

From: "Prime, Amy" [GRO]
To: Anthony de Garr Robinson [GRO] Owain Draper
 [GRO]
Cc: "Parsons, Andrew" [GRO]
Subject: Briefing note - flags applied to accounts where disputed sum settled centrally [BD-4A.FID26896945]
Date: Mon, 26 Jun 2017 10:26:19 +0100
Importance: Normal
Attachments: Customer_Acc_Example.pdf; FSC_Abbreviations_22.06.2017.docx
Inline-Images: image001.png; image9abb04.JPG; image56dea6.PNG; imaged43f8a.PNG; imagea0d485.PNG

Dear Tony, Owain

Briefing note on flags which are applied to SPMR accounts where disputed sum settled centrally

Where an item has been settled centrally and disputed, the agent accounting team apply a dunning block to the open item on the account. This prevents any further requests for payment being sent to the agent.

The account below shows (in the column titled "block")

- the item marked with an R is already set up to be deducted from remuneration and therefore blocked for any further request for payment; and
- the items marked with an M relates to a miskey error where the agent is waiting for a TC, so this will remain blocked until the enquiry is completed.

Arrear	Account	S...	DocumentNo	Item	Ty...	Invoice ref.	Assignment	Doc. Date	Σ	Amount in local cur.	Net due date	DD	Ref. Ke...	Dun	Last Dunned	Block	Text
177	1016287	●	1400043549	1	11	1400043549	20161220	20.12.2016		125.02	20.12.2016	⚡				M	HR adjustm
224		●	1800106346	1	04	1800106346	20161103	03.11.2016		631.85	03.11.2016	⚡	BD	2	15.11.2016	M	DFR Dec16
73		●	1800129013	1	04	1800129013	20170403	03.04.2017		304.92	03.04.2017	⚡	BD	2	16.05.2017	R	SLT

The effect of placing these blocks on the system is to prevent a dunning letter (chaser letter) being produced and/or preventing the item from falling on a processors worklist for further action.

Please also find attached an example of a customer account and an explanation of the abbreviations which are used in this.

If you would like any further information on this please let me know.

Kind regards

Amy

Amy Prime
 Solicitor
 Bond Dickinson LLP

Bond Dickinson

Direct: [GRO]
Mobile: [GRO]
Office: [GRO]

Follow Bond Dickinson:



www.bond dickinson.com

