



MB&G INSURANCE

Dreams System

Policy Validation – Full Replacement Without A New Policy

01.11.24

Dreams System Process: Policy Validation - Full Replacement Without a New Policy

- 1 Go to the customer service tab to validate your policy.

Dreams LIVE - Microsoft Dynamics NAV Classic - [314A009417 Mrs JAKI STOCKWELL - Completed Sales Order]

File Edit View Tools Window Help

Customer Service

No. 314A009417

Sell-to Customer No. . . . B314

Sell-to Contact No. . . . B314-CT008131

Sell-to Customer Name . . . Mrs JAKI STOCKWELL

Sell-to Address

Sell-to Address 2

Sell-to City Chelmsford

Sell-to County/Post Code Essex

Sell-to Contact

Related Back To Back . . . 0

Customer Collection . . . Staff Sales Order Sleepmatch

Order Amount. 1,739.20

Payments 1,706.20

Financed Amount 0.00

BALANCE 33.00

Intake Value. 1,739.20

Status Released

Order Status. Delivered

Order Date 28/01/18

Delivery Date 14/02/18

Daytime : 07:00:00 - 18:00:00

Times Delivery Date Changed . 0

Salesperson Code . . . LS35

Location Code. HDD-SY

Interaction Count 1

Archived Versions 1

TBA Comments 0

Overall Special . . .

Telesales Order

Order No.	A1	Collection	Auto	Warranty	Route	Postcode	Description
Reallocation	Branch	Stock	Pay a...	Item No.	No.		
0							255-00202 Evert K Ottoma
0					CM	CM2 6QJ	20% Off Bed Frame WBW
0					CM	CM2 6QJ	Evert K Otto Oatmeal Box
0					CM	CM2 6QJ	Evert K Otto Oatmeal Box

2 Click the grey arrow next to the SO/CSTYG number

Dreams LIVE - Microsoft Dynamics NAV Classic - [314A009417 Mrs JAKI STOCKWELL - Completed Sales Order]

File Edit View Tools Window Help

General Invoicing Shipping Payments Communication Customer Service

Return Order No.

Returned by Order No. . . SRET538223 2

Replaced by Order No. . . CSTYGZ174 2

Return Reference 0

Reason for Amendment

Comments on Amendment

On Hold Classification

On Hold Class. Descrip...

	A1	Collection	Auto	Warranty	MTM	Route	Postcode	Description
Line No.	Reallocation	Branch Stock Location ...	Pay a...	Item No.		No.		
0								255-00202 Evert K Ottoma
0						CM	CM2 6QJ	20% Off Bed Frame WBW
0						CM	CM2 6QJ	Evert K Otto Oatmeal Box
0						CM	CM2 6QJ	Evert K Otto Oatmeal Box

