**LOD (Digital Signature)**

| **User case ID** | UC037 | |
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| **Use case name** | LOD (With Digital Signature) | |
| **Process ID** | 3.5 | |
| **Actors** | Debt Recovery System (DRS), SLT Staff | |
| **Description** | Cases which not fulfil the final reminder criteria will be tagged as LOD (Digital Signature) | |
| **Pre-conditions** | * Select specific Account Manager Name or Account Manager Code and filter the data. * Arrears amount > 3000. | |
| **Post-conditions** | Created LOD. | |
| **Back-end/front-end** | Back-end, Front end | |
| **Pre status** | *LIT Prescribed* | |
| **Status** | *Initial LOD* | |
| **Post status** | *LOD –Settle pending*  *LOD monitoring expire*  *Pending Write off*  *Case Close* | |
| **Massage of status** | ***-*** | |
| **Notification** | Notify the SLT Staff | |
|  | **Action** | **System Response** |
| **Success path** | SLT Staff can select LOD 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 LOD button.  Send list to the relevant company (External) for send LODs to customer  Navigate to LOD 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 Arrears Amount > 3000 are identified  Display LOD eligible cases on the list  Create a Excel file with case details and notify user when it ready for downloading  Cases added to LOD 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 LOD 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** |  | |