**FTL LOD**

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| **User case ID** | UC 14 | |
| **Use case name** | FTL LOD | |
| **Actors** | DRS | |
| **Description** | Use case describes the process of sending FTL LOD (with manual signature) and notification. | |
| **Pre-conditions** | * *mediation board fail cases* then * the cases *are not more than 6 years* (“FMB failed”) | |
| **Post-conditions** | “*Initial FTL LOD*”. | |
| **Back-end/front-end** | Front end | |
| **Pre status** | ***FMB failed*** | |
| **Post status** | ***Initial FTL LOD*** | |
| **Massage of status** | ***LOD is created – LOD successfully created***  ***LOD hold- due to lack of information LOD will be held*** | |
| **Notification** |  | |
|  | **Action** | **System Response** |
| **Success path** | If the case is failed in the mediation board and the customer response is not greater than 6 y  Then | **-**  If LOD required information sufficient then  Create LOD  Else  Hold |
| **Alternate path** | If the case is held, relevant information is required. | |