3 Click "Line"

Line

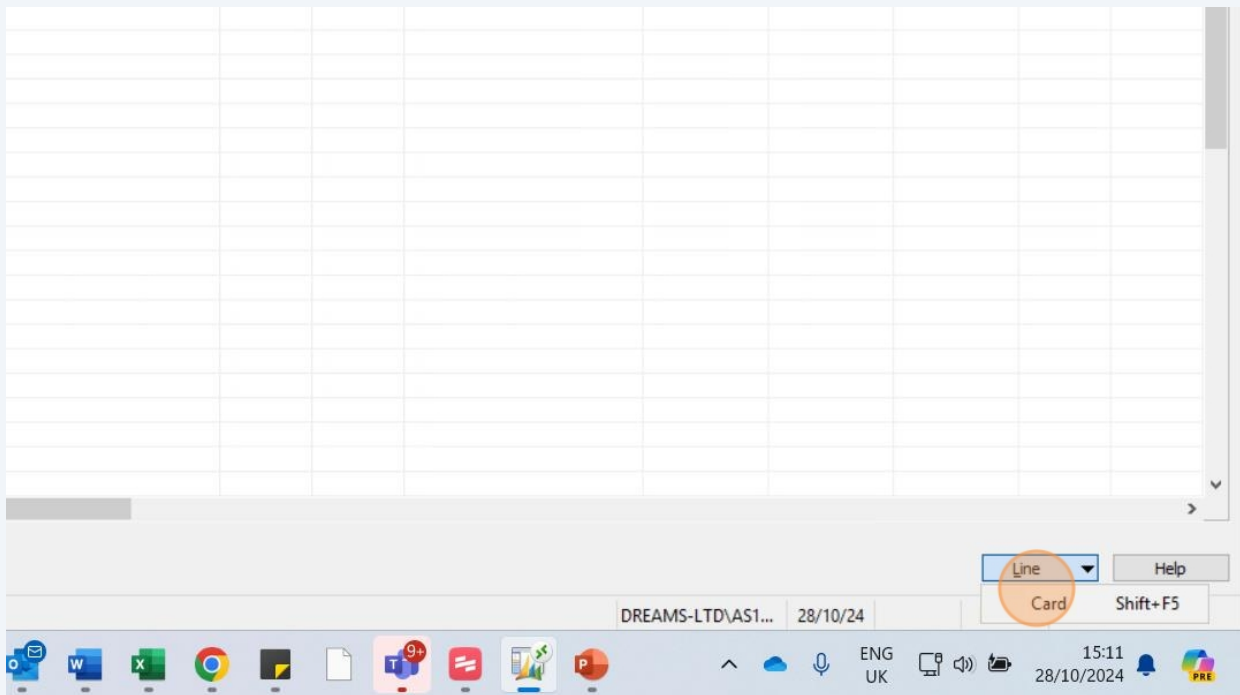
Help

DREAMS-LTD\AS1... 28/10/24 FILTER

