**Dispute**

| **User case ID** | UC028 | |
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| **Use case name** | Dispute | |
| **Actors** | DebtX (Debt Recovery System),  SLT Staff  Billing centers | |
| **Description** | Customers respond to LOD/Final Reminder as a dispute. With the response of the customer, SLT Staff sends a dispute letter. | |
| **Pre-conditions** | Cases have been added to the dispute list. | |
| **Post-conditions** | * Handed over to relevant place * Case closed. * Case Write off | |
| **Back-end/front-end** | Front end | |
| **Pre status** | *Pending Dispute Letter* | |
| **status** | *Issued Dispute Letter*  *Pending settlement letter*  *Forward LOD Dispute*  *Dispute Settle Pending*  *Dispute Settle Open-Pending*  *Dispute Settle Active* | |
| **Post Status** | *Case Close*  *Pending Write off* | |
| **Message of status** | *-* | |
| **Notification** | - | |
|  | **Action** | **System Response** |
| **Success path** | Receive customer response and select case from dispute list  Update user’s response  If response = Agree to settle  If response = Dispute  Select hand over to another channel  Enter handing over channel and relevant other details  Click on submit  Monitor Payment through 1 year  If customer response for dispute letter > 3 months | Navigate to settlement creating page  Record added and inform relevant parties (externally)  Cases added to the [ost dispute log    If arrears = 0  Case close  Else  Case added to the pending write-off log and send for approval  Case added to the pending write-off log and send for approval |
| **Alternate path** |  | |