FTL LOD

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| **User case ID** | UC 14 | |
| **Use case name** | FTL LOD | |
| **Actors** | DRS, SLT Staff | |
| **Description** | The process of sending FTL LOD (with manual signature) and notification. | |
| **Pre-conditions** | * Mediation board fail cases and have last payment within last 6 years (“FMB failed”) | |
| **Post-conditions** | * Created FTL LOD. * Hold FTL LOD (Due to lack of information) | |
| **Back-end/front-end** | Front-end | |
| **Pre status** | *FMB failed* | |
| **Post status** | *Initial FTL LOD* | |
| **Massage of status** | * LOD successfully created – *“LOD is created”* * Due to lack of information LOD will be held *– “LOD hold”* | |
| **Notification** | * Notify SLT Staff to create * Notify the user if hold | |
| **Success path** | **Action** | **System Response** |
| If the mediation board fails;  If duration < 6 years  Then, | If LOD requires information sufficient then  Create LOD  Else  Hold |
| **Alternate path** | If the case is held, relevant information is required. | |