One hundred and thirty-seven gaps — three families

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Quarter · fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **Only 31 of the 137 gaps require approver time**, and today they are drowned in a queue of 137.

Family	Gaps	What is needed	Decision required?
Above the rate	**84**	**Reimburse at the ceiling**	**No — the policy provides for it**
Outside the policy	**31**	**Decide**	**Yes**
Receipt missing or illegible	**22**	**Obtain the receipt**	**No**

Exceeding a ceiling is not a case not provided for. The policy says what happens when a meal exceeds €22; it says nothing about checked baggage, and that difference is what separates the 84 from the 31.

The 31 outside the policy, by type

Type of spend	Cases	Provided for by the policy?
Checked baggage	**8**	**No**
Roaming data charges	**6**	**No**
Long-stay parking	**5**	**No**
12 other types	12	No

> **Nineteen of thirty-one cases concern three types of spend.** Three lines to add to the policy, and nineteen decisions a quarter disappear.

What the 31 cases give you back: three policy lines to write, nineteen arbitrations a quarter gone, and the arbitration itself left with the approver

What the agent rules out	Why
Decide whether the spend is justified	**Not a question of rules but of circumstances**
Propose a reimbursement amount	**The amount presupposes the decision**
Count out-of-policy items per employee	**The type of spend depends on the job held**

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> https://bluelemonagent.ai/en/entreprises/cas-usage/agent-de-gestion-des-notes-de-frais

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