

An aerial, top-down view of a winding asphalt road with several cars of various colors (red, blue, white, black, yellow) driving along it. The road is surrounded by lush green trees and vegetation. The background is a solid dark blue color.

**MB&G** INSURANCE

# Dreams

Desktop Assessment – Replacement

31.10.24


# Desktop Assessment - Replacement

1 Click this icon to access the claim

DETAILS NOTES DOCUMENTS HISTORY

**Detail**

A New DTA Dreams Claim Has Been Raised For Assessment

Claim  447414

**Assigned To**

- DWF 360 Admin
- Brandon Allan
- Luke Armstrong
- Andrew Atkinson
- Robert Bagley
- Venkatesh Bandar
- Susan Barker
- Daniel Belks
- Lauren Bell
- Jeff Benstock
- Julie Birrell
- Katie Birrell
- Danusia Blackley
- Stacey Bland
- Harry Brannen
- James Burland
- Charles Carter
- Julia Chirnside
- Household Claims
- MBI Claims Group

**Type** Automated Task

**Status**

**Is High Priority?** No

**Due Date** 28/10/2024 10:28

**Opened By** Stuart Horne **Opened Date** 28/10/2024 10:28

**Commenced By** **Commenced Date**

2

Read the information in this box in case the customer has provided additional information, such as a vulnerability

3

Click "Close"

#### 4 Copy the order number

#### 5 Perform your normal validation checks using the Dreams system to ensure the claim has been raised correctly.

Type	No.	Stock Type	YODEL UPI No.	Back to Back Sle...	Back To P.O. Req...	Back To Back Orde...	Back To Back Line ...	A1 Reallocation	Branch Stock Location	Collection	Auto Pay a...	Warranty Description	Warran Item Nc
Item	135-00734	Stock						0					
Item	223-00037	Charge						0				160921_112216...	135-00
Item	735-00061	Pay a...						0		OC02			

6

Go to the front page of your policy and make sure the claim has been raised on this correct item.

Duration	96	Months	Policy Liability	RV	
Waiting Period	60	Months	Claim Liability	RV	
			Claims Incurred	GBP 84.00	1

IMS HISTORY RELATED POLICIES

Product Category	Bed	Retail Value	GBP 229.00
Product Type	Mattress Only	Repair Excess	£0
Product Size	Euro Single	DMLR	GBP 55.00
Vendor Ref	V04103	DHLR	GBP 45.00
Manufacturer	SC FROM PRODUCT SRL	Sales Information	
Model	NEW LITTLE BIG DREAMS STAR GAZER S EU MATTRESS	Seller Branch	
Vulnerable?	No	Sales Agent	
Delivery Address		Policy Type	
Different Delivery Address?	No	Previous Policy	
		Lead Source	

7

Click "Close"

Overtime - Formstack Daily Claim Review - Issues & Breaches - Peer Review Checkli... TSG

Amy Stephenson

**CLOSE**

Expiry Date	01/03/2029	Policy Status	Active
Months		Policy Liability	RV
Months		Claim Liability	RV
		Claims Incurred	GBP 84.00 1
		Retail Value	GBP 229.00

## 8 Check the fault type

<b>Cover Level</b>	<input type="text" value="Dream Cover Structure Beds 6th to 8th year warranty"/>	<b>Notification Date</b>	22/10/2024
<b>Underwriter</b>	Novus Underwriting	<b>Order Date</b>	
<b>Vulnerable?</b>	No		
<b>Reason For Claim</b>	Furniture - Accidental Damage		

DETAILS	PARTIES	ESTIMATES	ESTIMATE PARTS	ESTIMATE LABOUR	PAYMENTS	NOTES	TASKS	DOCUMENTS
<b>Fault Category</b>	Mattress	<b>Repair</b>						
<b>Fault Type</b>	Accidental Damage	<b>Action</b>	DTA Pro					
<b>Fault Detail</b>	Mattress Cover	<b>Fraud Check Complete</b>	No					
<b>Fault Description</b>	Date Fault Noticed: 29/09/2024 Fault Description: Iron burn	<b>Specific Requests / Directions</b>						
<b>Cause</b>								
<b>Cause Description</b>								

## 9 Then check the delivery date to make sure the claim is valid.

Accidental damage is covered on Bed Cover policies only for 5 years.

Manufacturing defects are covered after the first 12 months.

