ⓘ This is a **worked example**, not a client report. Barrowfield Interiors Ltd is an invented company and every figure in it is illustrative. It shows the exact format and depth of a real £900 Systems Audit.

Systems Audit
Barrowfield Interiors Ltd (WORKED EXAMPLE)

Five systems reviewed · 12 months of records · 18 August 2026

CLIENT

Barrowfield Interiors Ltd

PREPARED FOR

H. Barrowfield, Director

REFERENCE

TI-SA-2608-BAR

01 What this audit set out to answer

Agreed with the director before any access was granted. Every finding in this report is traceable to one of these five questions.

Q1 Which systems hold a number that somebody in this business relies on, and which of them is authoritative when two disagree?

Q2 Where do the same customers, orders or prices exist in more than one place, and do those copies agree?

Q3 What is currently being moved between systems by a person, how long does that take, and what does it cost when it goes wrong?

Q4 What could be connected directly, in what order, and what would each connection remove?

Q5 Is anything here a reason NOT to build, and would this business be better served by doing nothing?

02 Summary

Barrowfield sells through a Shopify store, invoices in Xero, keeps enquiries in a CRM, prices stock on a Google Sheet and sends every quote from Outlook. Each of those five is doing its job. None of them can see any of the others.

That is not unusual and it is not anybody's fault. It becomes a problem when the same customer, order or price exists in three places and the three do not agree, because at that point every number you rely on depends on which system you happened to open.

The headline: £14,280 of paid orders never became invoices, 68 of 412 customers exist under more than one identity, and roughly 156 hours a year is spent moving records between systems by hand. None of that is visible from inside any single system, which is why it has persisted.

03 How this was done

Access	Read-only API credentials for Shopify, Xero and the CRM, issued by the client and revoked on completion. Read-only file access to the stock sheet. No write permission was requested or granted at any point.
Period examined	1 August 2025 to 31 July 2026, twelve complete months.
Volume	1,884 Shopify orders, 1,853 Xero invoices, 412 customer records across three systems, 96 rows of the rates sheet, 218 quote emails sampled from Outlook.
Matching method	Orders matched to invoices on order reference first, then on value and date within a seven-day window where no reference existed. Customers matched on email domain, then on normalised trading name, then reviewed by hand.
Verified by hand	Every finding below was opened in the source system and confirmed individually. No finding in this report rests on a matching rule alone.
Not examined	Bank statements, payroll, and anything held only on a personal device or in a private inbox. See section 12.

04 What you are running

Every system holding a number somebody relies on, what it is authoritative for, and who keeps it right.

SYSTEM	HOLDS	AUTHORITATIVE FOR	UPDATED BY	TALKS TO
Shopify	Orders, customers, stock counts	What was actually sold	Automatic	Nothing
Xero	Invoices, payments, customers	What has actually been billed	By hand, weekly	Bank feed only
CRM	Enquiries, contacts, notes	Who has been in touch	By hand, when remembered	Nothing
Stock sheet	Stock levels, supplier prices	What things cost you	By hand, Mondays	Nothing
Outlook	Quotes, all correspondence	What was offered, and when	By hand	Nothing

> Four of the five are kept current by a person remembering to do it, and none of the five can read another. Every figure that needs two of them has to be assembled by hand, which is where both the time and the errors below come from.

No system is named as authoritative for a customer record. That is the single structural cause underneath most of what follows: when Shopify, Xero and the CRM disagree about who a customer is, there is no rule for which one wins, so each person resolves it their own way and both of them are being reasonable.

05 What it is costing

Three separate figures, kept separate on purpose. They answer three different questions and they are never added together.

Measured in the records

£14,280

Paid orders with no matching invoice. Listed line by line in the register, checkable against both systems.

Time spent joining them up

156 hrs a year

About £4,370 at a loaded cost of £28 an hour. Based on the hours you reported and the volumes measured.

What one failure would cost

£9,000

If the stock sheet is wrong for one month during a sale, priced as an illustration. It has not happened.

06 The three findings that matter

Set out the way an auditor is expected to: what was found, what it should have been, why it happened, what it costs, and what to do. The remaining five appear in the register overleaf.

1 Thirty-one paid orders never became invoices

Shopify → Xero · 12 months to 31 July 2026

CONDITION	31 Shopify orders marked paid have no corresponding Xero invoice. Total value **£14,280**.
CRITERIA	Every order taken should produce one invoice. The two systems should reconcile to the same revenue figure for the same period.
CAUSE	Orders are copied into Xero by hand in a weekly batch. Anything missed in a batch is missed permanently, because nothing checks afterwards.
EFFECT	Revenue is understated in the accounts by £14,280. VAT on those sales has not been accounted for. The error compounds annually and surfaces at year end rather than now.
RECOMMENDATION	Connect Shopify to Xero so an order raises its own invoice, and run a monthly reconciliation that reports anything unmatched rather than assuming a clean run.

