CLIENT FOLLOW-UP / PROPOSAL

Make a small decision easy.

Preceding message / 2027-02-08

Maren returns review — scope for your review

Hi Owen,

Attached is the proposed eight-week returns review for your distribution centre. It covers the current-state map, a controlled 20-case pilot and a practical handover. The fixed fee is £18,000 excluding the illustrative VAT treatment, with 40% at kickoff, 40% on D2 acceptance and 20% after final acceptance and handover.

Could you confirm by 11 February whether this addresses the decision you need to make, and who will provide the consolidated review? We can then agree the 1 March start.

Nina

Consultant follow-up / 2027-02-12

A quick check on the returns-review scope

Hi Owen,

I'm checking whether the returns-review proposal reached the right person for review. The main choice is whether to proceed with one distribution centre and a bounded pilot before considering a wider rollout.

Is the scope still useful, or has the timing changed? A short reply with "proceed", "revise" or "later" is enough for me to plan the next step. I have not treated the proposed 1 March start as confirmed.

Nina

Client response / 2027-02-15

Re: A quick check on the returns-review scope

Hi Nina,

The one-site scope is right. I was waiting for Leah to confirm the extract is available. Please proceed with finalising the scope for a 1 March start. I will be the consolidated reviewer and Ruth will handle invoices.

Please send the final scope for written confirmation; this reply is not the final acceptance.

Owen

WHY THIS WORDING / NEXT ACTION

Before an engagement exists, make it easy to decide without implying acceptance or applying pressure. Final scope confirmation on 17 February.

CLIENT FOLLOW-UP / EVIDENCE

Name the missing input.

Preceding message / 2027-03-01

Evidence for the returns map — due 3 March

Hi Leah,

For the first map, please provide the 120-case redacted returns extract and a case-ID-only index showing whether condition photos are present by 3 March. The attached working brief lists the fields. We do not need customer names, addresses or payment details.

Please flag any field you cannot provide so we can agree a substitute before drawing conclusions.

Nina

Consultant follow-up / 2027-03-04

The photo index is the remaining input for the returns map

Hi Leah,

Thanks for confirming the extract is being prepared. The condition-photo index is still outstanding, so I cannot yet distinguish an intake gap from a missing export field.

Could you send the extract by tomorrow and confirm when the case-ID/photo-present index will follow? A yes/no flag is enough; please do not send customer photos by email. I can continue mapping the handoffs while we wait, but will hold the evidence-completeness finding until the index arrives.

Nina

Client response / 2027-03-05

Re: The photo index is the remaining input for the returns map

Hi Nina,

The redacted extract is now in the agreed workspace. The photo index needs a folder check; I will add the case IDs and yes/no flags by 9 March. There will be no customer images or contact details in that file.

Please keep the completeness finding provisional until then.

Leah

WHY THIS WORDING / NEXT ACTION

Name the exact dependency, offer a minimal safe input and explain what can still progress. Active snapshot on 8 March remains waiting; index arrives on 9 March.

CLIENT FOLLOW-UP / DECISION

Ask for the decision that unlocks work.

Preceding message / 2027-04-02

Decision requested: bounded returns pilot

Hi Owen,

The diagnostic and pilot design are ready in the agreed workspace. The proposed pilot covers 20 eligible returns at the existing site, with Tom owning daily exceptions. Suspected structural damage stays in the existing safety route.

Please confirm by 6 April whether to approve, revise or defer the pilot. We need your decision and the named operating owner before reserving the 12 April start. The current map and evidence register remain the basis for review.

Nina

Consultant follow-up / 2027-04-07

Your pilot decision is the remaining step

Hi Owen,

We have the evidence and Tom’s provisional availability. The remaining step is your written decision on the 20-case pilot submitted on 2 April.

Could you reply approve, revise or defer by 8 April and confirm Tom as the operating owner? A decision by then preserves the planned 12 April start. If you need longer, I will replan the pilot window with you rather than start without approval.

Nina

Client response / 2027-04-08

Re: Your pilot decision is the remaining step

Hi Nina,

I accept the diagnostic and pilot design against the agreed D2 criteria and approve the bounded 20-case pilot. Tom is the operating owner. Please keep the safety exclusions and daily exception check as written.

The team can support 12–16 April. This approves the pilot only; a broader rollout remains a later decision.

Owen

WHY THIS WORDING / NEXT ACTION

The work is ready for a specific decision. State the owner, options and schedule consequence without claiming approval. M2 becomes invoiceable on 8 April; actual issue and due dates must follow the actual invoice, not the earlier plan.