F2

| Use case ID | UC035 | |
| --- | --- | --- |
| **Use case name** | F2 | |
| **Process ID** | 3.3 | |
| **Actors** | SLT Staff | |
| **Description** | Cases that are:   * Mediation board failed andcase last payment duration> 6 years * Direct LOD-eligible (arrears between 1,000 & 5,000) cases * Cases forwarded to request log to forward mediation board which has account manager code = “CS1\_GOV”, CS1\_VLB”, “CS2\_CM1”, “CS2\_CM2”**,** customer type name = “**government**” or **“corporate”** and haven’t accepted the request (Government and Corporate cases won’t forward to the mediation board unless SLT staff decided to forward it).   The cases in the F2 process will be divided into   * Final reminder * LOD   which means two types of Digital signature Letters Of Demand. | |
| **Pre-conditions** | * + Cases should be failed Mediation board process, and last payment duration should be more than 6 years   + Cases should be forwarded from Direct LOD   + Cases have Validity period expired or account manager code = “CS1\_GOV”, CS1\_VLB”, “CS2\_CM1”, “CS2\_CM2” , customer type name = “government” or “corporate” which are failed from requesting mediation board forwarding process. | |
| **Post-conditions** | Send Final Reminder with notification to the cases which are,   * Account manager code = “CS1\_GOV”, CS1\_VLB”, “CS2\_CM1”, “CS2\_CM2” * Customer type name = “Government” or “Corporate” * Arrears Amount < 3000   Send LOD (with digital signature) and notification that are not eligible for Final Reminder.. | |
| **Back-end/front-end** | Front-End | |
| **Pre status** | *LIT Prescribed* | |
| **Post status** | *Final reminder*  *Initial LOD* | |
| **Message of status** | - | |
| **Notification** | - | |
| **Success path** | **Action** | **System Response** |
| If the mediation board is not successful and the last payment duration is greater than 6 years,  If the incident is eligible for the Direct LOD process,  SLT Staff selects incidents then click proceed    User Navigate to Digital Signature LOD page (F2).  Select Final Reminder from the F2 dropdown.  Select LOD from the F2 dropdown. | F2 process  status= ‘LIT Prescribed”  Incidents proceed as cases and directed to the F2 process  Status = “LIT Prescribed”  Filter cases and display Final Reminder eligible cases in the table.  Filter cases and display LOD eligible cases in the table. |
| **Alternate path** | - | |