track subsequent functions
- Notification: All team + FL (Action Required)
- Client: Proactive communication

Level 3: Significant Delay (6-9 days)

- Action: Urgent intervention (resources, extended hours)
- Notification: Team + FL + CRM
- Client: Request deadline extension

Level 4: Critical Delay (10+ days)

- Action: Crisis mode (all resources)
- Notification: All stakeholders including CEO
- Client: Formal deadline renegotiation

Example:

Task: Quarterly GST Return - Deadline April 20

- Function 1: Data (April 1-7)

- Function 2: Preparation (April 8-14)

- Function 3: Filing (April 15-19)

April 8: Function 1 delayed (should complete April 7, still in progress)

System calculates:

- 1 day delay

- Function 2 start delayed April 8 → April 9

- Buffer consumed

- Client deadline: Medium Risk

Escalation Level 1: FL monitoring

April 9: Function 1 still not complete (2 days delayed)

System recalculates:

- 2 days delay

- Functions 2 & 3 severely compressed

- Client deadline: High Risk

Escalation Level 2: FL takes action

- Fast-track Function 2 (assign 2 PAs instead of 1)

- Parallel reviews (TL and RM review simultaneously)

- Client communication (proactive update)

Result: Recovered, delivered on time

10. CLIENT DASHBOARD & REPORTING

10.1 Client Portal Access

What Clients Can See:

- All their active tasks
- Task progress percentage (e.g., 75% complete)
- Overall status (Not Started, In Progress, Completed)
- Expected completion dates
- Completed deliverables (download links)
- Public comments (client-facing only)

What Clients CANNOT See:

- Internal team names (PA, TL, RM, FL hidden)
- Function breakdowns (internal workflow)
- Internal deadlines (only client deadline visible)
- Review history (approvals, rejections)
- Internal comments (team discussions)
- Delay details (internal accountability)

10.2 Document Security

Password Protection:

- All client documents password-protected
- Strong passwords auto-generated (12-16 characters)
- Password sent via SMS / Email to registered mobile
- Password validity: 7 days (configurable)
- Download requires password each time

Commented [LD36]: We may not be having mobile number of top level management of some clients

Download Tracking:

- Who downloaded
- When downloaded
- From which IP address
- Complete audit trail

10.3 Client Notifications

Email Notifications:

- Task completion (deliverables ready)
- Document ready for download (with password info)
- Upcoming deadline reminders
- Important updates from FL

Configurable:

- Which notifications to receive
- Multiple recipients (CFO, Accounts Manager, etc.)
- Frequency (immediate, daily digest, weekly)

10.4 Public vs Internal Comments

Internal Comments:

- Visible only to Oremus team
- Used for internal discussions
- Can include sensitive information

Public Comments (Client-Facing):

- Visible to client in dashboard
- Only FL can create (quality control)
- Professional tone mandatory
- Examples: Progress updates, completion notes

Example:

Internal Comment (PA Ravi - NOT visible to client):

"Client data had 15 PAN errors. Requested correction March 7. Awaiting response."

Public Comment (FL Ramesh - Visible to client):

"Your payroll for March 2025 completed. 150 employees processed. Net payable: ₹37.43L. Documents ready for download."

Client sees only professional public comment, not internal data quality issues.

11. EMAIL NOTIFICATIONS SYSTEM

11.1 Internal Notifications (10 Types)

1. Task Assignment

- Trigger: CRM / Admin to assign tasks to FL
- Trigger: FL assigns task to PA/TL
- Recipient: Assigned PA/TL
- Content: Task details, deadline, function description

2. Review Pending

- Trigger: PA submits work
- Recipient: Assigned reviewer (TL/RM/FL)
- Content: Deliverables ready, deadline, link to review & attachment

3. Work Approved

- Trigger: Reviewer approves
- Recipient: Initiator (PA/TL)
- Content: Approval confirmation, reviewer comments

4. Work Rejected

- Trigger: Reviewer rejects
- Recipient: Initiator (PA/TL)
- Content: Rejection reasons, action required

> **Commented [LD37]:** Previous reviewer or Last reviewer of the previous function. Last reviewer of the previous function cannot send it back to the previous reviewer or Initiator once it is rejected by the next functions reviewer

