Direct-reply mandate — fourteen subjects, capped and dated

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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 overdues 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

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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