Address attached to two contracts — the three ways of doing it

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Fictional document

> **Fictional document — demonstration example**
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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 workflow identifies the client **by contract number or, failing that, by sending address**. It does not say what happens when one address matches two contracts: that is the point that had not yet been configured.

The ways of doing it, put to the client

Way of doing it	What it brings	What it costs	Outcome
Take the most recent contract	The request goes out within the minute	A wasted journey and a deadline on the wrong contract	Set aside by sales admin

Way of doing it	What it brings	What it costs	Outcome
Take the contract with an open job	The most likely reading	Wrong one time in three over the last three months	Set aside by sales admin
Request with no contract, both candidates, top of queue, address-to-contract table	**Thirty seconds of judgement, and the address settled once and for all**	One more table to keep	**Recommended, then approved**

How often the case arises

Per month	Workflow executions	Requests from an address with two contracts
Average of the last three months	**1,764**	**23**
Of which this catering group	—	9

The figure is what turns a one-off decision into a rule: **23 requests a month** are worth an entry in the workflow, and sales admin decides it knowing the volume.

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