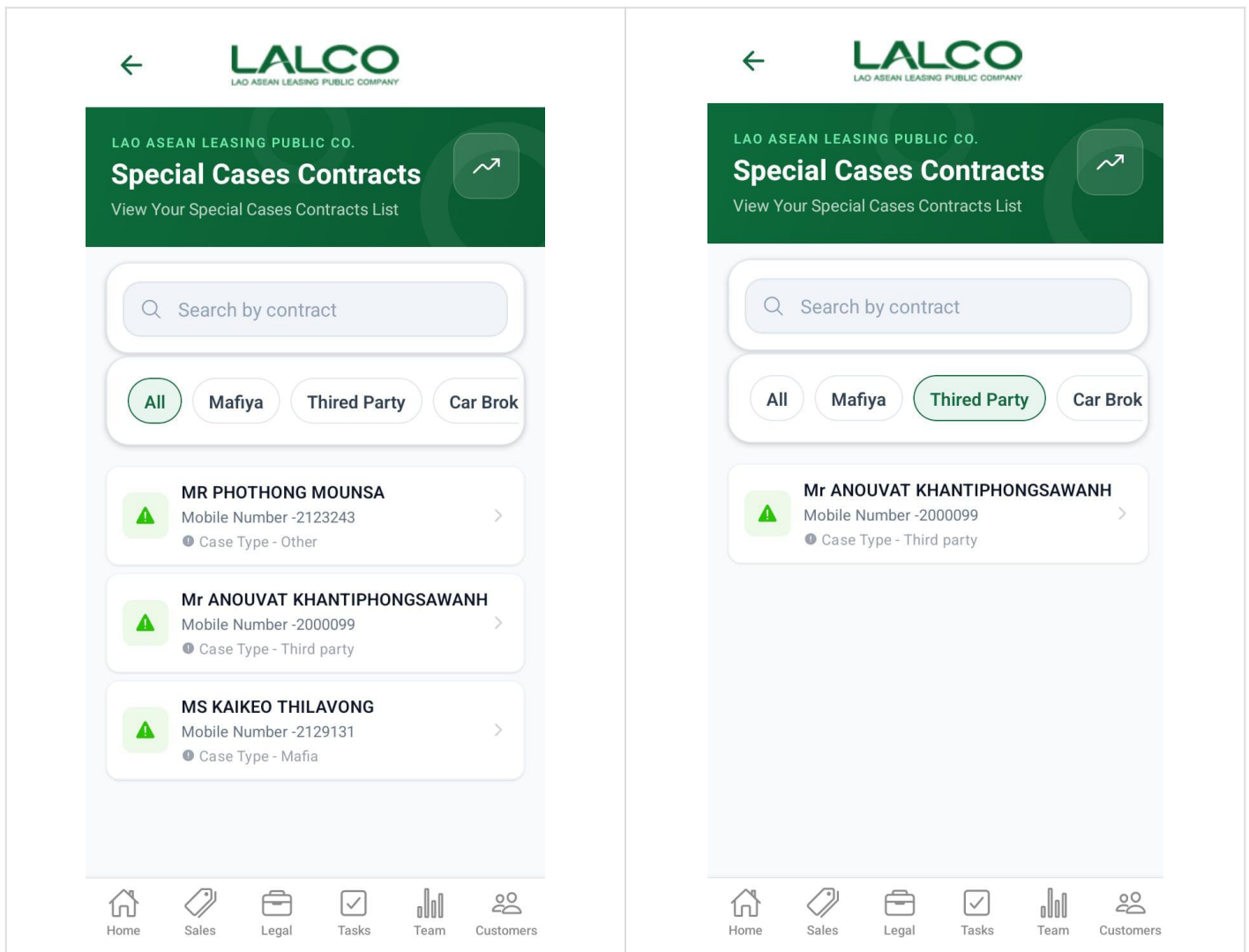


Special case Screen

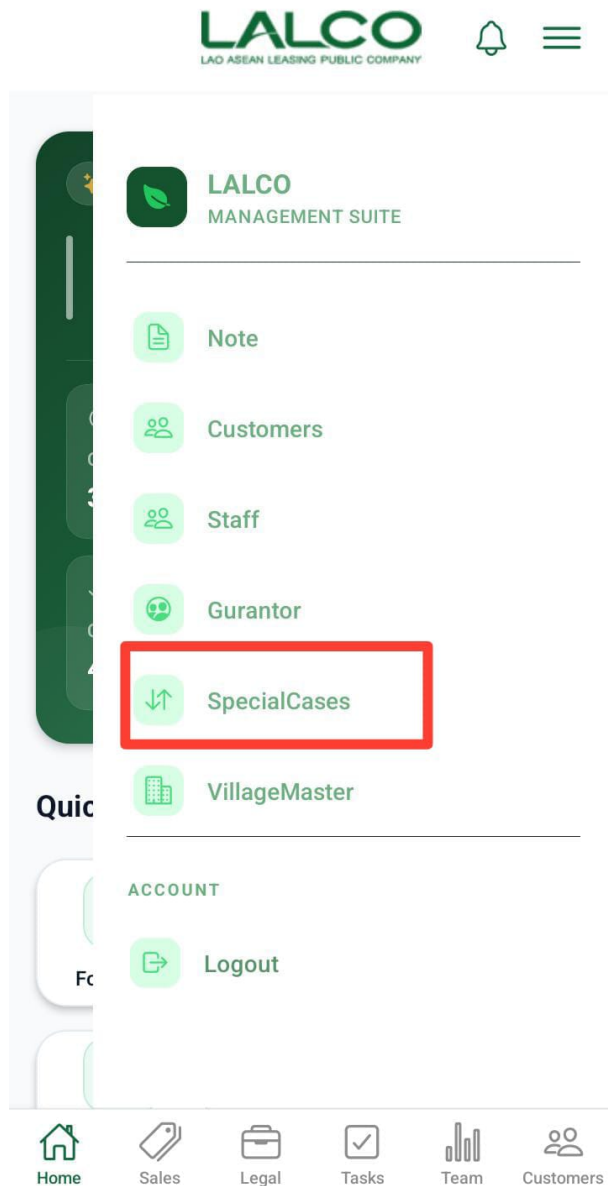


This screen allows users to view special cases. Contracts are treated as special cases when any of the predefined conditions are met. If a special case is identified during a **customer visit**, the submitted data will be displayed on the Special Cases screen.

