Settlement Plan Creation

|  |  |  |
| --- | --- | --- |
| **User case ID** | UC100.1 | |
| **Use case name** | Create Settlement Plan | |
| **Actors** | SLT Staff (Internal User) | |
| **Description** | The process describes the workflow and actions for settling arrears after:   * Negotiation - [Path 10.1] * Mediation- [Path 10.2] * Final Reminder / LOD - [Path 10.3] * Litigation- [Path 10.4] * Dispute – [Path 10.5]   Settlement implementation respective to the **arrears**   * Full Payment * Instalments. | |
| **Pre-conditions** | * Path 10.1: RO negotiation * Path 10.2: FMB been settle. * Path 10.3: final reminder – final reminder   LOD- initial LOD   * Path 10.4: FTL (Forward To Litigation) * Path 10.5: Issued Settlement letter | |
| **Post-conditions** | Plan pending | |
| **Back-end / Front-end** | Front-end: Calculate initial amount and instalment plan, should not be greater than 12 months | |
| **Pre status** | *Pending settlement* | |
| **Post status** | *Settlement plan is inactive* | |
| **Massage of status** | * Plan created successfully | |
| **Notification** | * Last payment details * Path 10.1: Settlement plan [initial amount + duration] to RO * Path 10.2: Settlement plan [initial amount + duration] to RO * Path 10.3: final reminder – Settlement plan [initial amount + duration]   LOD- Settlement plan [initial amount + duration]   * Path 10.4: Settlement plan [initial amount + duration] * Path 10.5: Settlement plan [initial amount + duration] | |
|  | **Action** | **System Response** |
| **Success path** | * Get the arrears amount * If the settlement comes after the litigation, then * Based on the arrears amount, create the initial payment amount and plan with duration * Notify the relevant party | * Arrears amount + WRIT charges * Register the settlement plan |
| **Alternate path** |  | |