MBEG INSURANCE

Dreams System

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Policy Validation – SO or CSTYG Full Replacement With New Bed Cover

01.11.24

Dreams System Process: Policy Validation -SO/CSTYG Full Replacement with New Bed Cover

Dreams LIVE - Microsoft Dynamics NAV Classic - [SO652345 Miss SUSANLA THOMAS - Completed Sales Order] File Edit View Tools Window Help Image: Shipping Payments Order Amount. 1,612.00 Sel-to Customer No. B103 View Store Payments Image: Shipping Payments Order Amount. 1,612.00 Order Date. Order Date. No. Sel-to Customer No. B103 View Store Payments Image: Shipping Payments Order Amount. 1,612.00 Order Date. Payments Image: Shipping Payments Payments </th <th>1 Find your policy then head</th> <th>l to the "Cus</th> <th>tomer Se</th> <th>rvice" tab.</th> <th></th> <th></th> <th></th>	1 Find your policy then head	l to the "Cus	tomer Se	rvice" tab.			
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	0 TP01				TW	1W3 1QG	Clear Blue X Mattress Bags

2 Check the "Replaced by Order No" box.

If there is an SO or a CSTYG, this implies the customer has either had replacement parts or a full replacement.

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If the SO/CSTYG number has a full replacement on it and there is a Bed Cover policy on the order, this means that the customer has had an accepted claim and they have taken out a new policy on their replacement item

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		OC02					TW	TW3 1QG	Flaxby Quilted Mattress Protector D
							TW	TW3 1QG	Free Mattress Protector (Bed Cover)

7 This SO/CSTYG number becomes the new policy number and will be on Evo as a new policy.

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ay a	Warranty Description	Item No.	MTM	No.	Postcode	Description	
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	160823_084635 MATT3P HI 8	131-00909		TW	TW3 1QG	Bed Cover Primary Item	
				TW	TW3 1QG	Flaxby Quilted Mattress Protector D	
				TW	TW3 1QG	Free Mattress Protector (Bed Cover)	
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8 This must be treat like any other policy number and be validated by checking for anymore SO/CSTYG numbers.

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Click the "Customer Service" tab.

9 If the box next to "Replaced by Order No" is empty, you can now raise the claim on Evo.

If there are ant SO/CSTYG numbers showing, they need to be checked to ensure the cover is still valid.

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