Morning watch — 4 flags

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

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Fictional document — demonstration example

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Fictional document, produced for demonstration. No real shop. **The four flags are ranked by what they cost per hour of inaction**, not by gravity in principle: two of them get worse while you read them.

#	Flag	What triggered it	Cost per hour	Recipient
1	12 orders on zero stock — RB-2214	Stock at 0 since 19:04, listing still buyable	**≈ 1 order / h**	E-commerce manager
2	LM-0887 selling below purchase price	Purchase price €31.20 since 12/06, selling price unchanged	€6.30 / unit	Buyer
3	34 parcels untracked for 6 days	No carrier event since 01/08	**Complaints incoming**	Customer service
4	13.6% refund rate on DK-0451	19 requests against 140 sales, vs 2.1% catalogue-wide	—	Quality

Flag 1 — the 12 orders already paid for

Time	Order	Qty	Amount	State
19:12	C-2026-88104	1	€49.90	Paid
19:47	C-2026-88109	2	€99.80	Paid
20:03	C-2026-88113	1	€49.90	Paid
20:31	C-2026-88118	1	€49.90	Paid
21:08	C-2026-88124	3	€149.70	Paid
21:55	C-2026-88131	1	€49.90	Paid
22:40	C-2026-88137	1	€49.90	Paid
23:19	C-2026-88142	2	€99.80	Paid
06:22	C-2026-88151	1	€49.90	Paid
07:04	C-2026-88155	1	€49.90	Paid
07:38	C-2026-88159	2	€99.80	Paid
08:11	C-2026-88163	1	€49.90	Paid
Total	12 orders	17	**€848.30**	All paid

> **All twelve are paid, none can be fulfilled as things stand.** This is not a stock problem, it is a promise made to twelve customers. The listing stays buyable until somebody closes it — the agent does not close it.

Flag 3 — the 34 motionless parcels

Carrier	Warehouse	Despatched	Last event	Parcels
Carrier B	North warehouse	01/08/2026	01/08 — "collected"	34

All despatched from the same warehouse on the same day, with the same carrier, all stuck at the same status. Three coincidences make a pattern: this is one round or scanning

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incident, not 34 independent ones. One call to the carrier settles it.

Proposed chases

Flag	Without action	Then
1 and 3	Reminder at 24 h	Owner at 48 h
2 and 4	Reminder at 48 h	Owner at 72 h
All	—	Weekly summary

These thresholds are a proposal, not a delivered setting. They are written with the shop at deployment, and they can be switched off.

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