



**eDEN**

Accountant **in** Bankruptcy

# **eDEN External Release Note v2.2**

**Released 24/07/2020**

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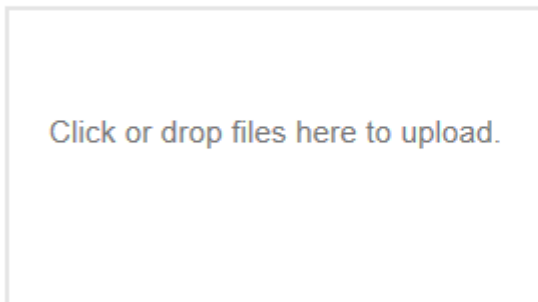
# eDEN Release v2.2

## 1. Application

### 1.1 Add Personal Identification Documents to Application

When a Money Adviser user is completing a Personal Application and selects AiB as the Payment Distributor, a new field now appears on the further details page which allows users to upload Personal Identification Documents for proof of Debtor Identity:

Personal Identification Documents for proof of Debtor Identity



## 2. Variations

### 2.1 Payment break validation for 50% reduction and Supporting Information

Extra Validation steps have been added into the process of submitting a Payment Break. When a user is submitting a payment break the system now looks at the Income and Expenditure details and validates whether this has had a 50% reduction of the surplus income from the last income and expenditure form completed on the case. If there has not been a reduction in 50% the variation cannot be submitted and an error is shown on the page:

**Please correct the errors and try again:**

There should be a reduction of at least 50% of the surplus income.

The Payment Break will also validate that 'Supporting Information' has been input onto the appropriate fields before the variation can be submitted. If the user does not supply information on the Supporting Information page then an error message is shown when the user tries to submit this:

**Please correct the errors and try again:**

A variation for payment break cannot be submitted without supporting information.

## 2.2 Crisis break for 4 weeks or 1 month

In the last release Crisis Breaks were updated for weekly and fortnightly payers, this has now been changed so that when a crisis break is applied for and approved the Crisis Break is automatically for 4 weeks or the equivalent time period dependant on which payment frequency the DPP has. These payments are removed from the payment schedule automatically. The user no longer states how long they wish the crisis break to apply for.

## 2.3 Variations error when DPP has no remaining payments due

If a variation is submitted and a final payment is then made, making the remaining balance on the case £0:

<b>Next Scheduled Payment Date</b>	
<b>Remaining Debt</b>	£0.00
<b>Remaining Number of Instalments</b>	0

there used to be an issue if the variation was Issued, Withdrawn, Returned or Submitted again after a Return, as an error message would appear preventing the variation from being continued any further or for the case to close as the variation was outstanding.

This has now been changed so that variations are able to be processed when there is 0 payments left on the case.

## 2.4 Creditor Offer Update After a Partial Settlement Payment is Made

If a partial settlement variation is approved and one or more creditors accept the partial settlement they are removed from the DPP once the partial settlement payment has been made.

The creditor offers on the case are now updated for all the remaining creditors on the case to split the contribution

## 2.5 Offer of Composition

Once all Creditors have voted on an offer of composition the system will check the votes that have been cast. If all votes are to accept the Offer of Composition the case will then update to show all debts removed from the case and remaining debt will be £0. The case will then show in the 'Cases That Can be Closed' tasklist for the Payment Distributor:

Cases That Can Be Closed

And the 'Confirm Case Closure' button will be available on the case:

Confirm Case Closure

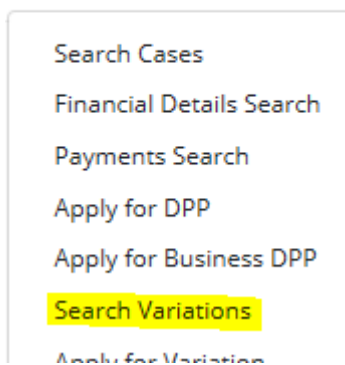
If any of the votes are to reject the offer, the case will update the Creditor Offers to reflect only the rejected Creditors and these will remain in the DPP with the accepted votes removed from the DPP.

