Monitor the payment

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| **User case ID** | UC101 | |
| **Use case name** | Monitor Payment | |
| **Actors** | DRS | |
| **Description** | * Monitor the selected settlement plan. * Payment details should be from the billing centers * Cases direct to the settlement:   + Path 10.1- Negotiation   + Path 10.2- Mediation Board   + Path 10.3- final reminder / LOD   + Path 10.4- litigation   + Path 10.5- dispute | |
| **Pre-conditions** | * open settlement plan | |
| **Post-conditions** | * Settlement plan = complete * Settlement plan = expires, due to exceeding the duration. | |
| **Back-end / Front-end** | Back-end: monitor the payment within the relevant/ given time duration | |
| **Pre status** | Plan*: open*  Case*: pending settlement* | |
| **Post status** | Plan:   * *Complete*   + *Case: close* * *Expire*    + *Case: depending on the relevant input path*   Case*: Pending settlement* | |
| **Massage of status** | Settlement plan’s   * Active * Open pending * Complete * Expire | |
| **Notification** | Settlement plan’s   * Active * Open pending * Complete * Expire | |
|  | **Action** | **System Response** |
| **Success path** | If the validity period is exceeded, then  Else  If the received initial payment >= assigned payment value,  Then  Else, | S. plan = expire  S. Plan =active  Eligible for commission  S. Plan = open pending  Unresolved commission |
| **Alternate path** | Payment date < agent acknowledgment, get the authorization from the SLT to amend the plan. | |