- Marfia
- Third party
- Car broken
- Customer arrested / Passed away
- Seized by police
- Gps offline
- Other (assign to this filter when GPS Repair or installation)

Access Path

side menu -> special cases



Special case details screen



LAO ASEAN LEASING PUBLIC CO.

Special Cases

View Special Case Details



MP

MR PHOTHONG MOUNSA

Contract -2123243

CASE DETAILS

Case status	Other
Visited to	Customer Home
Visit result	Met Customer
Met who	Customer
Visited for	For repair GPS
GPS repaired	No
Seized car	No
Visited at	29/06/2026, 14:46:26
Location	7.15526, 80.08169
Notes	testing



Home



Sales



Legal



Tasks



Team

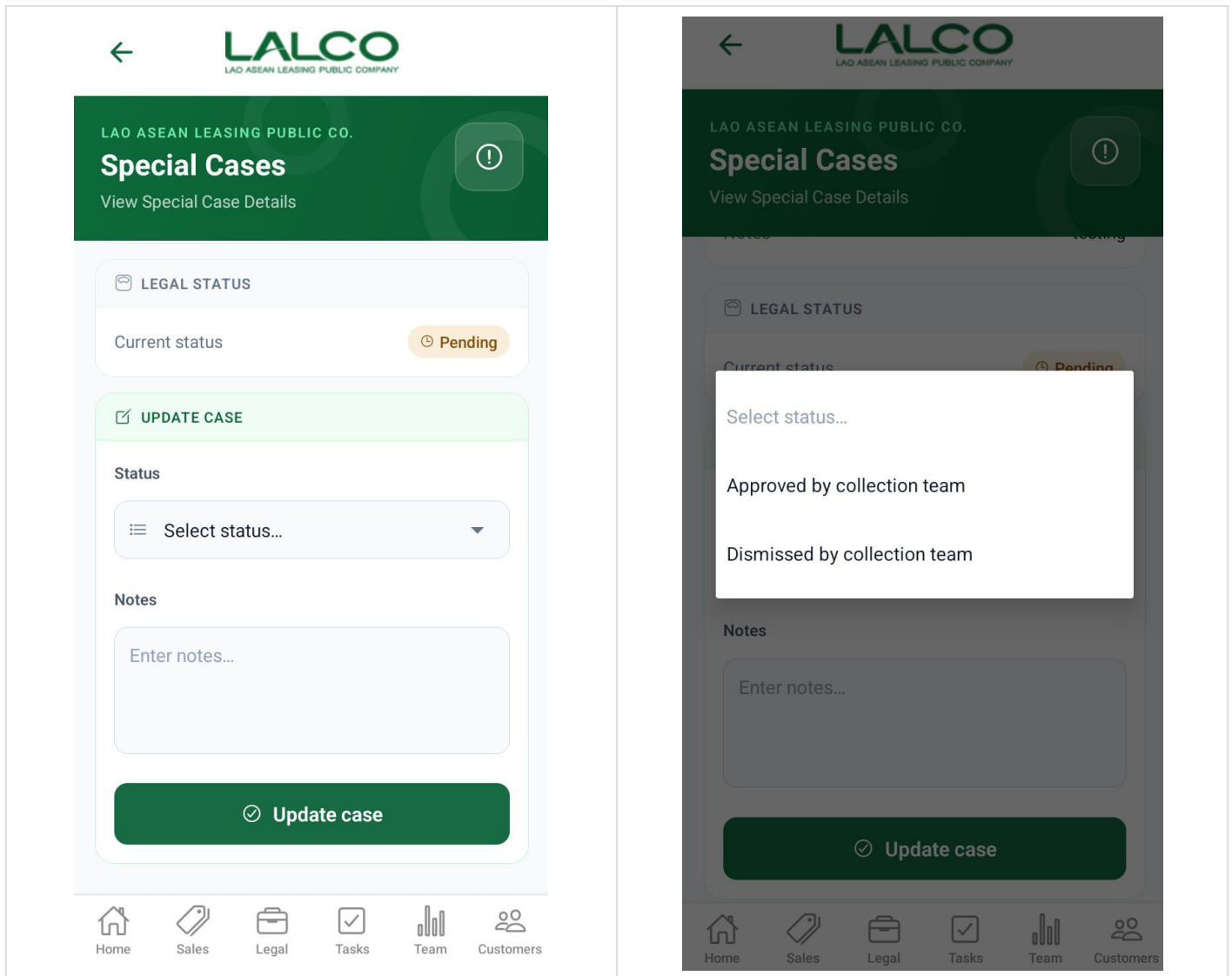


Customers

Overview

User can view the full details about the special case.

Actions on the special cases.



If the special cases need to take legal action, the collection team need to mention it to take the legal actions. That is done in this section. For that need to specify **Approved by the collection team** as the status. After submission, the collection team user cannot change it. After submission, that data will be displayed in the legal screen.

Revision #2

Created 19 March 2026 09:14:42 by Nawoda Dissanayake

Updated 30 June 2026 05:04:22 by Eranda