

Memo to Marcus

Recommendation: software and subscription savings

To: Marcus (COO) **From:** Operations **Date:** Tue 20 Oct 2026, by 12:00 PM ET

Bottom line: \$18,601 a year in recurring savings (target \$12,000), plus \$2,707 in one-off refunds from 3 billing errors. Excluding the billing-error fixes, operational cuts alone are \$14,173/yr.

Nothing on the peak-season freeze list changes, no annual plan is cut before its renewal date, and I've kept Microsoft 365 as is because the 20 temps start 1 Nov.

#	Top 5 actions for approval	Owner	Do by	Annual saving	One-off
1	Dispute 3 billing errors (Notion, LinkedIn, Hootsuite) and stop the wrong monthly charges. I draft, Tom sends.	Tom	23 Oct	\$4,428	\$2,707
2	Turn off Dropbox auto-renew (files moved to SharePoint in June). First check the 5 active users have nothing left to move.	Marcus	20 Nov	\$3,600	-
3	Turn off Zoom (by 22 Oct) and Monday.com (by 5 Nov) auto-renew. Move 2 users to Teams and 1 user to Asana.	Marketing / Sales leads	22 Oct / 5 Nov	\$3,359	-
4	Retire Google Workspace (12 seats, 3 active) once the 3 users' mail and files are in Microsoft 365.	Marketing lead + Marcus	13 Nov	\$2,016	-
5	Remove unused seats now: Loom 11, Canva 4, Grammarly 4, Slack 3, Asana 2. Cut Adobe from 4 to 2 seats at its 12 Dec renewal.	Tool owners	23 Oct / 2 Dec	\$5,199	-
	Total (ties to Savings summary)			\$18,601	\$2,707

Check: ties to line items ✓

Billing errors to dispute (refund requests)

- Notion Plus: cancelled 30 Jun (vendor email), still charged \$120/mo Jul–Sep. Refund \$360.
- LinkedIn Sales Navigator: charged \$3,200 in Aug on a \$1,600 annual plan. Refund \$1,600.
- Hootsuite: \$2,388 prepaid in Jan yet also charged \$249/mo Jul–Sep. Refund \$747; Tom to check Jan–Jun too.

What I'm not cutting, and why

- Shopify, Klaviyo, Gorgias, ShipStation, HubSpot: on the peak-season freeze to 15 Jan. Klaviyo's Sep rise (\$720 to \$945) fits its list-size billing; I'll verify the tier rather than dispute it.
- Microsoft 365: company standard. Temps use a shared warehouse account; I'll review the 6 inactive seats before the 1 Jan renewal.
- Slack: 27 of 30 seats in use. Moving chat to Teams mid-peak is too risky; I suggest reviewing after 15 Jan (up to \$2,835/yr more).
- Fully used or account-based tools (DocuSign, QuickBooks, Gusto, Calendly, Zapier, Expensify, LinkedIn): no saving found. Janelle to confirm Gusto's billed headcount is 85.

Decision needed: approve actions 1–5 by 21 Oct. Zoom's auto-renew notice is the first deadline (22 Oct). Detail: Analysis, Savings summary and Renewal calendar tabs.

