



# Mandate — agency chasers and user reminders

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To be signed by the centre manager · 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 34 chasers are written and ready to go; what is missing is a signature.** A message sent in the centre's name commits the centre: the manager mandates, **everything is copied to her, and one word stops it all.**

## What the count found

| Measure                                                 | Value                             | Note                                                  |
|---------------------------------------------------------|-----------------------------------|-------------------------------------------------------|
| <b>Cases beyond the agency's stated processing time</b> | <b>34</b>                         | Followed by the centre                                |
| Of which more than two months                           | <b>11</b>                         | Priority                                              |
| <b>Concentration</b>                                    | <b>26 of 34 at three agencies</b> | <b>Not general slowness — three specific channels</b> |

| Measure                                                   | Value | Note                         |
|-----------------------------------------------------------|-------|------------------------------|
| Users with an incomplete case and an approaching deadline | 9     | Second strand of the mandate |

## Strand 1 — chasing the agencies

| Heading         | Content                                                                                  |
|-----------------|------------------------------------------------------------------------------------------|
| Scope           | <b>Cases followed by the centre and beyond the stated processing time. Nothing else.</b> |
| Cap             | <b>30 chasers a week</b>                                                                 |
| Message content | <b>Reference, filing date, stated processing time, request for a progress update</b>     |
| Tone            | <b>Factual. No formal notice, no threatening phrasing</b>                                |
| Visibility      | <b>Systematically copied to the manager, the same day</b>                                |
| Duration        | <b>Until 31/03/2027, renewed by a fresh written act</b>                                  |
| Withdrawal      | <b>One word from the manager and it all stops, with no reason given</b>                  |

## Strand 2 — reminders to users

| Heading    | Content                                                                                       |
|------------|-----------------------------------------------------------------------------------------------|
| Scope      | <b>Users whose case is incomplete and whose deadline is approaching</b>                       |
| Cap        | 30 reminders a week                                                                           |
| Content    | <b>A reminder of the document awaited and the date; nothing commercial, nothing insistent</b> |
| Channel    | <b>The one the user chose; paper remains the reference</b>                                    |
| Withdrawal | <b>Immediate at the request of the user or of the manager</b>                                 |

**These chasers amounted to 4 hours a week nobody had — so they were not done.** This is not time saved: **it is work that did not exist and now will.**

## Signature

Centre manager, date and signature: \_\_\_\_\_

Date of the first weekly statement: \_\_\_\_\_

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