06 Findings, continued

2 Sixty-eight customers exist under more than one identity

Shopify ↔ Xero ↔ CRM · 412 customer records

CONDITION	68 of 412 customers appear more than once across the three systems, usually as a trading name in one and a legal entity name in another.
CRITERIA	One customer should have one identity, and revenue per customer should be answerable from any system.
CAUSE	No system is named as authoritative for a customer record, and no matching key exists between them. Each was populated separately, by different people, at different times.
EFFECT	Revenue per customer is wrong for those 68. The top-ten customer list you work from is missing **two** businesses that belong in it. Any decision taken on customer value is being taken on incomplete figures.
RECOMMENDATION	Establish one authoritative customer list with a shared key, then reconcile the other two against it and keep them matched.

3 Nothing records what happens to a quote

Outlook · 218 quote emails sampled

CONDITION	Quotes are written and sent from Outlook and appear in no other system. There is no record of which converted.
CRITERIA	A business that quotes should be able to state how many quotes it issued and what proportion became orders.
CAUSE	Quoting was never brought into the CRM, and the CRM is updated only when somebody remembers after a call.
EFFECT	Conversion rate cannot be established at all. You estimated **60%**; nothing in the five systems can confirm or deny it, which makes it the least reliable number the business plans with.
RECOMMENDATION	Log quotes from Outlook into the CRM automatically and record the outcome, so a conversion rate exists from the date it is switched on.

07 Mismatch register

Every finding, referenced to the systems it sits between so you can check it yourself. Ordered by severity, not by the order they were found.

#	BETWEEN	FINDING	IMPACT	BASIS	SEVERITY
1	Shopify → Xero	31 paid orders have no matching invoice	£14,280 unbilled; VAT unaccounted; accounts understate revenue	Measured	Critical
2	Shopify ↔ Xero ↔ CRM	68 of 412 customers exist under more than one identity	Revenue per customer wrong; top-ten list missing two businesses	Measured	Critical
3	Stock sheet	Rebuilt by hand each Monday from a Shopify export	78 hrs/yr, and one-person dependency	Observed	Critical
4	Outlook	Quotes exist only as sent email; nothing records the outcome	Conversion rate cannot be established at all	Observed	High
5	Xero	Orders copied in weekly, in a batch, from memory	Anything missed in the batch is missed permanently	Observed	High
6	Stock sheet	Supplier prices updated ad hoc, with no dated history	Margin on any past job cannot be recalculated	Scenario	High
7	CRM	Updated only when somebody remembers after a call	Enquiry volume understated; no reliable pipeline figure	Observed	Medium
8	All five	No system is named as authoritative for a customer record	Two people can be right and disagree	Scenario	Medium

Total of errors found in the records **£14,280**

Severity. Critical: a wrong number is reaching a decision or a return today. High: likely to produce one, or the business stops if one person is away. Medium: costs time and will eventually cost accuracy.

Basis. Measured means records were compared and the difference computed. Observed means a figure derived from hours you reported, priced at loaded cost. Scenario means the cost of one named failure, written as an illustration and never added to the total.

08 What could connect, and what each one buys you

Named pairs, ordered by what they remove per pound spent rather than by what is interesting to build. Every price is fixed and agreed before any work starts.

#	CONNECTION	WHY IT MATTERS	WHAT IT SAVES YOU DOING	FEE
1	**Shopify → Xero** Each paid order raises its own invoice, with a monthly reconciliation report	Closes the £14,280 gap and stops it reopening. Puts VAT back on the right footing before year end.	The weekly copying batch, about 45 minutes a week, and the year-end scramble to find what was missed.	**£750**
2	**One customer list** A single authoritative record, matched across all three systems and kept matched	Revenue per customer becomes true for the first time. The top-ten list becomes correct, and stays correct.	Re-checking who a customer is every time two systems disagree, and every decision taken on a wrong customer figure.	**£750**
3	**Shopify → stock sheet** Stock levels written back nightly from actual sales	Removes the only workbook nobody else in the business can produce, and the risk that goes with that.	78 hours a year of Monday rebuilding, and the one-person dependency underneath it.	**£750**
4	**Outlook → CRM** Quotes logged automatically, with their outcome recorded	Makes a conversion rate exist. You currently plan against a number that cannot be checked.	Reconstructing what was quoted from a mailbox, and guessing at a figure you rely on.	**£750**
–	**All four, plus a dashboard** Everything above, joined, with the questions answered every morning	The point at which you stop assembling figures by hand entirely and start reading them.	All of the above, plus the weekly assembly of anything that needs two systems at once.	**£1,500**

Recommended first step: item 1. It carries the whole measured exposure, it is the fastest to do, and it pays for itself before anything else is decided.

You may also reasonably do none of this. Items 1 and 3 are within reach of anyone comfortable with the Shopify and Xero apps, and this report names exactly which records do not match. If that is the outcome, the audit has still done its job.

> £300 of the £900 audit fee comes off a dashboard build commissioned within 60 days of the date on this report, bringing that build to £1,200. It is credited once, against one commission. If you already know you want the dashboard, buy the dashboard: this audit is for deciding, not a deposit.