Savings summary

Savings summary - recurring savings and one-off recoveries kept separate

#	Tool	Classification	Action	Calculation	Annual saving (\$)	Effective from	Owner
1	Google Workspace	Duplicate tool	Migrate the 3 active users' mail and Drive files to M365, then cancel all 12 seats (monthly plan).	$\$168.00/\text{mo (Sep)} \times 12$	\$2,016.00	After migration (Nov)	Marketing lead + Marcus
2	Zoom Pro	Renewal risk	Turn off auto-renew before 1 Nov; move the 2 users and any recurring meeting links to Teams.	$\$159.90/\text{mo (Sep)} \times 12$	\$1,918.80	1 Nov renewal	Marketing lead
3	Slack Pro	Unused seats	Remove 3 unused seats at next monthly bill. Review moving to Teams after 15 Jan (not counted in savings).	$3 \text{ seats} \times \$8.75 \times 12$	\$315.00	Next monthly bill	Marcus
4	Asana Premium	Unused seats	Remove 2 unused seats; keep 1 spare for the Monday.com user moving across.	$2 \text{ seats} \times \$10.99 \times 12$	\$263.76	Next monthly bill	Marcus
5	Monday.com Standard	Renewal risk	Turn off auto-renew before 15 Nov; export the active user's boards to Asana.	$\$120.00/\text{mo (Sep)} \times 12$	\$1,440.00	15 Nov renewal	Sales lead
6	Canva Teams	Unused seats	Remove 4 unused seats at next monthly bill.	$4 \text{ seats} \times \$10.00 \times 12$	\$480.00	Next monthly bill	Marketing lead
7	Adobe Creative Cloud	Renewal risk	Remove the leaver's access now. At the 12 Dec renewal reduce from 4 to 2 seats (annual plan can't be cut mid-term).	$2 \text{ seats} \times \$59.99 \times 12$	\$1,439.76	12 Dec renewal	Marketing lead
8	Loom Business	Unused seats	Remove 11 unused seats at next monthly bill; keep 4 for current users.	$11 \text{ seats} \times \$15.00 \times 12$	\$1,980.00	Next monthly bill	Marketing lead
9	Dropbox Business	Renewal risk	Confirm with the 5 active users that nothing is left un-migrated, then turn off auto-renew before 30 Nov.	$\$300.00/\text{mo (Sep)} \times 12$	\$3,600.00	30 Nov renewal	Marcus
10	Grammarly Business	Unused seats	Remove 4 unused seats at next monthly bill.	$4 \text{ seats} \times \$15.00 \times 12$	\$720.00	Next monthly bill	Marketing lead
11	Notion Plus	Billing error	Tom to dispute and request a refund of \$360; confirm no further charges.	$\$120.00/\text{mo (Sep)} \times 12$	\$1,440.00	Once stopped	Tom
12	Hootsuite	Billing error	Tom to dispute the \$747 and stop the monthly charge; check Jan–Jun statements for more. Plan renews 15 Jan 2027.	$\$249.00/\text{mo (Sep)} \times 12$	\$2,988.00	Once stopped	Tom
	Total recurring annual savings				\$18,601.32		

Reconciliation

Method 1: sum of recommendations above	\$18,601.32
Method 2: sum of Analysis annual-saving column	\$18,601.32
Method 3: by classification – Billing error	\$4,428.00
Method 3: by classification – Unused seats	\$3,758.76
Method 3: by classification – Duplicate tool	\$2,016.00
Method 3: by classification – Renewal risk	\$8,398.56
Method 3 total	\$18,601.32
Check (all three methods agree)	OK – ties
Target (\$/yr)	\$12,000.00
Headroom vs target	\$6,601.32
Recurring savings excluding billing-error stops	\$14,173.32
Freeze-list tools cut (must be 0)	-

One-off recoveries (refunds to dispute – not included in recurring savings)

#	Tool	Classification	Evidence	Calculation	Recovery (\$)	Send by	Owner
1	Notion Plus	Billing error	Vendor confirmed cancellation by email on 30 Jun, but \$120 was charged in Jul, Aug and Sep. 0 active users.	Jul+Aug+Sep charges after 30 Jun cancellation	\$360.00	23-Oct-2026	Tom
2	LinkedIn Sales Navigator	Billing error	Annual 2-seat plan is \$1,600, but \$3,200 was charged in Aug: a \$1,600 overcharge (likely a double charge).	Aug charge – \$1,600 contract (Inputs!B12)	\$1,600.00	23-Oct-2026	Tom
3	Hootsuite	Billing error	Contract is \$2,388 prepaid in Jan 2026, yet \$249/mo was also charged Jul–Sep (\$747).	Jul+Aug+Sep monthly charges on prepaid plan	\$747.00	23-Oct-2026	Tom
	Total one-off recoveries				\$2,707.00		
	Check vs Analysis one-off total				OK – ties		

Not cutting, and why

- Shopify, Klaviyo, Gorgias, ShipStation, HubSpot – peak-season freeze to 15 Jan 2027 (Klaviyo Sep rise is a list-size tier change to verify, not an error).

