|  |  |  |  |
| --- | --- | --- | --- |
| Design Document: Deliverable Name | | | |
| Lesson / Topic | Learning Objectives | Activities/Key Points | Length |
| L1/ Why the New Process? | State the legal and monetary impacts of using New Process outside of the 3-acceptable use-cases. | * Legal Impacts   + This company is a lending institution.   + Every financed purchase is, in fact, a loan.   + There are federal laws and guidelines for lending to help protect consumers against discrimination.   + Changing a customer’s available credit or any other lending options arbitrarily could be considered unfair, unjust, or illegal.   + In addition to legal fines/fees, the cost of public perception is an impact on the company. * Financial Impacts   + Completing the new process outside of policy puts both the company and the customer at-risk.   + The customer may not be able to fulfill their payment obligations.   + The company may not receive timely payments, which may lead to further collection treatments up to and including write-off.   + Each <month, quarter, year> the company loses $X.XX to bad-debt write-offs completed outside of policy. | 10 min |
| L1/ New Process Use-Cases | Utilize the company information portal to determine acceptable use cases for the New Process. | * Review company article 123456 * Activity: Yes or No? The learner is given 6 different customer scenarios and then asked if the use case for the new process is acceptable. * The 3 appropriate use-cases are:   + Customer’s order was lost during shipping and their credit limit is insufficient to order a replacement.   + Customer’s order arrived damaged or defective and their credit limit is insufficient to order a replacement.   + Customer’s order was placed for the wrong product or finance type and they lack the available credit limit to order the correct replacement. | 10 min |