

AUTOMATIC UPDATE PATH
 ActionEngine_handle_active()
 CUPOLA current status = ACTIVE → no write required; confirmation only.
 Hodor: no action (no change to mirror) — Prospect Import file only emitted on writes)
 Multipub: NEVER touched (marketing owns data).
 Output:
 • processing_report_master.csv / .json
 • classifier_output.json / .csv
 • stage_execution.log

AUTOMATIC UPDATE PATH
 ActionEngine_handle_inactive()
 PRECONDITION: person must be CURRENTLY ACTIVE with this org in CUPOLA, else record-only (skipped_already_inactive_at_org++)
 1. Multipub validation cross-check (active sub; expired within 12 months, single-issue within 12 months).
 2. CUPOLA: "IPASP" AutoBounce. MarkPersonInactive @OrgPersonID, @Result (handles status + hidden fields, stamps status_change_date) — no direct DB write, preserves de-dup on Last Name / Email / Phone.
 3. Hodor: Prospect Import row (SAC-push template) → no direct Hodor DB write.
 4. Multipub: flagged only — no write. Salesforce: skip if Multipub-linked, else mark INACTIVE.
 Audit:
 • cupola_audit_log.csv / .json
 • cupola_audit_log_rollback_plan.csv
 • hodor_pending_actions.csv (Prospect Import)
 Prospect Import file — SAC-push template, imported via standard Prospect Import path, no direct Hodor DB writes)
 Notify: notify_venu_cupola_audit_files

AUTOMATIC UPDATE PATH
 ActionEngine_handle_email_update()
 Applies only when CUPOLA status = ACTIVE
 CUPOLA write via "IPASP_AutoBounce_OrgPersonUpdates" @OrgPersonID, @Position, @Email, @Result".
 If sender_new_email set → update email (skip Multipub, skip SF if Multipub-linked).
 If updated_title set → update title with the same skip rules.
 Hodor: Prospect Import row (SAC-push template) → no direct Hodor DB write.
 Output:
 • output_document_email_update_requests (SFMC)
 • hodor_pending_actions.csv (Prospect Import)
 • processing_report_master
 • cupola_audit_log + rollback plan

AUTOMATIC UPDATE PATH
 ActionEngine_handle_replacement()
 →_handle_inactive() for the original
 Mark original INACTIVE with full Multipub validation + currently-active precondition (same rule as INACTIVE flow).
 Replacement details (name / email / title) captured on AlternateContactRecord.
 Output:
 • output_document_inactive_no_cupola_match (catalog 2.2)
 Notify: notify_sai_action_items

MANUAL REVIEW BY IP4
 No CUPOLA record. Automation does NOT auto-create. Row emitted for manual verification via the official website.
 Output:
 • output_document_inactive_no_cupola_match (catalog 2.2)
 Notify: notify_sai_action_items
 Owner: Sai Teja / IP4

MANUAL REVIEW BY IP4
 CUPOLA says INACTIVE but email says active. Automation does NOT auto-reactivate IP4 confirms, then creates a NEW entry (no old-record reactivation).
 Output:
 • output_document_inactive_no_cupola_match (catalog 2.2)
 Notify: notify_sai_action_items
 Owner: Sai Teja / IP4

MANUAL REVIEW BY IP4
 CUPOLA record is inactive; automation only updates ACTIVE records. Routed for review.
 Output:
 • output_document_human_review (+ Venu audit HR metadata)
 Notify: notify_sai_action_items
 Owner: Sai Teja / IP4

MANUAL REVIEW BY IP4 (research step)
 Person left and joined a different organisation (not retired / deceased). Research whether the new organisation needs to be added to CUPOLA before any contact is created.
 Output:
 • output_document_inactive_new_org (+ Venu audit HR metadata)
 Notify: notify_sai_action_items (catalog 2.2)
 Owner: Sai Teja / IP4

MANUAL REVIEW BY IP4
 New-person replacements are NOT auto-added to CUPOLA. Row is emitted for IP4 / research-team entry.
 Output:
 • output_document_alternate_contacts
 Notify: notify_sai_action_items (replacements)
 Owner: Sai Teja / IP4 (research team)

