KICKOFF / 1 MARCH 2027

Start with a usable evidence trail.

Agreed question

Where does a return lose a clear next owner, and what minimum intake information would make the next disposition decision possible?

Person	Responsibility	First action
Nina Solis	Engagement lead	Map handoffs and reconcile the source register.
Owen Mercer	Sponsor and reviewer	Confirm scope and review ownership.
Leah Grant	Evidence owner	Supply redacted extract and photo index.
Tom Ives	Warehouse lead	Define hold area and daily exception review.
Ruth Amadi	Finance contact	Confirm invoice reference and payment channel.

Working rhythm

Tuesday 09:30 working review; Friday written status. Decisions are recorded with an owner and due date. Missing input remains visible until supplied. No customer contact details or raw customer photographs are required.

Kickoff outcome

The one-site boundary and evidence plan are agreed. M1 is invoiceable in the story. No approval for a pilot or a wider rollout is implied.

EVIDENCE REQUEST / DUE 3 MARCH

Collect only what changes the decision.

Source	Fields / content	Owner
RET-120	Case ID, received date, category, reason, disposition, decision days, owner flag, photo flag, handling minutes	Leah
Photo index	Case ID and yes/no completeness only; no customer images	Leah
Interviews	Handoff steps, current exceptions, review responsibilities	Nina
Pilot log	Case ID, owner, first-check completion, holds, safety exceptions	Tom

Known dependency

The extract arrives on 5 March. The photo index follows on 9 March. The 8 March active review therefore keeps completeness findings provisional.

Data handling

Use synthetic or appropriately redacted material in demonstrations. In a real engagement, agree authorised storage and access first. Avoid names, addresses, payment data and unneeded personal information.

Definition before conclusion

A missing owner flag means the sampled record did not name a next owner. It does not prove nobody acted. A missing photo flag means required evidence was not recorded as present.