SECTION 7 · RENTAL BILLING

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

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[17] [24] [25].

Customer 3317's rental fee of $640 a day went unbilled from 3 April 2025, the day after its order ended with 32 units on rent[1] [5] [2]. That is $213,760 over 11 straight months, 0.19% of a year's revenue for a company of close to $110M and 18,700 units on rent in 5 regions[17] [14]. The exceptions report flagged it on Monday 9 March 2026, and back-billing was waived for a new three-year agreement[1] [7] [3]. The billing systems lead will ship four fixes, a 953% return if they stop one more miss[22] [24] [25].

EXHIBIT 7.1 Five teams each held part of the picture, and $213,760 fell between them[30]

FLEET OPERATIONS	BILLING OPERATIONS	BILLING SYSTEMS	SALES	FINANCE
Confirmed the units were back[14] [2]	Ran the legacy invoice job[11] [18]	Own the query and the exceptions report[16] [5]	Negotiated the new three-year agreement[7]	Approved the waiver in its workflow[3] [4]

No team checks units on rent in legacy billing against invoice lines, so the gap ran 11 straight months[30] [18].

Two billing systems, no bridge. New rentals live in the SAP rental module. Customer 3317's order was older, so it stayed in legacy billing and its monthly invoice job[5] [11] [19].

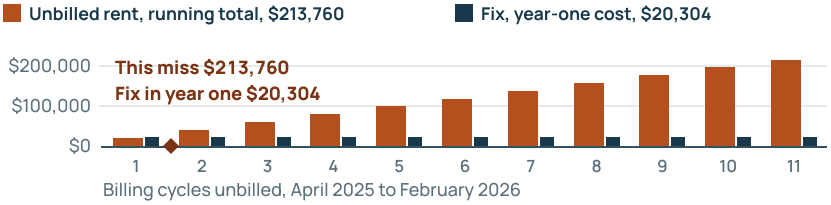
The job log hid the gap in its noise. Every run, invoice lines trail unit rows by 63 to 119 zero-rate, in-repair and same-day rows, so 32 more raised no flag[11] [18] [1].

The query drops ended orders. Line 35 of the invoice query keeps each unit with no live order, and line 37 drops it at the order-type filter, so they never reach an invoice[15] [16] [21].

The report saw legacy orders once. It reads the SAP module. Legacy orders went in once, as a one-off backfill during migration testing; that run flagged the units on Monday 9 March 2026, after their return, and the gap stays open[1] [5] [14].

The waiver kept the customer. Sales recommended waiving back-billing to protect a new three-year agreement for 140 units, priced at list, which partly offsets the waiver. Finance approved BW-20419, controller then regional director, and the workflow created task RC-118[7] [3] [4].

EXHIBIT 7.2 This miss cost $213,760, more than 10 times the fix in year one[17] [24]



Effort. 40 hours: 22 of new code, halved from 44 because developers finished 55.8% faster on new code with an AI pair programmer (Peng, Kalliamvakou, Cihon and Demirer 2023, arXiv:2302.06590), plus 10 hours of SAP and Salesforce work and an 8-hour testing day, not halved[31] [22].

EXHIBIT 7.3 One more miss stopped returns 953%[25]

40 + 96 hours at $124	$16,864[24]
+ Claude Code, $200 a month	$2,400[31]
+ Staff, 16 hours at $65	$1,040[24]
= Year-one cost	**$20,304**[24]
Cost, later years	$14,304[24] [31]
This miss, 334 days at $640	$213,760[23] [17]
Return, one more miss stopped	**953%**[25]
Realistic, $38,400 recovered	89%[25] [26]
Break-even, 9.5% of this miss	$20,304[25] [26]
Option B engineer, 124% covered	$171,980[32]

EXHIBIT 7.4 The billing systems lead ships four fixes in 40 hours by Day 60, with the CFO as sponsor[22]

DAY	FIX, OWNED BY THE BILLING SYSTEMS LEAD (DAY 0 = APPROVAL)	HOURS, COST AND RESULT	30 45 60
Day 30	Fix 1. The legacy invoice query, in T-SQL, keeps units on ended orders and gives them days and amounts[16] [22].	4 hours, $496[24] Ended orders priced[21]	
Day 45	Fix 2. Keep billing units on an ended order at the list rate until they come back[11] [22].	12 hours, $1,488[24] No unit left unbilled[22]	
Day 60	Go-live after one testing day. Fix 3 checks units on rent against invoice lines nightly in Snowflake, across legacy billing and the SAP module, so it outlives the migration. Fix 4 makes the exceptions report read legacy orders every night[18] [22].	10 + 6 + 8 hours, $2,976[24] Flags a gap in one night[22]	
Then	One night a month, the contractor runs and extends the nightly check to other rentals[22].	96 hours a year, $11,904[24] Builds the next checks[32]	

One contractor one night a month, with AI tools, costs $20,304 in year one and returns 953% if the fix stops one more miss like this[24] [25].
Sensitivity: at $175 an hour the year-one return is 685% (41% realistic); at 80 build hours, 746% (52%); with both, 524% (12%)[24] [25] [32].

EXHIBIT 7.5 Units on rent with no invoice line fall from 32 to 0 by Day 60[18]

MEASURE	NOW	TARGET	FIX
Units on rent with no invoice line, each month	**32** units, Customer 3317 for 11 months[18] [11]	**0**, from Day 60[22]	**Fix 3, the nightly check**[22]
Units on ended orders left out of the invoice run	**Every** unit on an ended order[16] [11] [20]	**0**, from Day 30[22]	**Fix 1, the query**[22]

Assumptions. Days run from the first unbilled day to the last day on rent, both counted, 334 in all. $124 an hour is the 75th-percentile US software developer wage, $82.68 (BLS OEWS May 2025, SOC 15-1252), times 1.5 for contractor rates; the 953% return assumes the fix stops one more miss the size of this one, and the realistic case assumes billing from month one recovers two 30-day cycles; option B is a full-time engineer at $171,980, the BLS annual 75th-percentile wage.

Sources. [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] Invoice query, line 35 · [16] Invoice query, line 37 · [17][18][19][20][21][22][23][24][25][26][30][31][32] Snowstone workbook

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.