**Business Rules**

**BR-13:** If the error message "No suitable slot available" is issued, the DOR and any attachments will be held in the DOR pending queue.

**BR-13a:** DORs will be placed in this queue when there are no available slots for the type of hearing requested.

**BR-13b:** DORs will be added to the queue chronologically and maintained in date submitted order.

**BR-13c:** DORs will be re-processed from the queue in date submitted order once per business day during the first batch process of the day only.

**BR-13d:** DORs will remain in the queue for up to fourteen (14) calendar days, being re-processed with the first batch each day the batch process runs. For those DORs still in the queue after fourteen (14) calendar days, the DWC primary and/or alternate SFTP administrator will contact the district office(s) to have them either open hearing slots and/or change the case owner (WCJ), following which the DORs will be re-processed in the next available batch.

**BR-13e:** The DWC primary and/or alternate SFTP administrator will continue to work with the district office(s) for up to five (5) calendar days to successfully re-process the still pending DORs. Should a DOR not successfully process in this time frame, the DOR will be deleted and the submitter notified with a recommendation that the filer submit an OCR walk through DOR.