Yearly review — 1,272 hours given back to the service

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

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Production log, switchboard records, authorisation register · 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 calculation belongs to the service and fits in three lines** — it can be redone without us, from the office's own logs. **This is the page to take to management.**

The calculation, item by item

Item	Share of the task's time	Minutes	Annual volume	Time given back
Documented answer to a trader	**60 % → 10 %**	**48 → 8**	**1,450**	**966 hours**
Regulatory letter	40 % → 10 %	24 → 6	380	**114 hours**
Documentary check of a batch of 24	**whole → 20 %**	96 → 19	150 batches	**192 hours**

Item	Share of the task's time	Minutes	Annual volume	Time given back
Total	—	—	—	**1,272 hours — more than thirty-six weeks of one full-time officer's work**

The conversion basis is single and it is stated: *a 35-hour week, a working year of 1,607 hours, a month of 151.67 hours, always rounded down.* **1,272 hours is more than thirty-six weeks, that is more than eight months — and the figure in hours stays the reference: the conversion illustrates it, it does not replace it.**

These hours are not a saving on posts, and they must not be presented as one: no post was cut, none was created. **It is officer time given back to the service** — redeployed onto special procedures, files with no precedent and support to companies that have no customs department.

What these hours produced — deadlines met for the professional user

Commitment	Before	After	Source
Answer to a written question	**11 days**	**2 days**	Request log
Unanswered calls	**38 %**	**7 %**	Switchboard record
Authorisation files complete on filing	**44 out of 96**	**89 out of 96**	Authorisation register
Statutory processing deadline met	**81 times out of 96**	**96 times out of 96**	Register of deadlines
Declarations filed incomplete	**One in five**	**One in fourteen**	**The quarter's filings — 96 document requests avoided**

Equal access — what is not counted in hours

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Measure	Value	Reading
Guided online procedures	512, of which **468** carried to the end	An incomplete filing turns on the missing document, not on the screen
Tuesday desk	**61 declarants received over a quarter**	**38 of them from small companies with no customs department**
Identical answer whatever the channel and the hour	**The 14 subjects**	**Equal treatment, not a convenience option**

The figure the agent publishes about itself, published with the rest

Finding	Volume	Measured cause	What was done
Wrongly reported discrepancies, quarter 1	**31 out of 214 — 14.5 %**	**22 due to three document formats**	**Three reading rules written and run back over 12 months**
Wrongly reported discrepancies, quarter 2	**6 out of 198 — 3 %**	Wordings with no precedent	**25 document requests spared to companies**

The framework measures

Indicator	Year
Reports logged	**412**
Decisions with a legal or significant effect taken by an agent	**0**
Data leaving the office network	**0 out of 18,400 declarations**
Transfers outside the European Union	**0**

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Indicator	Year
Companies or people scored	**0**

These zeros are not a cautious setting: they are the way the agent is wired. The read-only technical account has no right to write, **and the decision to carry out a check belongs to the sworn customs officer.**

To be settled by the service

Date the review is presented to management: _____

Request a demo with your own documents

This document is a fictitious example. To see the agent work on your own documents, request a demo from its page.

https://bluelemonagent.ai/en/secteur-public/metiers/agent-ia-agent-douanes

Scope of this document: the service operated by Blue Lemon Agent. For an agent deployed at your premises, the applicable location is that of the architecture set out in the quotation and verified before commissioning; local execution is announced only for the configuration explicitly described and accepted in the quotation; the applicable isolation depends on the deployment mode set out in the quotation, no dedicated isolation being presumed; the encryption mechanisms in transit and at rest, their components and key management are those documented for the architecture chosen; roles and permissions are configured and accepted for the identities and systems actually connected; the events logged, their content, their retention period and who may access them are defined for the deployment chosen.

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