Two mandates — supplier recourse and goodwill credit

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Capped, dated, withdrawn with a word · fictional document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. Claiming from a supplier and granting a credit to a customer **commit the company's money and signature**. That is no reason to leave those acts waiting: it is a reason to frame them. These two templates set out **what the agent carries out, within which limits, for how long, and how the mandate is withdrawn**.

Mandate no. 1 — supplier recourse

Clause	Content
Purpose	Send suppliers under framework contract the claims the contract requires them to bear
Scope	**The 7 suppliers under framework contract**, and no other
Cap	**None** — the agent only claims what the contract already owes the retailer

Clause	Content
Cumulative conditions	**Original order found by a certain or strong route · supporting document required by the contract, attached · recourse deadline not expired**
Term	3 months, renewable in writing
Withdrawal	**One word, immediate effect on all future sendings**
Trace	Every sending is logged: file, supplier, amount, attachment, date

Mandate no. 2 — goodwill credit

Clause	Content
Purpose	Issue a credit to the customer where the fault is established and the order has been found
Cap per file	**€60**
Monthly cap	**€3,000 — automatic stop once reached, no exception**
Cumulative conditions	Order found · fault established · file not in dispute · no product safety issue
What always goes up	**Above €60: the after-sales manager. Above €300: the sales director**
Term	3 months, renewable in writing
Withdrawal	**One word, immediate effect**

What mandate no. 2 never covers

Case	Why it stays human
Product safety called into question	**A goodwill credit would look like a settlement, and the decision commits far more than the amount**

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Case	Why it stays human
File already in dispute or in mediation	The retailer's position is built, not applied
Amount above the cap	The cap is not a warning threshold, it is a stop
Customer asking for a human	The request overrides the mandate

The measured gain: a €24 credit waited an average of **2.1 days** for the manager to be free. Under mandate it goes out in **4 minutes**. **The customer who receives their credit on the day they complain does not talk about the retailer the way the one who waits two days does.**

Date mandate no. 1 signed: _____ · Review date: _____

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.

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