- Microsoft 365 – company standard; temps use a shared warehouse account from 1 Nov; 6 inactive seats reviewed at 1 Jan renewal.
- Slack (beyond 3 unused seats) – 27 active users; moving chat to Teams mid-peak is a risk. Revisit after 15 Jan (up to \$2,835/yr more, not counted).
- LinkedIn Sales Navigator plan – 2 of 2 seats used; only the \$1,600 overcharge is disputed.
- Hootsuite plan – prepaid to 15 Jan 2027; only the extra monthly charges are disputed. Decide on renewal by early Jan.
- DocuSign, QuickBooks, Gusto, Calendly, Zapier, Expensify – fully used or account-based; no saving found.

Analysis

Analysis - one row per tool (Q3 2026 export; usage = logins in 30 days to 9 Oct 2026)

Spend and usage

Tool	Category	Owner	Billing	Jul (\$)	Aug (\$)	Sep (\$)	Q3 spend (\$)	Monthly run-rate (\$ [Q3/3])	Seats paid	Active users (30d)	Price per seat (\$, Sep)	Cost per active user (\$/mo)	Unused seats
Microsoft 365 Business Standard	Productivity	Marcus	Monthly	1,062.50	1,062.50	1,062.50	3,187.50	1,062.50	85	79	12.50	13.45	6
Google Workspace	Productivity	Marketing	Monthly	168.00	168.00	168.00	504.00	168.00	12	3	14.00	56.00	9
Zoom Pro	Meetings	Marketing	Annual auto-renew billed monthly	159.90	159.90	159.90	479.70	159.90	10	2	15.99	79.95	8
Slack Pro	Chat	Marcus	Monthly	262.50	262.50	262.50	787.50	262.50	30	27	8.75	9.72	3
Asana Premium	Projects	Marcus	Monthly	274.75	274.75	274.75	824.25	274.75	25	22	10.99	12.49	3
Monday.com Standard	Projects	Sales	Annual auto-renew billed monthly	120.00	120.00	120.00	360.00	120.00	10	1	12.00	120.00	9
HubSpot Sales Pro	CRM	Priya	Monthly	500.00	500.00	500.00	1,500.00	500.00	5	5	100.00	100.00	-
Shopify Plus	E-commerce	Marketing	Monthly	2,300.00	2,300.00	2,300.00	6,900.00	2,300.00				n/a	
Klaviyo	Email marketing	Marketing	Monthly	720.00	720.00	945.00	2,385.00	795.00				n/a	
Canva Teams	Design	Marketing	Monthly	100.00	100.00	100.00	300.00	100.00	10	6	10.00	16.67	4
Adobe Creative Cloud	Design	Marketing	Annual billed monthly	239.96	239.96	239.96	719.88	239.96	4	2	59.99	119.98	2
DocuSign Standard	Legal	Tom	Monthly	120.00	120.00	120.00	360.00	120.00	3	3	40.00	40.00	-
QuickBooks Online Advanced	Finance	Tom	Monthly	235.00	235.00	235.00	705.00	235.00				n/a	
Gusto	Payroll	Janelle	Monthly	596.00	596.00	596.00	1,788.00	596.00				n/a	
Calendly Teams	Scheduling	Sales	Monthly	128.00	128.00	128.00	384.00	128.00	8	8	16.00	16.00	-
Loom Business	Video	Marketing	Monthly	225.00	225.00	225.00	675.00	225.00	15	4	15.00	56.25	11
Dropbox Business	Storage	Marcus	Annual auto-renew billed monthly	300.00	300.00	300.00	900.00	300.00	20	5	15.00	60.00	15
ShipStation	Shipping	Luis	Monthly	229.00	229.00	229.00	687.00	229.00	5	5	45.80	45.80	-
Gorgias	Customer service	Marketing	Monthly	300.00	300.00	300.00	900.00	300.00	6	6	50.00	50.00	-
Grammarly Business	Writing	Marketing	Monthly	225.00	225.00	225.00	675.00	225.00	15	11	15.00	20.45	4

