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THE COMPLETE FREE WORKBOOK

Ready to collect? Check, then send.

The right ticket.
The right moment.

Already collected? Stop.

Seven-ticket practice queue / Finished messages / Ten checked answers

EDITION 2.0 / SEPTEMBER 2026

A practical workbook, not a promise of results.

Inside the workbook

Build the eligible ticket set, recheck just before sending and distinguish acceptance from actual delivery.

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How to use this workbook

Edition 2.0. Reviewed September 18, 2026. Send the right service message only while its facts remain true. This complete free workbook includes a seven-ticket packet, finished messages, a last-minute collection change and a delivery-reconciliation exercise. Nothing essential is withheld for another purchase.

Every Alder Lane Cleaners record is fictional. This is a separate scenario, not a continuation of another workbook's orders. No message, AI call or software change is performed. Use paper and the supplied records. Do not put real phone numbers, customer histories or garment photographs into an AI prompt. No paid messaging subscription is needed for the exercise.

1. Define who needs a message

The review occurs Friday, September 18, 2026, at 15:00 UTC. The fictional shop is open Monday-Friday 09:00-18:00 and Saturday 10:00-14:00, closed Sunday. A manager has approved a neutral ready-for-collection service message, not a promotional offer. A contact route marked verified below is authorized for this specific order's service updates.

The eight-row export has seven unique tickets. R08 is an exact repeat of R02's ticket payload; its row label is not a new order. All tickets belong to distinct customer IDs. No real destinations appear in the packet.

Row / ticket	Order state	Service route	Earlier ready message
R01 / T01	Complete ready	Verified SMS S01	None
R02 / T02	Complete ready	Verified email E02	None
R03 / T03	Complete ready	Verified SMS S03	None
R04 / T04	Partially ready	Verified email E04	None
R05 / T05	Collected	Verified SMS S05	None
R06 / T06	Complete ready	Unverified new number	None
R07 / T07	Complete ready	Verified SMS S07	M07 delivered at 14:00
R08 / T02	Complete ready	Verified email E02	None

The supplied rule allows one initial ready message per ticket and readiness version. It requires complete readiness, no recorded collection, a verified service route and no previous initial ready message for that version. It does not authorize repeated reminders, disposal warnings or a new marketing series.

At 15:00, T01, T02 and T03 qualify. T04 is incomplete, T05 is collected, T06 lacks a verified destination and T07 already received its initial message. R08 does not create another T02 message. Five tickets are physically ready, but only three pass every messaging gate.

Do not calculate "recoverable revenue" by multiplying stored garments by average order value. Some orders may already be paid; costs, refunds, disputes and actual balances are not supplied here. The useful output is an eligible ticket set, not an invented cash forecast.

2. Prepare complete, non-promotional copy

The following drafts use only supplied facts. Each remains subject to the final state and destination check. The example ticket IDs should be replaced only from the verified record; do not guess customer details from a name match.

SMS for T01

"Alder Lane Cleaners: your complete order T01 is ready for collection. Friday hours are 09:00-18:00 UTC; Saturday hours are 10:00-14:00 UTC. Please reply through this service channel if you need staff to review your collection arrangements. This message does not confirm a changed arrangement."

There is no claim about one SMS segment, a platform limit or delivery cost. Check the actual provider's rendering and limits before real use. A clearer message may be more useful than shortening it until the hours or collection boundary disappear.

Email for T02

Subject: T02 is ready at Alder Lane Cleaners

"Your complete order T02 is ready for collection. Our Friday hours are 09:00-18:00 UTC, and Saturday hours are 10:00-14:00 UTC. We are closed Sunday.

Please use this existing service thread if you need staff to check a different arrangement. A reply is a request for review, not confirmation of an extension or a substitute collector. Do not send payment-card details or identity documents in this reply. Thank you, Alder Lane Cleaners."

Reply when a customer requests more time

"Thank you for letting us know. We have recorded your request for staff review. We have not yet confirmed a different collection arrangement. Please wait for a reply through this verified service channel before relying on a change. We will not add a fee, deadline or disposal statement that is not supported by your actual terms and the authorized process."

The last sentence is deliberately explicit for practice. For real customers, use wording approved for the actual situation rather than a vague threat. No universal number of days makes unclaimed property disposable, and this workbook supplies no policy for doing so.

Marketing permission is a separate record. A ready notice must not acquire a discount line simply because it reaches a customer. Mailchimp's permission guidance is a useful reference for marketing consent, not a complete rulebook for every service channel or jurisdiction.

3. Recheck at the moment of sending

The three-message queue is prepared at 15:00. At 15:04, authorized collection receipt K02 confirms T02 was collected. The scheduled final check is 15:05. No other ticket state changes occur. The email for T02 is now obsolete, even though its copy was correct five minutes earlier.

Remove T02 from the send queue. T01 and T03 remain eligible: two messages, not three. Record the reason and K02 rather than deleting the earlier queue history. T04, T05, T06 and T07 remain excluded for their original reasons.

