Claim entered twice — the three ways of doing it

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Document issued on 09/11/2026

Fictional document

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> **Fictional document**, produced for the demonstration. The organisation, the files, the people and the figures are invented. **None of the ways of doing it was applied before the client chose.**

The office procedure dates admissibility on **the** arrival date. It does not say which one when the same claim comes in through two channels: that is the point that had not yet been defined.

The ways of doing it, put to the client

Way of doing it	What it brings	What it costs	Outcome
Keep the first arrival and attach the documents of the second	The date most favourable to the taxpayer	They do not know their second document is kept	Set aside by the office

Way of doing it	What it brings	What it costs	Outcome
Examine two separate claims	Each entry gets its reply	Double examination, and the risk of two divergent replies	Set aside by the office
One claim dated the 12th, documents brought together, acknowledgement listing what is kept	**The earlier date kept, and the taxpayer informed**	One more acknowledgement to issue	**Recommended, then approved**

How often the case arises

Period	Claims entered twice	Of which through two different channels
Last five financial years	**96**	**71**
Of which the last year	31	27

The figure is what turns a one-off decision into a rule: **31 double entries in the last year alone** are worth an entry in the procedure, and the office decides it knowing the volume.

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architecture chosen; roles and permissions are configured and accepted for the identities and systems actually connected; the events logged, their content, their retention period and who may access them are defined for the deployment chosen.