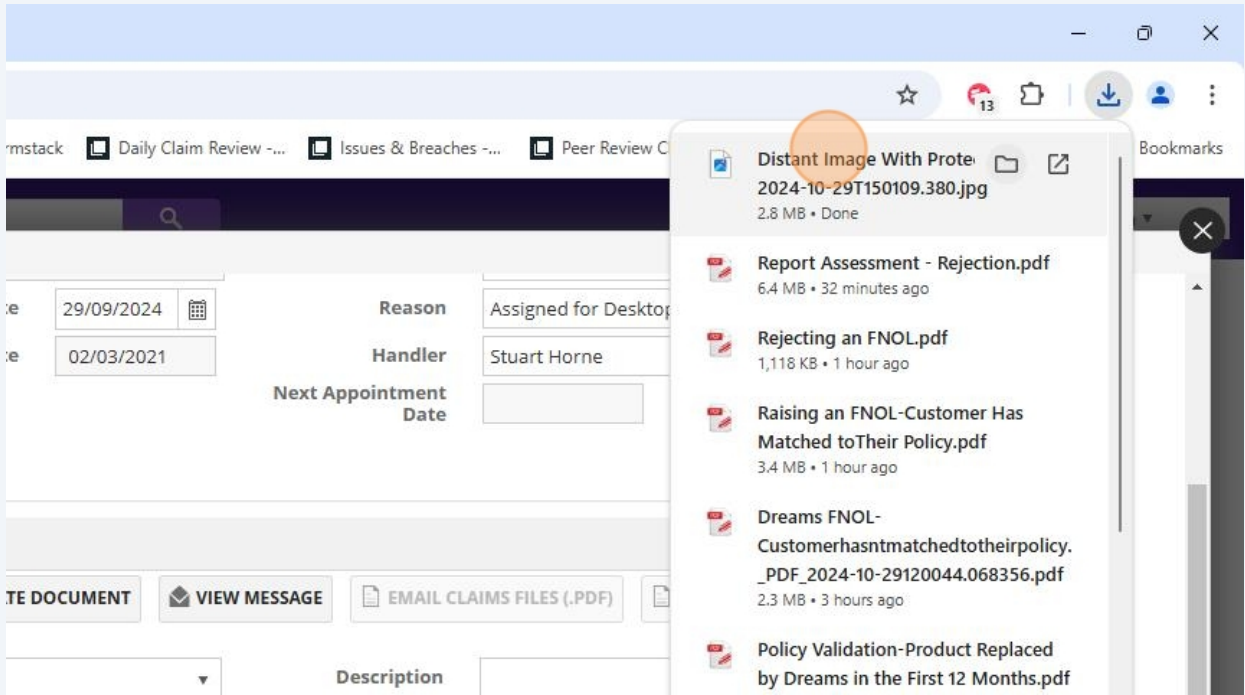
<b>Claim Reference</b>	447414	<b>Status</b>	Open
<b>DL Reference</b>	FNOL037437	<b>Position</b>	Referred
<b>Notification Date</b>	22/10/2024	<b>Incident Date</b>	29/09/2024
<b>Order Date</b>		<b>Delivery Date</b>	02/03/2021
		<b>Reason</b>	Assigned for Desktop Asse
		<b>Handler</b>	Stuart Horne
		<b>Next Appointment Date</b>	

S	TASKS	DOCUMENTS	HISTORY	API
<b>Repair</b>		<b>Claim Value</b>		
<b>Action</b>	DTA Process	<b>Maximum Liability</b>	RV	
<b>Fraud Check Complete</b>	No	<b>Claims Incurred</b>	£	84.00



12 Click the download to open them

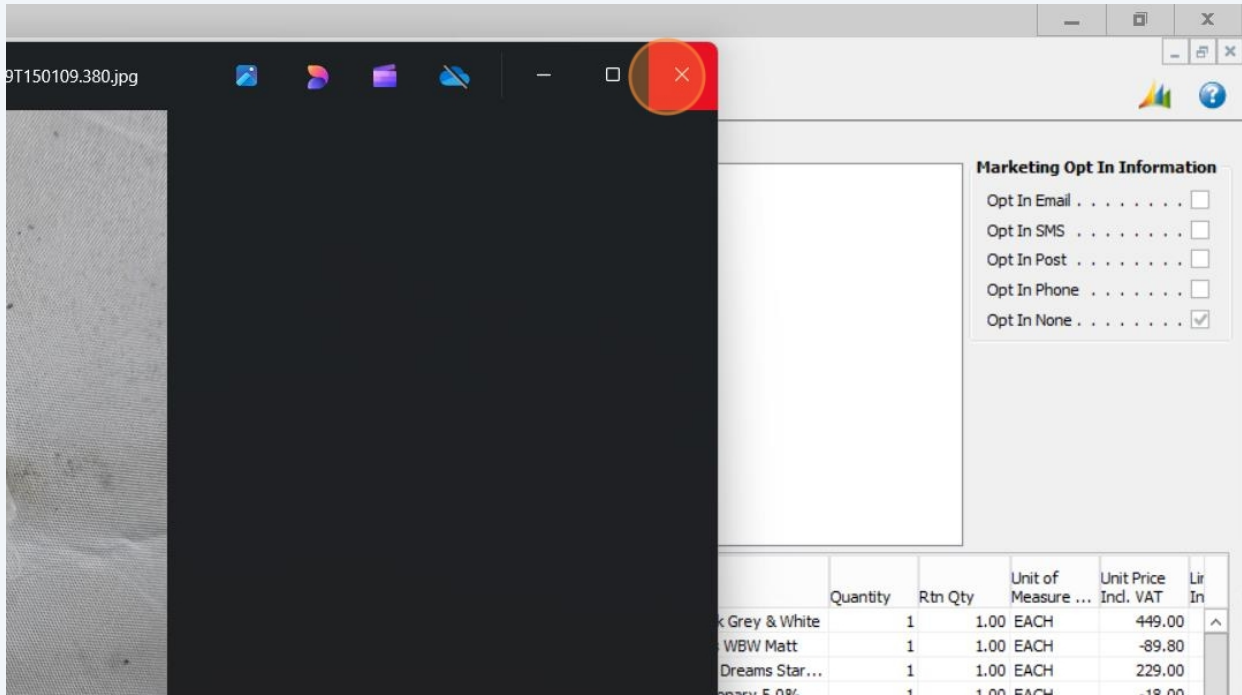




**13** Use the images to determine which parts will need to be ordered (for beds).

For accidental mattress claims, we are assessing whether it can be repaired or not. If it cannot be repaired, a replacement will need to be ordered.

