Duplicates and credit notes — 11 cases examined

LINDBERGH FORMATION — 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114

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2 confirmed, 9 set aside and why · fictional document

Fictional document — demonstration example
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Fictional document, produced for the demonstration. **A discrepancy that is set aside is reasoned as precisely as one that is kept.** Without that, the finance team can neither check the sorting nor challenge it.

Why the ERP check did not see them

Step	What happened	What the check was looking at
The 3rd of the month	Invoice received by email, filed under the supplier's reference	Invoice number
The 11th of the month	**Same invoice received by post, entered under an internal reference**	Invoice number — **therefore different**
Consequence	**Two documents, one amount owed, two payments**	**The check worked: it only compared one field**

The four traits compared together

Trait	Why it is not enough on its own
Supplier	A supplier issues dozens of invoices
Amount to the euro	**Contractual instalments carry the same amount**
Invoice date	Two invoices can share a date
Subject of the line	A deposit and its balance share the subject

The 11 cases, and the outcome of each

Case	Number	Decision	Reason
Confirmed duplicates	**2**	**Reclaim requested — €47,500**	**4 matching traits, two separate outflows on the statement**
Deposit followed by its balance	5	Set aside	Amounts and schedule consistent with the contract
Maintenance instalments	3	Set aside	Annual contract with fixed, equal instalments
Offset credit note	1	Set aside	Offset found on the following line

What this configuration has cost in the past

Finding across 4 financial years	Volume	Outcome
Double arrivals of the same invoice	**7 cases, €121,000**	**5 caught by the supplier itself, 2 never**

> **What is proposed, and it is the control with the highest return for the least effort:** compare the four traits **before payment approval**, not three months after the cash has gone. Recovering a payment that has left depends on the supplier's

> goodwill; a payment that has not left depends on no one.

For the finance director to set

Where the four-trait check sits in the payment-approval circuit: ______

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