|  |  |  |  |
| --- | --- | --- | --- |
| **STATUS** | **INPUT** | **OUTPUT** | **CONDITIONS** |
| **Collection Report** |  | |  | | --- | | CASE\_ID | | ACCOUNT\_NUM | | ACCOUNT\_STATUS | | BILLING\_CENTRE | | CUSTOMER\_NAME | | CUSTOMER\_SEGMENT | | PLD\_AMOUNT | | PLD DATE | | LATEST\_PAYMENT | | PAYMENT\_DATE | | BILL\_AMOUNT | | BILL\_DATE | | ACTUAL\_COLLECTION | | CASE STATUS | | LD STATUS | | * Payment Collection report should receive through the mail monthly/weekly, all accounts case status as “Direct\_LD\_FR\_BS”,Fail\_DRC\_FR\_BS”, “Direct LD \_BS” , “Fail\_DRC\_LD\_BS”, “RLU\_BS”, “FTL\_BS” , “Writ action\_BS” and which LD status as “Initial LD”, “Direct\_LD\_FR”, “Fail\_DRC\_FR” cases with PLD\_Date from recent month to six months back. * After get the monthly collection should have option to submit to close by the system to below mentioned fully paid cases. * Total Physical payment more than “PLD arrears” or “PLD arrears equal of total physical payment are identified as fully paid and change “Direct LD\_BS” status as “Direct LD Closed” by the system * Total Physical payment more (within 6 month from the LD status update date) than “Direct LD Final Reminder” arrears and “Direct LD Final Reminder” arrears equal to Final Reminder arrears of total physical payment are identified as fully paid and change case status “Direct LD FR\_BS” status as “Direct LD\_FR\_Closed” by the system. * Total Physical payment more (within 6 month from the LD status update date than “Fail DRC Final Reminder” arrears and “Fail DRC Final Reminder” arrears equal to final reminder arrears of total physical payment are identified as fully paid and change LD status “Fail DRC FR\_BS” change as “Fail DRC\_FR\_ Closed” by the system. * Total Physical payment more (during validity period) than “PLD “ arrears” or “PLD” arrears equal of total physical payment are identified as fully paid and change “Fail\_DRC\_LD\_BS” status as “Fail\_DRC\_LD\_Closed” by the system * Total Physical payment more than “PLD arrears” or “PLD arrears “ less than 1000/= of total physical payment are identified as fully paid and change “RLU\_BS” status as “RLU Closed” by the system. * Total Physical payment more (during validity period) than or equal “ FTL\_BS” arrears payment are identified as fully paid and change “FTL\_BS ” status as “ FTL\_Closed” through the system/Manally * Total Physical payment more than “LD send arrears” or “LD send arrears less than 1000/= of total physical payment are identified as fully paid and change “Writ action\_BS” status as “Writ action\_Closed” by the system. * Respond letters send cases, Update physical payment and send to the payment report up to the fully paid or up to below 1000/= of arrears of the customer respond letter.   (other than above autaomated collection report should have facility to get the collection report with above details by uploading Account no list to recovery legal, legal office and database administrator) |
| **Print\_LD** | |  | | --- | | LD RECEIVED FROM | | END DATE UPTO |   “LD received from” select from the drop down list.   |  | | --- | | FAIL | | Direct\_LD | | RLU |   Date select from the system | |  | | --- | | ACCOUNT\_NO | | CASE\_ID | | CASE STATUS | | EVENT\_SOURCE/ PRODUCT Label | | COMPANY NAME | | CUSTOMER\_NAME | | ADDRESS\_1 | | ADDRESS\_2 | | ADDRESS\_3 | | ADDRESS\_4 | | ADDRESS\_5 | | ARREARS | | BILLING\_CENTRE | | CUSTOMER\_TYPE\_NAME | | LD STATUS | | * Send detail report to excel sheet to send ld and LD status change as “Initial LD” * Live information required from CAM   Product Label, Arrears, Billing address 1-5, customer name, company name.   * If there are more than 10,000 accounts pending to send LD tray should have to select no of accounts for the LD send before submit |
