

An aerial, top-down view of a multi-lane highway interchange. The road is light grey with yellow lane markings. Numerous cars of various colors (red, blue, white, black, yellow) are driving on the road. The interchange is surrounded by lush green trees and vegetation. The background is a solid dark blue color.

MB&G INSURANCE

Dreams System

Policy Validation – SO or CSTYG
That Is Not A Full Replacement

01.11.24

Dreams System Process: Policy Validation - SO/CSTYG that is Not a Full Replacement

1 Find your policy.

The Bed Cover or Ten Year Guarantee policy will be listed as an item. If it is not listed on this page then it was not purchased.

If the customer has multiple items on the order but only has one policy, you can click the "Warranty Item Number" to see which item the cover has been applied to.

The screenshot displays the Dreams system interface. At the top, there are fields for 'Sell-to Contact No.', 'Sell-to Customer Name', 'Sell-to Address', 'Sell-to City', 'Sell-to County/Post Code', and 'Customer Collection'. A 'Financed Amount' of 2,100.00 is shown, along with a 'BALANCE' of 0.00. The 'Intake Value' is 2,321.45, and the 'Order Status' is 'Delivered'. A table of items is visible, with columns for 'Warranty Description', 'Warranty Item No.', 'MTM', 'Route No.', 'Postcode', 'Description', 'Quantity', 'Rtn Qty', and 'Unit of Measure'. A search overlay is present, showing 'Find What' as '094A020335' and 'Match' as 'Whole Field'. The 'Warranty Item No.' '366-01254' is circled in orange in the table.

Warranty Description	Warranty Item No.	MTM	Route No.	Postcode	Description	Quantity	Rtn Qty	Unit of Measure
			HR	HR2 ONX	Signature SK P/T 4 Drw Base Smoke	1	1.00	EACH
			HR	HR2 ONX	Lever SK H/B Signature Smoke	1	1.00	EACH
			HR	HR2 ONX	Tempur Comfort Cooltouch Pillow (firm)	1	1.00	EACH
			HR	HR2 ONX	Tempur Cloud Cooltouch Pillow (soft)	1	1.00	EACH
			HR	HR2 ONX	SUPERSPRINGY SILENTNIGHT DUUVET 10.5 SK	1	1.00	EACH
			HR	HR2 ONX	50% off Silentnight Bedding Promo Code	1	1.00	EACH
			HR	HR2 ONX	Waterproof Anti-Allergy Mattress Protector SK	1	1.00	EACH
			HR	HR2 ONX	Bed Cover Primary Item	1	1.00	EACH
			HR	HR2 ONX	Somerton SK Mattress	1	1.00	EACH
			HR	HR2 ONX	Silentnight So Cotton Fresh 4 Pack Pillow	1	1.00	EACH
			HR	HR2 ONX	50% off Silentnight Bedding Promo Code	1	1.00	EACH
			HR	HR2 ONX	Assembly - Divan Set D,K,SK (366-01254/20000)	1	0.00	EACH
			HR	HR2 ONX	Assembly - Headboards (656-01430/30000)	1	1.00	EACH
			HR	HR2 ONX	Free Del Over £100 Mon-Fri (Chargeable Weekends)	1	1.00	EACH
			HR	HR2 ONX	AM Delivery Window 07:00 - 12: (230000)	1	1.00	EACH

2 Go to the "Customer Service" tab

Dreams LIVE - Microsoft Dynamics NAV Classic - [094A020335 Mr JAKE COLE - Completed Sales Order]