Completed release record

"Batch READY-SEP18 / draft version v1 / prepared 15:00 UTC / rechecked 15:05. Candidate tickets T01-T03; suppress T02 because collection K02 arrived at 15:04. Approve T01 and T03 for their verified service routes. No promotional content, repeated M07 or unverified number is included. Ellis prepares; Morgan approves. Record actual submission outcomes separately."

In the fictional outcome branch, Morgan's approval and the final checks have occurred. That assumption permits the later paper event ledger; it does not claim any real messages were sent. A production workflow needs reliable handling when two staff members try to dispatch the same key. A note in a spreadsheet alone does not enforce that coordination.

If the order register cannot be read at 15:05, hold affected messages. An old ready flag is not proof that an order remains uncollected. If K02 arrives after a provider has already accepted a message, investigate whether cancellation is possible; do not promise that it was recalled.

4. Reconcile delivery before retrying

Create the message key from batch, ticket and readiness version, not the provider event ID. In this exercise, keys M01 and M03 refer to the authorized messages for T01 and T03. A provider accepting a submission is different from evidence of delivery or a customer's acknowledgement.

Event	Message / ticket	Supplied outcome
D01	M01 / T01	Accepted at 15:05
D02	M01 / T01	Delivered at 15:06
D03	M03 / T03	Accepted at 15:05
D03 replay	M03 / T03	Identical D03 contents

Four exported rows contain three distinct events and two message keys. One message has delivered evidence. M03 was accepted, but delivery is unknown. There are zero supplied customer acknowledgements. Do not count D01 and D02 as two messages, or classify the missing M03 delivery as a confirmed failure.

Completed recovery handoff: "M03/T03 is accepted under D03; no delivery result is supplied. Do not submit a second initial-ready message merely because delivery is unknown. Check the authorized provider record and current order state. Keep the outcome unresolved until evidence arrives. Owner Ellis; next review 15:20 UTC. No alternate channel or new recipient is authorized by this incident."

At the independent 15:20 review, suppose a read-only lookup returns delivery event D04 for the original M03. The new totals are four distinct events, two keys and two delivered messages. No third send is needed. If the lookup instead fails, retain unknown; the passage of fifteen minutes cannot manufacture delivery evidence.

5. Use the blank worksheet for the next batch

Copy one row per intended message, not one row per customer forever. A later order needs its own evidence and purpose. The recipient's real details belong in the restricted business system, not on a broadly shared training sheet.

Field	Your entry
Ticket and readiness version	_____
Complete readiness evidence	_____
Collection state and last check	_____
Authorized channel reference	_____
Existing message key/outcome	_____
Approver, send decision, next owner	_____

Fresh exercise: begin from the original 15:00 packet, independently of K02. T06's number is now verified by the approved process, and T01 is placed on a new quality hold before sending. No other change occurs. The

eligible set becomes T02, T03 and T06: still three, but not the original three. Equal counts cannot validate the recipient list.

Prepare a handoff stating both changed IDs and why. A useful completed version is: "T01 removed because readiness no longer passes; T06 added after destination verification. T02 and T03 unchanged. Recheck these exact tickets before dispatch. The identical total of three does not mean the old queue is safe."

Optional Kimi prompt: "Audit only the synthetic R01-R08 packet. Derive initial eligibility, apply K02 before 15:05, and reconcile D01-D03 without treating acceptance as delivery. Then solve the independent T06/T01 challenge from the original packet. Show exact ticket sets, not just totals. Do not invent policies, messages sent, real destinations, reminders or disposal rights."

6. Ten reference answers

1. **How many unique tickets exist?** Seven from eight rows; R08 repeats T02 without adding another order.
2. **Who initially qualifies?** T01, T02 and T03. Readiness alone does not overcome route or prior-message failures.
3. **Why exclude T04 and T06?** T04 is only partially ready; T06 has no verified destination.
4. **Why exclude T07?** M07 already delivered the initial ready message for the same version.
5. **Who remains after K02?** T01 and T03. T02 was collected at 15:04, before the 15:05 release check.
6. **How many events and keys are supplied initially?** Three distinct events and two message keys from four rows.
7. **How many deliveries are verified?** One, M01. M03 is accepted with unknown delivery; no acknowledgements are supplied.
8. **Does the D04 lookup require another send?** No. It completes evidence for the original M03, giving two delivered messages.
9. **What changes in the independent challenge?** T01 leaves and T06 enters; T02, T03 and T06 qualify. Three is still the count, but membership changes.
10. **May the ready notice add a promotion or disposal warning?** Not from this packet. Neither authority nor approved terms are supplied.

Editorial reviewer role: CreatorHQ workflow editor. Edition 2.0 replaces automatic-results and disposal-policy claims with exact eligibility, useful messages, send-time checks and outcome reconciliation. The full exercise remains free.

Sources and limits

- CleanCloud: official API documentation documents order and messaging interfaces; it does not establish this exercise's live delivery outcomes.
- Mailchimp: importance of permission supports separate marketing-permission review.

Sources reviewed September 18, 2026. No current plan allowance, integration, pickup improvement or legal protection is promised. Actual service-message rules, retention, collection authority and customer agreements require responsible review before real use.