**Litigation Process**

| **User case ID** | UC032 | |
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| **Use case name** | Litigation Process | |
| **Process ID** | 4 | |
| **Actors** | SLT Staff, Legal Department | |
| **Description** | Cases failed from FTL LOD are forwarded to litigation, after collecting necessary documents, cases are given to the Legal Department to follow legal actions.  According to the legal actions case close, Write Off or forward to WRIT. | |
| **Pre-conditions** | Cases should be failed from FTL LOD and Added to the litigation log. | |
| **Post-conditions** | Case close or Write off  According to the settlement status case close or forward to WRIT. | |
| **Back-end/front-end** | Frontend - Update legal document details and legal submission status  Backend - Monitor settlement process and case forward to WRIT | |
| **Pre status** | *Initial Litigation* | |
| **Status** | *Pending FTL (Forward to litigation)*  *FTL*  *FLU (Fail from Legal Unit)*  *FLA (Fail Legal Action)*  *SLA (Success Legal Action)*  *Litigation Settle Pending*  *Litigation Settle Open-Pending*  *Litigation Settle Active* | |
| **Post status** | *Case Close*  *Pending Write-Off*  *Forward to WRIT* | |
| **Message of status** | - | |
| **Notification** | ***-*** | |
| **Success path** | **Action** | **System Response** |
| Select case from Initial litigation cases with litigation pending log and,  If user click document button  User select document status  RTOM Customer file →  Requested  Collected  Without Agreement  DRC File →  Requested  Collected  If Case’s document status is OK (which mean the document button is green)    User submit the case to Legal department and,  If legal department accept the case click on “Legal Submitted” button  After legal Process,  If Legal Process success  Click on Settlement button  Enter relevant details and submit  If the Legal Process failed  If legal department Refuse to accept the case click on “Legal Fail” button | Direct to Litigation document submission form  RTOM customer file (dropdown)  DRC File (dropdown)                  Update file status accordingly and,  If RTOM Customer file status = Without Agreement/ Collected && DRC Dile status = Collected  Activate Green “Document” button    (which mean documents are ready and case can forward to legal department)  Else  Keep the “Document “ button White    (which mean documents are ready and case can forward to legal department)                        Update case status to “FTL”    Display buttons related to cases as “Create settlement” and “Legal Fail”              Navigate to Settlement creation page      Update case status as “Litigation Settle Pending”      Update case status as “FLA”  Case added to Pending Write off log and forward for approval        Update case status to “FLU” and case forward for approval and added to pending Write-Off log and |
| **Alternate path** |  | |