| **Final reminder send (“Direct LD Final Reminder”/“Fail DRC Final Reminder”)** | |  | | --- | | FINAL REMINDER RECEIVED FROM | | END DATE UPTO |   “Final reminder Received from” select from the below drop down list.   |  | | --- | | DIRECT LD FINAL REMINDER | | FAIL DRC FINAL REMINDER |   Date select from the system | |  | | --- | | ACCOUNT\_NO | | CASE\_ID | | CASE STATUS | | EVENT\_SOURCE/ PRODUCT Label | | COMPANY NAME | | CUSTOMER\_NAME | | ADDRESS\_1 | | ADDRESS\_2 | | ADDRESS\_3 | | ADDRESS\_4 | | ADDRESS\_5 | | ARREARS | | BILLING\_CENTRE | | CUSTOMER\_TYPE\_NAME | | LD STATUS | | * Send detail report to excel sheet to send final reminder and LD status change as “Direct LD Final Reminder”/”Fail DRC Final Reminder” * Live information required from CAM   Product Label, Arrears, Billing address 1-5, customer name, company name.   * If there are more than 10,000 accounts pending to send Final Reminder tray should have to select no of accounts for the final reminder send before submit |
| **Direct LD/Fail DRC LD/Final Reminder cases Hold details** |  | |  | | --- | | CASE ID | | ACCOUNT\_NO | | CASE STATUS | | ARREARS | | COMPANNY NAME | | CUSTOMER\_NAME | | HOLD REASON | | * When PrintLD/Final reminder send , Generate separate excel sheet details with reject * Recent Payment (at least 50% payment from the due arrears), below 1000, Already paid, active, already send LD (during nearest six months), accounts |
| **Hold LD/Final Reminder update to the database** | |  | | --- | | CASE\_ID | | ACCOUNT\_NO | | CASE STATUS | | HOLD REASON |   Hold reason should be select by dropdown list when update case by case  (when uploading list there may be different hold reasons) | |  | | --- | | CASE\_ID | | ACCOUNT\_NO | | HOLD REASON | | HOLD DATE | | CASE STATUS | | COMPANY NAME | | CUSTOMER\_NAME | | ARREARS | | BILLING\_CENTRE | | * Checked Sample cases with the CAM and update in database * “LD status” should change as “LD Hold” and update “LD hold reason” and “LD hold date”. And Final reminder hold status update as final reminder hold and hold reason and hold date. * Bulk /Individual updating Facility to Hold * View wrong /unmatched cases before updating hold status. * View DB details after updated and should have to be clear before save |
| **Update Print\_LD date/Final reminder date** | |  | | --- | | CASE ID | | ACCOUNT\_NO | | PLD DATE/FINAL REMINDER DATE |   PLD/FINAL REMINDER date select from the system |  | * Bulk /Individual updating Facility to update PLD\_Date/Final Reminder date * View wrong /unmatched cases before updating PLD\_Date/Final reminder date |
| **Accounts which are not send LD/Final reminder** |  | |  | | --- | | CASE\_ID | | ACCOUNT\_NUM | | CASE STATUS | | BILLING\_CENTRE | | ARREARS | | ACCOUNT\_STATUS | | CUSTOMER\_NAME | | CUSTOMER\_SEGMENT | | LATEST\_PAYMENT | | PAYMENT\_DATE | | BILL\_AMOUNT | | BILL\_DATE | | * Cases with “Direct LD”/”Fail DRC LD”/Direct LD final reminder”/”Fail DRC Final Reminder” status which are not update the LD status/Final reminder status, after one month of recent case status updated, send account list mail to the Legal office and Database Administrator. |
