Where revenue leaks before it reaches the bank

Every business that invoices, collects and renews loses a little revenue between the work done and the cash in the bank. It is rarely one big number, it is many small gaps: a payment that failed, an invoice raised short, a charge that quietly stopped. Across a full year they add up.

WHERE IT LEAKS

Failed payments and Direct Debits

Collections that fail at the bank and are never re-presented or chased, so an invoice that was correct is simply never paid.

A recurring charge that quietly stopped

A regular subscription or service line drops off the billing run after a change or migration, and nobody notices the charge has ceased.

Short payments left unchased

Customers pay slightly under the invoiced amount, and the small shortfall is written off in practice rather than recovered.

Under-billing against the run-rate

Work delivered but invoiced below the contract or the recurring pattern, so revenue falls short of what the finance data implies is due.

Duplicate charges and credit-note errors

The same item billed twice, or a credit note issued and never applied, or applied twice, quietly distorting the balance.

Rounding and FX slips

Small rounding differences and foreign-exchange slips on cross-border invoices, immaterial one by one but adding up across a large ledger.

THE SCALE

It is commonly estimated that around 1% to 3% of revenue leaks before it is collected. Payment failure is a real part of it: GoCardless has observed that roughly 2.9% of Direct Debit payments fail, across about 55,000 businesses. As an illustration only, on a business turning over £20m, 1% to 3% is roughly £200k to £600k a year.

HOW IT IS FOUND

It is found by reading your own finance data read-only, from the systems you already use, with no change to any of them, and it often surfaces within days.

COMMON QUESTIONS

Does this only work for certain industries?

No. It works from the money itself, invoices, payments, credit notes and bank and ledger records, so any business that bills and collects can be checked. The signal is the finance data showing revenue below the run-rate, which is universal.

How is this different from our monthly finance review?

A monthly review checks that the books balance, not whether every job that was done was actually billed and collected. Leakage detection compares invoices against the run-rate, the recurring pattern and the payment record to flag the charges that quietly went missing.

Do you need access to our operational systems?

No. It reads finance data only, on a read-only basis, so nothing in your live billing or operations changes. Most businesses see an initial view within days of connecting their finance data.

If it helps, you can get your own leakage number for free and simply see what, if anything, is slipping through.

Get your free number