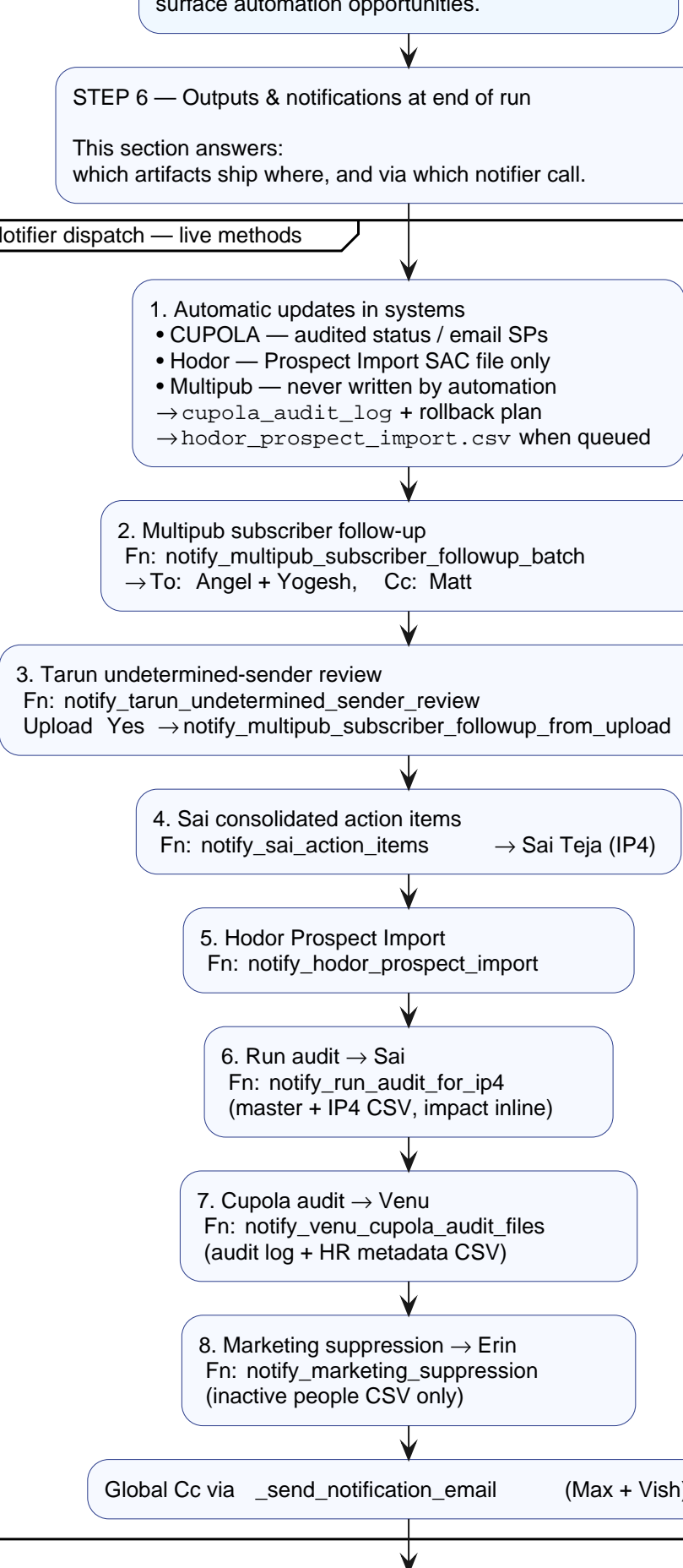
MULTIPUB AUDIT PATH
 Inactive-candidate has an active or recently expired Multipub subscription, OR the Multipub match is ambiguous.
 Automation does NOT charge Multipub. File is sent to Tanun for verification. Tanun updates the reviewed file through the new upload endpoint, which automatically emails the results back to Client Services for action.
 Output:
 • output_document_multipub_audit
 Notify:
 • notify_multipub_subscriber_followup_batch (Angel + Yogesh)
 • notify_tanun_undetermined_sender_review (when sender unknown)
 • notify_multipub_subscriber_followup_from_upload (Tanun upload Yes)
 Owners: Tanun (undetermined sender) → Client Services (Angel/Yogesh)

OUT-OF-OFFICE — tracked separately
 Not classified as inactive. Today these are routed for human review inside the main output; a separate extraction process is planned.
 Output:
 • output_document_human_review (interim backup)
 Notify: notify_sai_action_items (+ Venu audit HR metadata)
 Owner: Human review (interim) → dedicated out-of-office process (planned)

BOUNCE — pending rule
 Every bounce is sent for human review and to Marketing for SFMC suppression.
 Output:
 • output_document_undeliverables
 • output_document_human_review
 Notify:
 • notify_sai_action_items
 • notify_marketing_suppression (Erin)
 Owners: Max + Vish (rule), Marketing / SFMC (suppression)

STEP 5 — Impact report (every run)
 Short summary assembled after every run so leadership can see tangible progress:
 • Total emails processed
 • Records deactivated
 • New records added
 Source: run summary counters (classifier_output + processing_report). Used for org-wide status updates and to surface automation opportunities.

STEP 6 — Outputs & notifications at end of run
 This section answers: which artifacts ship where, and via which notifier call.



Verification: every run output is verified by Sai Teja; edge cases are taken offline. Every run also emits impact counts (processed / deactivated / added) for leadership. This diagram mirrors business_flow_simplified_puml and is the engineering view (classes, methods, artifacts, notify...)