

PRODUCT WORKFLOW STUDY

From sales package to immutable customer sign-off and versioned agreement

A customer-signature workflow showing how Corexa can freeze the exact equipment, configuration, coffee commitment and top-up terms the customer reviewed, then require a new signature if the deal materially changes.

Evidence level stated clearly throughout

Versioned

Package revisions

SHA-256

Snapshot integrity

Signed

Customer acknowledgement

Re-sign

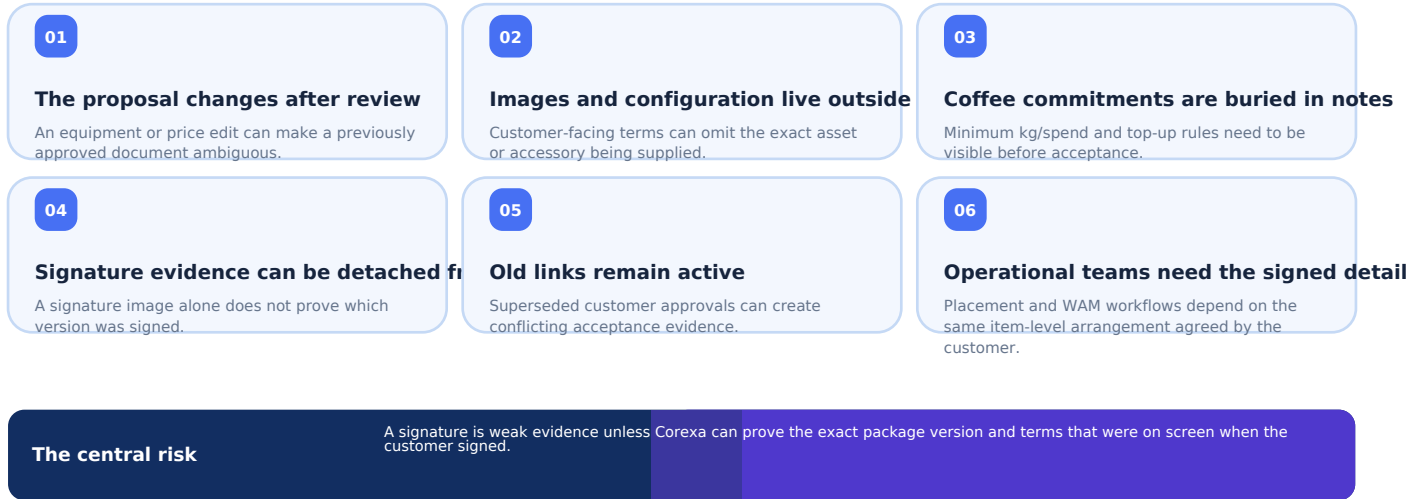
Material changes



THE CHALLENGE

Why the existing process breaks down

The workflow becomes unreliable when evidence, ownership and next actions are separated across documents, messages, spreadsheets or individual memory.



THE OPERATING MODEL

A connected workflow around the equipment record

Corexa keeps identity, evidence, operational state and the next decision connected so one workflow can carry context into the next.



COREXA CAPABILITY	OPERATIONAL CHANGE	WHY IT MATTERS
Rich package items	Equipment/accessories retain image, class, arrangement and configuration.	The customer sees what is actually included.
Contract association	Each package line can carry the coffee agreement dates.	Returnable equipment and sold items share the correct commercial context.
Commitment terms	Minimum kg/spend, period and top-up method are explicit.	The obligation is not hidden in internal sales notes.
Immutable snapshot	The review stores the exact package version and SHA-256 hash.	The signature can be tied to the content reviewed.
Acknowledgement evidence	Signer name, acknowledgement text/time and signature are retained.	Acceptance has a stronger audit trail.
Revision integrity	Sent packages are not silently overwritten.	Commercial changes require a new version and new approval.

CREDIBILITY STANDARD

What is supported - and what is not yet claimed

The evidence boundary is explicit: product capability, live repository/production evidence and future outcome hypotheses are not treated as the same thing.

✓ Production schema live

Immutable snapshot and customer acknowledgement fields/RPC are deployed.

✓ Existing private signature storage

The workflow reuses Corexa's secured signature system instead of creating a duplicate.

✓ Revision protection

Existing package lifecycle revokes/supersedes pending approvals when a new version is

✓ Legal review still required

Product integrity is not a substitute for organisation-specific contract/legal advice.

Not yet claimed: This study does not claim that Corexa determines whether the commercial terms are legally sufficient in every jurisdiction. It preserves version and acceptance evidence; contract wording still belongs to the organisation and its advisers.

Measurement plan for the publishable version

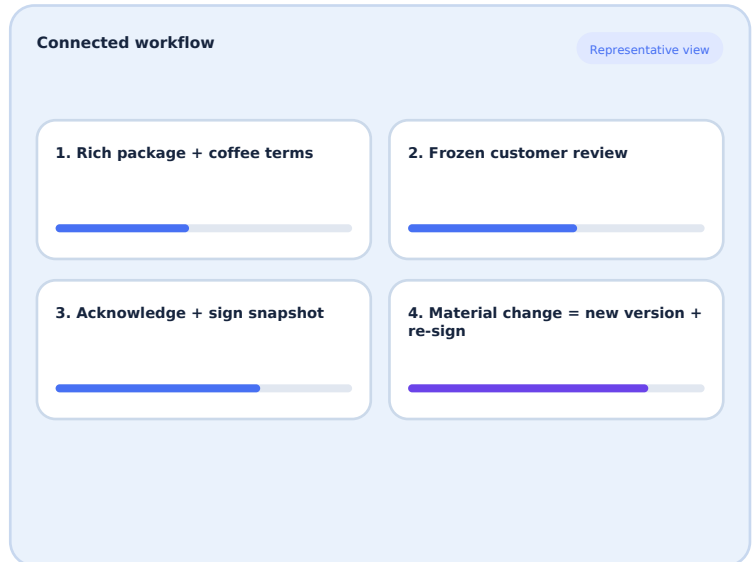
MEASURE	EVIDENCE SOURCE	CREDIBLE REPORTING
Revision after send	Package lifecycle events	Packages requiring a new signed revision before acceptance.
Signature completion time	Approval sent/responded timestamps	Median time from sent package to customer response.
Unsigned material changes	Integrity audit	Material edits attempted against sent/frozen packages.
Acceptance disputes	Support/commercial records	Disputes involving what equipment or commitment was agreed.
Snapshot verification	Approval response audit	Accepted responses with valid package hash/version evidence.
Operational handoff completeness	Package-item linkage	Signed item lines that convert cleanly into placement/asset workflows.

"A customer should sign the exact commercial truth that operations will later be expected to deliver."

MAKE THE STORY TANGIBLE

Show the exact package version the customer sees and signs

Use the live Corexa interface for publication, keep representative/demo content labelled, and show the exact state transition the workflow is meant to prove.



Recommended evidence-building sequence



Publication note: capability descriptions are repository/production evidence. Confirm deployed workflow, permissions and data quality before presenting capability as a measured customer outcome.