5. Clarification Requested

- Trigger: Reviewer needs info
- Recipient: Initiator (PA/TL)
- Content: Questions needing answers

6. Function Complete

- Trigger: All reviews approved
- Recipient: All involved (PA, reviewers, FL, next function Reviewers)
- Content: Completion confirmation, next steps
-

7. 1-Day-Before Deadline Reminder ⭐

- Trigger: Current date = Deadline - 1 day AND Status ≠ Completed
- Recipient: Function initiator (PA/TL)
- Timing: 6:00 AM on day before deadline

- Content: Reminder that deadline is tomorrow, action required
- Purpose: Gives initiator advance warning to plan/prepare

8. Delay Alert

- Trigger: Current date > Deadline AND Status ≠ Completed
- Recipient: PA, Reviewers, FL
- Content: Days delayed, action required, impact assessment

9. Transfer Notification

- Trigger: Task transferred
- Recipient: Original assignee, new assignee, FL
- Content: Transfer details, tasks affected, reason

10. Deactivation Notification

- Trigger: Task deactivation approved
- Recipient: Assigned team, FL
- Content: Deactivation schedule, current tasks to complete

Critical Feature - 1-Day-Before Reminder:

Example:

Task: Monthly Payroll - Function 2

Deadline: April 15, 2025

Assigned: PA Ravi

April 14, 6:00 AM: System sends reminder

Subject: ⏰ Deadline Tomorrow - Monthly Payroll - Function 2

REMINDER: Your deadline is TOMORROW.

Task: Monthly Payroll - Tech Innovations

Function: Salary Calculation

Deadline: April 15, 2025 (TOMORROW)

Current Status: In Progress (60% complete)

Action Required:

- Complete work by tomorrow

- Submit for review

- Allow time for review process

If you anticipate delay, notify FL immediately.

[VIEW TASK] [UPDATE PROGRESS]

This gives PA Ravi advance notice to plan, finish work, or seek help if needed.

11.2 External Email Feature

Who Can Send:

- FL: Full access (send emails to clients from TTM)
- RM: With FL delegation
- CRM: Administrative emails

Email Types:

1. Client update (progress, status)
2. Clarification request (need client input)
3. Deadline extension request
4. Task completion notification

Example:

FL sends from TTM:

To: cfo@clientabc.com

Subject: Update - Monthly Payroll March 2025

Dear Client ABC,

Current Status: In Progress (80% complete)

Expected Completion: March 28 (3 days ahead of deadline)

Progress:

✓ Data collection completed

✓ Salary calculations completed

⚙ Final compliance checks in progress

You will receive notification when deliverables are ready.

> **Commented [LD39]:** Right now allowing last functions last reviewer to send email to the client
>
> In some cases, 1st function sends reports to the client before the 2nd functions approval also.
>
> Is it possible to give this flexibility - can we fix it in the task creation

Email stored in TTM (attached to task), audit trail created.

---

12. ADDITIONAL FEATURES

12.1 Task Prioritization

Priority Levels:

- **Low:** Routine tasks, 15+ days to deadline (Green ●)
- **Medium:** Standard tasks, 7-14 days to deadline (Blue ■)
- **High:** Important tasks, 3-6 days to deadline (Orange ▲)
- **Critical:** Urgent tasks, 1-2 days or delayed (Red ⚠)

Auto-Escalation:

> **Commented [LD40]:** Let us discuss about this

- 7 days before deadline: Low → Medium
- 3 days before deadline: Medium → High
- 1 day before deadline: Any → Critical
- When delayed: Immediate → Critical

Visual Impact:

- Task lists sorted by priority (Critical at top)
- Color-coded for quick scanning
- Critical tasks: Blinking/pulsing effect

12.2 Deadline Modification

Client Deadline Change:

- Only CRM can modify (with approval workflow)
- FL can request (must provide reason, client agreement)
- System validates: Sequential function deadlines, buffer maintained

Function Deadline Change:

> **Commented [LD41]:** Function deadlines are fixed at the time of task creation itself. No function can change its deadlines. We can only change the client deadline and all function deadlines will be changed accordingly