For bed claims, use your parts availability spreadsheet to check whether an item is discontinued or not. If it is discontinued, a replacement will need to be ordered.



14 Go back to details

**Edit Claim**

Cover Level:  Notification Date: 22/10/2024

Underwriter: Novus Underwriting Order Date:

Vulnerable?: No

Reason For Claim: Furniture - Accidental Damage

DETAILS PARTIES ESTIMATES ESTIMATE PARTS ESTIMATE LABOUR PAYMENTS NOTES TASKS DOCUMENT

+ ADD DELETE

Sender:  Category:

<input type="checkbox"/>	OPEN	DESCRIPTION	FILE NAME	CREATED
<input type="checkbox"/>	<a href="#">Open</a>	MB&G Insurance - Your Dreams Claim - Assessing Claim	MB&G Insurance - Your Dreams Claim - Assessing Claim.eitremf	28/10/2024 1

15 Set the "Cause" to match the fault type

Fault Category: Mattress

Fault Type: Accidental Damage

Fault Detail: Mattress Cover

Fault Description: Date Fault Noticed: 29/09/2024  
Fault Description: Iron burn

Cause:

Cause Description:

Emmiera Instruction Code: AD1 Accidental Damage & C04 Standard Mattress

Emmiera Instruction: AD1: Accidental Damage: Accident Damage is covered. C04 Standard Mattress: Please confirm the following on your report • That the customer rotates the mattress, and adheres

Repair:

Action: DTA Pro

Fraud Check Complete: No

Specific Requests / Directions:

## 16 Copy the fault description and paste it into the cause description field

<b>Fault Type</b>	Accidental Damage	<b>Action</b>	DTA Pro
<b>Fault Detail</b>	Mattress Cover	<b>Fraud Check Complete</b>	No
<b>Fault Description</b> ⓘ	Date Fault Noticed: 29/09/2024 Fault Description: Iron burn	<b>Specific Requests / Directions</b>	
<b>Cause</b>	Accidental Damage		
<b>Cause Description</b>			
<b>Emmiera Instruction Code</b>	AD1 Accidental Damage & C04 Standard Mattress		
<b>Emmiera Instruction</b>	AD1: Accidental Damage: Accident Damage is covered. C04 Standard Mattress: Please confirm the following on your report • That the customer rotates the mattress, and adheres to care instructions as per their paperwork. • Is the attended address the same as the original delivery address? • Does the		

## 17 Select "Furniture replacement" as the repair

Next Appointment

TE LABOUR PAYMENTS NOTES TASKS DOCUMENTS HISTORY API

<b>Repair</b>		<b>Maximum Liab</b>
<b>Action</b>		<b>Claims Incur</b>
<b>Fraud Check Complete</b>		<b>Repair Ex</b>
<b>Specific Requests / Directions</b>		<b>Claim</b>
		<b>Current Res</b>
		<b>Total I</b>
		<b>Grand T</b>

Repair

- Appliance Product Recall
- Appliance Repair
- Appliance Settlement
- Breakdown No Action
- Cancellation
- Cycle Repair
- Cycle Replacement
- Cycle Replacement & Cycle Repair
- Furniture Repair
- Furniture Replacement
- Gadget Repair

## 18 Go to estimates

<b>Policy Holder</b>	<input type="text" value="Mr Abdul Chana"/>	<b>Claim Reference</b> ⓘ	447414
<b>External Ref No</b>	327A011331/1	<b>FNOL Reference</b>	<input type="text" value="FN"/>
<b>Cover Level</b>	<input type="text" value="Dream Cover Structure Beds 6th to 8th year warranty"/>	<b>Notification Date</b>	22/10/20
<b>Underwriter</b>	Novus Underwriting	<b>Order Date</b>	
<b>Vulnerable?</b>	No ▼		
<b>Reason For Claim</b> ⓘ	Furniture - Accidental Damage ▼		

DETAILS	PARTIES	ESTIMATES	ESTIMATE PARTS	ESTIMATE LABOUR	PAYMENTS	NOTES	TASKS	DOCUMENTS
<b>Fault Category</b>	Mattress ▼	<b>Repair</b>	Furnitur					
<b>Fault Type</b>	Accidental Damage ▼	<b>Action</b>	DTA Pro					
<b>Fault Detail</b>	Mattress Cover ▼	<b>Fraud Check Complete</b>	No					
<b>Fault Description</b> ⓘ	Date Fault Noticed: 29/09/2024 Fault Description: Iron burn	<b>Specific Requests / Directions</b>						

## 19 An Emmiera appointment will not be needed so this estimate will need to be deleted.

Click on the Emmiera estimate.

