**Settlement Letter**

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| **User case ID** | UC 20.3 | |
| **Use case name** | Settlement Letter | |
| **Actors** | DRS, SLT Staff | |
| **Description** | A use case describes the process of sending a Settlement Letter according to the settlement plan. | |
| **Pre-conditions** | * Customer response – Pending Settlement Letter * Dispute process completed and customer response within three months - Pending Settlement Letter. | |
| **Post-conditions** | Created Settlement Letter | |
| **Back-end/front-end** | Front end | |
| **Pre status** | ***Pending Settlement Letter*** | |
| **Post status** | ***Issued Settlement Letter*** | |
| **Massage of status** | * ***Settlement Letter is created –*** Settlement Letter successfully created * ***Settlement Letter hold-*** Due to lack of information Settlement Letter will be held | |
| **Notification** | Notify the SLT Staff to create a Settlement Letter  Notify the SLT Staff if hold a Settlement Letter. | |
|  | **Action** | **System Response** |
| **Success path** | * Request for settlement plan * Create suitable settlement plan * Select appropriate template * Send notification to create settlement letter | If the Settlement Letter required information sufficient then  Create Settlement Letter  Else  Hold |
| **Alternate path** | If the case is held until the relevant information is fulfilled. | |