

**From:** Anthony de Garr Robinson <[REDACTED]>  
**To:** "Prime, Amy" <[REDACTED]>, Owain Draper <[REDACTED]>  
**Cc:** "Parsons, Andrew" <[REDACTED]>  
**Subject:** RE: Briefing note - flags applied to accounts where disputed sum settled centrally [BD-4A.FID26896945]  
**Date:** Mon, 26 Jun 2017 09:49:50 +0000  
**Importance:** Normal  
**Inline-Images:** image001.png; image002.jpg; image003.png; image004.png; image005.png

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Thanks, Amy.

I can't print out the picture of the table you have inserted into your email – for some reason my computer cuts off the right hand side of the table (see below). Never mind.

A few questions:

1. What is the table you have pictured and inserted in your email? Is that a picture of a postmaster's account?
2. What is the table you have attached to your email – is that a picture of a postmaster's account (and why does it refer to a customer rather than a postmaster, by the way)?
3. If the answers to 1 and 2 are both yes, why are the two tables different?
4. In the table inserted in your email:
  - a. could you give us the full names of the column currently marked "S..." and "DD"; and
  - b. could you tell us what an entry would look like if it wasn't blocked – would it have no red blobs or marks in the "S..." and "DD" columns, and would the blocked column be blank?
5. In your attached explanation of abbreviations, does TX signify a TC which is being disputed and is accordingly being settled centrally and blocked pending resolution of the dispute? If not, which abbreviation signifies that situation?

Best wishes,

Tony

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**From:** Prime, Amy [mailto:[REDACTED]]  
**Sent:** 26 June 2017 10:26  
**To:** Anthony de Garr Robinson <[REDACTED]>; Owain Draper <[REDACTED]>  
**Cc:** Parsons, Andrew <[REDACTED]>  
**Subject:** Briefing note - flags applied to accounts where disputed sum settled centrally [BD-4A.FID26896945]

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	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

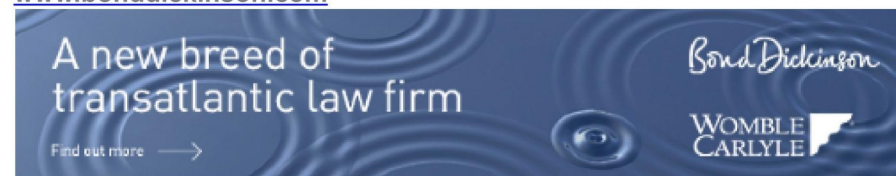
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