		<b>Next Appointment Date</b>	<input type="text"/>
--	--	------------------------------	----------------------

DOCUMENTS	HISTORY	API			
<input type="button" value="+ ADD"/> <input type="button" value="DELETE"/> <input type="button" value="X"/>					
ESTIMATE NO.	JOB NUMBER	DESCRIPTION	ESTIMATE	PAID	OUTSTANDING
202075	447414	First Inspection	£ 48.00	£ 0.00	£
202076	447414	Triage/Intel	£ 36.00	£ 0.00	£

## 20 Click "Delete"

Form fields:

- Position: Referred
- Reason: Assigned for Desktop Assessment
- Handler: Stuart Horne
- Next Appointment Date: [Empty]
- Incident Date: 29/09/2024
- Delivery Date: 02/03/2021

Buttons: + ADD, **DELETE**, EXPORT, + ADD CREDIT NOTE

DESCRIPTION	ESTIMATE	PAID	OUTSTANDING	PENDING
First Inspection	£ 48.00	£ 0.00	£ 48.00	£ 0.00
Triage/Intel	£ 36.00	£ 0.00	£ 36.00	£ 0.00

## 21 Click "Yes"

Form fields:

- Notification Date: 22/10/2024
- Incident Date: 29/09/2024
- Order Date: [Empty]
- Delivery Date: 02/03/2021

Buttons: PARTS, ESTIMATE LABOUR, PAYMENTS, NOTES, TASKS

Table:

PARTY	PAYEE(S)	DESCRIPTION
Emmiera Group (formally Homeserve Ltd)		First Inspection
MB&G Insurance Services - Triage	EN202076	447414 Triage/Intel

**Delete Record**

Are you sure you want to delete 1 item?

Yes  No

## 22 Go to cover level

**Edit Claim**

### Claim

**WARNING:** Early claim (incident date within 15 days of start date).

<b>Policy Holder</b>	<input type="text"/>	<b>Claim Reference</b>	447414
<b>External Ref No</b>	327A011331/1	<b>FNOL Reference</b>	<input type="text"/> FN
<b>Cover Level</b>	Dream Cover Structure Beds 6th to 8th year warranty	<b>Notification Date</b>	22/10/21
<b>Underwriter</b>	Novus Underwriting	<b>Order Date</b>	<input type="text"/>
<b>Vulnerable?</b>	No		
<b>Reason For Claim</b>	Furniture - Accidental Damage		

DETAILS PARTIES ESTIMATES ESTIMATE PARTS ESTIMATE LABOUR PAYMENTS NOTES TASKS DOCUMENTS

## 23 Copy your product cost

<b>Policy Liability</b>	RV	<input type="text"/>
<b>Claim Liability</b>	<input type="text"/>	RV
<b>Claims Incurred</b>	GBP 36.00	1

---

<b>Retail Value</b>	GBP 229.00
<b>Repair Excess</b>	£0
<b>DMLR</b>	GBP 55.00
<b>DHLR</b>	GBP 45.00

**Sales Information**

<b>Seller Branch</b>	<input type="text"/>
<b>Sales Agent</b>	<input type="text"/>
<b>Policy Type</b>	<input type="text"/>

24 Click "Close" to go back to the claim

The screenshot shows a web browser window with several tabs open: 'Daily Claim Review -...', 'Issues & Breaches -...', 'Peer Review Checkli...', and 'TSG'. The main content area displays a claim summary form with the following fields:

Policy Start Date	01/03/2029	Policy Status	Active
Policy Liability	RV	Claim Liability	RV
Claims Incurred	GBP 36.00		1

A red 'CLOSE' button is highlighted with an orange circle in the top right corner of the form area.

25 Click "Add" in the estimates tab

The screenshot shows a web application interface for an estimates tab. It includes a form with the following fields:

Position	Referred
Reason	Assigned for Desktop Assessment
Handler	Stuart Horne
Next Appointment Date	

Below the form is a table with the following data:

DESCRIPTION	ESTIMATE	PAID	OUTSTANDING	PENDING
Triage/Intel	£ 36.00	£ 0.00	£ 36.00	£ 0.00

An orange circle highlights the '+ ADD' button located above the table.

26 Select "Dreams" for the estimate type

The screenshot shows a web form titled "Add Claim Estimate" with a sub-section "New Estimate". Under the "DETAILS" tab, there are several fields: "Type", "Party", "Description", "Job Number", and "Estimate Number". The "Description" field is currently set to "Dreams Default", which is highlighted with a purple bar and a magnifying glass icon. Other options listed are "MB&G Payment Correction" and "Triage Fee". Below the details is a "Financial Breakdown" section with a table:

