An equipment rental company waived $213,760 in rental fees after failing to invoice a customer for 11 straight months[3][17]

A 953% return if the fix stops one more miss like this, from one contractor working one night a month at $124 an hour with AI coding tools[25][31]. Year one costs $20,304, and the realistic case, billing from month one, still returns 89%[24][25].

EXHIBIT 1 One customer went unbilled for $213,760, and the four fixes cost $20,304 and return 953% if they stop one more[17][24][25]

953%
if the fix stops one more miss [25]

89%
in the realistic case [25]

$213,760
the one miss, 334 days [17]

Money in · year one, one contractor with AI tools [24][31]

$20,304 · contractor $16,864, Claude Code $2,400, staff $1,040 [24]

Money back · one more miss like this one stopped [17]



This miss is 0.19% of a year's revenue for a company with $110M of revenue and 18,700 units on rent across 5 regions[17]. Later years cost $14,304; the check also covers the SAP module, so it outlives the shrinking legacy book[24][20].

EXHIBIT 2 Five systems each held part of the picture, and $213,760 fell between them[19][30]

WHAT EACH SYSTEM SHOWED

Rental module report · Read legacy orders only in a one-off backfill; that run flagged the 32 units[1][5]

Legacy billing job log · Showed the 32 unit rows in every monthly run, with no invoice line[11]

Legacy invoice query · Kept units with no live order in the join on line 35, then dropped them on line 37[15][16]

Teams channel · Fleet operations confirmed the units back; billing operations put the unbilled rent at $213,760[14][2]

Approval workflow · Sales asked to waive back-billing for a new three-year, 140-unit agreement priced at list; finance approved[7][3][4]

WHERE THE GAP SAT

- Invoices key off the live order, so ended orders drop out[15][16]
- The exceptions report read legacy orders once, not every night[1][5]

No system compared units on rent with invoice lines across legacy billing and the SAP rental module[11][15][30].

ACTION · OWNER	Day 30 · Billing systems lead	Day 45 · Billing systems lead	Day 60 · Billing systems lead	Monthly · Billing systems lead
Four fixes. $20,304 in year one, then $14,304 a year. The CFO sponsors.	Fix 1: the legacy invoice query keeps units on ended orders and gives them days and amounts. 4 hours · $496 **Ends the silent drop**[22]	Fix 2: keep billing units on an ended order at the list rate until they come back. 12 hours · $1,488 **Keeps every unit on an invoice**[22]	Fixes 3 and 4 go live after a testing day: a nightly Snowflake check, and a nightly legacy feed to the report. 24 hours · $2,976 **Flags the next miss overnight**[22]	Run and extend the nightly check, one night a month, as the legacy book shrinks. 96 hours a year · $11,904 **Covers legacy and SAP orders**[22]

THE MATH

$124 an hour ($82.68 x 1.5) x (40 + 96) hours = $16,864, plus $2,400 of AI tools and $1,040 of staff time = $20,304 in year one. Stopping one more $213,760 miss nets $193,456, a 953% return; two cycles recovered, $38,400, return 89%[24][25][26].

Assumptions: a contractor at $124 an hour (the BLS OEWS May 2025 75th-percentile developer wage, $82.68, x 1.5) plus 16 staff hours at $65; Peng et al. 2023 halves only the 44 hours of new code to 22, not the 10 integration hours or the 8-hour testing day; Claude Code at $200 a month.

[1][5] Rental exceptions report, 9 March 2026 **[2][14]** Channel conversation, 9 March 2026 **[3][4]** Back-billing waiver BW-20419, 12 March 2026 **[7]** Back-billing waiver BW-20419, 10 March 2026 **[11]** Legacy billing job log, April 2025 to February 2026 cycles **[15][16]** Invoice query, lines 35 and 37 **[17][18][19][20][22][30][31]** Snowstone workbook **[24][25][26]** Snowstone workbook, ROI

This is real analysis Snowstone conducted on unstructured enterprise data. It has been ciphered and composited into one unnamed equipment rental company for distribution purposes. We encourage you to download and interact with this material as desired.