Substantive corrections — 118 then 35

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Two quarters, measured cause · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **The figure the agent publishes about itself**, with its measured cause and the correction that followed. **The service has it from the agent rather than from a contributor's complaint.**

The two quarters

Quarter	Outputs	Substantive corrections	Rate
First	4,100	**118**	**2.9 %**
Second, after the service ruled	3,900	**35**	**0.9 %**

The cause, measured

Origin	Volume	Nature

Two of the body's internal instructions contradict each other on the order in which a partial payment is allocated	**71**	**The agent settled on the more recent wording and flagged it the same day; the committee kept the other one, which allocates contributions first**
Situations with no precedent in the portfolio	47	**Turned into 12 further templates, for reading**

This was not a reading error: both wordings coexisted in the body's own instructions, and one of them had to be applied. **A rule that contradicts itself from one document to the next is no longer settled by the agent:** it goes up to the service with both wordings, their dates and the number of letters it governs, **and it is the service that settles it in writing. The settled rule then reaches the fourteen answers within 24 hours.**

The rule that holds the rest

Situation	What is done	Result for the quarter
A value not read	**It is not written: it is asked for, with the request already drafted to its addressee**	**302 missing values, 302 requests prepared, 271 answers within 8 days**
A missing document	Never becomes “probably provided”	The file states what is missing and who holds it

Protecting the officers' signature

Indicator	Two quarters
Outputs approved by a person	**8,000 out of 8,000**
Corrections made before sending	**153 out of 153 — none after**

> **Of the 35 corrections of the second quarter, 29 already fell within one of the 12 new templates**: the same correction as the one on the allocation rule, taken one

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notch further.

To be settled by the service

Officer responsible for reading the 12 new templates: _____

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https://bluelemonagent.ai/en/secteur-public/metiers/agent-ia-gestionnaire-urssaf

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