**Write Off**

| **User case ID** | UC030 | |
| --- | --- | --- |
| **Use case name** | Write-off process | |
| **Process ID** | 9.2 | |
| **Actors** | SLT Staff (Internal User), DebtX | |
| **Description** | The write-off process is where the unsuccessful cases are stop the recovery process | |
| **Pre-conditions** | * After receiving Final Reminder / LOD no customer response && arrears amount != 0 * After receiving the dispute letter, the customer doesn’t reply or agree to a settlement * After ending a Final Reminder/ LOD and creating a settlement plans or After Creating a settlement plan in the dispute process,   but the settlement plan has not been activated (doesn’t paid at least the initial amount) and the monitoring period have expired   * Unsuccessful Re-Writ process | |
| **Post-conditions** | Cases added to the write-off log successfully | |
| **Back-end / Front-end** | Front-end Pending write-off log  Back-end - Add case from Pending Write-Off list to Write-Off log | |
| **Pre status** | *LOD Monitoring Expire*  *LOD settle Pending/ Open-Pending*  *Final Reminder settle Pending/ Open-Pending*  *Dispute settle Pending/ Open-Pending* | |
| **Post status** | *Write off* | |
| **Massage of status** | Confirmation messages | |
| **Notification** | Notify SLT | |
|  | **Action** | **System Response** |
| **Success path** | If Pre-Condition is fulfilled  Then    CAM has been changed the customer segment of the Pending write off case’s to “100” | Send case to Write Off approval  Change case status to “Pending Write-off”  Add case to Write off log  Change case status “Write-Off” |
| **Alternate path** |  | |