Write-off

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| **User case ID** | UC19 | |
| **Use case name** | Write off process | |
| **Actors** | SLT Staff (Internal User), DRS | |
| **Description** | The write-off process is where the unsuccessful cases are dropped from the system. | |
| **Pre-conditions** | * After receiving Final Reminder / LOD no customer response * After receiving the dispute letter, the customer doesn’t reply or come to a settlement. * After the customer agrees to settle but the settlement plan has not been activated * Unsuccessful Re-Writ process. | |
| **Post-conditions** | * Cases added to the write-off log successfully. | |
| **Back-end / Front-end** | Back–end | |
| **Pre status** | *Pending Write Off* | |
| **Post status** | *Write Off* | |
| **Message of status** | * Cases are Write-Off successfully | |
| **notification** | Notify SLT staff | |
|  | **Action** | **System Response** |
| **Success path** | If the relevant duration for the case according to the path is exceeded  Then  Is pending write-off case reviewed | Pending Write Off  Write Off |
| **Alternate path** |  | |