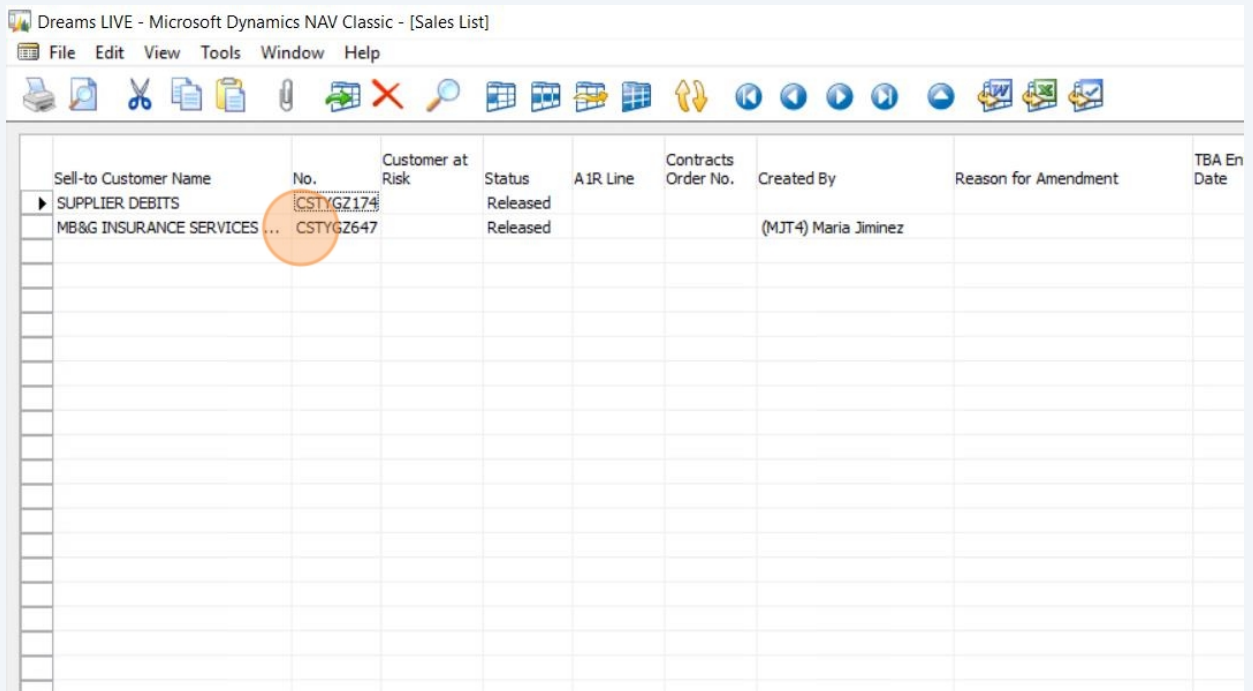
15:11 28/10/2024

ENG UK

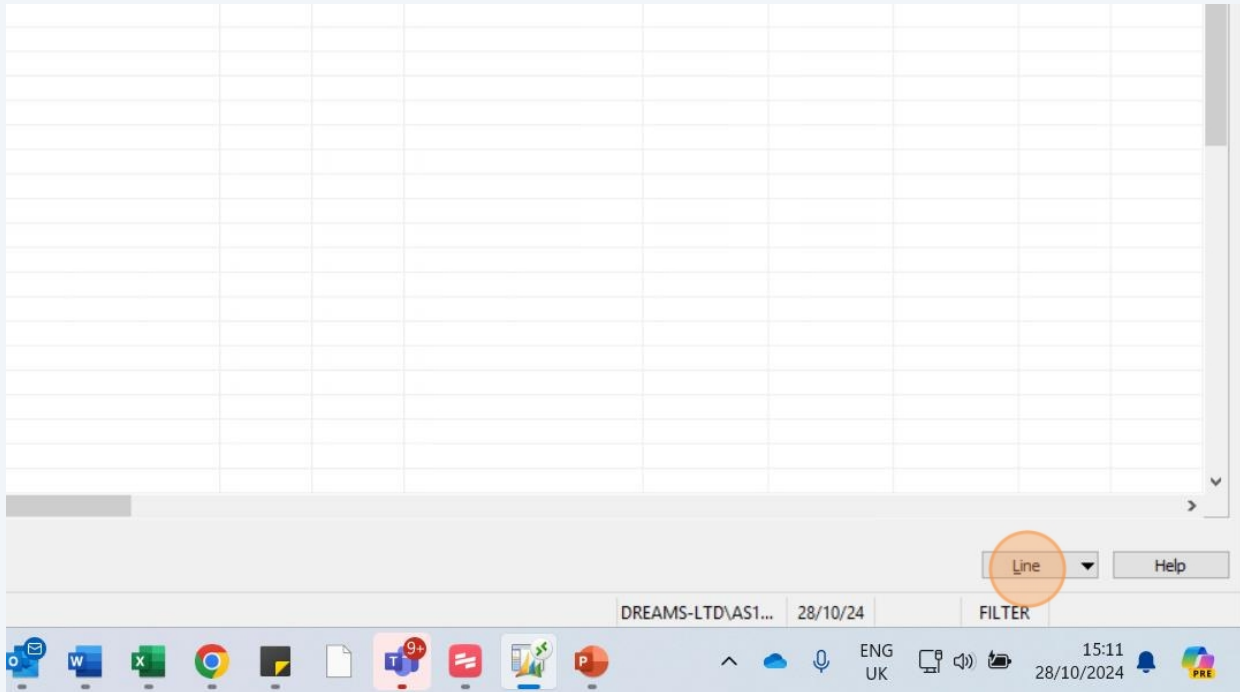
4 Click "Card"