| **Prescribed** | Input   |  | | --- | | CASE\_ID | | ACCOUNT\_NUM |   Popup below details & facility to status change as “Prescribed”   |  | | --- | | CASE\_ID | | ACCOUNT\_NUM | | CUSTOMER\_NAME | | BILLING\_CENTRE | | CASE\_STATUS | | LAST\_RATED\_DTM | | LAST\_RATED\_AMOUNT | | LAST\_BILL\_DATE | | LAST\_BILL\_AMOUNT | | ARREARS (INITIAL ARREARS) | | CUSTOMER\_NAME | | ACCOUNT\_PAYMENT\_MNY(LAST PAYMENT) | | CREATED\_DTM (LAST PAYMENT DATE) | | FAILED REASON | | LD STATUS | | |  | | --- | | CASE\_ID | | ACCOUNT\_NUM | | CUSTOMER\_NAME | | BILLING\_CENTRE | | CASE\_STATUS | | LAST\_RATED\_DTM | | LAST\_RATED\_AMOUNT | | LAST\_BILL\_DATE | | LAST\_BILL\_AMOUNT | | ARREARS (INITIAL ARREARS) | | CUSTOMER\_NAME | | ACCOUNT\_PAYMENT\_MNY(LAST PAYMENT) | | CREATED\_DTM (LAST PAYMENT DATE) | | FAILED REASON | | LD STATUS | | * Bulk /Individual updating Facility to Prescribed * Case status change through the system or manually after six month of PLD date (No physical payment and usage (last rated date within recent 6 years) and generate excel sheet monthly. * Case status as “Direct LD Fail” / “Fail DRC LD Fail” , Metro cases initial arrears more than 50000/= and Region cases more than 100000/= cases not physical payment and usage within recent 6 years * View wrong /unmatched cases before updating hold status. * View DB details after updated and should have to be clear before save |
| **Pending to RLU** |  | |  | | --- | | CASE\_ID | | ACCOUNT\_NUM | | CUSTOMER\_NAME | | BILLING\_CENTRE | | CASE\_STATUS | | ARREARS (INITIAL ARREARS) | | LAST\_RATED\_DTM | | LAST\_RATED\_AMOUNT | | LAST\_BILL\_DATE | | LAST\_BILL\_AMOUNT | | CUSTOMER\_NAME | | ACCOUNT\_PAYMENT\_MNY(LAST PAYMENT) | | CREATED\_DTM (LAST PAYMENT DATE) | | FAILED REASON | | LD STATUS | | PLD DATE | | * After Fail from the company, fail reason as “MBR CANAS”/ ”CANAS”/ ”NIC” having initial arrears/collectable arrears Metro accounts initial arrears more than 50000/= and Region Accounts initial arrears more than 100000/= accounts filter and send the mail to get the RLU action. |
| **RLU** | Input   |  | | --- | | CASE\_ID | | ACCOUNT\_NUM |   Popup below details & facility to status change as “RLU”   |  | | --- | | CASE\_ID | | ACCOUNT\_NUM | | CUSTOMER\_NAME | | BILLING\_CENTRE | | CASE\_STATUS | | ARREARS (INITIAL ARREARS) | | LAST\_RATED\_DTM | | LAST\_RATED\_AMOUNT | | LAST\_BILL\_DATE | | LAST\_BILL\_AMOUNT | | CUSTOMER\_NAME | | ACCOUNT\_PAYMENT\_MNY(LAST PAYMENT) | | CREATED\_DTM (LAST PAYMENT DATE) | | FAILED REASON | | LD STATUS | | PLD DATE | | |  | | --- | | CASE\_ID | | ACCOUNT\_NUM | | CUSTOMER\_NAME | | BILLING\_CENTRE | | CASE\_STATUS | | ARREARS (INITIAL ARREARS) | | LAST\_RATED\_DTM | | LAST\_RATED\_AMOUNT | | LAST\_BILL\_DATE | | LAST\_BILL\_AMOUNT | | CUSTOMER\_NAME | | ACCOUNT\_PAYMENT\_MNY(LAST PAYMENT) | | CREATED\_DTM (LAST PAYMENT DATE) | | FAILED REASON | | LD STATUS | | PLD DATE | | * Bulk /Individual updating Facility to RLU. * View wrong /unmatched cases before updating RLU status. * View DB details after updated and should have to be clear before save |
|  |  |  |  |
| **RLU Reminder to customer** |  | |  | | --- | | CASE\_ID | | ACCOUNT\_NUM | | CUSTOMER\_NAME | | COMPANY\_NAME | | BILLING ADDRESS 1 | | BILLING ADDRESS 2 | | BILLING ADDRESS 3 | | BILLING ADDRESS 4 | | BILLING ADDRESS 5 | | BILLING\_CENTRE | | ARREARS (INITIAL ARREARS) | | LAST\_RATED\_DTM | | LAST\_RATED\_AMOUNT | | ACCOUNT\_PAYMENT\_MNY(LAST PAYMENT) | | CREATED\_DTM (LAST PAYMENT DATE) | | * System generated mail to customer copy to recovery officer. * From the next month of “being settle RLU” date (Every 2nd week of the month) and send reminder to the customer. |
