May out-of-school billing — 1,760 families, 1,748 invoices, 12 discrepancies

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

Document issued on 09/11/2026

Attendance reconciled against bookings, tariffs by means-test bracket · fictional document

Fictional document — demonstration example

This document is produced by the Blue Lemon Agent website to illustrate what an AI agent hands to its users. The companies, matters, amounts and people in it are invented. It has no legal, accounting or commercial value.

Fictional document, produced for the demonstration. **Nothing goes out without the education service manager's validation. Every billed line traces back to a time-stamped attendance record, a booking and a means-test bracket still valid on the day of issue** — a line missing any one of the three goes to checking, not to invoicing.

The May run in one table

Item	Value	Comment
Families concerned	**1,760**	Signed up for at least one out-of-school service
Invoices ready to send	**1,748**	**Checked, sourced, awaiting validation**

Item	Value	Comment
Lines held for checking	**12**	**Justified absences to be checked — they do not go out as invoices**
Means-test brackets applied	6	Tariff resolution of 16/12/2025, arts. 3 to 6
Variance against April	**−3.1%**	**Two fewer service days for public holidays and 26 end-of-year withdrawals — the 26 movements are listed**
Sibling discounts carried	**412**	Applied automatically, art. 6 of the resolution

The 12 discrepancies, one by one

Reason	Lines	What is missing	Document already attached	Action proposed
Medical certificate submitted after bookings closed	**7**	The booking adjustment	**Yes, in 5 cases out of 7**	Meal cancelled, invoice recalculated
School trip not reflected in bookings	**3**	Confirmation from the school	No — email drafted to the head teacher	Check with the school before issue
Class closure	**2**	The closure order	**Yes**	Meals for the two days cancelled
Total	**12**	—	**7 out of 12 documented from the outset**	—

These twelve lines are the heart of the matter, not a detail. Each one, sent as is, produces a family phone call, a case officer's search, a credit note and dented trust. **Caught before sending, they cost a few minutes of checking. That is the difference between a department that corrects and a department that has**

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nothing to correct.

What preparation used to cost, and what it costs now

Stage	Today	After	Who does it
Extracting attendance and reconciling bookings	38 h	**0 h — produced**	The assistant
Applying brackets and discounts	26 h	**0 h — produced**	The assistant
Finding and handling discrepancies	14 h	**6 h — on 12 isolated, documented discrepancies**	**The case officers**
Drafting covering letters	6 h	**2 h — reading three templates**	The case officers
Final check and validation	—	**8 h 48**	**The service manager**
Total per run	**84 h — 4 working days for three**	**16 h 48 — under one working day for three**	**20% of current time**
Across the year's 10 runs	**840 h**	**168 h**	**672 hours returned**

The three letter templates — and why they exist

Template	When it goes out	What it explains	The call it prevents
First invoice after enrolment	A family's first invoice	**How to read the invoice, what a means-test bracket is, how to cancel a meal**	« I do not understand any of this »

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Template	When it goes out	What it explains	The call it prevents
Invoice up by more than 30%	**Change of bracket or of pattern**	**The exact cause of the increase, costed, and what to do if circumstances have changed**	**« Why am I paying double this month? »**
Invoice carrying exceptional meals	Emergency meals, surcharged rate	**The day concerned, the rule in art. 4 of the service rules, how to book in time**	« I was charged a supplement without being told »

Each template is written in plain language, short sentences, one idea per sentence, the amount and the date first. An invoice that is understood is a call that never happens — and across 17,600 invoices issued in the year, that is the most direct lever there is on the switchboard's flow.

Run validated by: _____ — on: _____ at _____

Held lines cleared: _____ / 12 — by: _____

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