Settlement Process

| **User case ID** | UC029 | |
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| **Use case name** | Settlement Process | |
| **Process ID** | *7* | |
| **Actors** | DebtX (Debt Recovery System) | |
| **Description** | Monitor the selected settlement plan.  Plan 01: Calendar Month period, Initial Amount  Plan 02: Slab count, amount and duration  Payment and arrears details updated along with the BSS. | |
| **Pre-conditions** | * Case has an Open Settlement Plan. | |
| **Post-conditions** | Settlement plan = complete → Case close  Settlement plan = expires, due to exceeding the duration. | |
| **Back-end / Front-end** | Back-end | |
| **Pre status** | * Path 10.1 - Negotiation- *Negotiation Settle Pending* * Path 10.2 - Mediation Board- *MB Settle Pending* * Path 10.3 - Final Reminder- *Final Reminder Settle Pending* * Path 10.3 - LOD- *LOD Settle Pending* * Path 10.4 - Litigation- *Litigation Settle Pending* * Path 10.5 - Dispute- *Dispute Settle Pending* * Path 10.6 - FLT LOD -  *FTL LOD Settle Pending* * WRIT *- WRIT Settle Pending* * Re-WRIT - Re-*WRIT Settle Pending* | |
| **Post status** | Arrears = 0;  *Case close*  Plan Status = Active   * Path 10.1 - Negotiation- *Negotiation Settle Open-Pending/Active* * Path 10.2 - Mediation Board- *MB Settle Open-Pending/Active* * Path 10.3 - Final Reminder - *Final Reminder Settle Open-Pending/Active* * Path 10.3 - LOD - *LOD Settle Open-Pending/Active* * Path 10.4 - Litigation- *Litigation Settle Open-Pending/Active* * Path 10.5 - Dispute- *Dispute Settle Open-Pending/Active* * Path 10.6 - FLT LOD-  *FTL LOD Settle Open-Pending/Active* * WRIT *- WRIT Settle Open-Pending/Active* * Re-WRIT - Re-*WRIT Settle Open-Pending/Active*   Plan Status != Active   * Path 10.1 *- FMB* * Path 10.2  *- FMB Failed with Non-Settlement* * Path 10.3  *- Pending Write Off* * Path 10.5 *- Pending Write Off* * Path 10.6 *- Initial Litigation* * Path 10.4 *- Forward To Writ* * WRIT *- Forward To Re-Writ* | |
| **Massage of status** | - | |
| **Notification** | - | |
|  | **System action** | **System Response** |
| **Success path** | Read the selected plan.  Start Monitoring payment  If payment is received (initial payment or any payment slab)  If Payment Status OK (payment can add for the arrears)  If Payment value >= Initial Amount  If Payment value > 0 & < Initial Amount      Update case status along with the plan status    Else (return cheque/ Billing dispute/ Balance transfer)  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  If plan status == Active  If Arrears amount = 0  If Arrears > 0  If validity period expired  If path = ‘Agent’  If path = Mediation Board  If path = LOD/ Final Reminder  If Path = ‘Dispute’  If Path = FTL LOD  If Path = Litigation | Change settlement status = Active  Change settlement status = Open-Pending  Adjust Arrears amount and payment details and update case details accordingly.  Case Close  Check billing adjustment and then Check the validity period  Add case to F2 list and Change case status “LIT Prescribed”  Change case status “Pending Non-Settlement”  Add case to Pending Write-Off log and send for approval  Add case to Pending Write-Off log and send for approval  Add case to Litigation list and Change case status “Initial Litigation”  Add case to WRIT list and Change case status “Forward to WRIT” |
| **Alternate path** | If a user paid without a settlement plan through the monitor payment case, the arrears amount should be updated accordingly. | |