| **Pending cases to FTL** |  | |  | | --- | | CASE\_ID | | ACCOUNT\_NUM | | CUSTOMER\_NAME | | COMPANY\_NAME | | BILLING\_CENTRE | | CASE\_STATUS | | ARREARS (INITIAL ARREARS) | | LAST\_RATED\_DTM | | LAST\_RATED\_AMOUNT | | LAST\_BILL\_DATE | | LAST\_BILL\_AMOUNT | | ACCOUNT\_PAYMENT\_MNY(LAST PAYMENT) | | CREATED\_DTM (LAST PAYMENT DATE) | | FAILED REASON | | LD STATUS | | PLD DATE | | * Generate excel sheet & send to the recovery officer , No Payment in “RLU”/”RLU\_BS cases which arrears>50000 and Region accounts Arrears > 100000) Should have DRC file, IT division concern, and Mediation Board non-settlement cases and those cases change the status as “FTL” manually |
| **FTL\_BS Settlement plan** | |  |  |  |  | | --- | --- | --- | --- | |  | Date |  | Payment | | Initial payment |  |  | 50000 | |  |  |  |  | | 1st installment |  |  | 10000 | |  |  |  |  | | 2nd installment |  |  | 10000 | |  |  |  |  | | 3rd installment |  |  | 5000 | |  |  | update |  | |  | * If it is success with legal action and customer agree to payment Enter settlement plan and change status as “FTL\_BS” Manually. * From the “FTL\_BS” date update total physical payment once a month for the each account. |
| **FTL Reminder to customer** |  | |  | | --- | | CASE\_ID | | ACCOUNT\_NUM | | CUSTOMER\_NAME | | CASE STATUS | | COMPANY\_NAME | | BILLING ADDRESS 1 | | BILLING ADDRESS 2 | | BILLING ADDRESS 3 | | BILLING ADDRESS 4 | | BILLING ADDRESS 5 | | BILLING\_CENTRE | | ARREARS (INITIAL ARREARS) | | INSTALMENT AMOUNT TO PAY | | DUE DATE FOR THE INSTALMENT | | BALANCE FULL AMOUNT TO PAY | | * System generated mail to customer copy to recovery officer. * From the next month of “FTL\_BS” date (Every 2nd week of the month) and send reminder to the customer. |
| **Pending cases to writ action.** |  | |  | | --- | | CASE\_ID | | ACCOUNT\_NUM | | CASE\_STATUS | | CUSTOMER\_NAME | | COMPANY\_NAME | | BILLING\_CENTRE | | ARREARS (INITIAL ARREARS) | | INSTALMENT AMOUNT TO PAY | | DUE DATE FOR THE INSTALMENT | | BALANCE FULL AMOUNT TO PAY | | FAILED REASON | | LD STATUS | | PLD DATE | | * Generate excel sheet with below mentioned cases details & send to the recovery officer( “Fail FTL Settlement” accounts monthly to get the writ action) * If the Customer not paid two continues Monthly Installment or Paid lesser than the Minimum Monthly Installment agreed, the system will automatically categories as Installment Defaulted and status change as “FTL Fail” and Fail Reason as “ID” and more than 50,000 cases could update status as “writ action”. Manually. |
| **Writ Action \_BS Settlement plan** | |  |  |  |  | | --- | --- | --- | --- | |  | Date |  | Payment | | Initial payment |  |  | 50000 | |  |  |  |  | | 1st installment |  |  | 10000 | |  |  |  |  | | 2nd installment |  |  | 10000 | |  |  |  |  | | 3rd installment |  |  | 5000 | |  |  | update |  | |  | * Accounts which are fail FTL action, If it is success with legal division and customer agree to payment , Enter settlement plan and change status as “writ action Being Settle” * Settlement plan fix to 25th of every month (Update the following month automatically after entering initial payment date)after enter the initial payment, equal installments should be updated automatically, (need edit facility) * Second account's initial payment date should be the following month of first account's last installment payment date. * Third account's …. Same as above. |
