



One hundred and eighty-seven illegible receipts

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

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12 months · fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **An illegible receipt is not a missing receipt**, and the cause lies with the tool: 171 of 187 come from the same screen.

Filing channel	Illegible receipts	Share
Mobile app	171	91%
Computer	11	6%
Email	5	3%

The employee sees a sharp photo, the company receives an unusable image. And they learn of it three weeks later, when the paper is asked for — which they have thrown away.

What it cost employees

Consequence	Claims	Amount
Receipt resupplied in time	153	—
Claim rejected for lack of a receipt	34	€2,100

Two thousand one hundred euros stayed out of employees' pockets for genuinely incurred business spend, because of a capture screen. That is the real cost of the defect, and it appears in no dashboard.

What is proposed, in this order

Step	Action	Time	Why that time
1	Ask for the 22 receipts	24 h	While the ticket still exists
2	Have the capture screen checked	—	The cause
3	Preview before sending in the app	—	The employee sees what the company will receive

What these two guarantees earn you: the 22 claims are settled within 24 h, and nobody is put in the dock

What the agent rules out	Why
Refuse the 22 claims	The cause lies with the tool
Count illegible receipts per employee	That would measure their phone

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