**Dispute Letter**

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| **User case ID** | UC 20.2 | |
| **Use case name** | Dispute Letter | |
| **Actors** | DRS, SLT Staff | |
| **Description** | A use case describes the process of sending a Dispute Letter. | |
| **Pre-conditions** | Pending Dispute Letter | |
| **Post-conditions** | Issued Dispute Letter | |
| **Back-end/front-end** | Front end | |
| **Pre status** | ***Pending Dispute Letter*** | |
| **Post status** | ***Issued Dispute Letter*** | |
| **Massage of status** | * ***Dispute Letter is created –*** Dispute Letter successfully created * ***Dispute Letter hold -*** Due to lack of information Dispute Letter will be held | |
| **Notification** | Notify the user if hold a Dispute Letter. | |
|  | **Action** | **System Response** |
| **Success path** | Select appropriate template | If the Dispute Letter requires information sufficient then  Create Dispute Letter  Else  Hold |
| **Alternate path** | If the case is held until the relevant information is fulfilled. | |