Substantive corrections — 268 in the first quarter, 61 in the second

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

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Log of answers and of their corrections, two quarters · fictional document

Fictional document — demonstration example
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Fictional document, produced for the demonstration. **This is the figure that does not flatter the agent, and it is published by the agent itself, at the same level as the others. Better that it comes from the record than from a taxpayer at the front desk** — and it is followed by the measured cause, then by what corrected it.

The two quarters

Quarter	Answers served	Corrected on substance	Share
First quarter	15,400	**268**	**1.7 %**
Second quarter	**16,220**	**61**	**0.4 %**
Total	**31,620**	**329**	**1.0 %**

The cause of the 268, measured and not supposed

Cause	Corrections	What removed it
The 30 June date absent from the « monthly direct debit » answer	96	Up-to-date version, « mensualisation » guidance from impots.gouv.fr cited and dated
Wrong number of instalments (twelve instead of ten)	51	Up-to-date version, same source
Former electronic payment threshold (€1,000 instead of €300)	42	**Up-to-date version, article 1681 sexies of the French general tax code**
The surcharge called « penalties », with neither its rate nor its deadline	25	**Up-to-date version, article 1730 of the French general tax code**
Sub-total — standard answers the office had stopped updating	**214**	**Nightly matching of the 52 standard answers**
Situations resembling no precedent	**54**	**6 new reference questions, written and handed over for reading**
Total	**268**	—

214 corrections out of 268 did not come from an error of analysis: the agent was faithfully reproducing a standard answer the office had stopped updating. That is good news, because it is a cause that can be removed — and it was removed in one night, then held every night since.

The second quarter, once the cause was dealt with

Cause	Corrections	Action taken
Out-of-date standard answer	**0**	**The nightly matching catches them before the front desk does**
Particular situations falling under the 6 new questions	44	Handled as soon as the 6 answers came into force

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Cause	Corrections	Action taken
Particular situations outside the 6	17	Candidates for the next batch of reference questions
Total	**61**	—

The 6 reference questions proposed, drawn from the 54 situations

Reference question	First-quarter situations concerned	Text or source cited	State
Joint ownership after an inheritance — who receives the notice, who is liable	17	Guidance published on impots.gouv.fr, consulted and dated	Written, to be read
Estate in progress — deadlines, contacts and documents	12	Published guidance, consulted and dated	Written, to be read
Change of matrimonial property regime during the year	9	Published guidance, consulted and dated	Written, to be read
Usufruct and bare ownership — who is liable for property tax	8	Published guidance, consulted and dated	Written, to be read
Moving abroad during the year	5	Published guidance, consulted and dated	Written, to be read
Death of the holder of a monthly direct debit	3	« Mensualisation » guidance, impots.gouv.fr	Written, to be read

Reference question	First-quarter situations concerned	Text or source cited	State
Total	**54**	—	**The 18 reference questions become 24**

> **The rule that holds the 0.4 %: a value the agent has not read is a value it asks for rather than approximates. A missing amount never becomes « probably unchanged », a date of putting into collection that cannot be found never becomes « presumably the one on the general roll ». The agent says what is missing, where it looked, who holds it, and hands the request already drafted to its recipient.**

Measure over the quarter	Value
Missing values flagged	**341**
Requests prepared and handed to the holder of the value	**341**
Answers returned within eight days	**306**
Values approximated, assumed or reconstructed	**0**

Six reference questions read over and settled by the head of office on: ______

Substantive correction threshold above which the office calls for a review of the arrangement: ______

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connected; the events logged, their content, their retention period and who may access them are defined for the deployment chosen.