Audience

Constructor User – beginner +

Introduction

A **serviceable address** is a contact address of a party to an action to which legal documents can be delivered. Delivery of documents to a serviceable address can be assumed to have been delivered to the addressed party.

Overview

As you enter contact information for any parties into Constructor you are able to enter any number of contact addresses you require. You can also specify what type of address each entry represents. You are able to define any number of these address types for use whenever you enter an address for a contact, throughout the system.

In order for a client to be linked to a **project** however, that client must have at least one address recorded against them that is of a type that has been designated as a serviceable address. How strictly this safety check is implemented is an individual business decision taken as you implement Constructor.

Details

Serviceable addresses are defined as any address entered, with a type that has the "Serviceable" attribute checked.

This means when setting up your contact address types (menu: Sales / Administration / Address Types) you must ensure at least one of the types entered, has the Serviceable attribute checked.

Typically a serviceable address ought to be a physical address, to which legal documents can the physically delivered. Address types such as "Home" and/or "Work" would normally constitute serviceable addresses.

The limitation enforced when creating a project is that the client you link as the project's Primary Client, must have an address recorded for a type that has been designated as a serviceable address.

If you are in the habit of only requiring a Post Office box as an address, then (while not recommended as good practice) you will need to ensure that the "Post Office box" address type has its serviceable address attribute checked in the Address Types setup screen.

NB. You cannot therefore use a client that has no address entered at all.

Clearly the effectiveness of the serviceable address constraint depends on how you wish to enforce it, based on how your address types are set up.

For full control a system administrator would set up several address types a designate only physical address (i.e. not post office box or other non-physical address types) as serviceable address types. Most users would then be denied access to the Address Types feature meaning that they could not manipulate the data by altering any address type attributes.

They will then be forced to ensure complete client data is obtained in order to progress a project beyond the early stage Sales Enquiry process.