| **Writ Action \_BS Settlement plan Reminder to customer** |  | |  | | --- | | CASE\_ID | | ACCOUNT\_NUM | | CUSTOMER\_NAME | | CASE STATUS | | COMPANY\_NAME | | BILLING ADDRESS 1 | | BILLING ADDRESS 2 | | BILLING ADDRESS 3 | | BILLING ADDRESS 4 | | BILLING ADDRESS 5 | | BILLING\_CENTRE | | ARREARS (INITIAL ARREARS) | | INSTALMENT AMOUNT TO PAY | | DUE DATE FOR THE INSTALMENT | | BALANCE FULL AMOUNT TO PAY | | * System generated mail to customer copy to recovery officer. * Monthly mail need for non-payment details, From the next month of “being settle writ action” date (Every 2nd week of the month) |
| **Pending to “write action fail”** |  | |  | | --- | | CASE\_ID | | ACCOUNT\_NUM | | CUSTOMER\_NAME | | CASE STATUS | | COMPANY\_NAME | | BILLING ADDRESS 1 | | BILLING ADDRESS 2 | | BILLING ADDRESS 3 | | BILLING ADDRESS 4 | | BILLING ADDRESS 5 | | BILLING\_CENTRE | | ARREARS (INITIAL ARREARS) | | INSTALMENT AMOUNT TO PAY | | DUE DATE FOR THE INSTALMENT | | BALANCE FULL AMOUNT TO PAY | | * System generated mail to recovery officer. * No Payment from “Being Settle writ action” after one year Status Change as “Writ Action\_Fail” Manually. |
| **Pending to write off list** |  | |  |  | | --- | --- | | ACCOUNTNUM |  | | ACCOUNT\_STATUS | live | | PRODUCT LABEL |  | | PRODUCT STATUS | live | | CASE\_ID |  | | CASE STATUS |  | | ASSIGN DATE |  | | VALIDITY EXPIERED DATE |  | | LD STATUS |  | | PLD DATE |  | | SOURCE |  | | SERVICE\_STATUS |  | | BILLING CENTER |  | | CUSTOMER\_NAME |  | | COMPANY\_NAME |  | | CUST\_ADDRESS |  | | CUST\_TYPENAME |  | | INITIAL\_ARREARS |  | | ARREARS | live | | LAST\_RATEDEVENT | live | | LAST\_PAYMENT\_DATE | live | | LAST\_PAYEMENT | live | | UNBILLED\_ADJ | live | | ADSL\_SUSPEND\_DATE | live | | LAST\_BILL\_DATE | live | | LAST\_BILL\_AMOUNT | live | | LAST\_RATED\_AMOUNT | live | | CUSTOMER\_SEGMENT |  | | ACCT\_MANAGER |  | | CPE COLLECTED STATUS |  | | * System generated excel sheet to Database administrator and copy to Accountant. * Nonpayment or part payment of “Direct LD \_FR”/”Fail DRC\_FR” cases after 6 calendar months from final reminder date change the LD status as “Direct LD\_FR\_Fail”/”Fail DRC\_FR\_Fail” by the system And still product status as SU/TX then Case Status change as “Direct\_LD\_FR\_pending to Write\_Off”/Fail\_DRC\_FR\_pending to Write\_Off” and sent monthly Write\_off” accounts list mail to Database administrator. * Nonpayment or “Direct\_LD” cases after six months from PLD Date and part payment of “Direct LD\_BS” cases, after 6 calendar months from last payment date “Direct LD”/”Direct\_LD\_BS” status change as “Direct LD Fail ” by the system And still product status as SU/TX then case Status change as “Direct\_LD pending to Write\_Off” and sent monthly Write\_off” accounts list mail to Database administrator. * Others nonpayment or part payments After 6 calendar months from LD send date “Fail \_DRC\_LD” status change as “Fail\_DRC\_ LD\_Fail” by the system And still product status as SU/TX then LD Status change as “Fail\_DRC\_LD\_Fail pending to Write\_Off” and sent monthly Write\_off accounts list mail to Database administrator. * “Prescribed” cases nonpayment and still product status as SU/TX then Status change as “Fail\_DRC\_LD\_Prescribed pending to Write\_Off” and sent monthly Write\_off” list mail to Database administrator. * Metro accounts <50000 and Region accounts < 100000)or (Part Payment) RLU cases no payment and still product status as SU/TX then Status change as status change as “RLU Pending to write Off” and ” and sent monthly Write\_off” list mail to Database administrator. * After one month “FLU” nonpayment and still product status as SU/TX then Status change as “FLU Pending to Write\_OFF” by the system and sent monthly Write\_off” list mail to Database