File Edit View Tools Window Help

General Invoicing Shipping Payments Communication **Customer Service**

No. 094A020335

Sell-to Customer No. B094

Sell-to Contact No. B094-CT120462

Sell-to Customer Name

Sell-to Address 1

Sell-to Address 2 Ewyas Harold

Sell-to City Hereford

Sell-to County/Post Code Herefordshire

Sell-to Contact

Related Back To Back 0

Customer Collection Staff Sales Order Sleepmatch

Order Amount 2,321.45

Payments 221.45

Financed Amount 2,100.00

BALANCE 0.00

Intake Value 2,321.45

Status Released

Order Status Delivered

Order Date 13/02/22

Delivery Date 26/03/22

AM PM : 07:00:00 - 12:00:00

Times Delivery Date Changed 0

Salesperson Code SE25

Location Code HDD-CF

Interaction Count 1

Archived Versions 1

TBA Comments 0

Overall Special Telesales Order

A1	Reallocation	Collection Branch	Stock Location	Auto Pay a...	Warranty Description	Warranty Item No.	MTM	Route No.	Postcode	Description	Quantity	Rtn Qty	Unit of Measure
10000								HR	HR2 ONX	Signature SK P/T 4 Drw Base Smoke	1	1.00	EACH
30000								HR	HR2 ONX	Lever SK H/B Signature Smoke	1	1.00	EACH
0		B094		✓				HR	HR2 ONX	Tempur Comfort Cooltouch Pillow (firm)	1	1.00	EACH
0		B094		✓				HR	HR2 ONX	Tempur Cloud Cooltouch Pillow (soft)	1	1.00	EACH
0		B094		✓				HR	HR2 ONX	SUPERSPRINGY SILENTNIGHT DUVET 10.5 SK	1	1.00	EACH
0		B094		✓				HR	HR2 ONX	50% off Silentnight Bedding Promo Code	1	1.00	EACH
0		B094		✓				HR	HR2 ONX	Waterproof Anti-Allergy Mattress Protector SK	1	1.00	EACH
0					130222_133526 BASEOEM ...	366-01254		HR	HR2 ONX	Bed Cover Primary Item	1	1.00	EACH
0								HR	HR2 ONX	Somerton SK Mattress	1	1.00	EACH
0								HR	HR2 ONX	Silentnight So Cotton Fresh 4 Pack Pillow	1	1.00	EACH
0								HR	HR2 ONX	50% off Silentnight Bedding Promo Code	1	1.00	EACH
0								HR	HR2 ONX	Assembly - Divan Set D,K,SK (366-01254/20000)	1	0.00	EACH
0								HR	HR2 ONX	Assembly - Headboards (656-01430/30000)	1	1.00	EACH
0								HR	HR2 ONX	Free Del Over £100 Mon-Fri (Chargeable Weekends)	1	1.00	EACH
0								HR	HR2 ONX	AM Delivery Window 07:00 - 12: (230000)	1	1.00	EACH

No. - Find

Find what 094A020335

Match Whole Field Beginning of Field Any Part of Field

Find First

Find Next

Find Previous

3 If there is an SO or a CSTYG in the "Replaced by Order No" box, this implies the customer has either had replacement parts or a full replacement.

To validate the policy, you need to check each SO/CSTYG.

Click the grey arrow next to the number.

Dreams LIVE - Microsoft Dynamics NAV Classic - [094A020335 Mr JAKE COLE - Completed Sales Order]

File Edit View Tools Window Help

General Invoicing Shipping Payments Communication **Customer Service**

Return Order No.

Returned by Order No. SRETB2143

Replaced by Order No. S0759875

Return Reference 0

Reason for Amendment

Comments on Amendment

On Hold Classification

On Hold Class. Descr.

