

FICTIONAL DEMONSTRATION REPORT. "Northwind Managed IT" is an invented company. All names, invoices, amounts and findings below are illustrative and do not describe any real client or real results.

AR Operations Reset — Summary Report

Prepared by Outstand Concierge for: Northwind Managed IT (fictional) · Scope: 50 open invoices · 5 business days

1. Overview

Measure	Value
Open invoices reviewed	50
Total open balance	\$214,600
Invoices with an administrative exception	19
Invoices with no exception identified	31
Exceptions with a confirmed owner at start	6 of 19

An administrative exception means something in the paperwork or process that could slow an invoice down. It does not mean it is the reason a client has not paid.

2. Exceptions by type

Type	Count	Example
Missing / wrong PO reference	7	PO not on invoice; client AP requires it
Missing service report or signed work order	5	Project closeout not attached
Wrong billing contact	4	Invoice sent to former office manager
Pending internal approval	2	Credit request awaiting account manager
Pricing question raised by client	1	Hourly rate differs from quote

3. Prioritized action register (excerpt)

Invoice	Amount	Days late	Exception	Owner	Next action
INV-104 2	\$8,400	45	Missing PO reference	Account manager	Request PO from client contact; reissue
INV-105 7	\$5,250	32	No signed work order	Project lead	Attach signed WO from PSA
INV-106 1	\$3,900	21	Wrong billing contact	Billing admin	Confirm AP email; resend
INV-106 8	\$2,100	14	Credit approval pending	Ops manager	Approve or decline by Friday

4. Recommended follow-up workflow

- Weekly 20-minute AR review with a named owner per open exception.

- PO and service-report check before every invoice is sent.
- Follow-up templates at 3 days before due, 1, 14 and 30 days late.
- Billing contact confirmed at each new project start.

5. 30-day improvement plan

Week	Focus
1	Resolve the 7 PO-related exceptions; update invoice template with PO field
2	Attach missing service reports; agree closeout checklist with project leads
3	Clean billing contact list; confirm AP contacts for top 15 clients
4	Review register; decide what stays internal vs. ongoing support

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