



Price-revision mandate — 38 customers below list

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€214,000 identified, letters written, nothing sent · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **No price has been raised and no letter has gone out.** A price revision engages a customer relationship and revenue: that is a management decision. **This document is the proposed mandate with its limits — not a refusal, not an execution.**

What was found, and how

Finding	Value	Method
Customers invoiced below list	38	Cross-check of the 14 price grids against prices actually invoiced, line by line, over 24 months
Margin concerned over 12 months	€214,000	Gap between list price and invoiced price
Discounts more than 18 months old	31 of 38	Agreement date taken from the CRM

Finding	Value	Method
Keying errors or irregularities	0	These are commercial gestures that were justified the day they were made — and have no end date

The price spreadsheet is **the only one of the seven sources living outside the systems**, and the only one nobody reconciled with invoicing. **That is not a lapse of attention: it is a 24-month × 14-grid reconciliation that nobody does by hand.**

The limits proposed for the mandate

Limit	Proposed value	Reason
Increase cap	+2.4 margin points per customer	Beyond that, an increase is negotiated, not announced
Exclusion	The 6 accounts above €500,000	They are handled in a meeting, not by letter
Notice	30 days	Gives the customer time to react before the effect
Mandate end date	31/12, no tacit renewal	A mandate that renews itself is no longer a mandate
Withdrawal	In one word, at any time	Unsent letters are cancelled instantly

What those limits produce

Population	Number	Margin concerned	Treatment
Customers within the limits	31	€168,000	Letters sent within 20 minutes on the day the mandate is signed
Customers outside the limits	7	€46,000	Kept in draft for the sales director, with the argument prepared
Total	38	€214,000	—

What each of the 38 letters contains

Element	Content
Discount history	Agreement date, rate, reason recorded in the CRM
New price	Line by line, on the families concerned
Effective date and notice	At the top of the letter, not at the bottom of the page
Contact	The account's salesperson, named, with a direct line

Zero letters go out without a signed mandate. And a signed mandate does not make the decision irreversible: **it makes it fast, bounded and dated.**

For the executive team to settle

Increase cap and mandate end date retained: _____

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