09 Action plan

Every recommendation with an owner and a date, including the ones that are yours rather than mine. An audit that does not say who does what by when is a description, not a plan.

#	ACTION	OWNER	BY	DEPENDS ON	PRIORITY
1	Decide which system is authoritative for a customer record. This is a decision, not a build, and nothing else can be matched until it is made.	You	**Within 2 weeks**	Nothing	**Do first**
2	Reconcile the 31 unbilled orders and raise the missing invoices for the current tax year.	Your bookkeeper	**Before year end**	Register, item 1	**Critical**
3	Confirm with your accountant whether the VAT on those 31 orders needs a correction or falls inside the current return.	You & accountant	**Within 4 weeks**	Action 2	**Critical**
4	Build the Shopify to Xero connection with monthly reconciliation reporting.	Thompson Intelligence	**3 working days from go-ahead**	Action 1	**High**
5	Merge the 68 duplicate customer identities and establish the shared key.	Thompson Intelligence	**2 working days**	Action 1	**High**
6	Drive the stock sheet from the Shopify export and retire the Monday rebuild.	Thompson Intelligence	**2 working days**	Nothing	**High**
7	Start dating supplier price changes, even in the existing sheet, so past margin can be recalculated.	Whoever updates rates	**Immediately**	Nothing	**Medium**
8	Log quotes into the CRM and record outcomes, so a conversion rate begins to exist.	Thompson Intelligence	**2 working days**	Action 1	**Medium**

Actions 1, 3 and 7 cost nothing and are not mine to do. Action 1 in particular is the one that unlocks the rest: until somebody decides which system wins, no matching rule can be written that will survive a disagreement.

If every build item above were commissioned together, the total is £3,000 against a measured exposure of £14,280 and 156 hours a year. That is the arithmetic; the decision is yours, and the answer may reasonably be to do two of them and stop.

10 Opinion

OVERALL CONCLUSION

Barrowfield's systems are individually sound and collectively unreliable. No single platform here is the wrong choice and none of them needs replacing. The problem is entirely in the gaps between them, which is a cheaper problem to have than the one most businesses in this position assume they have.

The accounts currently understate revenue by a measurable £14,280 and the customer list cannot be trusted for any decision about customer value. Both are fixable inside a fortnight and neither requires anyone to change the way they work.

My recommendation is to do items 1 to 3 and then stop and look again. That is £2,250 of the £3,000, it removes the entire measured exposure and the one-person dependency, and it will tell you far more about whether the dashboard is worth having than another audit would.

Against the five questions this audit set out to answer: Q1 and Q2 are answered in full and evidenced in the register. Q3 is answered from a combination of measurement and your own reported hours, and is labelled accordingly. Q4 is answered in section 08. On Q5, I do not think doing nothing is the right call here, because the £14,280 is a measured error in your filed position rather than an efficiency argument, but the dashboard genuinely can wait.

11 Evidence

What each finding rests on, so any of it can be re-checked without asking me.

Finding 1	Export of 1,884 Shopify orders and 1,853 Xero invoices for the period, matched on reference then on value and date. The 31 unmatched orders are listed by order number in the appendix supplied with this report.
Finding 2	412 customer records exported from all three systems and matched on email domain, then normalised trading name, then reviewed individually. All 68 duplicates are listed with their system of origin.
Finding 3	218 quote emails sampled from Outlook across the period, cross-checked against CRM records and Shopify orders for an outcome.
Time figures	Hours as reported by you on 14 August 2026, multiplied by observed frequency. Priced at £28 per hour loaded cost, which you supplied.

12 Scope and limitations

This audit covers the five systems named in section 04, as accessed on 14 August 2026 with read-only credentials supplied by the client and revoked on completion. Systems not provided are outside its scope, including anything held only on a personal device or in a private inbox.

Findings are based on the records held in those systems as presented. Figures have not been independently verified against your bank, your filed accounts, or any third party. Where two systems disagree, this report says so; it does not decide which is right, and section 04 explains why that decision is yours rather than mine.

Every financial figure says where it came from, and those labels are not decorative. **Measured** means records were compared and the difference computed, and you can check it yourself. **Observed** means a figure derived from hours you reported, priced at loaded cost; it is only as good as that estimate. **Scenario** means the cost of one named failure, written as an illustration of exposure. It has not happened, it is not forecast to happen, and it is never added to the measured total.

Connection fees assume the systems keep their current plans and API access. Where a platform would need an upgrade to allow a connection, that is stated in the register rather than absorbed silently into a quote. No fee in this report is conditional on you commissioning any of the work.

This document is prepared for the named client and describes those systems as at the date above. **It is not an audit in the statutory sense, it is not financial advice, and it does not constitute a certification of your accounts.** Where it touches on VAT or filed positions, it identifies a question for your accountant rather than answering it.

Retention: the exports taken for this audit are deleted 90 days from the date of this report unless you ask me to keep them for the duration of a build.

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A real Systems Audit of this kind is £900, fixed. £300 of it comes off a dashboard build within 60 days.