Settlement Plan Creation

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| **User case ID** | UC100 | |
| **Use case name** | Create Settlement Plan | |
| **Actors** | SLT Staff (Internal User) | |
| **Description** | The process describes the workflow and actions for agree for settling arrears after:   * Negotiation (success)- [Path 10.1] * Mediation (success)- [Path 10.2] * Final Reminder / LOD - [Path 10.3] * Litigation (success)- [Path 10.4] * Dispute – [Path 10.5]   Settlement implementation respective to the **arrears**   * Full Payment * Initial Amount + Instalments. | |
| **Pre-conditions** | * Path 10.1: RO negotiation success * Path 10.2: mediation board success - *FMB has been settle.* * Path 10.3: final reminder – *final reminder* (agree to settle)   LOD- *initial LOD* (agree to settle)   * Path 10.4: Litigation success * Path 10.5: *Issued Settlement letter* | |
| **Post-conditions** | Plan pending | |
| **Back-end / Front-end** | Front-end: Calculate the initial amount and settlement duration, which should not be greater than 12 months | |
| **Pre status** | *Pending settlement* | |
| **Post status** | *Settlement plan is inactive* | |
| **Massage of status** | * Plan created successfully | |
| **Notification** | **System notifications**   * + Notify Last payment details to SLT Staff * (Path 10.1): Notify RO - Settlement plan [initial amount + duration] * Path 10.2: Notify RO - Settlement plan [initial amount + duration]   **Customer Notification (Email/SMS)**   * Path 10.3:   + Notify Settlement plan [initial amount + duration] * Path 10.4:   + Notify Settlement plan [initial amount + duration] * Path 10.5:   + Notify 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** |  | |