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| User case ID | UC15/16/17 | |
| **Use case name** | Data Filtering 2 /F2 | |
| **Actors** | DRS | |
| **Description** | Use case describes the process of filtering cases gathered from ,   * *mediation board fail cases*, * the cases *are more than 6 years* (SLT prescribed) * *The cases from Direct LOD*   The cases will be forwarded either final reminder or LOD. | |
| **Pre-conditions** | * Conditions should be based on following input paths,   + Mediation board fail case and duration should be more than 6 years- “***LIT prescribed***”   + cases fail from mediation selection -“***Case fail***”   + cases from Direct LOD *-*“***Direct LD***” | |
| **Post-conditions** | Condition 1-government, corporate, value<3000 cases receive a final reminder (digital signature) with notification  Condition 2- other cases receive LOD (digital signature) with notification and forward to check the customer reply and duration for 1 year. | |
| **Back-end/front-end** | Back - end | |
| **Pre status** | ***Slt prescribed***  ***Case fail***  ***Direct LD*** | |
| **Post status** | ***Final reminder***  ***Initial LOD*** | |
| **Massage of status** |  | |
| **Notification** | ***SLT officer -final reminder/LOD1 count*** | |
|  | **Action** | **System Response** |
| **Success path** | if owner = ( government , government) and arrears value < 3000  **else** | Then final reminder  LOD |
| **Alternate path** | - | |

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| **User case ID** | UC18/19 | |
| **Use case name** | Check customer reply & duration < after LOD and Final Reminder issued. | |
| **Actors** | DRS | |
| **Description** | * The use case explains the process of checking the customer reply and the duration after sending final reminder or LOD. * Based on the condition cases will be write off or forward to “dispute/ customer response” (check post – conditions). | |
| **Pre-conditions** | * The status should be   + - LOD - ***Initial LOD or***     - Final Reminder - ***Final reminder.*** | |
| **Post-conditions** | 1. If customer replied within 1 year, then forward case to dispute.   The statuses should be changed from “*Final reminder*” to “*LOD monitoring Expire*” or “*Initial LOD*” to “*LOD monitoring Expire*”   1. Else write off the case and stop.   The statuses should be changed from “*Initial LOD*” to “*Write off*”. | |
| **Back-end/front-end** | Back-end – no customer response within 1 year  Front – end – customer response | |
| **Pre status** | LOD - ***Initial LOD ,*** Final reminder - ***Final reminder*** | |
| **Post status** | Customer reply received *-* ***LOD Monitoring Expire***  Customer reply not received within 1 year*-* ***Write off*** | |
| **Massage of status** |  | |
| **Notification** | < Duration is expired > | |
| **Success path** |  |  |
|  | if ( customer reply = yes)  else ( duration > 1) | Then update system & forward to dispute  Write off |
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| **Alternate path** |  | |

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| **User case ID** | UC 20.1/20.2/20.3 | |
| **Use case name** | Customer response for LOD and Final Reminder. | |
| **Actors** | SLT officer , DRS | |
| **Description** |  | |
| **Pre-conditions** | The pre status should be “LOD monitoring Expire”.  The customer response should be received. | |
| **Post-conditions** | * If the customer agrees to settle, then send a settlement letter. * If the customer does not agree to settle then send a dispute letter. | |
| **Back-end/front-end** | Front end – customer response | |
| **Pre status** | ***LOD monitoring Expire*** | |
| **Post status** | ***pending settlement letter***  ***pending dispute letter*** then ***issued dispute letter*** | |
| **Massage of status** | - | |
| **Notification** | < customer agree – create a settlement plan >  < customer not agree – create a dispute letter > | |
| **Success path** |  |  |
|  | If customer agree  Else | Then create settlement letter  Create dispute letter |
| **Alternate path** |  | |

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| **User case ID** | UC20.4/20.5/19 | |
| **Use case name** | Check customer response after sending dispute letter. | |
| **Actors** | DRS | |
| **Description** | * After sending the dispute letter the customer response will be checked until 3 months. * If the customer agrees to settle, then send the settlement letter will be sent. * As per the customer response, the cases are related to other regions, then forward the cases to relevant places (call center, RTOM), and the email details are sent to the relevant places. * If there is no customer response then write off the case. | |
| **Pre-conditions** | * The customer response within 3 months. * The status should be ***issues dispute letter.*** | |
| **Post-conditions** | * If the response is agree to pay * then change the status to “Pending settlement letter” * If the area of customer is other region then forward the cases to relevant places and the status = “Forward LOD Dispute” . * If there is no customer response then write off the case. | |
| **Back-end/front-end** | Back-end | |
| **Pre status** | ***Issues Dispute Letter*** | |
| **Post status** | ***Pending Settlement letter, Forward LOD Dispute.*** | |
| **Massage of status** |  | |
| **Notification** | Center\_Name - cases count | |
| **Success path** |  |  |
|  | if customer agree to settle  Else if customer not response within 3 months | Then create settlement letter  If other region  Then forward information to respective region  Then write off |
| **Alternate path** |  | |

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| **User case ID** | UC20.6 | |
| **Use case name** | Monitor payment (Monitoring) | |
| **Actors** | DRS | |
| **Description** | * Monitor the payment for one year. * If the customer completes the payment close the case and stop. * If the customer starts the payment but stops in the middle, then monitor the payment till given one year finished. * If the customer doesn’t make any payment within one year then write off and stop the case. | |
| **Pre-conditions** | * Status should be “***Forward LOD Dispute.***” | |
| **Post-conditions** | - If the time exceeds payment update should be “failed”/ “write off”.  - if received payment status should be “active”/ “case close” | |
| **Back-end/front-end** | back- end | |
| **Pre status** | ***Forward LOD Dispute.*** | |
| **Post status** | ***“active”, “case close”***  ***“failed”, “write off”*** | |
| **Massage of status** |  | |
|  | **Action** | **System Response** |
| **Success path** | **-** | **-** |
| **Alternate path** | - | |