



Three years of returns reviewed — what the gap shows

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21,400 after-sales files · 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. The analysis covers **21,400 return files closed between 2023 and 2026** at an invented retailer. It does not compare averages: it compares **two populations within the same company** — files closed fast and files that got stuck — to isolate what actually separates them.

The gap that decides how long a file takes

Population	Volume	Original order identified on first message	Median duration
Files closed in under 24 h	5,200	94 %	6 hours
Files closed between 1 and 8 days	13,100	58 %	2.4 days

Population	Volume	Original order identified on first message	Median duration
Files that ran past 8 days	3,100	11 %	14 days

Reading: it is not the nature of the fault that stretches a file. Across the three populations, the spread of return reasons is **almost identical** (maximum gap of 3 points). **The only variable that clearly separates the groups is whether the original order was identified on the first message.** The department's time records confirm it: finding the order accounts for **50 % of handling a return.**

What an unidentified order costs

Measured consequence	Frequency across the 3,100 stuck files	Observed cost
One more back-and-forth with the customer	78 %	2.1 days and a second contact
Warranty term cited by default, unchecked	31 %	Source of 6 written complaints over the quarter
Supplier recourse not identified, therefore not claimed	64 %	€46.60 on average, borne by the retailer
File reopened after closure	19 %	Handling restarts from scratch

The rebuilt index

Source reconciled	Order lines	Depth	Identification key available
E-commerce platform	384,000	3 years	Order no., e-mail, tracking no.
Tills of the 4 shops	91,000	3 years	Receipt no., date, amount, reference

Source reconciled	Order lines	Depth	Identification key available
Marketplace A	98,000	3 years	Marketplace order no., buyer e-mail
Marketplace B	37,000	3 years	Marketplace order no.
Total	610,000	—	1,900 references out of 4,200 carry a serial number

The rule applied without exception: an order that is not identified is marked **“order not found”**, never attached to the most likely order. **An assumed order makes you cite a warranty term that is not the right one**, and a wrong term quoted to a customer costs more than a slow file.

Day of requests chosen for the manager's review of the index: _____

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