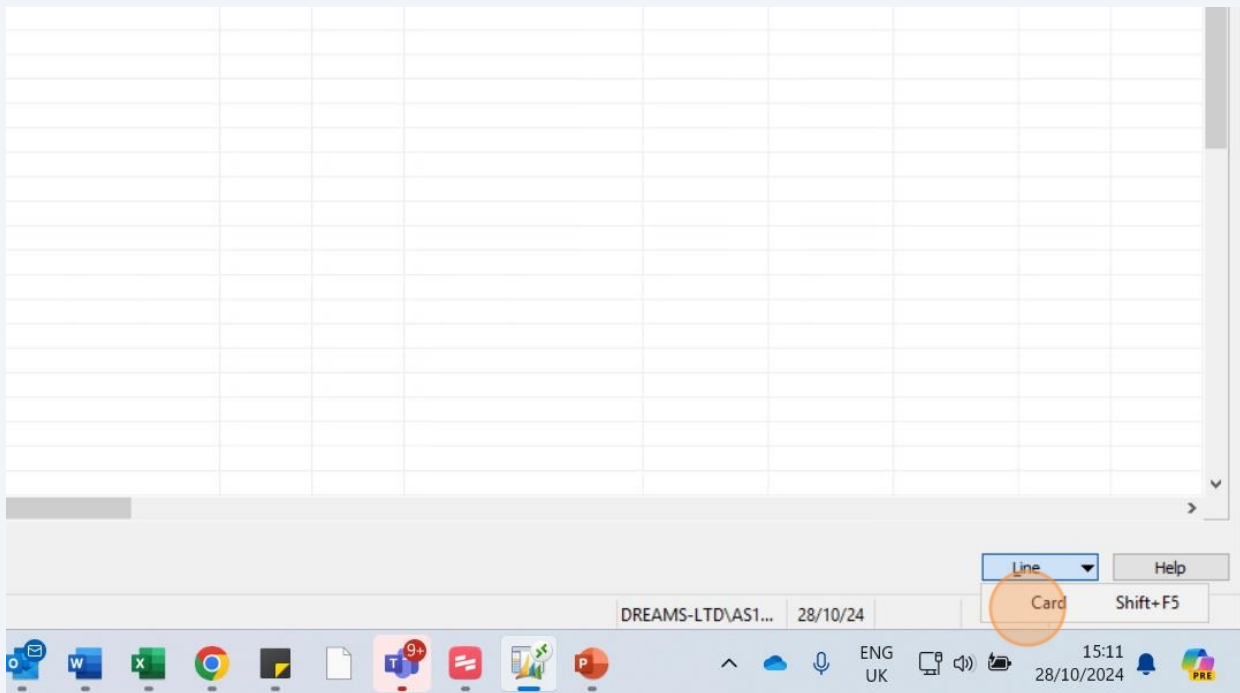
5 Click on the SO/CSTYG number



6 Click "Line"



7 Click "Card"



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If there is a full replacement item that does not have a bed cover policy listed, the customer has not purchased a new policy and their replacement bed is not covered.

We therefore, cannot accept their new claim.

Auto Pay a...	Warranty Description	Warranty Item No.	MTM	Route No.	Postcode	Description
						215-01022 Hugo K Black Nickel Metal Bed (Solid Sla
				CM	CM2 6QJ	Hugo K Black Nickel Metal Bed Box 1(H&FEnd,FixGt)
				CM	CM2 6QJ	Hugo K Black Nickel Metal Bed Box2(Side Rails)
				CM	CM2 6QJ	Dreams K Wood Slats (Solid)
				CM	CM2 6QJ	Delivery
				CM	CM2 6QJ	(NON DHD) DOB - Bed Frame/Divan
				CM	CM2 6QJ	Disassemble and Assembly
				CM	CM2 6QJ	Assembly - Bedframe D,K,SK (Exc Drawers & Ottoman)

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It is important to check that the full replacement was not done by Dreams in the first 12 months.

You can double check that the replacement was authorised by MB&G by going to the notes on VCS or by checking the policy on Evo.

Dreams LIVE - Microsoft Dynamics NAV Classic - [REF0003107939 - VCS Log]

File Edit View Tools Window Help

Reference No. Order No. Priority CSI 18/07/19 Allocated To
REF0003107939 Order 314A009417 VIP Yes LHTMBG Nikki Cole

General **Logs** Linked Docs

Name
Type of Contact . . Phone
Type Info
Comments.
House No./Name . . 25
Address Line 1
Address Line 2
City Chelmsford
County Essex
Postcode
Tel. No. (Work)
Tel. No. (Home)