Illegible reservation on a delivery note — 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 filing rule knows the note **with reservation** and the note **without reservation**, and it is that filing which opens the short claim period. It does not say what becomes of an illegible reservation: that is the point that had not yet been configured.

The ways of doing it, put to the client

Way of doing it	What it brings	What it costs	Outcome
File it without reservation	The file closes today	The claim is lost with the period if the note did say something	Set aside by operations

Way of doing it	What it brings	What it costs	Outcome
File it with reservation and open a dispute	The period is protected	2 illegible reservations out of 3 carry no damage	Set aside by operations
« Reservation to be confirmed », reading asked within 48 h, period frozen	**The period is held, and the dispute only opens if it exists**	One call and 48 hours of decision	**Recommended, then approved**

How often the case arises

Period	Notes with an illegible reservation	Of which shipments over €5,000
Last twelve months	**63**	**21**
Of which the last quarter	17	6

The figure is what turns a one-off decision into a rule: **63 notes in twelve months** are worth an entry in the filing procedure, and operations decides it knowing the volume.

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