



Direct-reply mandate — fourteen subjects, capped and dated

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

Document issued on 24/09/2026

No borrowing history, review at three months · 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. **Nothing goes out directly before the mandate is signed.** As long as it is not signed, the agent prepares draft replies; **a member of staff sends them.**

What the mandate brings — the figure that decides

Measure	Without mandate	With mandate
Average reply time to a user's email	5 days	3 hours
Question asked on Saturday evening	Handled on Tuesday	Handled on Saturday evening
Renewal requests	1,900 a year, on the next opening day	Handled within the minute — as many overdue that no longer exist

Measure	Without mandate	With mandate
Questions falling within the fourteen subjects	7,400 a year	7,400 handled at any hour

The mandate, in six lines

Clause	Content
Exact scope	The fourteen subjects, listed by name, and nothing else. Any question outside the list arrives with a drafted, sourced reply — prepared, never sent
Outside the mandate, without exception	Anything touching a named reader's account beyond their own request, and the history of their loans — never included in a message, even at their written request: the file is assembled and a member of staff hands it over in person on presentation of the card
Notices carried by every reply	The source — rules of use, fee decision or portal page — with its date, and a note that the reply was prepared by a digital assistant of the media library
Next-day check	Daily list of the replies sent the day before, on one page — an inaccurate reply is caught in an hour, not in three weeks
Duration	Reviewed after three months. Without an explicit decision at the review, the mandate stops — it is renewal that needs a signature, not stopping
Withdrawal	One word from the director, and direct sending stops within the minute; replies go back to drafts awaiting approval

What is published to users

Medium	Content	Where
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Notice to users	What the assistant handles, what it does not, how to ask for a person	The three front desks and the portal
Opening message	The digital assistant notice, in the first sentence	In every exchange, on every channel
Agenda item	Presentation of the mandate and its scope	Inter-municipal council following the signature

The review timetable

Deadline	What is produced	Who decides
D+30	First report: volumes, reply times, corrected replies	For information
D+90	Full report and proposed revised scope	The director — without an explicit decision, it stops
At any time	Withdrawal of a subject or of the whole mandate	The director

A written mandate, capped, dated and withdrawable with a word is not a precaution: it is what makes it possible to say yes. The media library does not choose between reading every reply and signing a blank cheque.

For the media library to decide

Date of signature of the mandate and date of the three-month review: _____

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