



Amicable reminder mandate — capped, dated, withdrawable

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€214,000 of outstanding revenue · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **Mandate in the sense of an authorisation given to the agent, not a payment order. Until it is signed, the reminders stay drafts that the department sends itself.**

The statement of arrears — what decides

Measure	Value	Reading
Unsettled receivables	3,120	Four budgets
Total amount	€214,000	More than two years old
Concentration	€131,000 — 61 % — on 148 receivables	One hundred and forty-eight letters carry three fifths of the sum: one morning, not a programme

Measure	Value	Reading
Availability of the statement	Fourth working day after the close	Six weeks previously

The mandate, in six lines

Clause	Content
Scope	First-stage amicable reminders, on receivables below €400, and nothing else. Above that, a second reminder or recovery already under way: the letter is written, the department sends it
No decision on the receivable	No waiver, no write-off, no payment plan granted — the deliberating assembly or the public accountant depending on the case, with the measured, reasoned file ready to present
Items carried on every reminder	Nature of the revenue, period, amount, online payment route, number to call to contest it
Next-day control	Daily statement of the reminders sent the day before, on one page
Duration	Review at three months. Without an explicit decision at the review, the mandate stops — renewal takes a signature, stopping does not
Withdrawal	One word from the department, and direct sending stops within the minute; reminders go back to being drafts to approve

Equal treatment between payers — and how it is proved

Rule	Before	With the mandate
What triggers a reminder	The week's workload	The age of the receivable, under the same rule for everyone

Rule	Before	With the mandate
Trace	Letter filed in the record	Log: who was chased, when, on what grounds
Time to first reminder	Six weeks after the close	Fifteen days after the due date

The trial quarter, with each draft approved one by one

Measure	Value	Action taken
Amicable reminders prepared	612	Each reviewed before sending
Collected	€68,000	Out of the €214,000 lying dormant
Payers calling to ask for a payment plan	41	The 41 files handed over measured within four hours — the decision stays with the competent body

A written mandate, capped, dated and withdrawable in one word is not a precaution: it is what makes it possible to say yes. The department does not choose between reviewing six hundred letters and signing a blank cheque.

For the authority to settle

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

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