**Mediation Board Process**

| **User case ID** | UC025 | |
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| **Use case name** | Mediation Board Process | |
| **Process ID** | *2.15, 2.16, 2.17* | |
| **Actors** | RO (Recovery Officer) | |
| **Description** | Mediation Board (MB) negotiate with a customer, to a Settlement or a Non-settlement. | |
| **Pre-conditions** | Mediation Board Letter have been issued | |
| **Post-conditions** | Cases can either be settled or failed (Send FTL LOD).   * Agree to Settle – Start settling the arrears. * Not Agree to Settle – Handed Non-settlement to SLT. | |
| **Back - end / front-end** | Frontend: - RO Negotaition. | |
| **Pre status** | *FMB**(Forward**to**Mediation**Board)* | |
| **Status** | *MB Negotiation*  *MB Settle Pending*  *MB Settle Open-Pending*  *MB Settle Active* | |
| **Post status** | *MB Fail with Non-Settlement*  *Case Close* | |
| **Massage of status** | Confirmation messages when RO submit any detail. | |
| **Notification** | SLT Staff - Notifications for requests from RO  RO - Notifications regarding the request replies. | |
|  | **Action** | **System Response** |
| **Success path** | If SLT accepts Mediation Board Request and provided Mediation Board forward letter  If RO open a case from Mediation Board Case List  If calling Round < 3  RO should add next calling date and,  If RO selects Request from Dropdown and add remark and submit  Else If RO selects Customer Represented = Yes  If RO selects Agree to Settle = Yes  Fill the settlement plan and submit  If RO selects Agree to Settle = No  If RO selects fail reason from dropdown and add the remark and submit  Else If RO selects Customer Represented = No and add remark and submit  Else  If RO select Handover Non-settlement = Yes and add remark and submit  If RO select Handover Non-settlement = No and fill the other fields and submit | Case forwards to Mediation Board Case List  Show case details, mediation board response form  Display confirmation message  Request add to request list  Display Agree to Settle, Yes or No option  Show Settlement Plan creation form  Update settlement details and monitor settlement  Show Fail reason dropdown  Update negotiation details  Update negotiation details  Show Non-Settlement Yes, No option  Update negotiation details  Update negotiation details accordingly |
| **Alternate path** | If there is no response, the case fails due to non-settlement with a reason and is forwarded to FTL LOD or F2 for further legal action. | |