



Eleven letters — what was missing

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Document issued on 24/09/2026

Fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **These eleven letters are in the mailroom, not in a bin.** A letter the agent cannot attach goes to a person, with what the agent was missing.

Cause	Count	What was missing	What would fix it
Handwritten, barely legible	4	Reliable reading of the body	Nothing — a person reads better
No reference, no address	3	Any anchor at all	Nothing — the letter is too vague
Two subjects, two departments	2	A single recipient	A human decision
Vocabulary absent from the taxonomy	2	A taxonomy entry	Two words to add

Nine of the eleven cannot be fixed by the tool. An illegible handwritten letter, or one with no anchor at all, belongs to a person — and saying so avoids promising a

routing rate that will never exist.

The last two — the taxonomy to complete

Term used by residents	Occurrences this month	In the taxonomy?	Scheme meant
"mobility pass"	7	No	Scheme opened in June
"solidarity travel support"	4	No	The same
"travel voucher"	3	No	The same, another scheme's term

Three ways of naming the same scheme, opened in June. The mail taxonomy did not follow the launch: that is not a reading failure, it is a gap between what the authority launched and what its sorting can name.

What is proposed

Action	Expected effect	Decided by
Add a "mobility support" entry	14 letters a month routed straight away	The department
Attach the 3 resident terms to it	All three spellings recognised	The department
Leave the other 9 with the mailroom	No forced routing	—

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