



Three letters, one case

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Fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **Matching runs on the case, never on the person.** It ends when the case closes, and no history per resident is built.

Letter	Date	Subject	Went to	Reference cited
1	03/08	Query on the case	Handling department	2026-AT-0417
2	04/08	Supporting document	General mail	2026AT0417
3	05/08	Appointment request	Front desk	2026-AT-04174

All three spellings denote the same case. The second has no hyphens, the third one digit too many — and it is the reference that makes the link, not the resident's name, which plays no part in the matching.

What would happen without matching

Department	What it sees	What it does
Handling department	1 letter of 3	Answers the first, ignores the document received
General mail	A document with no case	Parks it
Front desk	An appointment request	Offers a date without the context
The resident	One answer out of three	Writes a fourth time

What is proposed

Action	Effect	What stays under control
Attach all 3 to case 2026-AT-0417	The handling department sees all three	No letter is forcibly redirected
Tell each department the others exist	Each answers knowingly	No history per person
End the matching when the case closes	—	Nothing kept beyond

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