Tool	Category	Owner	Billing	Jul (\$)	Aug (\$)	Sep (\$)	Q3 spend (\$)	Monthly run-rate (\$ [Q3/3])	Seats paid	Active users (30d)	Price per seat (\$, Sep)	Cost per active user (\$/mo)	Unused seats
Zapier Team	Automation	Marcus	Monthly	103.50	103.50	103.50	310.50	103.50				n/a	
Notion Plus	Docs	Sales	Monthly	120.00	120.00	120.00	360.00	120.00	10	0	12.00	n/a	10
LinkedIn Sales Navigator	Sales	Priya	Annual	-	3,200.00	-	3,200.00	1,066.67	2	2	66.67	66.67	-
Hootsuite	Social media	Marketing	Annual prepaid	249.00	249.00	249.00	747.00	249.00				n/a	
Expensify	Expenses	Tom	Monthly	150.00	150.00	150.00	450.00	150.00	30	30	5.00	5.00	-
Total				8,888.11	12,088.11	9,113.11	30,089.33	10,029.78					

Classification, finding and action

Tool	Renewal date	Freeze list?	Duplicates a standard?	Classification	Finding / evidence	Recommended action	Action owner	Action date
Microsoft 365 Business Standard	01-Jan-2027	No	Is standard	Keep	85 seats = 85 permanent staff; 6 no login in 30d. 20 temps start 1 Nov and use a shared warehouse M365 account.	No cut now. At 1 Jan renewal review the 6 inactive seats after confirming the shared warehouse seat and any staff on leave.	Marcus	22-Dec-2026
Google Workspace	Monthly	No	Yes – M365 (mail, Drive)	Duplicate tool	Legacy marketing accounts; 3 of 12 seats active. Duplicates Outlook/OneDrive/SharePoint.	Migrate the 3 active users' mail and Drive files to M365, then cancel all 12 seats (monthly plan).	Marketing lead + Marcus	13-Nov-2026
Zoom Pro	01-Nov-2026	No	Yes – Teams	Renewal risk	Annual auto-renew on 1 Nov 2026; 2 of 10 seats active; Teams is company standard.	Turn off auto-renew before 1 Nov; move the 2 users and any recurring meeting links to Teams.	Marketing lead	22-Oct-2026
Slack Pro	Monthly	No	Yes – Teams (chat)	Unused seats	27 of 30 seats active. Duplicates Teams but is heavily used; switching chat during peak season is a risk.	Remove 3 unused seats at next monthly bill. Review moving to Teams after 15 Jan (not counted in savings).	Marcus	23-Oct-2026
Asana Premium	Monthly	No	Is standard	Unused seats	22 of 25 seats active; company project standard.	Remove 2 unused seats; keep 1 spare for the Monday.com user moving across.	Marcus	23-Oct-2026
Monday.com Standard	15-Nov-2026	No	Yes – Asana	Renewal risk	Sales trial from 2025, now annual auto-renew on 15 Nov 2026; 1 of 10 seats active.	Turn off auto-renew before 15 Nov; export the active user's boards to Asana.	Sales lead	05-Nov-2026
HubSpot Sales Pro	Monthly	Yes	No	Keep	Freeze list. 5 of 5 seats active.	No change before 15 Jan 2027.	Priya	
Shopify Plus	Monthly	Yes	No	Keep	Freeze list. Core platform.	No change before 15 Jan 2027.	Marketing lead	