	Estimate			
	Net	Vat	Gross	P
Sub Total	£ 0.00	£ 0.00	£ 0.00	£

27 Click the magnifying glass

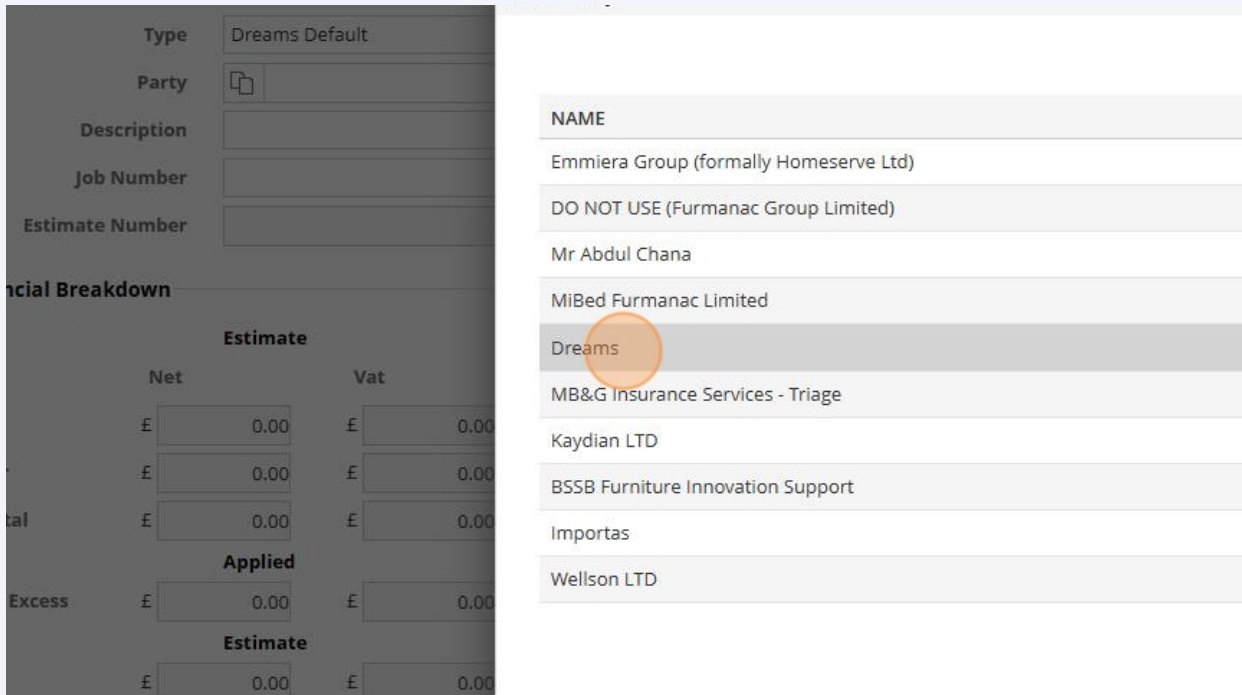
The screenshot shows a browser window with several tabs open: "mstack", "Daily Claim Review - ...", "Issues & Breaches - ...", "Peer Review Checkli...", and "ISG". The browser address bar shows "All Bookmarks". The main content area displays a search interface with a search bar and a magnifying glass icon. Below the search bar are three buttons: "ADD", "ADD AND CLOSE", and "CLOSE". The search bar is currently empty, and the magnifying glass icon is highlighted with a magnifying glass icon.



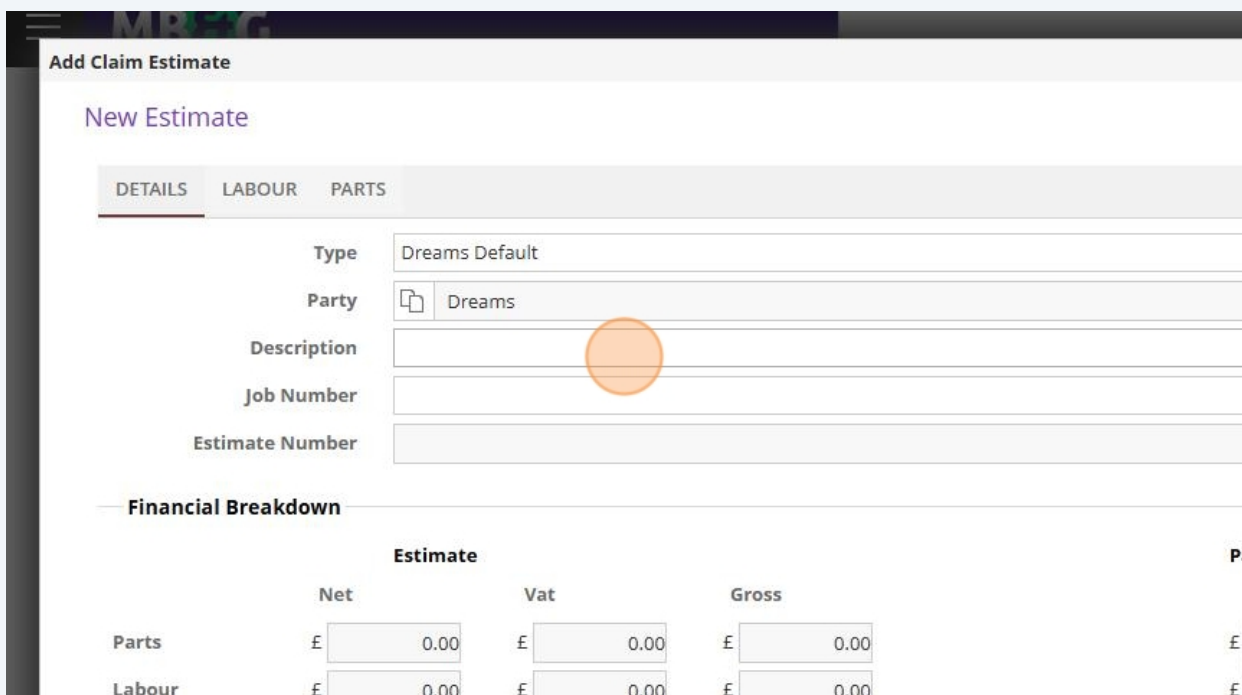
28 Double-click on Dreams

When replacing products, the estimate party will always be Dreams unless it is a Furmanac bed.

