**Final Reminder**

| **User case ID** | UC036 | |
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| **Use case name** | Final Remainder (With Digital Signature) | |
| **Process ID** | 3.4 | |
| **Actors** | Debt Recovery System (DebtX), SLT Staff | |
| **Description** | Cases with specific account manager codes or customer type names and arrears amount < 3000 will be directed to Final Reminder. | |
| **Pre-conditions** | Arrears Amount < 3000  Specific Account Manager codes and Customer Type names should be directed | |
| **Post-conditions** | Created Final Reminder and send to the customer | |
| **Back-end/front-end** | Back-end, Front end | |
| **Pre status** | *LIT Prescribed* | |
| **Status** | *Final reminder*  *Final Reminder Settle Pending*  *Final Reminder Settle Open-Pending*  *Final Reminder Settle Active* | |
| **Post status** | *Pending Write Off*  *Case Close* | |
| **Massage of status** | ***-*** | |
| **Notification** | Notify the SLT Staff | |
|  | **Action** | **System Response** |
| **Success path** | SLT Staff can select Final Reminder from F2 dropdown  Select cases as a batch or individual from the screen either by entering the count or selecting the check box.  Click the create final reminder button.  Send list to the relevant company (External) for send final reminders to customer  Navigate to Final Reminder list  If edit button is clicked  If user agrees to settle  Else If customer dispute  Else If Request more information  Else If preview button is clicked | If specific Account Manager Codes or Customer type names && Arrears Amount < 3000 are identified  Display Final Reminder eligible cases on the list  Create a Excel file with case details and notify user when it ready for downloading  Cases added to Final reminder list  Customer Response entering screen shown  Navigate to settlement plan creation and add relevant data and submit  Add case to the Dispute list  Provide informations to customer  Display customer response history, Settlement history, Payment history details  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  If Final Reminder monitor duration > 1 year  Check arrears amount  If arrears amount = 0  Change Case Status = Case close and add case to closed case list  Else  Change Case Status = pending write off  Add case to Pending Write off log and send for approval |
| **Alternate path** |  | |