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. **The first flag does not go to collections but to sales.** A regular customer who slips forty days raises a relationship question before a collection question.

#	Flag	What triggered it	Nature	Recipient	Chase
1	**32 → 71 days average payment**	**4 years without incident**	**Relationship**	**Account salesperson**	7 d
2	€12,400 invoice never chased	**Left the circuit via a closed dispute**	Circuit	Accounts	**24 h**
3	7 dormant disputes > 60 days	No exchange on file	Follow-up	Whoever opened them	7 d
4	**Real balance €400 instead of €4,200**	Credit note of 12/06 unapplied	**Amount**	Accounts + sales	7 d

The fourth flag prevents a €4,200 chaser to a customer who has been waiting eight weeks for a €3,800 credit note. The exchange that would follow would cost more than the €400 actually owed.

What stays with your signature — and what the agent has prepared on every receivable

What stays your decision	What the agent hands you to decide with
Sending the chaser	**The message written, the receivable matched against pending credit notes: on this file, €400 actually owed instead of the €4,200 shown. Sending commits the company; without a mandate it goes out from your hand, and it goes out in a minute**
Using firm wording	**The tone is set by you, file by file: an unfounded threat turns against whoever wrote it**
Stating penalties	**The amount, the age of the receivable and the contract clause, gathered in front of you; whether penalties are due is your call, not a letter template's**
Characterising an unpaid invoice in law	**The full file, dated and quantified, ready for your counsel: a characterisation is legal advice, and it is signed**
Labelling a customer	**This month's position, up to date: a label outlives the situation, a dated position does not**

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