1. **Use Case MP-28 Review usage and necessity of “Pending Issue” feature**
   1. **Description: An automatic escalation would be added to all issues where it remains in a “Pending” state for more than three calendar days. The issue would transition to a closed/withdrawn state at this time if the Submitter has not used the “Submit” transition, and a notification sent to the escalation primary and escalation secondary contacts for that subtype; as well as the issue owner.**

* API:
  + No impacted fields
* GUI
  + No impacted fields
* Bulk Insert
  + No impacted fields
    1. **Pre-Conditions:**
* A MarkeTrak issue has been placed in a pending state by the Submitter
  + 1. **Success Guarantee:**
* MarkeTrak validates for the pending state and transitions/auto-closes issue after specified time period
  + 1. **Trigger:**
* A MarkeTrak issue has been placed in a pending state by the Submitter
  + 1. **Main Success Scenario: Happy Path**
       - 1. Submitting Market Participant populates all required fields within a MarkeTrak issue, and chooses the “pending issue” option
         2. When MarkeTrak detects that the issue has not been moved from the pending state after three calendar days, the issue would transition to a closed/withdrawn state, and a notification sent to the escalation primary and escalation secondary contacts for that subtype; as well as the issue owner.

“Issue ------ has been in a state of “Pending” greater than three calendar days and has been transitioned to a state of ‘Withdrawn’. Please review and create a new issue if needed.”

* + - * 1. The issue is in a state of “Withdrawn”. No further action is necessary.