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 The issue would transition to a closed/withdrawn state at this time if the Submitter has not used the “Submit” transition, and an email notification sent to the issue owner. In addition to the escalation, a new Notification category will be created for ‘Issues Auto Closed due to Pending Issue Status’. This will be available for MP’s to subscribe to if they wish to be notified of issues for their DUNS number that have been auto closed from a Pending Issue state.**

* API:
  + No impacted fields
* GUI
  + New escalation email created for issues in ‘Pending State’ exceeding 3 calendar days to be sent to Issue Owner.
  + New Notification created entitled ‘Issues Auto Closed Due to Pending Issue Status’ for issues auto closed due to time in state of ‘Pending Issue’ exceeding 3 calendar days.
* 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the issue has not been moved from the pending state after three calendar days, the issue would transition to a closed/withdrawn state, and an email notification sent to the issue owner.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------ has been in a state of “Pending” greater than three calendar days and has been transitioned to a state of ‘Withdrawn’.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 The issue is in a state of “Withdrawn”.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.