administrator. * After one month “FLA” nonpayment and still product status as SU/TX then Status change as “FLA” Pending to Write\_OFF” by the system and sent monthly Write\_off” list mail to Database administrator. * “Fail FTL Settlement” cases less than 50,000 status change as “FTL Fail pending to Write\_off” after 6 months nonpayment and still product status as SU/TX then send monthly Write\_off” list mail to Database administrator. * No Payment from “Being Settle writ action” after one year Status Change as “Writ Action\_Fail” Manually. And still product status as SU/TX then case Status change as “Write action fail pending to Write\_Off” and sent monthly Write\_off list mail to Database administrator. |
| **Writ\_off status updation** | |  |  | | --- | --- | | ACCOUNTNUM |  | | ACCOUNT\_STATUS | live | | PRODUCT LABEL |  | | PRODUCT STATUS | live | | CASE\_ID |  | | CASE STATUS |  | | ASSIGN DATE |  | | VALIDITY EXPIERED DATE |  | | LD STATUS |  | | PLD DATE |  | | SOURCE |  | | SERVICE\_STATUS |  | | BILLING CENTER |  | | CUSTOMER\_NAME |  | | COMPANY\_NAME |  | | CUST\_ADDRESS |  | | CUST\_TYPENAME |  | | INITIAL\_ARREARS |  | | ARREARS | live | | LAST\_RATEDEVENT | live | | LAST\_PAYMENT\_DATE | live | | LAST\_PAYEMENT | live | | UNBILLED\_ADJ | live | | ADSL\_SUSPEND\_DATE | live | | LAST\_BILL\_DATE | live | | LAST\_BILL\_AMOUNT | live | | LAST\_RATED\_AMOUNT | live | | CUSTOMER\_SEGMENT |  | | ACCT\_MANAGER |  | | CPE COLLECTED STATUS |  | |  | * Upload accounts list after the accountant approval and check with live information (Product status and account status should TX/SU) before updating. * View wrong /unmatched cases before updating Write\_off status. * View DB details after updated and should have to be clear before save |
| **Reply for customer respond** | |  | | --- | | ACCOUNTNUM |   View below database details facility to check and select account no’s to send respond letters.   |  | | --- | | CASE\_ID (Initial LD caseid) | | ACCOUNT\_NUM | | CUSTOMER\_NAME | | COMPANY\_NAME | | BILLING ADDRESS 1 | | BILLING ADDRESS 2 | | BILLING ADDRESS 3 | | BILLING ADDRESS 4 | | BILLING ADDRESS 5 | | BILLING\_CENTRE | | ARREARS (INITIAL ARREARS) |   Select respond letter format from below   |  | | --- | | DISPUTE ENGLISH LETTER | | DISPUTE SINHALA LETTER | | SETTLEMNT ENGLISH LETTER | | SETTLEMNT SINHALA LETTER | |  | * Reply letter for customer respond (there was two letters formats like Dispute Sinhala, Dispute English Settlement Sinhala, Settlement English ) * Separate form to reply letter to customer respond * After giving the account no and selected relevant letter should display details and status of accounts with the letter |
| **SMS & EMAIL** | Email format  **Email Subject: Reminder to settle your outstanding balance**  Dear Sir/ Madam,  This is regarding the Letter of demand we have send to you on xxxxx for your outstanding balance at Sri Lanka Telecom PLC.  Unfortunately, we still haven’t received your payment for SLT Account Number XXXXX and our records indicate that you have an overdue bill arrears of Rs. XXXX  Please consider this as a reminder to settle your outstanding in order to avoid any recovery actions. pay your invoice as soon as possible, via <https://billpay.slt.lk/>, MySLT app, iPay or any certified bank app by using the SLT account number. Immediate payment will result in us closing this issue without need for legal action.  