Tool	Renewal date	Freeze list?	Duplicates a standard?	Classification	Finding / evidence	Recommended action	Action owner	Action date
Klaviyo	Monthly	Yes	No	Keep	Freeze list. Sep \$945 vs \$720 in Jul–Aug (+\$225, +31%). Billed by list size, so a step up to a higher tier as the list grows before peak is plausible. Not treated as an error.	No change before 15 Jan. Ask Marketing for Aug vs Sep list size and the vendor's tier price to confirm; dispute only if the tier doesn't match.	Marketing lead / Tom	23-Oct-2026
Canva Teams	Monthly	No	No	Unused seats	6 of 10 seats active.	Remove 4 unused seats at next monthly bill.	Marketing lead	23-Oct-2026
Adobe Creative Cloud	12-Dec-2026	No	No	Renewal risk	Annual plan billed monthly, renews 12 Dec 2026. 2 of 4 seats active; designer left 14 Aug.	Remove the leaver's access now. At the 12 Dec renewal reduce from 4 to 2 seats (annual plan can't be cut mid-term).	Marketing lead	02-Dec-2026
DocuSign Standard	Monthly	No	No	Keep	3 of 3 seats active.	No change.	Tom	
QuickBooks Online Advanced	Monthly	No	No	Keep	Finance system; account-based (no seat data).	No change.	Tom	
Gusto	Monthly	No	No	Keep	Billed per employee; \$596/mo flat for Jul–Sep although the designer left 14 Aug.	No change. Janelle to confirm the leaver was removed and the billed headcount matches 85 (check only, not counted).	Janelle	23-Oct-2026
Calendly Teams	Monthly	No	No	Keep	8 of 8 seats active.	No change.	Sales lead	
Loom Business	Monthly	No	Partly – Teams/Stream recording	Unused seats	4 of 15 seats active.	Remove 11 unused seats at next monthly bill; keep 4 for current users.	Marketing lead	23-Oct-2026
Dropbox Business	30-Nov-2026	No	Yes – SharePoint	Renewal risk	Annual auto-renew on 30 Nov 2026. Files moved to SharePoint in June, yet 5 of 20 seats still log in.	Confirm with the 5 active users that nothing is left un-migrated, then turn off auto-renew before 30 Nov.	Marcus	20-Nov-2026
ShipStation	Monthly	Yes	No	Keep	Freeze list. 5 of 5 seats active; temps start 1 Nov and use it.	No change before 15 Jan 2027. Check seat capacity for temps.	Luis	
Gorgias	Monthly	Yes	No	Keep	Freeze list. 6 of 6 seats active.	No change before 15 Jan 2027.	Marketing lead	
Grammarly Business	Monthly	No	No	Unused seats	11 of 15 seats active.	Remove 4 unused seats at next monthly bill.	Marketing lead	23-Oct-2026

Tool	Renewal date	Freeze list?	Duplicates a standard?	Classification	Finding / evidence	Recommended action	Action owner	Action date
Zapier Team	Monthly	No	No	Keep	Account-based (no seat data); automations may support other tools.	No change. Check whether any automations use tools being cancelled.	Marcus	
Notion Plus	Monthly	No	No	Billing error	Vendor confirmed cancellation by email on 30 Jun, but \$120 was charged in Jul, Aug and Sep. 0 active users.	Tom to dispute and request a refund of \$360; confirm no further charges.	Tom	23-Oct-2026
LinkedIn Sales Navigator	05-Aug-2027	No	No	Billing error	Annual 2-seat plan is \$1,600, but \$3,200 was charged in Aug: a \$1,600 overcharge (likely a double charge).	Tom to dispute the \$1,600 overcharge. Plan stays (2 of 2 active; renews Aug 2027).	Tom	23-Oct-2026
Hootsuite	15-Jan-2027	No	No	Billing error	Contract is \$2,388 prepaid in Jan 2026, yet \$249/mo was also charged Jul–Sep (\$747).	Tom to dispute the \$747 and stop the monthly charge; check Jan–Jun statements for more. Plan renews 15 Jan 2027.	Tom	23-Oct-2026
Expensify	Monthly	No	No	Keep	Billed per active submitter; 30 of 30 active.	No change.	Tom	