## 3. Variation Search

### 3.1 Payment Distributor users can Search Variations

Payment Distributor users can now search on variations. Users can access the search by selecting Cases and Search Variations from the top menu bar:

Cases ▾ Document



Users are then able to use the search fields to filter results to find variations:

DPP Reference

Statuses

Types

Created On

From

To

Issued On

From

To

Approved On

From

To

Sort Order

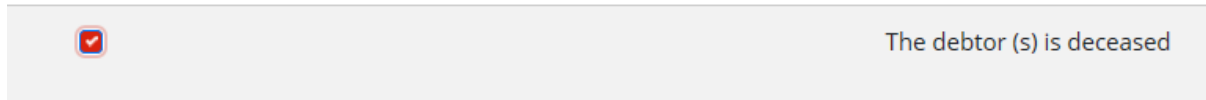
Users can also use the Export button to create a spreadsheet of the results shown within the search:



## 4. Revocations

### 4.1 Revocation deceased debtor(s)

When a revocation is being created on a joint debtor case and the reason for revocation is one of the debtors are now deceased, the user can now select which debtor has died. If a user creates a revocation and selects the Ground 'The debtor (s) is deceased':



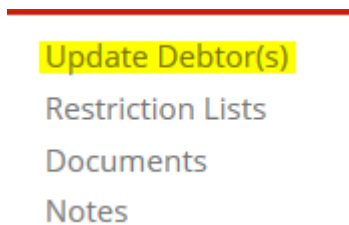
A field is then shown for the user to select a debtor from the dropdown options:

Deceased Debtor(s)

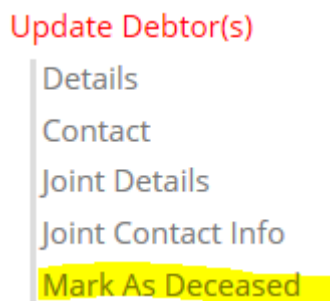
Deceased Debtor(s) is required

The letters that are then produced are then addressed to the surviving debtor of the Debt Payment Programme.

A revocation can also be created by selecting to 'Update Debtor(s)' from the left of the DPP screen:



And selecting 'Mark As Deceased':





The user can then mark which debtor has died:

Is Lead Debtor Deceased  - Yes

Is Joint Debtor Deceased  - Yes

A field is then shown to input the 'Date of Death' and a warning to show 'Marking the Debtor as deceased will create a deceased debtor revocation':

Joint Date Of Death



Once a date is entered and the user selects the Next button:

Next

A Draft Revocation is created on the DPP which the user can update and submit:

Revocations	
Grounds	Status
StandardConditionFailure	Rejected
DebtorDeceased	Draft

## 4.2 Withdrawal reason displays on revocation details

When a revocation is withdrawn the user is prompted to enter a withdrawal reason on the revocation:

Please provide the reason for the withdrawal of this revocation application below:

Reason For Withdrawal

Reason For Withdrawal is required  
Remaining characters: 5000

This reason can now be viewed on the 'Revocation Details' page once the revocation has been withdrawn:

**Reason For Withdrawal**      Issues now resolved

## 5. Tasklists

### 5.1 Rejected Variation tasklist for Creditors

Creditor users now have a task list named 'Rejected Variations':

---

**1** Rejected Variations

When an AiB user rejects a variation when carrying out the Fair and Reasonable, the cases now show in the tasklist for all creditors that are in the DPP. The case will show in the task list for 14 days after the decision is made on the F&R.

### 5.2 Approved Variations Tasklist and Export Fields

The 'Approved Variation' task list now shows the 'Type' of variation that has been approved:

**Type**      ContributionChange

And what date the variation was approved on:

**Approved On**      09-07-2020

These fields are also available on the Export from this tasklist

### 5.3 Tasklist and Export now shows type of variation and approval date

On the 'Approved Variation' and the 'Requires Fair and Reasonable' variation tasklist each card entry now shows the type of Variation without having to click into the case:

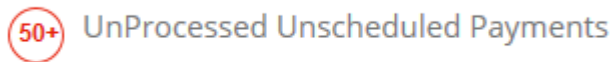
**Type**      ContributionChange

When a user chooses to Export the Approved Variations the type of variations is now shown on the Export along with the Approval Date for the Variation.

## 5.4 Remove entries from the unprocessed unscheduled payments task list

When a Payment File is uploaded to eDEN some transactions show as Unscheduled and Unprocessed until they are assigned as either a Scheduled, Ad-Hoc or Partial Settlement Payment. Sometimes, if the payments were updated manually in the payment schedule when there was still an entry in the UnProcessed Unscheduled Payments tasklist, there was no way for this entry to be removed.

This has now been updated. Users can now access the tasklist and select the entry:



Then the user can select the delete button on the screen:



This removes the entry from the tasklist so that it is no longer shown.

## 6. Completion

### 6.1 Can't close case when a variation or revocation is not completed

If a variation or revocation was in flight or withdrawn when a case had its final payment made then the case could not be closed until the variation or revocation was completed or deleted.