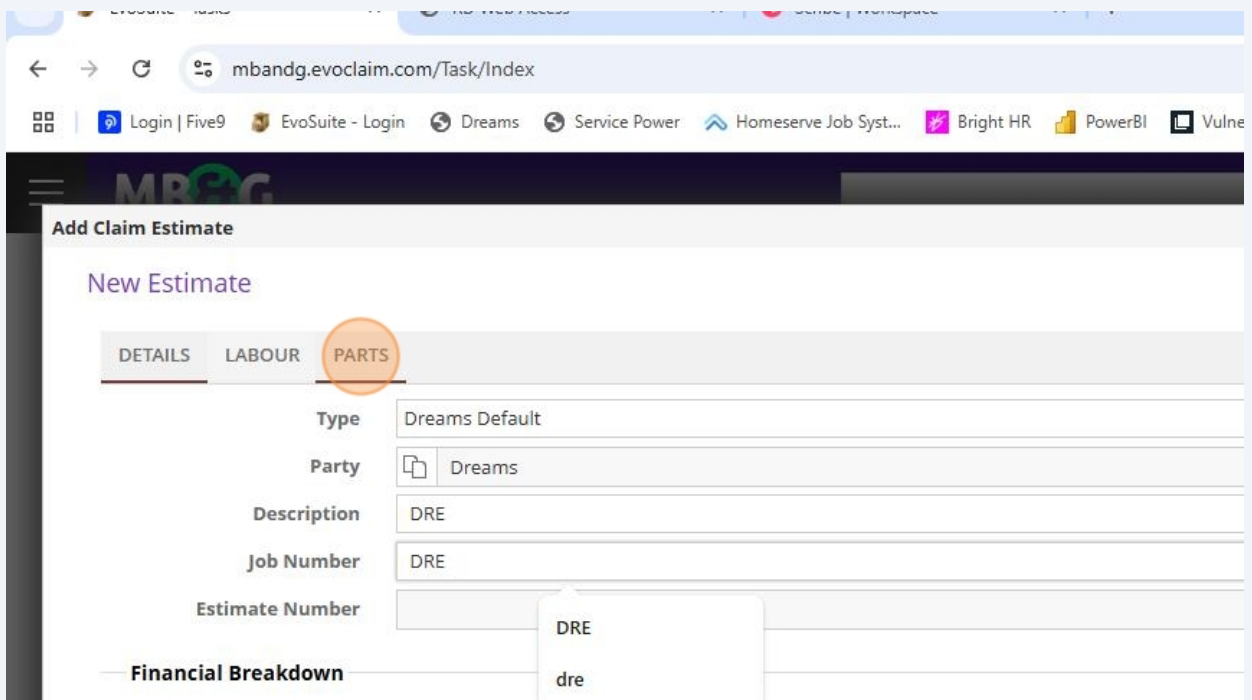
If you are replacing a Furmanac product, set the party as MiBed



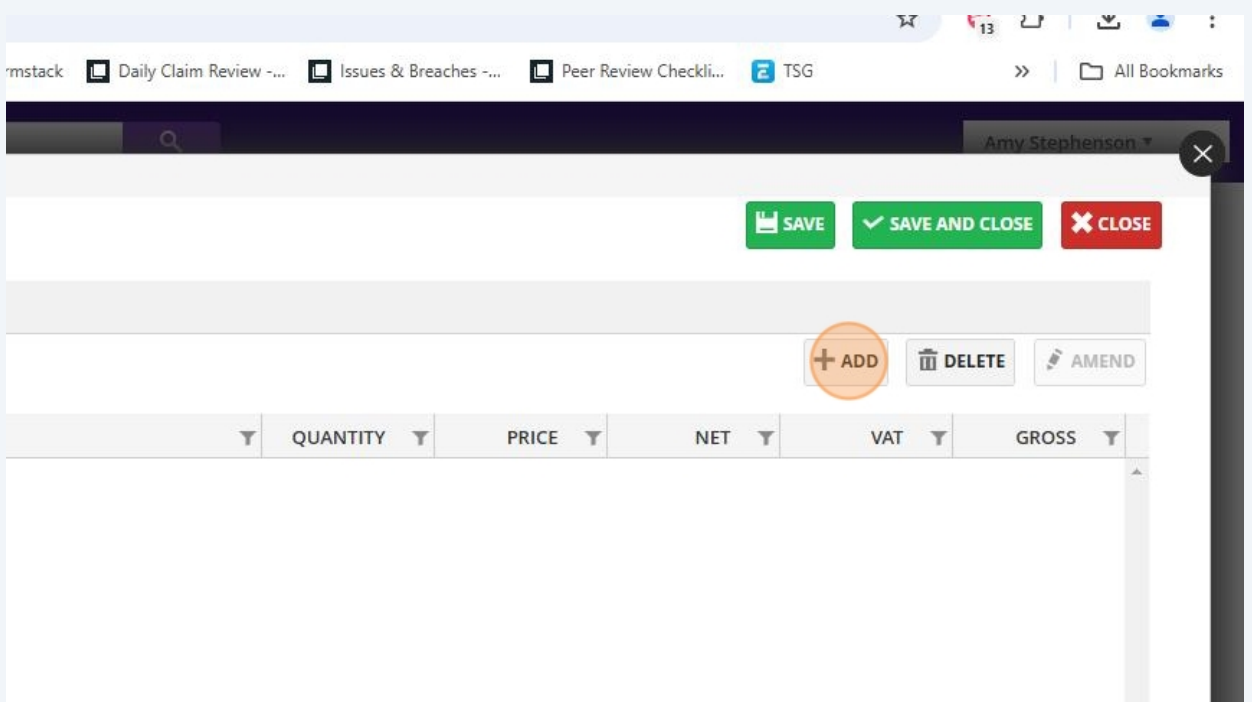
29 Type "DRE" into the description and job number fields



### 30 Go to parts



### 31 Click "Add"



32 Set the supplier as "manufacturer"

The screenshot shows a form titled "Add Claim Estimate Part" with a sub-header "New Claim Estimate Part". At the top right, there are three buttons: "ADD", "ADD AND CLOSE", and "CLOSE". The form contains several fields: "Supplier" (a dropdown menu with "Manufacturer" selected), "Description" (a text field), "Quantity" (a text field), "Unit Price" (a text field), "Net Total" (a text field showing £ 0.00), "VAT Date" (a date field showing 29/10/2024), "VAT Rate" (a text field showing Standard (20.0000)), and "VAT Total" (a text field showing £ 0.00). An orange circle highlights the "Manufacturer" option in the dropdown menu.

