BUSINESS CASE WHITEPAPER · AUT-012

Order notification routing

Get three order exceptions to the people who can resolve them.



The decision

Order exceptions fail to reach an accountable person, or a failed alert has no backup.

What the fee buys

We route three order exceptions to the appropriate team with failure notifications.

When to commission

Buy when three exception owners can authorise test data and confirm the expected routes.

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SCOPE AND OPERATING CASE

How the work changes the decision

Starting position

A dispatch exception reaches the designated owner, but the backup notification fails.

In this illustrative case

Record both the primary route and the failure path. Check the expected escalation with the workflow owner.

Inputs and ownership

Identify three exception types, routing owners, approved test samples and failure notification destinations.

1. Confirm three exceptions and teams
2. Configure approved routing
3. Test delivery and failure alerts

Using the handover

Use the tested routes to check which team receives each exception and how failures come to light.

An alternative to buying

Repair a single notification rule internally when the owner and failure path are already defined.

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INVESTMENT AND EVALUATION

Test the case before approving spend

£449 GBP · one-time catalogue fee excluding applicable VAT

Full cost to the buyer

Platform, AI usage and connector subscriptions are separate. Include the cost of preparing inputs, reviewing the output and implementing any subsequent changes.

A time-only comparison

At an illustrative £40 per staff hour, the fee alone equals 11.22 hours. Replace £40 with your own fully loaded hourly cost. Divide the full incremental cost by that rate to find your break-even hours. Count only effort you can reasonably avoid. This illustration predicts no saving.

What to measure

Record successful delivery and escalation for each of the three approved exception tests. Record a baseline before work begins. Use the same scope and definition at follow-up, and note changes outside this service.

Timing and dependencies

Pay upfront at the external checkout. You can prepare immediately. We track clearance and start intake when payment clears, which can take up to seven business days depending on the payment system. The estimate after start and receipt of complete inputs is 3–7 working days.

Approval test

Buy when three exception owners can authorise test data and confirm the expected routes. Assign an owner for the handover and a date for checking the measure. If the inputs or owner are missing, defer the purchase.

Basis: Routine Works service specification AUT-012, GBP catalogue fee and an illustrative working case. View service scope.

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