Seventy-four cases with split mail

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3 months · fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **Fifty-two of the seventy-four follow the same pattern**, which means one rule fixes the large majority.

Period	Letters with a reference	Cases concerned	Of which same pattern
May 2026	954	24	17
June 2026	981	27	19
July 2026	955	23	16
Total	**2,890**	**74**	**52**

The pattern at issue

Step	What arrives	Where it goes	Consequence
1	Initial request, clear subject	**Handling department**	Correct

Step	What arrives	Where it goes	Consequence
2	**Supporting document sent alone**	**General mail**	**It cites only a number**
3	The department waits for the document	—	**It is already in the building**

> **Those 52 cases waited an average of 9 days for a document already received.** The delay is attributable neither to the resident, who replied promptly, nor to the department, which did not know it held the document.

The rule proposed

Trigger	Action	What protects the right file
Letter carrying the reference of an **open** case, with no identifiable subject	**Attached to the case + department told**	**Never attached to a closed case**
Unknown case reference	**Mailroom**	**No approximate matching**

A near-miss reference is never matched: one digit's difference can denote another resident's case, and a wrong attachment puts a personal document in the wrong file.

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> https://bluelemonagent.ai/en/secteur-public/solutions/tri-indexation-et-routage-du-courrier-entrant

encryption mechanisms in transit and at rest, their components and key management are those documented for the 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.