FTL LOD Process

| **User case ID** | UC031 | |
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| **Use case name** | FTL LOD Process | |
| **Process ID** | 3.1.1 | |
| **Actors** | SLT Staff | |
| **Description** | Cases Eligible for FTL LOD, should receive FTL LOD (LOD with Manual Signature).  After receiving a FTL LOD, Customer should settle. If the settlement success case will close, the failed cases are forwarded to the Litigation process. | |
| **Pre-conditions** | Cases should be failed from the Mediation board process and received Non-Settlement letter from DRC & Last payment duration < 6 years. | |
| **Post-conditions** | FTL LOD settle successful = Case close  failed cases added to Litigation log | |
| **Back-end/front-end** | Front-end - FTL LOD case list | |
| **Pre status** | *Pending FLT LOD* | |
| **Status** | *Initial FTL LOD*  *FTL LOD Settle Pending*  *FTL LOD Settle Open Pending*  *FTL LOD Settle Active* | |
| **Post status** | *Case close*  *Initial Litigation* | |
| **Message of status** | - | |
| **Notification** | ***-*** | |
| **Success path** | **Action** | **System Response** |
| If the Mediation Board fails && Last payment duration < 6 years && Non-settlement is collected  SLT Staff select the relevant template according to the customer's details from the provided screen and click on the create button.  The created FTL LOD cases will be displayed in the FTL LOD List, status = Initial FTL LOD  If customer agree to settle, SLT staff click create settlement button  Enter settlement details and submit.  While duration <= 2 weeks  If duration > 2 weeks  Check Arrears == 0  Else | Direct Case to FTL LOD list, show create pdf button  Direct to FTL LOD screen where the user can preview a single document created and create relevant tasks.    Change create pdf button to create settlement button  Direct to Create settlement form  Update settlement details  Monitor Payment  Case close  Change case status to “Initial Litigation”  Case added to litigation log |
| **Alternate path** |  | |