



Three chasers after a reply

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

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74 days · fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **The customer stopped replying, and the problem they reported was never handled.** That is the real cost of this defect, and it is not measured in euros.

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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