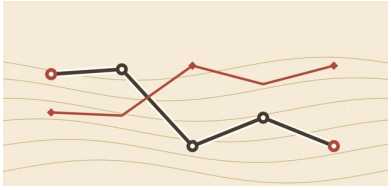
# Order notification routing



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

### Who it helps

Operations and systems owners

### The problem to solve

Order exceptions can be missed when every notification goes to the same channel or delivery fails silently.

## Working through the brief

1. **Confirm three exceptions and teams**

   Gather the agreed inputs. Approved test access, sample records and the workflow owner’s acceptance criteria.

2. **Configure approved routing**

   Track “Order exception” and “Destination team” together so the reviewer can connect the source information to the result.

3. **Test delivery and failure alerts**

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

4. **Check the scope at handover**

   Platform, AI usage and connector subscriptions are separate.

**Worked example**

An order changes status twice. Check that the right recipient receives the intended notification for each event.

Read the service scope / AUT-012

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