Three chasers after a reply

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74 days · fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **The invoice has been waiting for 74 days, and the problem they reported has been waiting with it.** Both are settled by the same move: the credit note and the reissued invoice are ready, and stopping on every mailbox is an hour's work.

The sequence of events

Date	Event	Address	Seen by the sequence?
11/07	Chaser 1 sent	**accounts@**	—
14/07	**Customer reply**	**contact@**	**No**
18/07	Chaser 2 sent	accounts@	—
25/07	Chaser 3 sent	accounts@	—
02/08	Chaser 4 sent	accounts@	—
08/08	**Invoice unpaid for 74 days**	—	**Problem unhandled**

> **The customer replied to the address printed on the invoice.** That is not a mistake on their part: it is the address the company gave them for getting in touch.

What their reply said

"*Hello, the invoice carries a delivery address that is not ours. Could you correct it before payment?*"

A simple request, answered by an invoice correction in ten minutes. It produced three chasers and seventy-four days of non-payment.

The setting proposed

Element	Today	Proposed
Mailbox watched for stopping	**Sending address only**	**All company mailboxes**
Nature	—	**A setting, not an instruction**
Effect on live sequences	—	**Check before every send**

What unblocks the invoice, prepared for you

Prepared	What you gain
The customer's reply is read, qualified, and the sequence stopped the same day	**They get the correction they asked for instead of three more chasers**
The case goes to your accountant with the invoice, the reason and the amount	**Ten minutes of bookkeeping instead of seventy-four days unpaid, and the credit note stays signed by them**

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