# Goodwill mandate — capped, dated, withdrawable in a word

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Template proposed to the customer service manager · 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. **A mandate is a written authorisation bounded in advance:** which gestures, up to what amount, in which cases, for how long, and how it is withdrawn. **It turns a decision taken again every time into a gesture executed in three minutes.**

## The five bounds of the proposed mandate

| Bound | Content | Why it is there |
|---|---|---|
| **Scope** | **Reshipment of a missing part · delivery charges waived · credit note on a delay over 10 days** | Three precise gestures, not a vague category |
| **Cap** | **€40 per customer and per request · €6,000 a month for the service** | **The maximum committed is known in advance** |

| Bound | Content | Why it is there |
|---|---|---|
| **Term** | **12 months, reviewed at the 3rd** | A mandate with no date renews itself by oversight |
| **Condition** | **One automatic gesture per customer per 90 days** | **On the second, the case goes to an adviser with the history** |
| **Withdrawal** | **Immediate, on a simple message, with no reason to give** | **Reversibility is what makes the mandate signable** |

## What the mandate covers, and what it costs

| Measure | Value | Reading |
|---|---|---|
| **Requests covered out of the month's 310** | **228** | Amount and reason inside the bounds |
| **Monthly cost observed on the history** | **€4,100** | **Under the €6,000 cap** |
| Requests remaining with the manager | **82** | Above €40, or a second request from the same customer |

## What speed earns, measured over 18 months

| Time to the gesture | Repeat purchase within the year | Gap |
|---|---|---|
| **Within 24 hours** | **68 %** | — |
| Beyond 48 hours | 41 % | **27 points** |
| **Applied to 228 gestures a month** | — | **€148,000 of orders over twelve months, average basket €240** |



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**Review point at the third month:** gestures granted, amounts, reasons, customers concerned, and the effect on repeat purchase. **The mandate widens or tightens on those figures, and withdrawal stays immediate at any time.**

**Request a demo with your own documents**

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https://bluelemonagent.ai/en/entreprises/cas-usage/agent-de-relation-client-omnicanal

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