**Create Settlement Plan - RO**

| **User case ID** | UC028 | |
| --- | --- | --- |
| **Use case name** | Create Settlement Plan | |
| **Process ID** |  | |
| **Actors** | Recovery Officer (RO) | |
| **Description** | The process describes the workflow and actions for Agree to Settle arrears after:   * Negotiation (success)- [Path 10.1] * Mediation (success)- [Path 10.2]   Settlement inputs respective to the **arrears**   * Initial Amount * Calendar Months * Remark   After creating settlement plan, create appropriate task for the plans | |
| **Pre-conditions** | * Path 10.1: RO negotiation success – *Negotiation Settle Pending* * Path 10.2: Mediation Board success - *MB Settle Pending.* | |
| **Post-conditions** | Create a settlement plan successfully. | |
| **Back-end / Front-end** | Front-end – Negotiation Form  Create Settlement plan –   * Initial Amount, Calendar Months, Remark | |
| **Pre status** | *RO Negotiation*  *MB\_Negotiation*  *RO\_Negitiation\_Extended* | |
| **Post status** | *Plan status = Open*  Case status  *Negotiation\_Settle Pending*  *MB\_Settle Pending* | |
| **Massage of status** | Confirmation messages  Successful message or Error message | |
| **Notification** | **System notifications**   * (Path 10.1, 10.2): Notify SLT - Settlement plan created | |
|  | **Action** | **System Response** |
| **Success path** | If negotiation success RO, selects Agree to Settle from Field reason dropdown,  Based on the arrears amount, RO inputs initial amount, calendar months, Remark and submit form | Show Settlement Plan creation form  Successfully create plan for the case and notify relevant parties |
| **Alternate path** |  | |