Duplicate criterion — 428 alerts down to 96

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

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23.1 % of groundless discrepancies, down to 5.6 % · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **This is the figure the agent publishes about itself, and it is better that it comes from the agent, with the figures, than from a family called back for no reason.** It is given with its measured cause, what was written, and the following quarter.

The first quarter

Measure	Value	Share
Discrepancies flagged	**320**	100 %
Groundless after checking	**74**	**23.1 %**
of which from the duplicate check alone	**56**	**76 % of the groundless discrepancies**
of which scattered one-off cases	18	24 %

The cause, measured and not assumed

The check matched **the family and the amount**, without reading the service or the attendance slot. It had been set on **the rate schedule in force when the agent went live**, where the canteen and after-school care did not share the same rate at the first band: the family and the amount were then enough to tell two payments apart. **The September rate resolution aligned the two rates**, and since that vote **a family with two children legitimately pays the same amount twice on the same day — once for the canteen, once for after-school care** —, and **the two payments look exactly alike. The criterion was right on the earlier schedule, and wrong on the later one.**

The tightened criterion, replayed over twelve months

Element	Original criterion	Tightened criterion
Points matched	Family, amount	**Family, amount, service used, attendance slot, invoice reference**
Alerts over twelve months	**428**	**96**
Duplicates actually confirmed	**37**	**37 — all kept**
Checks spared the revenue manager	—	**332**
Families no longer called back for nothing	—	**332**

> **All 37 confirmed duplicates are kept by the tightened criterion**, and that is the one point on which there was no trade-off: **an undetected double payment means a family paying twice.**

The following quarter, criterion in force

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Measure	Quarter 1	Quarter 2	Difference
Discrepancies flagged	320	305	—
Groundless after checking	**74 — 23.1 %**	**17 — 5.6 %**	**−57**
of which families with two children	56	**0**	**The cause has gone, not merely the symptom**

What stays with the authority

Act	Duration	What it makes enforceable
Settling the tightened criterion	**One signature**	**A check settled by the revenue manager is enforceable against the schools department as against the public accountant — that is what makes it a rule and not a practice**

> **The criterion is written and already measured over twelve months:** the decision is taken on figures, not on an intention, and **it runs from the evening session.**

For the authority to settle

Date the tightened criterion is settled: _____

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