The quarter — 207 hours given back, 8 % rework

LINDBERGH FORMATION — 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114

Document issued on 09/11/2026

1,860 files prepared · fictional document

> **Fictional document — demonstration example**
> This document is produced by the Blue Lemon Agent website to illustrate what an AI agent hands to its users. The companies, matters, amounts and people in it are invented. It has no legal, accounting or commercial value.

Fictional document, produced for the demonstration. This report publishes **what came back and what was got wrong**. The second figure is given by the agent itself, with its cause and the measured correction: **an unfavourable figure with no follow-up is a confession; followed by a correction, it is evidence.**

The three items the retailer was measuring

Item	Share of handling — before	Share of handling — after
Finding the original order	**50 %**	**7 %**
Checking the cover	**35 %**	**6 %**
Building the return file	**30 %**	**8 %**

Item	Share of handling — before	Share of handling — after
End to end, preparing a file	24 minutes	**4 minutes**
Across 620 files a month	—	**207 hours given back every month**

What those hours produced

Effect	Before	After	Nature of the gain
First reply to the customer	2.4 days	**3 hours**	Lead time
Back-and-forths for a missing document	1 in 5	**1 in 25**	**€11,640 of postage a year**
Late marketplace acknowledgements	17	**0**	**€340 of penalties avoided, rating 4.2 → 4.6**
Supplier recourse claimed	**€0**	**€18,200**	**Receivable, out of €62,400 identified**
Rights requests	16.7 h/month	2 h/month	15 hours given back

The unfavourable figure, its cause, its correction

Measure	Value	Reading
Files prepared over the quarter	1,860	—
Files reworked by an adviser — wrong reason or wrong term	**148, that is 8 %**	**Published by the agent**
Of which concentrated on three suppliers	**111**	**75 % of rework on 3 suppliers out of 7**

LINDBERGH FORMATION — Blue Lemon Agent — Companies register (RCS) Évry 817 946 114 —
Legal notice (in French): bluelemonagent.ai/mentions-legales

Measure	Value	Reading
Cause 1 — commercial warranty changed mid-year, internal table not updated	2 suppliers	A source problem, not a judgement problem
Cause 2 — terms supplied as a scanned document, two lines misread	1 supplier	Likewise
Rework rate after correction (last 6 weeks)	**2.4 %**	**8 % → 2.4 %**

What was put in place: the three sets of terms were re-entered and reviewed by the manager; **any term whose source is more than six months old is now flagged** in the file. The **remaining 2.4 % are one-off cases** — and those should end up with a human.

> **The next step proposed:** ask the 7 suppliers in writing for the dated version of their terms, once every six months. **Two of them have never sent it unprompted.**

Date of the next half-yearly request for supplier terms: _____

> **Request a demo with your own documents**
> This document is a fictitious example. To see the agent work on your own documents, request a demo from its page.
> https://bluelemonagent.ai/en/entreprises/cas-usage/agent-de-gestion-sav-retours-garanties

Scope of this document: the service operated by Blue Lemon Agent. For an agent deployed at your premises, the applicable location is that of the architecture set out in the quotation and verified before commissioning; local execution is announced only for the configuration explicitly described and accepted in the quotation; the applicable isolation depends on the deployment mode set out in the quotation, no dedicated isolation being presumed; the encryption mechanisms in transit and at rest, their components and key management are those documented for the architecture chosen; roles and permissions are configured and accepted for the identities and systems actually connected; the events logged, their content, their retention period and who may access them are defined for the deployment chosen.

LINDBERGH FORMATION — Blue Lemon Agent — Companies register (RCS) Évry 817 946 114 —
Legal notice (in French): bluelemonagent.ai/mentions-legales