33 Type "Replacement" into the description field

The screenshot shows the same "Add Claim Estimate Part" form. The "Supplier" dropdown menu now shows "Manufacturer". The "Description" text field contains the word "Replacement". The "Quantity" field now has the value "1". The "Unit Price" field shows £ 229. The "Net Total" field shows £ 229.00. The "VAT Date" field remains 29/10/2024. The "VAT Rate" field remains Standard (20.0000). The "VAT Total" field now shows £ 45.80. An orange circle highlights the "Replacement" text in the description field.

34 Paste the cost into the unit price field

**Add Claim Estimate Part**

New Claim Estimate Part

ADD ADD AND CLOSE CLOSE

Supplier: Manufacturer

Description: Replacement

Quantity: 1

Unit Price: £ 229.00

Net Total: £ 229.00

VAT Date: 29/10/2024

VAT Rate: Standard (20.0000)

VAT Total: £ 45.80

Gross Total: £ 274.80

35 Click "Add and close"

PowerBI Vulnerable Custome... Overtime - Formstack Daily Claim Review -... Issues & Breaches -... Peer Review Checkli...

**Add Claim Estimate Part**

ADD ADD AND CLOSE CLOSE

Supplier: Manufacturer

Description: Replacement

Quantity: 1

Unit Price: £ 229

Net Total: £ 229.00

VAT Date: 29/10/2024

### 36 Go to documents

	<b>Claim Reference</b> ⓘ	44/414
	<b>FNOL Reference</b>	FNOL037437
ure Beds 6th to 8th year warranty	<b>Notification Date</b>	22/10/2024
	<b>Order Date</b>	
	<b>Incident Date</b>	29/09/2024
	<b>Delivery Date</b>	02/03/2021

nage ▼

ARTS ESTIMATE LABOUR PAYMENTS NOTES TASKS **DOCUMENTS** HISTORY API

PARTY	PAYEE(S)	ESTIMATE NO.	JOB NUMBER	DESCRIPTION
MB&G Insurance Services - Triage		EN202076	447414	Triage/Intel
Dreams		EN202494	DRE	DRE

### 37 Click "Email/forward"

	<b>Position</b>	Referred
29/09/2024	<b>Reason</b>	Assigned for Desktop Assessment
02/03/2021	<b>Handler</b>	Stuart Horne
	<b>Next Appointment Date</b>	

TE DOCUMENT VIEW MESSAGE EMAIL CLAIMS FILES (.PDF) EMAIL CLAIMS FILES (.ZIP) **EMAIL / FORWARD**

▼ Description

SENDER	RECEIVED	ATTACHMENT	EMAIL SUBJECT	CATEGORY
eam@mbginsurance...	28/10/2024 10:28	<input type="checkbox"/>	MB&G Insurance - Your Dreams Claim - Assessing Claim	Email Inbound

38 Double-click on the "TYG Parts/Replacement Request Form"

FILE NAME	
Dreams - Parts Ordered - Delivery to Technician - Customer update	Email Outbound
Dreams - Parts Received	Email Outbound
Dreams - Product Under 12 Months - Referred to Dreams - Non Workflow	Email Outbound
Dreams - Rejection Reason	Email Outbound
Dreams - Rejection Reason - Postal Template	Email Outbound
Dreams - Repair Complete	Email Outbound
Dreams - Replacement Item - No Inspection Needed	Email Outbound
Dreams - TYG Parts/Product Replacement Request Form - Non Workflow	Email Outbound
FNOL Declaration	FNOL
FNOL Dreams Claim Form	FNOL
FNOL Submission Email	FNOL
Invoice DD Email Template	Email Outbound
Invoice Email Template	Email Outbound
MB&G Invoice Template	Invoice

39 Put "TYGReplace@dreams.co.uk in the "forward to" box

If you are replacing a Furmanac bed, use "admin@mibed.co.uk"

Send / Forward

Sender: dreams@mbginsurance.com

Forward To: tygreplace@dreams.co.uk

CC:

Subject: Claim 447414 -

Attachments: No attachments available

tygreplace@dreams.co.uk

- furnitureguard@ofl.co.uk
- supplierinspections@dreams.c...
- customerservices@kaydian.co...
- tygqueries@dreams.co.uk
- sales@furmanacgroup.com

40 Type "replacement" into the "Parts / product required" field

Mobile Tel Number	
Email	Abdulchana@live.co.uk

Original Product Description	NEW LITTLE BIG DREAMS STAR GAZER S EU MATTRESS SC FROM PRODUCT SRL
Parts / Product Required	
Reason / Fault	Accidental Damage
Is product age > 5 Years	No
Specific Requests/Directions	Please contact customer to arrange delivery if applicable
Request by	Stuart Horne

41 Click "Send"

The screenshot shows a web browser window with several tabs open: "Overtime - Formstack", "Daily Claim Review -...", "Issues & Breaches -...", "Peer Review Checkli...", and "TSG". The main content area displays a form with a text input field containing a green checkmark. Below the input field are two buttons: "SEND" (highlighted with an orange circle) and "CLOSE" (in a red box). To the right of the "SEND" button is another "CLOSE" button and a "PRINT" button. At the bottom of the form, there is a rich text editor toolbar with options for Paragraph, text alignment, and font size.

