Settlement Plan Creation – SLT

| **User case ID** | UC027 | |
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| **Use case name** | Create Settlement Plan | |
| **Process ID** | - | |
| **Actors** | SLT Staff (Internal User) | |
| **Description** | The process describes the workflow and actions for Agree to Settle arrears after:   * Negotiation (success)- [Path 10.1] * Mediation (success)- [Path 10.2] * Final Reminder / LOD - [Path 10.3] * FTL LOD – [Path 10.6] * Litigation (success)- [Path 10.4] * Dispute – [Path 10.5]   Settlement inputs respective to the **arrears**   * Initial Amount * Settlement Plan * Plan 1 – Calendar Months * Plan 2 – Slab Count – with amount for each slab   Maximum Slab count = 12 including initial amount   * Remark   After creating settlement plan, create appropriate task for the plans | |
| **Pre-conditions** | * Path 10.1: RO negotiation success – Customer agree to settle * Path 10.2: Mediation Board success - Customer agree to settle * Cases in the pending settlement log | |
| **Post-conditions** | Create a settlement plan successfully. | |
| **Back-end / Front-end** | Front-end – Pending Settlement Plan cases list  Create Settlement plan form – Phase, Case Status, Settlement Count, Settlement History are shown  Input Select Plan,   * Plan 1 – Initial Amount, Calendar Months, Remark * Plan 2 – Initial Amount, Slab Count, Slab Amount, Remark | |
| **Pre status** | * Path 10.1: RO negotiation success – *RO negotiation* * Path 10.2: Mediation Board success - *MB Negotiation* * Path 10.3: Final Reminder – *Final Reminder* * Path 10.3 : LOD – *LOD* * Path 10.6: FTL LOD – Initial *FTL LOD* * Path 10.4: Litigation success – *SLA (Success Legal Action)* * Path 10.5: Dispute – *Issued Settlement letter* | |
| **Post status** | * Path 10.1: RO negotiation success – *Negotiation Settle Pending* * Path 10.2: Mediation Board success - *MB Settle Pending*   Same Case status but Plan status = Open,   * Path 10.3: Final Reminder – *Final Reminder Settle pending*   LOD – *LOD Settle pending*   * Path 10.6: FTL LOD – *FTL LOD Settle pending* * Path 10.4: Litigation success – *Litigation Settle pending* * Path 10.5: Dispute – *Dispute settle pending* | |
| **Massage of status** | * Plan created successfully | |
| **Notification** | - | |
|  | **Action** | **System Response** |
| **Success path** | SLT Staff directs Settlement pending Case List  SLT Staff selects a case to create plan  If SLT staff, click Settlement Count  If SLT Staff selects Plan 1 from dropdown  Based on the arrears amount, SLT Staff inputs initial amount with calendar months,  Enter remark and submit  Else If SLT Staff selects Plan 2 from dropdown  Based on the arrears amount, SLT Staff inputs slab count,  Enter amount for each slab, Remark and submit form | Directs to create settlement form  along with the case details ( Phase, Case status, Settlement count)  Show Settlement History for each.  Show calendar months, initial amount, remark to input  When the user selects the Calendar months, the validity period is automatically calculated and displayed in the section.  Successfully create plan for the case and notify relevant parties  According to the selected slab count, slab sections will open to enter the pay amount  Successfully create plan for the case and notify relevant parties |
| **Alternate path** |  | |