



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authorisation bounded in advance**: which gestures, up to what amount, in which cases, for how long, and how it is withdrawn.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

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.**

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