1. INTRODUCTION
This document explains the delivery service process in the AGCC application. It outlines how each document is delivered efficiently within the system. The goal is to provide an understanding of the delivery operations without going into technical details.
2. HIGH-LEVEL DESCRIPTION
The delivery service ensures that every document is successfully delivered within the AGCC system. This process involves managing communications, using various delivery channels, and handling documents based on specific conditions.
3. DETAILED DESCRIPTION
The delivery service ensures documents reach their destination, considering factors like format, language, and recipient preferences. A delivery request collects all key details, and the system processes the delivery accordingly.

- **Delivery Request**
  Collects all necessary details (e.g., format, language, recipient preferences) to process the document correctly.

- **Communication Type**
  Determines how documents are sent (email, print, etc.) based on recipient needs.

- **Delivery Response**
  Confirms the status of the document delivery, including key identifiers and whether the document is archived or renewed.
3.1.1 Override Sub-Channel for DVV
For specific brands like DVV, the system adjusts delivery channels (e.g., switching to print or email) based on recipient details and communication type.
3.1.2 Registering or Re-Initializing Communication
If a new communication is detected, it’s registered. If errors occur or a message was already delivered, the system updates the status accordingly.
3.1.3 Updating Communication Thread
The system tracks ongoing conversations by updating or creating communication threads. Archived documents are reviewed to ensure all information is properly recorded.
3.1.4 Override BHCP Channel
For each document, the system checks the document type. If a specific template is available, it determines the logo and product code to decide if it should use the template's email options. If conditions aren't met, appropriate error messages are generated. This ensures the right template is used based on the document's specifics and communication channel.
3.1.5 Overrule Communication Channel
The system evaluates various document types and communication settings to decide how to send documents. It checks if the documents are bank-related, adjusting the channel as needed, and applies any necessary overrides for specific document types. If conditions aren’t met, it stops the process with error messages, ensuring compliance with defined communication rules.
3.1.6 Deliver Renewal Communication
The service verifies if documents are marked for renewal. If a document has errors, it updates the status and returns relevant identifiers. For successful renewals, it sets flags and updates statuses accordingly, providing clear feedback through deliver responses.
3.1.7 Build the Object Entity
This process constructs an object entity based on document details. It identifies the type (claims, proposals, etc.) and assigns appropriate archive settings. The system checks if the object exists in the database, adding it if not, ensuring proper tracking and management.
3.1.8 Build the Document from the Document Type
To create a document, the service gathers necessary inputs like document type and communication details. It identifies the appropriate external type based on the document characteristics and communication channel, ensuring all data aligns with the requirements. If certain criteria aren’t met, it generates an error message, maintaining data integrity. The document is then created and enriched with relevant content before finalization.

3.1.9 Build Parent Receiver

Create a parent receiver by populating the user type and addressee details. If the addressee exists, create a persistable party and address entity. Set the receiver's email address if the communication channel is email; otherwise, use the SOPHARTY address.

- **Receiver Creation**
  If the channel is email, inform handlers and build a receiver list. Set the physical attribute to "N" for intermediary routing.

- **Database Updates**
  Create or update the receiver in the database, and if messaging documents exist, update them accordingly.

- **Central Print Handling**
  For Central Print, check address requirements, generate address sheets if needed, and add them to the communication document list.

3.1.10 Registering Bundle

Determine whether the object is a claim and if the document owner is external. Always create a new bundle in the table regardless of status. Set the Manual Document Addition flag based on specific conditions (e.g., origin, document type).

- **Document Management**
  Register document instances in the database and ensure they're available in Scriptura's cache.

- **Mail Size Management**
  If documents exceed size limits, set the communication status accordingly to manage renewals and responses.

.1.11 Trigger Channel-Based Delivery

Retrieve the origin and channel type from the session data. Follow different cases based on the channel type:

- **LOCALPRINT**: Create a request, handle responses, and manage success/failure statuses.

- **FOD, ARCHIVE, etc.**: Directly set the status to SUCCESS without further processing.

- **EBIB**: Manage email bodies and document attachments, enforcing limits.

- **SMS and EMAIL**: Create requests and handle responses, updating statuses based on success or failure.

3.1.12 Trigger Channel-Based Bank Event

For different cases (e.g., FOD, EBIB, Health Connect):

- **Event Management**: Create appropriate requests and check for errors to update the communication status.

- **General Handling**: For other channels, manage normal bank events, updating statuses based on responses.

- **Exception Handling**: Properly handle exceptions during the communication process, ensuring clear error messages.

- **Final Steps**: Update visibility in Digis and set communication details in the response before returning.