Savings calculation

Tool	Classification	Saving basis	Seats to cut	Monthly saving (\$)	Annual saving (\$)	Calculation	One-off recovery (\$)
Microsoft 365 Business Standard	Keep	None	-	-	-	-	-
Google Workspace	Duplicate tool	Cancel	-	168.00	2,016.00	\$168.00/mo (Sep) × 12	-
Zoom Pro	Renewal risk	Cancel	-	159.90	1,918.80	\$159.90/mo (Sep) × 12	-
Slack Pro	Unused seats	Seat cut	3	26.25	315.00	3 seats × \$8.75 × 12	-
Asana Premium	Unused seats	Seat cut	2	21.98	263.76	2 seats × \$10.99 × 12	-
Monday.com Standard	Renewal risk	Cancel	-	120.00	1,440.00	\$120.00/mo (Sep) × 12	-
HubSpot Sales Pro	Keep	None	-	-	-	-	-
Shopify Plus	Keep	None	-	-	-	-	-
Klaviyo	Keep	None	-	-	-	-	-
Canva Teams	Unused seats	Seat cut	4	40.00	480.00	4 seats × \$10.00 × 12	-
Adobe Creative Cloud	Renewal risk	Seat cut	2	119.98	1,439.76	2 seats × \$59.99 × 12	-
DocuSign Standard	Keep	None	-	-	-	-	-
QuickBooks Online Advanced	Keep	None	-	-	-	-	-
Gusto	Keep	None	-	-	-	-	-
Calendly Teams	Keep	None	-	-	-	-	-
Loom Business	Unused seats	Seat cut	11	165.00	1,980.00	11 seats × \$15.00 × 12	-
Dropbox Business	Renewal risk	Cancel	-	300.00	3,600.00	\$300.00/mo (Sep) × 12	-
ShipStation	Keep	None	-	-	-	-	-
Gorgias	Keep	None	-	-	-	-	-
Grammarly Business	Unused seats	Seat cut	4	60.00	720.00	4 seats × \$15.00 × 12	-
Zapier Team	Keep	None	-	-	-	-	-
Notion Plus	Billing error	Stop charge	-	120.00	1,440.00	\$120.00/mo (Sep) × 12	360.00
LinkedIn Sales Navigator	Billing error	None	-	-	-	-	1,600.00
Hootsuite	Billing error	Stop charge	-	249.00	2,988.00	\$249.00/mo (Sep) × 12	747.00
Expensify	Keep	None	-	-	-	-	-
Total				1,550.11	18,601.32		2,707.00

Renewal calendar

90-day renewal calendar

Window: 17 Oct 2026 to 14 Jan 2027; action date = renewal – 10 days (confirm notice terms in each contract)

Renewal date	Tool	Billing	Current \$/mo	Decision	Action date	Days from review to action	Owner	Annual saving (\$)	In window?
01-Nov-2026	Zoom Pro	Annual auto-renew billed monthly	\$159.90	Cancel – turn off auto-renew	22-Oct-2026	6	Marketing lead	\$1,918.80	Yes
15-Nov-2026	Monday.com Standard	Annual auto-renew billed monthly	\$120.00	Cancel – turn off auto-renew	05-Nov-2026	20	Sales lead	\$1,440.00	Yes
30-Nov-2026	Dropbox Business	Annual auto-renew billed monthly	\$300.00	Cancel – turn off auto-renew	20-Nov-2026	35	Marcus	\$3,600.00	Yes
12-Dec-2026	Adobe Creative Cloud	Annual billed monthly	\$239.96	Renew at 2 seats (from 4)	02-Dec-2026	47	Marketing lead	\$1,439.76	Yes
01-Jan-2027	Microsoft 365 Business Standard	Monthly	\$1,062.50	Renew; review 6 inactive seats	22-Dec-2026	67	Marcus	-	Yes
15-Jan-2027	Hootsuite	Annual prepaid	\$249.00	Decide renew/cancel; confirm \$2,388 rate	05-Jan-2027	81	Tom	\$2,988.00	No – 1 day after window; action date inside

Not in window: LinkedIn Sales Navigator renews 05-Aug-2027. All other tools are monthly – seat cuts apply at the next monthly bill after 23-Oct-2026.

