Direct answer mandate — fourteen subjects, capped and dated

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No individual files, 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.** Until it is signed, the agent prepares draft answers; **a public officer sends them.**

What the mandate brings in — the figure that decides

Measure	Without mandate	With mandate
Average time to answer a written question	**11 days**	**2 days**
Question arriving on Friday evening	**Handled on Tuesday**	**Handled on Friday evening**
Requests within the 14 subjects	4,080 a year	**4,080 handled at any hour**
Unanswered calls	38 %	**7 %**

The mandate, in six lines

Clause	Content
Exact scope	**The fourteen subjects, listed by name, and nothing else. Any question outside the list is handed over with a draft answer — written, sourced, never sent**
Outside the mandate as a matter of principle	**No answer on an individual file in progress: a declaration being processed, an authorisation application under examination, a file followed by an officer. The answer is handed over drafted within 4 hours, and it goes out from a public officer**
Statements carried on every answer	**The source — office sheet or designated official source — with its date, and a statement that the answer was prepared by a digital assistant of the office**
Next-day control	**Daily record of the answers sent the day before, on one page — a wrong answer is caught in an hour, not in three weeks**
Term	**Review after three months. Without an explicit decision at the review, the mandate ends — renewal is what requires a signature, not stopping**
Withdrawal	**One word from the unit head and direct sending stops within the minute; answers go back to being drafts to approve**

What is published to traders

Medium	Content	Where
Information notice	What the assistant handles, what it does not, how to ask for an officer	**Service website and mailing to the 610 companies followed**
Greeting on the telephone and on the channels	**The digital-assistant announcement, in the first sentence**	**At every exchange, without exception**

The review timetable

Milestone	What is produced	Who decides
D+30	First record: volumes, delays, answers corrected	For information
D+90	**Full record and proposal for a revised scope**	**The head of office — without an explicit decision, it stops**
At any time	Withdrawal of one subject or of the whole mandate	The unit head

> **A written mandate, capped, dated and withdrawable with one word is not a legal precaution: it is what makes it possible to say yes.** The service does not have to choose between reading every answer and signing a blank cheque.

To be settled by the service

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

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> 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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