WORKFLOW EVIDENCE PACK · FICTIONAL SAMPLE

Accounts-payable invoice intake and exception routing

A worked example showing how scope, assumptions, controls, acceptance tests and a fixed quote are documented before a build.

SCENARIO	PREPARED FOR
“Cedar Lane Distribution” — fictional company	**“Redwood Ledger Partners” — fictional firm**

This document uses no real client data. Names, systems, volumes, rates and process details are invented for demonstration. All baseline values and benefits are illustrative, not verified.

Decision summary

The fictional client receives PDF invoices through a shared mailbox, checks required fields manually, looks for duplicates, and re-keys approved records into an accounting system. The proposed Pilot would automate intake, extraction and validation while keeping final posting behind a human approval gate.

Decision	Sample conclusion	Evidence status
Proceed to fixed Pilot?	Yes, subject to validating API access and sample invoice quality.	Illustrative
Workflow boundary	Mailbox receipt through approved draft bill; payment execution excluded.	Illustrative
Core systems	Microsoft 365 mailbox + fictional cloud accounting platform.	Illustrative
Human approval	AP reviewer approves every draft before posting.	Required control
Fixed wholesale quote	CAD 5,000, less eligible CAD 950 Pack credit.	Approved commercial menu

Known before build

- Process owner: fictional AP manager.
- Acceptance owner: fictional controller.
- Source of truth: accounting platform vendor and invoice records.
- Sensitive fields: supplier identity, banking references, tax numbers and invoice details.
- Out of scope: payment release, bank instructions, supplier onboarding and accounting-policy decisions.

Current-state evidence

> **Evidence status:** The following values are illustrative assumptions for demonstrating the method. A real Pack would identify who supplied each value and attach or reference supporting samples.

Baseline input	Illustrative assumption	Method / formula
Annual invoice volume	1,200 invoices	100 per month × 12
Average manual handling	12 minutes per invoice	Illustrative observation
Exception rate	15%	Illustrative sample assumption
Loaded labour rate	CAD 52 / hour	Illustrative partner input
Current annual handling	240 hours	1,200 × 12 ÷ 60
Current annual labour value	CAD 12,480	240 × CAD 52

Illustrative future-state model

Modeled input	Illustrative assumption	Arithmetic result
Average handling after Pilot	5 minutes per invoice	100 annual hours
Annual capacity difference	240 current − 100 modeled	140 hours
Annual labour-value equivalent	140 × CAD 52	CAD 7,280

Interpretation: the arithmetic describes potential capacity released if the assumptions hold. It is not a promise of cash savings, headcount reduction, adoption or realized return. Actual results would be measured after launch against an agreed sample and time period.

Observed process map — fictional

1. Supplier invoice arrives in the shared mailbox.
2. AP reviewer opens the attachment and checks supplier, invoice number, date, amount, tax and purchase-order reference.
3. Reviewer searches the accounting system for a possible duplicate.
4. Reviewer assigns coding and requests missing information where needed.
5. Reviewer creates a draft bill and routes it for approval.
6. Authorized personnel release payment outside this workflow.

Proposed controlled workflow

1. Monitor only the authorized AP mailbox folder and accept PDF attachments from received messages.
2. Extract agreed fields into a structured record while retaining the source message and attachment reference.
3. Validate required fields, arithmetic and supplier match; flag low-confidence or missing values.
4. Check for likely duplicates using supplier, invoice number, date and amount.
5. Create a draft record only when required checks pass; otherwise route the item to an exception queue.
6. Require the AP reviewer to approve, correct or reject the draft. No payment instruction is created.
7. Write a timestamped activity record and provide a reconciliation view for processed, exception and rejected items.

