

INVOICE-SCALE QUALIFICATION / PUBLIC RULEBOOK

ONE INVOICE.
70,000 OUTCOMES.
ONE RECONCILED POSITION.

A deterministic reconstruction of a synthetic Intercom Fin-like invoice against a versioned public-reference rulebook and buyer-side event evidence. Every published number below is reproduced by Recon Engine 1.1.0 from the included flat files.

70,000	13,000	4,000	\$3,960.00
billed outcomes	evidence findings	unique recoverable claims	recoverable now

CONTROL BOUNDARY

Findings are not claims. Reported workflow states do not decide money. Only matched buyer-side applied-credit evidence reduces Recoverable Now.

01 / MONEY POSITION

FROM VENDOR CLAIM TO DEFENSIBLE SETTLEMENT

POSITION	AMOUNT	CONTROL MEANING
Vendor billed	\$69,300.00	70,000 reported outcomes x \$0.99
Payable under approved rulebook	\$65,340.00	66,000 outcomes remain billable
Gross exposure	\$3,960.00	13,000 findings deduplicated to 4,000 economic claims
Credits issued	\$0.00	No vendor credit evidence supplied
Credits applied	\$0.00	No buyer-ledger application evidence supplied
Recoverable now	\$3,960.00	Gross exposure less applied credits
Vendor-favorable	\$0.00	No synthetic underbilling in this scenario

The arithmetic was checked against integer minor units: 6,930,000 billed cents, 6,534,000 payable cents and 396,000 recoverable cents. Currencies are isolated and never silently summed.

02 / CONTROL CHAIN

THE RULEBOOK COMES BEFORE THE MONEY

01	Contract authority	Public-reference profile intercom-fin-public-2026-07-30-r2. A signed customer order form would supersede it.
02	Vendor claim	Each invoice line links to one outcome ID, conversation ID, invoice ID and \$0.99 claimed amount.
03	Buyer evidence	Customer events prove explicit human requests, confirmation absence and reopen activity without production credentials.
04	Deterministic rules	The human-request exception is asserted only where collect_information_active=false. No LLM decides money.
05	Claim Graph	Overlapping findings collapse to one economic claim per affected charge.
06	Settlement lifecycle	The scenario remains evidenced and recoverable because no issued or applied credit exists.

Authority hash

81349ac2ac509cfae327c7dc53c2300f136b6dd69f7d28600473fe211b34e229

03 / FINDING INVENTORY

13,000 SIGNALS. 4,000 ECONOMIC CLAIMS.

CLASS	RULE	COUNT	FINANCIAL EFFECT
reconciliation	no_explicit_customer_confirmation	4,000	Review evidence only
reconciliation	reopened_after_claimed_outcome	1,000	Review evidence only
vendor_policy	contract_overcharge	4,000	Rule-local; Claim Graph deduplicates
vendor_policy	explicit_human_request_before_outcome	4,000	Rule-local; Claim Graph deduplicates

Why the counts differ

Each of the 4,000 affected charges has an explicit human-request finding, a no-confirmation reconciliation finding and a deterministic contract-overcharge finding. The first 1,000 also have a reopen finding. Adding those descriptions would overstate money. The Claim Graph therefore reports exactly 4,000 claims x \$0.99 = \$3,960.00.

04 / REPRODUCIBILITY

SOURCE TO OUTPUT, HASHED

ARTIFACT	ROWS / ROLE	SHA-256
events.csv	events	20432d78252d4837b425460a7f33655821b9daad33d09718ca1920c27dd8262a
outcomes.csv	outcomes	9784d0de64e971d1ddbеее1c0ed7368596d2865a9a622e3d52f93fe382803ad0
summary.json	engine output	9799829a21b3aee706817c197a082d81124c3e943709c002716e787b44b7662f
claim_ledger.csv	engine output	df6f830e9fcb57dc58ae3c83ce1ab965114ebefd988895964da2e401cca32b1d
evidence_findings.csv	engine output	92e07080d0b0f2ac188c4f4077162b7165af875139505e672ad978dd642399b3
settlement_statement.html	engine output	c2be448c1699e18ac12ff4edfa467d4d5a332b43c82fd49e0b8c4f0182be1e31
run_manifest.json	engine output	f2b2a3034ca1fa915f7ed029ec2e626e299d0bbc9e7f904568b1017a5c1cb28a

Run environment

Python 3.12.13 | SQLite 3.53.1 | Complete run 6.816 seconds in the recorded environment. Timing is not a universal hardware guarantee.

05 / LIMITS

WHAT THIS PACK PROVES, AND WHAT IT DOES NOT

PROVES

The packaged engine can ingest this invoice-scale flat-file scenario, execute the named policy, reproduce the stated arithmetic, deduplicate findings and export source-linked ledgers.

DOES NOT PROVE

That a real customer was overcharged, that Intercom accepted a claim, that a credit was issued or applied, or that every signed customer agreement uses the public reference terms.

BEFORE A REAL CLAIM

Obtain the signed order form/rate card, the corresponding invoice, outcome export, buyer-side events, finality window and later buyer-ledger credit evidence.

COMMERCIAL RULE

Success fees must be calculated only on net economic benefit actually applied, never on flags, gross exposure, ownership-unresolved collision or promised credits.

PUBLIC REFERENCE

Intercom Fin outcomes: <https://www.intercom.com/help/en/articles/8205718-fin-ai-agent-outcomes>

OutcomeRecon: <https://outcomerecon.com>