This has now been updated on the system and the case closure button is now available when there are no more payments remaining on a case.

#### Confirm Case Closure

This no longer takes into account any outstanding variation or revocations on the case.

## 7. Transactions

### 7.1 View paid date on payment transaction

When a Transaction is being marked as paid the user has to enter a paid date on the Amend Scheduled Payment screen:

Paid Date

This date could then only been viewed if the user entered this screen again and could not be viewed if the user did not have the ability to view this screen. This has now been updated and the paid date is now visible from the Payment Schedule:

Distributed	Paid Date	
Yes	03-02-2020	<a href="#">Details</a>
Yes	03-03-2020	<a href="#">Details</a>

## 8. General

### 8.1 Cached remaining debt not updating on DPP home page

Some fields on the home page of a case were not updating as quickly as they should have been as figures were being held rather than updated. This has now been updated and the correct Remaining Debt Amount should always show on the DPP home page as well as the payment schedule.

### 8.2 Additional information added to Payment Details tab

On the main DPP page with in the Payment Details tab some new information has been added:



The user can now view the current payment method on the case, the date the payment Details were confirmed and who confirmed the details:

## Payment Method

## Date of Confirmation

## Confirmed By

The user will also be able to view the First Payment Date on this section, if the user has picked to pay by Direct Debit and their PD is AiB. This First Payment Date will also be the Date of First Collection of the Direct Debit:


## First Payment Date

### 8.3 Ability to see if the debt is on hold from Debt section

If a creditor cannot have a payment paid to them a debt can be marked as held on eDEN. Users can mark a debt as held by modifying the debt, ticking the 'Held Debt' box and entering a reason in the 'Held Debt Reason' box.

Once a debt is held there was no way for a user to see if a debt was held without modifying the debt again to see if the box was ticked. A new field has now displayed on the Debt section of a case which indicates whether a debt is a 'Held Debt' or not:

---

Debt Amounts	Held Debt
	No

The debt details on a case can also be exported by selecting the 'Export' button at the bottom of the debt screen:



The Export now also contains a column which indicated if the debt is held or not:

G
Held Debt
FALSE

### 8.4 Option to change payment method once application is approved

When a case is live and payment details have been confirmed the Debtor may wish to change their payment details through the life of the case. An AiB user, a PD

Manager or a Debtor can update the details by selecting the 'Update Payment Details' link on the left side of the main DPP page:

### Update Payment Details

The user will then have the option to update the Frequency, Payment Method, Bank Account details and the Payment Distributor Reference before saving the changes made by selecting Update at the bottom of the page.

## 8.5 Update frequency via update payment details page

Users now have the facility to 'Update Payment Details' from the DPP case details page:

### Update Payment Details

On this screen there is a 'Frequency' option at the top of the page:

#### Frequency

Every month

Once the user selects to change this frequency they can select to 'Update' at the bottom of the page:

Update

This changes the payment schedule on the case to reflect the new payment frequency that has been selected.

A variation is also shown on the case with a type of 'Frequency Changed' and a Status of Approved:

#### ⇌ Variations

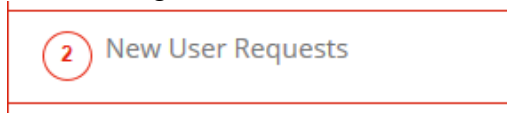
Type	Status
Frequency Changed	Approved

This approved variation then shows in the relevant approved Variation tasklists to make users aware of the frequency change that has been applied to the case.

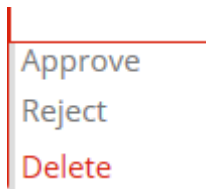
## 8.6 New user request (Manager) for creditor

Any Manager role for a Creditor organisation will now have the facility to approve user requests for their own organisation. When a user request is being completed, on the organisation screen there is a field to name the organisation that you wish to have access to.

If the user enters the Creditor organisation name exactly as it appears in eDEN then the new user request will go directly to that organisation. Manager users for the creditor organisation will see a task list 'New User Request'



The Manager user will then be able to click on an entry in the task list and select to either approve, reject or delete the request:



If the user chooses to approve the request they are then asked to select a role for the new user:

Roles

The user will be able to pick from General User, Read Only and Manager user. The manager user has access to approve users. Once the user has selected a role they should click on the approve button on the screen:



The new user will then receive an email to say their user request has been approved and they will be able to access the system using the username and password that they set on the registration screen.