Billing discrepancies — 23 lines at Jules-Ferry, 4 rules tested over 24 months

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

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Reconciliation of the childhood/family file, attendance records and means-test brackets · fictional document

Fictional document — demonstration example
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Fictional document, produced for the demonstration. **No rule goes live without the education service manager's signature** — and that is precisely what makes it defensible against a family disputing its invoice.

The 23 discrepancies at the Jules-Ferry school group — 412 families reconciled

Nature of the discrepancy	Lines	What happened	Effect on the invoice	Action proposed
Means-test certificate more than twelve months old	**9**	The certificate used for the calculation is over a year old on the day of issue	**6 families out of 9 would have changed bracket**	Letter requesting an up-to-date certificate, invoice suspended

Nature of the discrepancy	Lines	What happened	Effect on the invoice	Action proposed
Child recorded at a meal with no active booking	**7**	Attendance recorded at midday, no booking registered that day	Meal billed at the surcharged rate under art. 4 of the service rules	Reason checked before the surcharge is applied
Invoice sent to a withdrawn family	**4**	Withdrawal recorded at a date earlier than the period billed	**Invoice raised wrongly**	Line cancelled and apology letter drafted
Sibling group with no discount applied	**3**	Two or more children enrolled, art. 6 discount not carried to the invoice	**Family overcharged**	Adjustment on the next invoice, reason stated explicitly
Jules-Ferry total	**23**	—	**€214.80 not billed · €372.60 billed wrongly**	—

The four rules written and run over 24 months of attendance records

Rule	What it says, in plain language	Alerts / 24 months	Confirmed	Confirmed share	What it lets through
A	**An invoice calculated on a means-test certificate more than twelve months old on the day of issue**	**104**	**98**	**94.2%**	6 certificates handed in at the desk and entered late

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Rule	What it says, in plain language	Alerts / 24 months	Confirmed	Confirmed share	What it lets through
B	**A child recorded at a meal with no active booking that day, excluding emergency meals declared the same morning**	**62**	**55**	**88.7%**	7 attendance records entered against another school by mistake
C	**An invoice sent to a family whose withdrawal is recorded at a date earlier than the period**	**27**	**27**	**100%**	Nothing over the period
D	**A family with two or more enrolled children whose invoice carries no sibling discount**	**18**	**17**	**94.4%**	1 declared shared-custody arrangement, where the discount does not apply
The four together	—	**211**	**197**	**93.4%**	**17 discrepancies out of 214 not covered — 8.0%**

197 confirmed over 24 months, i.e. 98 a year — exactly the figure the reconciliation produced across the 1,760 families. The two calculations are independent and they land in the same place: that is the only check worth making on a rule you are about to sign. **The 17 discrepancies the four rules do not see are changes in household composition — a birth, a separation, an eldest child**

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coming of age — not carried through to the bracket. They depend on a document the department does not yet hold: they are the only ones that require the family to come forward, and I suggest handling them with an annual reminder rather than a rule.

Rule B — why it is the tightened version that is put to you

Drafting	Alerts / 24 months	Confirmed	Confirmed share	Families examined for nothing
First drafting — every attendance without a booking	148	55	**37.2%**	**93**
Tightened version — excluding emergency meals declared the same morning (art. 4 of the service rules)	**62**	**55**	**88.7%**	**7**
What the tightened version changes	**−86**	**the 55 genuine ones kept**	**+51.5 points**	**86 families spared**

The go-live schedule — one rule per billing run

Order	Rule	Why that one first	Examination load on entry
1	**C — invoice to a withdrawn family**	**100% confirmed: no examination time wasted**	around 1 h
2	**A — out-of-date means-test certificate**	**The one that hits families hardest in the pocket**	around 3 h

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Order	Rule	Why that one first	Examination load on entry
3	D — sibling group with no discount	An adjustment in the family's favour, so no conflict	around 1 h
4	B — attendance without a booking	The finest-grained; open it once the other three are running	around 2 h
All four in the same month — advised against	—	**41 alerts at once, in the middle of the enrolment campaign**	**around 7 h**

The mandate — three settings, written, capped, dated, withdrawn on a word

Setting	What the assistant carries out alone	What waits for a signature	Withdrawal
Cautious	Nothing — preparation only	**Every invoice, every letter, line by line**	Not applicable
Intermediate	**Document request letters and acknowledgements**	Invoices, enrolments, waivers, roll removals	**On a word, effective within the second**
Broad	**Invoices with no discrepancy go out after a batch validation; held lines wait**	**Enrolments, placements, waivers, roll removals, discounts**	**On a word, effective within the second**

> **Sending an invoice, enrolling a child, granting a waiver or removing a child from the roll are acts of the municipality. These are not acts the assistant refuses — they are acts it carries out as soon as the mandate is written:**

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named scope, stated ceiling, review date. **The setting moves in either direction, at any time, and withdrawal is effective within the second.**

Rule brought into service (A / B / C / D): _____ — approved by: _____ — on: _____

Mandate setting chosen (cautious / intermediate / broad): _____ — review date: _____

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