- FL can change before function starts (no approval)
- FL must request CRM approval if function already started

Example:

FL Ramesh: Client delayed data by 9 days, need 3-day extension

FL requests:
- Current deadline: March 31
- New deadline: April 3
- Reason: Client data delay
- Supporting: Client email agreeing

CRM reviews: Justified, approves

System updates:
- Client deadline: March 31 → April 3
- Function 4 deadline: March 30 → April 2 (auto-adjusted)
- Audit log created

12.3 Initiator Flexibility

Standard: PA as initiator (90% of tasks)

Advanced:

- TL as Initiator: Moderate complexity (e.g., Final audit report, strategic analysis)
- RM as Initiator: High complexity (e.g., M&A due diligence, CFO-level analysis)

Key Rule: Initiator cannot review own work. If TL initiates, RM/FL must review.

Example:

Function: Final Audit Report (complex, strategic)

FL assigns:
- Initiator: TL Mohan (senior expertise needed)
- Reviewers: RM Deepa, FL Suresh (not another TL)

TL Mohan creates strategic audit report
RM Deepa reviews technical accuracy
FL Suresh reviews client expectations

High-quality strategic deliverable

12.4 Comments Export to Excel

Purpose: Export task comments for analysis, reporting, documentation

Who Can Export:

- FL: All department tasks
- RM/TL: Clients they're involved in
- CRM: All tasks system-wide

Export Options:

- Single task or bulk (multiple tasks)
- All comments or filtered (internal only, public only, by person, by date range)
- Excel format with columns: Task, Function, Date/Time, By, Role, Type, Comment, Action, Client
- All dashboard reports

Use Cases:

- Performance reviews (analyze PA's work quality over time)
- Process improvement (common rejection patterns)
- Audit evidence (complete communication trail)
- Client reporting (progress documentation)

13. AUDIT & COMPLIANCE

13.1 SOC 2 Compliance

Security:

- Role-based access control
- Password complexity, 2FA optional
- Encryption at rest and in transit
- Session timeouts, login tracking

Availability:

- 99.5% uptime target
- Hourly incremental, daily full backups
- Disaster recovery: 4-hour RTO, 1-hour RPO

Processing Integrity:

- Input validation, workflow validation
- Duplicate prevention

- Error handling, transaction logging

Confidentiality:

- Data segregation (client-specific)
- Document encryption
- Restricted audit log access

Privacy:

- Data minimization
- Purpose limitation
- User access rights, retention limits

13.2 Data Retention Policy

Active Tasks: Retained while active

Completed Tasks: Retained until client relationship ends + current fiscal year

Deactivated Tasks: Until September 30 of subsequent year after deactivation

- Example: Deactivated March 2025 → Retained until Sep 30, 2026 (18 months)
- Reason: SOC audit needs prior year data

Inactive Client Data: Until September 30 of subsequent year after exit

Audit Logs: 7 years minimum (legal/regulatory requirement)

After Retention:

- Data moved to long-term archive (offline, encrypted)
- After 7 years: Securely deleted (unrecoverable)

13.3 Complete Audit Trail

What Gets Logged (Everything):

- Task actions (created, assigned, started, submitted, reviewed, completed, deactivated)
- Assignment changes (transfers, reassignments)
- Deadline changes (old→new, reason, approver)
- Priority changes
- Document actions (uploaded, downloaded, deleted)
- Communication actions (comments, emails, notifications)
- User actions (login, logout, password changes)
- System actions (recurring generation, auto-escalation, delay detection)

Audit Log Details:

- Timestamp (precise to millisecond)
- User ID and Name
- Action Type
- Before State → After State
- Reason/Comments
- IP Address, Device, Location

Features:

- **Immutable:** Cannot edit or delete logs
- **Complete:** Every action logged, no gaps
- **Searchable:** By user, date, entity, action type, client
- **Exportable:** Excel, PDF, JSON formats

Example Audit Log Entry:

Entry #456789

Timestamp: 2025-03-15 14:30:25.123

User: PA Ravi Kumar (ID: 2345)