Control map

Control	Design in this sample	Evidence at acceptance	Owner
Data boundary	Only authorized mailbox folder and stated invoice fields are processed.	Access list; field map; sample trace.	Client access owner
Human approval	Every draft requires AP reviewer approval before posting.	Test showing no unapproved post.	AP reviewer
Least access	Service account receives only required mailbox and draft-bill permissions.	Permission screenshot or export.	Client IT
Audit trail	Each item records source ID, status, reviewer action and timestamp.	Reconciliation export for test set.	TNA during Pilot
Exception safety	Missing, low-confidence or duplicate items route to review.	Exception test results.	Process owner
Rollback	Disable trigger and revoke service account; drafted test records removed per plan.	Rollback rehearsal note.	Client IT + TNA

> A real design would be adjusted to the selected vendors’ capabilities, retention settings and contractual terms. This sample does not assert that every vendor supports every control.

Acceptance tests

The Pilot is accepted when the agreed test set passes these deterministic checks in the documented environment. Test data must be authorized and free of live payment credentials.

ID	Test	Expected result	Evidence
AT-01	Valid invoice with all required fields	Draft record created with exact agreed field values; approval remains pending.	Source-to-draft comparison
AT-02	Missing purchase-order reference	No draft is posted; item enters exception queue with reason.	Queue record + activity log
AT-03	Likely duplicate invoice	Duplicate is blocked or held; original record is linked.	Duplicate test trace
AT-04	Low-confidence extraction	Item routes to human review; no autonomous posting.	Confidence value + queue state
AT-05	Reviewer correction and approval	Corrected values are retained and approval identity/time are logged.	Audit export
AT-06	Unauthorized mailbox folder	Workflow cannot read or process the item.	Permission test
AT-07	Service interruption and retry	Item is not duplicated; retry status is visible.	Retry trace + reconciliation
AT-08	Daily reconciliation	Processed + exception + rejected totals equal the authorized test-set total.	Reconciliation report

Acceptance procedure

1. Partner and process owner approve the final test set and expected results in writing.
2. True North Agentics runs the tests in staging and provides the evidence package.
3. Acceptance owner records pass, defect or change request for each test.
4. True North Agentics corrects reproducible in-scope defects and reruns affected tests.
5. Acceptance occurs when every required test passes or the parties sign a written exception.

> **Defect boundary:** A request that changes the expected result, adds a field, adds a system or expands the workflow boundary is a change request—not a defect.

Fixed quote structure — sample

Item	Detail
Offer	One-Workflow Pilot: accounts-payable invoice intake and exception routing.
Wholesale fee	CAD 5,000 plus applicable taxes.
Suggested retail	CAD 7,500 plus applicable taxes; partner sets the actual end-client price.
Pack credit	CAD 950 credited if the Pilot Order Form is signed within 30 days of Pack delivery.
Systems	Up to two core systems: authorized mailbox and accounting platform.
Approval gate	One human approval gate before draft posting.
Included	Configuration, staging, agreed tests, evidence package, operating runbook and 30-day defect warranty.
Communication	Asynchronous by default; one 20-minute exception call if written clarification is insufficient.
Estimated schedule	To be inserted after access and vendor capability are validated; no date is promised in this sample.
Payment terms	To be stated in the signed Order Form.

Assumptions

- Client provides authorized staging access, an access owner and a process owner.
- Selected systems provide a supported integration or approved automation path.
- Invoice examples represent the expected formats and languages.
- Partner consolidates end-client feedback and decisions.
- Source data quality is sufficient to execute the agreed tests.

Explicit exclusions

- Payment execution, bank instruction changes and supplier-master creation.
- Unattended approval, accounting-policy decisions and tax advice.
- Historical data cleanup, custom OCR model training or bulk migration.
- New systems, fields or workflows not named in the Order Form.
- Guaranteed savings, guaranteed accuracy outside the test set, or guaranteed compliance.

Optional post-launch service

Managed Reliability may be ordered separately at CAD 1,000 wholesale / CAD 1,500 suggested retail per month. The Order Form must define monitored components, response window, included maintenance and monthly limits.

> **End of sample:** This fictional sample demonstrates documentation structure only. It is not a proposal, statement of work, client result or representation that any named product supports the described design.