Chaser prepared — three versions

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€12,400 invoice · fictional document

> **Fictional document — demonstration example**
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> **Fictional document**, produced for demonstration. **Outside a sending mandate, none of the three versions goes out unopened.** The tone depends on what the company knows about the customer, and the agent does not know it.

What the three versions share

Element	Present?
Number, date, amount, due date	**Yes**
Mention of the dispute opened 14/02 and closed 03/04	**Yes**
Contact details for replying	**Yes**
Mention of penalties	**No**
Reference to proceedings	**No**
"Failing payment within eight days"	**No**

> **The dispute is mentioned because it is true and the customer knows it.** A 94-day chaser pretending not to know about seven weeks of dispute hands the customer a ready-made reply, and one more round trip.

The three versions

Version	Tone	When to use it
Neutral	Factual reminder	**Usually punctual customer**
Firm	Dated request for payment	**Repeated delay, no known difficulty**
With instalments	Offer to spread payment	**Difficulty suspected or stated**

What each version does not do

Version	What it does not contain
Neutral	**No deadline**
Firm	**No threat, no consequence announced**
With instalments	**No instalment amount imposed**

The firm version asks for payment by a date; it does not announce what will happen otherwise. Announcing a consequence commits the company to carrying it out, and a threat not followed through is worth less than no threat.

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> https://bluelemonagent.ai/en/entreprises/cas-usage/agent-ia-recouvrement-creances

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.