If you have any questions don’t hesitate to reply to this email or give us a call to 0112341095  Please Ignore this mail if you have already paid. Stay safe  Yours’ sincerely  Recovery Legal Team  Sri Lanka Telecom  SMS Format  Dear customer, this is a reminder to settle your outstanding arrears of SLT account **xxxxxxxxxx**. Pay instantly via [**https://billpay.slt.lk/**](https://apc01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fbillpay.slt.lk%2F&data=05%7C02%7Cdamithri%40slt.com.lk%7Cadf792f8291e48492a1b08dc22171517%7C534253fcdfb6462fb5cacbe81939f5ee%7C0%7C0%7C638422729726714074%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=uUD3c5Pc19PzqNsIx7Pon4d8sYrtOYr1tiCRBrrsTX8%3D&reserved=0), MySLT app, iPay or any certified bank app by using the account number to avoid legal action. Ignore if already paid. Stay safe |  | * System generated SMS & Mail * Send SMS for all the Initial LD and Final reminder cases * Send SMS and Email from LD send date/Final Reminder date up to Total Physical payment more than “LD send arrears”/Final Reminder arrears or “LD send arrears /Final Reminder arrears less than 1000/= of total physical payment |
| **No payment Report** |  | |  | | --- | | CASE\_ID | | ACCOUNT\_NUM | | CASE\_STATUS | | CUSTOMER\_NAME | | COMPANY\_NAME | | BILLING\_CENTRE | | PLD ARREARS | | ARREARS (LIVE CAM) | | FAILED REASON | | LD STATUS | | PLD DATE | | SMS/MAIL DATE | | LAST\_RATED\_DTM | | LAST\_RATED\_AMOUNT | | LAST\_BILL\_DATE | | LAST\_BILL\_AMOUNT | | CUSTOMER\_SEGMENT | | * System generated excel sheet for the cases which are not received physical payments. * Send monthly mail to the Legal Officer and database administrator which accounts are not received physical payments for the “Initial LD” and “Final reminder” accounts. |
| **LOD Final Reminder send details** |  | |  | | --- | | ACCOUNT\_NO | | CASEID | | CASE STATUS | | BILLING CENTER | | PRODUCT LABEL | | CUSTOMER NAME | | COMPANY NAME | | ADDRESS 1 | | ADDRESS 2 | | ADDRESS 3 | | ADDRESS 4 | | ADDRESS 5 | | ARREARS | | CUSTOMER TYPE NAME | | LD STATUS | | PLD ARR | | PLD DATE | | * System Generated report view facility to excel sheet. * Should have facility to be select required period of LOD/Final reminder send/ALL |
| **FTL Cases** |  | |  | | --- | | CASE\_ID | | ACCTNO | | CASE STATUS | | PRODUCT\_LABEL | | CUSTOMER\_NAME | | ARREARS | | BC | | FTL\_DATE | | * System Generated report view facility to excel sheet. * Should have facility to be select required period of FTL status change/ALL |
| **FMB Cases** |  | |  | | --- | | CASE\_ID | | ACCTNO | | PRODUCT\_LABEL | | CUSTOMER\_NAME | | ARREARS | | BC | | FMB\_DATE | | VAL EXPIRE DATE | | CASE\_STATUS | | ACCOUNT MANAGER CODE | | CURRENT ARREARS | | LAST PAYMENT DATE | | LAST RATED DATE | | DRC\_ID | | * System Generated report view facility to excel sheet. * Should have facility to be select required period of FMB status change/ All |
| **HOLD & REJECT Cases** |  | |  | | --- | | CASE\_ID | | ACCOUNT\_NO | | CASE STATUS | | REJECT DATE | | REJECT REASON | | HOLD DATE | | HOLD REASON | | ACCOUNT STATUS | | PRODUCT STATUS | | * System Generated report view facility to excel sheet. * Should have facility to be select required period of HOLD & REJECET cases / All. * Final Reminder & INITIAL LD Hold & Reject. |
| **Respond Letters** |  | |  | | --- | | ACCOUNT NO | | CASE ID | | CUSTOMER NAME | | EVENT\_SOURCE | | LETTER TYPE | | LETTER SENT DATE | | * System Generated report view facility to excel sheet. * Should have facility to be select required period of Respond letter send cases / All. |
| View LOD send details | From the LOD SEND MONTH view the report |  | * System Generated report view facility to excel sheet. |
|  |  |  |  |