



# 214 invoices — 27 gaps named

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## Fictional document — demonstration example

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**Fictional document**, produced for demonstration. **The 27 gaps are not tipped into an undifferentiated queue**: they are named, because the actions they call for are neither the same nor by the same people.

| Matching result          | Invoices | Share |
|--------------------------|----------|-------|
| Matching on all 3 points | 187      | 87%   |
| With a gap               | 27       | 13%   |

## The 27 gaps, by nature

| Nature of the gap                                      | Invoices | What it takes                                       | Duration      |
|--------------------------------------------------------|----------|-----------------------------------------------------|---------------|
| Billed days above the approved timesheet               | 11       | Have the engagement manager sign the timesheet      | ~30 s         |
| Licence seats differing from the subscription contract | 8        | Open the contract and count the seats actually open | A few minutes |

| Nature of the gap                                | Invoices | What it takes                           | Duration      |
|--------------------------------------------------|----------|-----------------------------------------|---------------|
| Hosting consumption, no purchase order possible  | 5        | Compare against the agreed cap          | Variable      |
| Project code missing, invoice cannot be rebilled | 3        | Ask the project lead for the allocation | A few minutes |

**On the first 11, the invoice is legible and it is the timesheet that is unsigned.**

Presenting them as "billing anomalies" would send people looking in the wrong place and implicate a subcontractor who did nothing.

## What accompanies each invoice submitted

| Element                                        | Provided?         |
|------------------------------------------------|-------------------|
| The invoice                                    | <b>Yes</b>        |
| <b>The contract or the timesheet alongside</b> | <b>Yes</b>        |
| <b>The project code used for rebilling</b>     | <b>Yes</b>        |
| The blocking point                             | <b>Yes, named</b> |
| Due date and discount                          | <b>Yes</b>        |
| <b>Automatic approval</b>                      | <b>No</b>         |

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