Mandate — supplier call-backs

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8 suppliers, capped, dated, withdrawable · fictional document

Fictional document — demonstration example
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Fictional document, produced for the demonstration. **Calling a supplier in the name of Ardelys is not prohibited: it is a delegation.** A delegation is bounded in writing, or it cannot be withdrawn.

A call-back means ringing the supplier on the number that has been on its record for a long time — never the one given in the email requesting the change. **That is the whole difference between verifying and being confirmed by the author of the request.**

The six bounds of the mandate

Bound	Value proposed	Why it is there
Scope	**The 8 suppliers whose details changed this quarter, named**	A general mandate cannot be controlled
Number called	**Only the one on file for more than 12 months**	**If no such number exists, no call is made — the case is referred back**

Bound	Value proposed	Why it is there
Content	**Script attached, word for word**	No commitment to pay, no date announced, no amount disclosed
Duration	**Until 31 December**	**A mandate that never expires is a mandate you forget you granted**
Withdrawal	**On a word, at any time, without reason**	Calls not yet made fall away immediately
Trace	Timestamped report per call	Who answered, what was said, what was confirmed

The script, in its three moments

Moment	What is said
Opening	**Announcement that this is an automated assistant calling on behalf of Ardelys Industries, and an offer to be called back by a person**
Verification	Request to confirm a change of bank details, **without stating the new details received**
Closing	Thanks, no payment date announced, report passed to the finance director

> **The point that decides the outcome:** the new details received are never read out during the call. **A fraudster answering would only have to confirm what is read to them;** it is for the supplier to state its details, not for the caller to have them validated.

What the mandate changes in delay

Measure	Without a mandate	With a signed mandate
8 call-backs	**Made when someone finds the time between two meetings**	**Made within the hour**

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Measure	Without a mandate	With a signed mandate
Reports	To be written	Timestamped, available the same evening
Comparable case in the previous financial year	**Caught on day 11**	—

For the finance director to set

Mandate signed on _____ by _____ · withdrawal notified on _____

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