Action: WORK_SUBMITTED

Task: Monthly Payroll - March 2025 - ABC Corp (TSK-2025-1234)

Before State:

- Status: In Progress

- Documents: 0

After State:

- Status: Submitted for Review

- Documents: 3 (Salary_Register.xlsx, Computation.xlsx, Bank_File.csv)

Details:

- Submission Note: "All calculations verified"

- Assigned Reviewers: TL Mohan, RM Deepa

- Function: Salary Calculation

- Deadline: 2025-03-15

Metadata:

- IP: 103.21.58.142

- Device: Windows 10, Chrome 122

- Location: Hyderabad Office

Compliance Use:

- SOC 2 audits: Generate complete proof in minutes
- Performance reviews: Data-driven analysis
- Legal defence: Evidence for disputes
- Process improvement: Pattern analysis

SUMMARY

This document captures the Task Management Module (TTM) requirements as specified by Oremus Corp. The system provides:

Core Workflow:

1. CRM creates generic task templates (service-based, reusable)
2. CEO maps clients to Functional Leads
3. CRM assigns tasks to FLs (auto for Fixed, manual for Variable)
4. FL assigns team (PA, TL, RM) to each function with deadlines
5. PA executes work, submits for review
6. TL/RM/FL review (approve/reject/clarify)
7. Function completes, next function starts automatically
8. Client receives deliverables via secure portal

Key Features:

- Multi-function sequential workflows with 1-day-before reminders
- Hierarchical reviews (TL → RM → FL → CRM → CEO)
- Comprehensive transfer management (temporary, permanent, all levels)
- Task deactivation with current cycle completion
- Delayed task management with escalation matrix
- Client portal with password-protected downloads
- Complete audit trail (7-year retention)
- SOC 2 compliance ready

Oremus Departments Referenced:

- Payroll Domestic, Payroll Overseas
- Accounting QA, Accounting Compliance, Accounting Operations
- Internal Audit
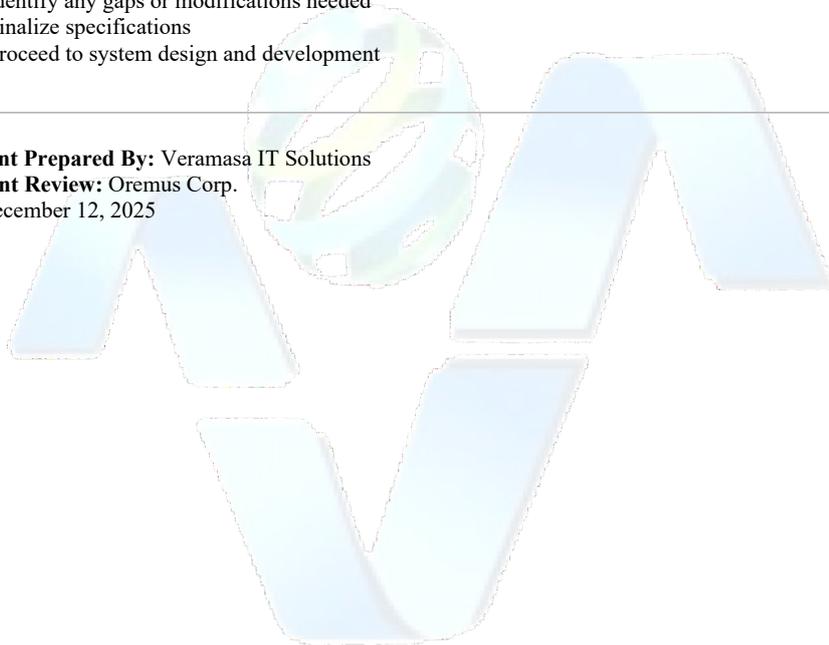
- Business Development, Human Resources
- Advisory Services, FinOps,
- Data Services, Transcription
- PayOps, License Trade Accounting
- Secretarial Compliance, Tech Development, IT Support

Next Steps:

1. Oremus reviews and confirms requirements
2. Identify any gaps or modifications needed
3. Finalize specifications
4. Proceed to system design and development

Document Prepared By: Veramasa IT Solutions
For Client Review: Oremus Corp.
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