Dispute drafts

Billing dispute drafts for Tom (Controller). Drafted by Ops; Tom reviews and sends. We do not contact vendors directly.

Vendor	Draft (≤5 sentences)	Sentences	Amount to recover (\$)	Evidence to attach	Send by
Notion	Our Notion Plus subscription (10 seats) was cancelled, and Notion confirmed the cancellation by email on 30 June 2026. Despite this, we were charged \$120.00 on each of our July, August and September 2026 statements. Please refund the \$360.00 charged after cancellation and confirm the account is closed with no further charges. Attached are your 30 June confirmation email and the three statement lines.	4	\$360.00	Vendor cancellation email 30 Jun 2026; card/invoice lines Jul, Aug, Sep (Raw row 23)	23-Oct-2026
LinkedIn	We hold an annual 2-seat Sales Navigator plan at \$1,600 per year, renewing on 5 August. In August 2026 we were charged \$3,200, which is double the contracted amount. Please refund the \$1,600 overcharge and confirm the plan stays at 2 seats and \$1,600 for the current term. Attached are our plan confirmation and the August statement line.	4	\$1,600.00	Order form / plan confirmation (\$1,600, 2 seats); Aug 2026 statement line (Raw row 24)	23-Oct-2026
Hootsuite	We prepaid \$2,388 in January 2026 for our annual Hootsuite plan, which runs to 15 January 2027. We have nonetheless been charged \$249.00 a month in July, August and September 2026, \$747.00 in total. Please refund these charges, stop the monthly billing, and confirm whether similar charges were made from February to June. Attached are the January prepayment invoice and the three statement lines.	4	\$747.00	Jan 2026 prepaid invoice (\$2,388); statement lines Jul, Aug, Sep (Raw row 25); Tom to pull Feb–Jun	23-Oct-2026
Total			\$2,707.00		

Not disputed: Klaviyo Sep increase (\$720 → \$945) – billed by list size; Marketing to confirm list size and tier first. Dispute only if the tier price doesn't match.

Data issues

Data profile of the Q3 export (logged before analysis)

Profile: 25 tools, 11 columns, 3 months (Jul–Sep 2026). Q3 total spend in Analysis!H30.

#	Issue	Rows affected (Raw)	Treatment in analysis
1	Seats_Paid and Active_Users_30d blank for account-, usage- or employee-billed tools	Shopify, Klaviyo, QuickBooks, Gusto, Zapier, Hootsuite	Cost per user and unused seats shown as n/a; no seat cuts proposed
2	Renewal_Date mixes ISO dates and the text 'Monthly'	Column J, all rows	Converted dates with DATE(LEFT/MID/RIGHT); 'Monthly' kept as text
3	Billing labels inconsistent: 'Annual', 'Annual prepaid', 'Annual billed monthly', 'Annual auto-renew billed monthly'	Zoom, Monday, Adobe, Dropbox, LinkedIn, Hootsuite	All treated as annual commitments: cut only at renewal
4	Owner mixes named people and departments (Marketing, Sales)	9 Marketing rows, 3 Sales rows	Action owner shown as 'Marketing lead' / 'Sales lead'; Marcus to name a person
5	Usage snapshot (30 days to 9 Oct) differs from spend period (Jul–Sep)	All seat rows	Unused seats based on the latest snapshot; cuts apply from the next bill
6	LinkedIn: \$0 in Jul and Sep, \$3,200 in Aug against a \$1,600 annual contract	LinkedIn Sales Navigator	Q3/3 run-rate distorted; seat price and cost per user use the contract value (Inputs!B12)
7	Hootsuite: monthly \$249 charges on a plan the notes say was prepaid (\$2,388, Jan 2026)	Hootsuite	Flagged as billing error; Jan–Jun statements not in export
8	Notion: charges continue after vendor-confirmed cancellation 30 Jun; 0 active users	Notion Plus	Flagged as billing error
9	Klaviyo Sep charge up 31% (\$720 → \$945)	Klaviyo	Assessed: billed by list size, so plausible tier change; verify list size, not disputed
10	Notes field holds contract amounts as text inside quotes, with commas	LinkedIn, Hootsuite	Amounts moved to Inputs!B12:B13 as numbers
11	Gusto flat at \$596 for all 3 months although a designer left 14 Aug	Gusto	Check only; billed headcount to be confirmed by Janelle
12	Adobe: leaver (14 Aug) may still have an assigned seat	Adobe Creative Cloud	Remove access now; seat reduction at 12 Dec renewal

