Four channels, four clocks, one single rule

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

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0 late acknowledgements on 574 marketplace requests · 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. Selling on four channels means living with **four different deadlines on the same product**. The agent does not harmonise them — it keeps them separate and applies each request the clock of its own channel.

What each channel imposes

Channel	Acknowledgement deadline	Reasons for return	Penalty for overrunning
Online store	No imposed deadline — internal commitment of 24 h	The retailer's 11 reasons	Customer complaint
4 shops	Immediate, at the counter	The retailer's 11 reasons	—
Marketplace A	**24 hours**	The marketplace's own list	**Penalty + drop in seller rating**

Channel	Acknowledgement deadline	Reasons for return	Penalty for overrunning
Marketplace B	**48 hours**	**7 reasons, to be mapped onto the retailer's 11**	Penalty

The reason mapping table — the retailer's 11 reasons onto marketplace B's 7 — is written once and applied to every file. It is work nobody used to do the same way twice, and **a badly mapped reason gets the return reclassified at the seller's expense**.

Result over the quarter

Indicator	Previous quarter	Quarter observed
Marketplace requests	531	574
Late acknowledgements	**17**	**0**
Penalties paid	**3 — €340**	**0**
Seller rating, marketplace A	**4.2**	**4.6**

> **The lawful route, and here it is the law that traces it:** the agent works on the 21,400 files and the customer reviews the retailer owns — they were enough to isolate **3 references whose return rate exceeds 9 % against 2.1 % on average**. **What stays off the route:** scraping a marketplace's review base. **Extracting a substantial part of a protected database is prohibited**, and marketplace terms of use prohibit it too.

The 3 references to raise with the supplier

Reference	Return rate	Dominant reason	Units sold over 12 months	Annual cost of returns

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VRT-2210	**11.4 %**	Failure after 3 to 5 months	1,900	**€9,800**
VRT-3702	9.8 %	Damage on unpacking	2,400	€6,100
VRT-1145	9.1 %	Missing accessory	3,100	€3,400

Weekly alert threshold on the return rate per reference: _____ %

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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