Part payment and disputed line — the three ways of doing it

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Fictional document

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> **Fictional document**, produced for the demonstration. The organisation, the files, the people and the figures are invented. **None of the ways of doing it was applied before the client chose.**

The sorting rule files an invoice in **one** family: oversight, administrative blockage, dispute, declared hardship. It does not say what becomes of an invoice partly paid and disputed for the rest: that is the point that had not yet been defined.

The ways of doing it, put to the client

Way of doing it	What it brings	What it costs	Outcome
Whole invoice in dispute	Right on the disputed part	The client who paid receives no acknowledgement	Set aside

Way of doing it	What it brings	What it costs	Outcome
Whole invoice for reminder	The balance is claimed	The letter claims a line disputed in writing	Set aside
Undisputed balance in simple reminder, disputed line in dispute queue, one letter	**The payment is acknowledged and the dispute examined**	One invoice split in two in the follow-up	**Recommended, then approved**

How often the case arises

Overdue invoices	Of which part payment and disputed line	Disputed amount
214	**17**	**€8,900**
Of which the last month	5	€2,500

The figure is what turns a one-off decision into a rule: **17 invoices out of 214** are worth an entry in the sorting rule, and the company decides it knowing the volume. Nothing is sent without its signature.

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