Inputs

Inputs & assumptions (blue = input)

Input	Value	Source / note
Review date	16-Oct-2026	Scenario date (Fri 16 Oct 2026); analysis prepared 17 Oct
Renewal window start	17-Oct-2026	Task brief s2
Renewal window end	14-Jan-2027	Task brief s2
Freeze ends	15-Jan-2027	Brief 4C: no changes before 15 Jan 2027
Annual savings target (\$)	\$12,000	Dana via Marcus email
Renewal action lead time (days)	10	Assumption: act 10 days before renewal; confirm notice terms in each contract
Months per year	12	Constant
LinkedIn Sales Navigator contract (\$/yr)	\$1,600	Raw!K24 note: Annual 2-seat plan \$1,600
Hootsuite contract (\$/yr, prepaid Jan 2026)	\$2,388	Raw!K25 note
Notion cancellation confirmed	30-Jun-2026	Raw!K23 note: vendor email 30 Jun
Permanent headcount	85	Brief 4B
Peak-season temps (start 1 Nov, Reno warehouse)	20	Brief 4B; access = ShipStation + shared warehouse M365 account

Freeze list (no changes before 15 Jan 2027)

- Shopify Plus
- Klaviyo
- Gorgias
- ShipStation
- HubSpot Sales Pro

Company standards

Microsoft 365 Business Standard	Outlook, Teams, SharePoint
Asana Premium	Projects

Log & QA

SOP results log and QA checklist

Row	Date	Task	Three-line log	Time
5	17-Oct-26	Sim 5 – Vendor spend review	1) Profiled 25-tool export, logged 12 data issues, built per-tool metrics and classifications. 2) Found \$18,601/yr recurring savings (target \$12,000) and \$2,707 in refunds from 3 billing errors; three-way reconciliation ties. 3) Lesson: read the Notes column first – the billing errors were all in the notes, not the numbers.	90 min box

QA checklist

#	QA check (brief section 7)	Status / evidence
1	Profiled the export and logged data issues before analysing	12 issues logged (Data issues tab)
2	Found every billing error (≥ 3); one-offs separate from recurring	3 billing errors; one-off \$2,707 kept separate
3	Unused seats per tool; annual plans cut only at renewal	Analysis!N; Zoom, Monday, Dropbox, Adobe actions dated before renewal (Renewal calendar)
4	Duplicates identified vs standards, with migration notes	Analysis!Q, T – Google, Zoom, Monday, Dropbox, Slack
5	Nothing on freeze list is cut	Pass – \$0 cut on freeze-list tools
6	Temps considered before any M365 seat cut	No M365 cut; shared warehouse account noted (Analysis!S5)
7	Klaviyo Sep increase assessed, not assumed an error	Analysis!S13 – list-size tier; verify, not disputed
8	Total annual savings $\geq$ \$12,000	Pass – \$18,601
9	Renewal calendar covers 17 Oct–14 Jan with action date before each	5 renewals in window + Hootsuite (15 Jan) flagged
10	Recommendation one page; disputes ≤ 5 sentences	Memo print area A1:F27, fit to 1 page; disputes max 4 sentences
11	Savings reconcile by a second method	OK – ties
12	Exported to PDF with label in header	Label set in page header on every tab; PDF export to be done by user (File > Export)