



Three approved templates — a fourth missing

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Fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **The tone does not adapt to the customer.** A template that hardens on its own produces messages nobody has reread, and the day it hardens on the wrong customer the company has nothing to answer with.

Template	Timing	Approved by the company	Variables
First reminder	D+7	Yes	No., date, amount, due date, contact
Second reminder	D+14	Yes	Same
Final reminder	D+21	Yes	Same
Invoice in dispute	—	Does not exist	—

Nineteen of the quarter's chasers went to customers with an open dispute, using a template that does not mention it. The customer reads a payment reminder that ignores the disagreement they expressed.

The 19 cases

Nature of the open dispute	Chasers sent
Amount contested	8
Service contested	5
Billing error reported	4
Credit note awaited	2

What the agent adds to the template text

Element	Added?
Variables from the invoice	Yes
A sentence adapted to the customer	No
A hardening of tone	No
A deadline not in the template	No

The fourth template is proposed, not drafted. It concerns customers who have expressed a disagreement: precisely the case where an approximate wording costs most.

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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