



LEVEL

Operational

DURATION

1 h - 2 h 30

USE

Running an agent

TRACK

Toolkit

RUNNING EXAMPLE

Lendari applies this card to Margaux, its after-sales agent (maturity N2), owned by Camille Roussel (DDAO).

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1 THE VERSION UNDER MANDATE (← ACF-13)

TESTED VERSION

v1.2

ACCEPTANCE DATE (← ACF-P2)

11/02/2026

OWNER WHO SIGNED

Camille Roussel (DDAO)

2 THE CHANGE LOG

DATE	PREVIOUS	NEW	NOTIFIED BY	MANDATE REOPENED ON
05/26/2026	—	v1.0	Initial acceptance	06/03/2026
10/2026	Average basket €78	Average basket €119	Nobody	Never: the €100 cap stayed put
11/04/2026	v1.0	v1.2	Vendor note, 3 weeks ahead	11/07/2026
11/25/2026	v1.2, original thresholds	v1.2, thresholds revalidated	Weekly sample (ACF-P4)	11/27/2026
01/09/2027	€100 cap	€150 cap	Validity review (ACF-17) of 12/15	01/09/2027



RUNNING EXAMPLE

Lendari applies this card to Margaux, its after-sales agent (maturity N2), owned by Camille Roussel (DDAO).

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3 WHAT TRIGGERS A REVIEW

VERSION CHANGE

Major or minor, both count. The move to v1.2 reopened the mandate within 3 days.

ANNOUNCED CHANGE OF BEHAVIOUR

Vendor note, received 3 weeks before the move to v1.2.

OBSERVED DRIFT (← ACF-P4)

Weekly sample: answer tone changed after v1.2, thresholds revalidated.

A mandate is signed against a version. When the version changes, what was signed no longer describes what decides.