## 42 Go to notes

Mr Abdul Chana	Claim Reference ⓘ	447414		
327A011331/1	FNOL Reference	FNOL037437		
Dream Cover Structure Beds 6th to 8th year warranty	Notification Date	22/10/2024	Incident Date	29/10/2024
Underwriting	Order Date		Delivery Date	02/11/2024
Structure - Accidental Damage				

NOTES ESTIMATE PARTS ESTIMATE LABOUR PAYMENTS NOTES TASKS DOCUMENTS HISTORY API

+ ADD DELETE EXPORT + ADD TEMPLATE DOCUMENT

Category

Search Reset Search

ION	FILE NAME	CREATED	CREATED BY	SENDER
414 - Abdul Chana - 327A011331/1	Claim 447414 - Abdul Chana - 327A0113311.eitremi	29/10/2024 15:02	Amy Stephenson	

## 43 Click "add"

29/09/2024	Position	Referred
02/03/2021	Reason	Assigned for Desktop Assessment
	Handler	Stuart Horne
	Next Appointment Date	

+ ADD DELETE

NOTE

Is there anything else you wish to tell us about your claim?: Do you agree with the above declaration?: Yes Declaration Date: 22/10/2024



44 Type your note then press "Add and close"

Claim Reference 447414

Status Open

Position Referr

Reason Assign

Handler Stuart

Appointment Date

out your claim?: Do

**Add Claim Note**

**New Claim Note**

**ADD** **ADD AND CLOSE** **CLOSE**

Date 29/10/2024

Author Amy Stephenson

Claim Note Type

DTA - BER - Replacement requested

45 Go to tasks

ul Chana

Claim Reference 447414

FNOL Reference FNOL037437

Notification Date 22/10/2024 Incident Date 29/09/2024

Order Date Delivery Date 02/03/202

ESTIMATE PARTS ESTIMATE LABOUR PAYMENTS **TASKS** DOCUMENTS HISTORY API

CREATED	AUTHOR	TYPE	NOTE
22/10/2024 18:52	Service Process		Is there anything e 22/10/2024
29/10/2024 15:03	Amy Stephenson		DTA - BER - Replac

## 46 Tick the DTA task

Next Appointment Date

UR PAYMENTS NOTES **TASKS** DOCUMENTS HISTORY API

	DUE DATE	COMPLETED?	TYPE
	28/10/2024 10:28	<input type="checkbox"/>	Automated Task

## 47 Change the claim position to accepted

SAVE SAVE AND CLOSE CLOSE PRINT EMAIL

Accident Date 29/09/2024  
Delivery Date 02/03/2021

Status Open  
Position Referred  
Reason Accepted  
Handler Referred  
Next Appointment Date Rejected  
Reopened

+ ADD DELETE EXPORT

COMPLETED? TYPE

## 48 Change the claim reason to "Replacement requested"

Form fields for step 48:

- Accident Date: 29/09/2024
- Delivery Date: 02/03/2021
- Status: Open
- Position: Accepted
- Reason: Replacement Requested (highlighted in orange)
- Handler: Stuart Horne
- Next Appointment Date: [Empty]

Table below the form:

EDITED?	TYPE
	Automated Task

## 49 Change the handler name to yours

Form fields for step 49:

- SAVE
- SAVE AND CLOSE
- CLOSE
- PRINT
- EMAIL
- Status: Open
- Position: Accepted
- Reason: Replacement Requested
- Handler: Stuart Horne (highlighted in orange)
- Next Appointment Date: [Empty]

Table below the form:

TYPE
Automated Task

## 50 Click "save and close"

The screenshot shows a web browser window with several tabs open: 'Daily Claim Review -...', 'Issues & Breaches -...', 'Peer Review Checkli...', and 'TSG'. The user is logged in as 'Amy Stephenson'. The main content area displays a form with the following fields:

- SAVE** (green button)
- SAVE AND CLOSE** (green button with a checkmark, highlighted with an orange circle)
- CLOSE** (red button with an 'X')
- PRINT** (grey button)
- EMAIL** (grey button)

Below the buttons, there is a yellow bar and a form with the following fields:

- Status**: Open
- Position**: Accepted
- Reason**: Replacement Requested
- Handler**: Amy Stephenson
- Next Appointment Date**: (empty field)

On the left side, there are date pickers for '29/09/2024' and '02/03/2021'.

## 51 Always leave a note in the Dreams system

2	Info 2	Reason for Parts	Parts Required	Comments
			0	AUTOSTAMP - REFUND - Emailed cust to adv their refund has been raised and should be in their account within 7-10 days
	SC FROM PRODUCT SRL	Others (...)	0	

ason	Voucher Amount	Voucher Number	Allowance Amount	Refund Amount	Disability VAT Refund Amt.	Comments	Letter Template
Mattress							