**Mediation Board Selection**

| **Use case ID** | UC024 | |
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| **Use case name** | Mediation Board Selection | |
| **Process ID** | *2.9 BP* | |
| **Actors** | DebtX (Debt Recovery System) | |
| **Description** | After RO requests the Mediation Board, cases go through the   * F3 filter where case is identified from Account Manager code or Customer Type name. * Based on arrears amount, and case area (Metro or Region)   then add the case to the Request log or Pending FTL LOD list or F2 selection list. | |
| **Pre-conditions** | * RO requested to forward case to the mediation board | |
| **Post-conditions** | - Case is forwarded to the   * Mediation Board * FTL LOD * F2 | |
| **Back - end / front - end** | Backend | |
| **Pre status** | *RO Negotiation FMB Pending* | |
| **Post status** | Issue mediation board letter :  - *RO Negotiation FMB Pending*  FTL LOD :  - *Pending\_FTL\_LOD*  F2 :  - *LIT\_Prescribed* | |
| **Massage of status** | - | |
| **Notification** | Notify SLT Staff about requests | |
|  | **Action** | **System Response** |
| **Success path** | Check Account Manager code and Customer Type name  If specific Account Manager code or Customer Type name is identified  If (Arrears Amount<50,000)  If DRC validity period > 3  Else  Else If (Arrears Amount >1,000,000)  Else If area == Metro  Else If area == Region  If Arrears Amount > 100,000  Else,  If Validity Period expired  Else | Show in Case Details when Request opened from Request log  Check Validity period Expired  Monitor DRC Validity period  Case Forward to FTL LOD  Forward to Request Log  Forward to Request Log  Case Add to F2 list  Monitor DRC Validity period |
| **Alternate path** |  | |