Check customer response after sending a Dispute letter

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| **User case ID** | UC20.4 | |
| **Use case name** | Check customer response after sending dispute letter. | |
| **Actors** | DRS | |
| **Description** | * After sending the dispute letter the customer response will be checked for 3 months.   + If the customer agrees to settle, then a Settlement letter will be sent.   + As per the customer response, then forward the cases to relevant places (call center, RTOM).   + If the customer hasn’t responded 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 to agree to pay, * Then change the status to “Pending settlement letter” * Based on the customer request, forward the cases to relevant places. * If there is no customer response then forward to write off. | |
| **Back-end/front-end** | Back-end | |
| **Pre status** | *Issues Dispute Letter* | |
| **Post status** | * Customer response = Agree to settle   + *Pending Settlement letter* * Case forward to relevant places   + *Forward LOD Dispute.* * Customer hasn’t responded   + *Pending Write Off* | |
| **Massage of status** |  | |
| **Notification** | Notify relevant places forwarded case counts  Center Name - Case count | |
| **Success path** | **Action** | **System Response** |
| If customer response within 3 months;  If the customer response = Agree to settle  Then,  Else customer response = Transfer to another section  Then,  Else; | Create settlement letter  Forward information to the respective section or Regional office  Write off |
| **Alternate path** |  | |