Settlement Process/ Plan Execution

|  |  |  |
| --- | --- | --- |
| **User case ID** | UC10 | |
| **Use case name** | Settlement Process | |
| **Actors** | SLT Staff (Internal User), RO (External User) | |
| **Description** | The process describes the workflow and actions 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** | * Active settlement plan | |
| **Post-conditions** | * Success- Case close * Path 10.1: Mediation Board selection * Path 10.2: FMB fail * Path 10.3: Pending Write-off * Path 10.4: Forward to Writ * Path 10.5: Pending Write-off | |
| **Back-end / Front-end** | Back–end- monitor the payment | |
| **Pre status** | ***The payment plan is inactive:*** if the user hasn’t made an initial payment then the selected plan is in the***inactive status***  ***Payment plan is active:*** If the user has made an initial payment, then the selected plan is in the ***active status.*** | |
| **Massage of status** |  | |
| **Post status** | * *Settlement settled.* * Path 10.1: *FMB* * Path 10.2: *FMB fail* * Path 10.3: *Pending Write-off* * Path 10.4: *Forward to Writ* * Path 10.5: *Pending Write-off* * *If the case = Litigation Then,*   + *Assign to WRIT* * *Else If*   + *Case will be Write off* * *Else*   + *Monitor payment* | |
| **Notification** | Notify RO and SLT Staff   * Success * Fail,   + Duration   + Plan expiration after duration | |
|  | **Action** | **System Response** |
| **Success path** | * Monitor the settlement plan * If the account receives adjustments, balance transfer then adjusts the arrears accordingly   + If arrears = 0 then, * Else if payment is received * If any product is active get the correct calculated-arrears amount from the payment amount * Else, calculated-arrears = payment received * If the duration is exhausted, then * Else If   total (calculated-arrears) = arrears  Then,  Else | * **case close** * **fail** * **Arrears is settled**. * **Monitor payment** |
| **Alternate path** |  | |