Marketing Opt In Information

Opt In Email

Opt In SMS

Opt In Post

Opt In Phone

Opt In None

A1	Reallocation	Collection Branch	Stock Location	Auto Pay a...	Warranty Description	Warranty Item No.	MTM	Route No.	Postcode	Description	Quantity	Rtn Qty	Unit of Measure	Unit Price	Line Amount	Line Disc.	Order Date
10000								HR	HR2 ONX	Signature SK P/T 4 Drw Base Smoke	1	1.00	EACH	600.00	600.00		13/02/22
30000								HR	HR2 ONX	Lever SK H/B Signature Smoke	1	1.00	EACH	399.00	399.00		13/02/22
0		B094		✓				HR	HR2 ONX	Tempur Comfort Cooltouch Pillow (firm)	1	1.00	EACH	109.00	109.00		13/02/22
0		B094		✓				HR	HR2 ONX	Tempur Cloud Cooltouch Pillow (soft)	1	1.00	EACH	109.00	109.00		13/02/22
0		B094		✓				HR	HR2 ONX	SUPERSPRINGY SILENTNIGHT DUVET 10.5 SK	1	1.00	EACH	55.00	55.00		13/02/22
0		B094		✓				HR	HR2 ONX	50% off Silentnight Bedding Promo Code	1	1.00	EACH	-27.50	-27.50		13/02/22
0		B094		✓				HR	HR2 ONX	Waterproof Anti-Allergy Mattress Protector SK	1	1.00	EACH	40.00	40.00		13/02/22
0					130222_133526 BASEOEM ...	366-01254		HR	HR2 ONX	Bed Cover Primary Item	1	1.00	EACH	39.00	39.00		13/02/22
0								HR	HR2 ONX	Somerton SK Mattress	1	1.00	EACH	879.00	879.00		13/02/22
0								HR	HR2 ONX	Silentnight So Cotton Fresh 4 Pack Pillow	1	1.00	EACH	70.00	70.00		13/02/22
0								HR	HR2 ONX	50% off Silentnight Bedding Promo Code	1	1.00	EACH	-35.00	-35.00		13/02/22
0								HR	HR2 ONX	Assembly - Divan Set D,K,SK (366-01254/20000)	1	0.00	EACH	30.00	30.00		13/02/22
0								HR	HR2 ONX	Assembly - Headboards (656-01430/30000)	1	1.00	EACH	15.00	15.00		13/02/22
0								HR	HR2 ONX	Free Del Over £100 Mon-Fri (Chargeable Weekends)	1	1.00	EACH				13/02/22
0								HR	HR2 ONX	AM Delivery Window 07:00 - 12: (230000)	1	1.00	EACH	29.00	29.00		13/02/22

No. - Find

Find what 094A020335

Match Whole Field Beginning of Field Any Part of Field

Find First

Find Next

Find Previous

Go Back

Close

Replace

Help

Delivery Status: Ready to Ship

YCS

Comments Contact/Actions Log Order Line Functions Print

Pst'd Del. Schedul...

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

15:09 28/10/2024

4 Click "Line"

The screenshot shows the Microsoft Dynamics NAV Classic interface. The main window is titled "Dreams LIVE - Microsoft Dynamics NAV Classic - [Sales List]". It contains a table with columns: Sell-to Customer Name, No., Customer at Risk, Status, A/R Line, Contracts Order No., Created By, Reason for Amendment, TBA Entry Date, TBA Days, Delivery Instructions, Telephone (Work), Telephone (Mobile), Telephone (Home), Customer Email, and Original Order No. The first row contains data for customer "JAKE COLE" and order number "S0759875". A "No. - Find" dialog box is open in the foreground, with "Find What" set to "0944020335" and "Match" set to "Whole Field". The "Line" button in the bottom right corner of the main window is circled in orange.

Sell-to Customer Name	No.	Customer at Risk	Status	A/R Line	Contracts Order No.	Created By	Reason for Amendment	TBA Entry Date	TBA Days	Delivery Instructions	Telephone (Work)	Telephone (Mobile)	Telephone (Home)	Customer Email	Original Order No.
JAKE COLE	S0759875		Released			(KG32) Keanna Glasgow				0		07495751669	01981240307	kezza190...	0944020...

5 Click "Card"

The screenshot shows the Microsoft Dynamics NAV Classic interface, identical to the previous one. The "No. - Find" dialog box is still open. In this screenshot, the "Card" button in the bottom right corner of the main window is circled in orange.

6

If the SO/CSTYG number on the order is not for a full replacement, the customer has likely had replacement parts or Dreams have organised an inspection.

This would not invalidate the policy and you can proceed with raising the claim onto Evo.

The screenshot shows a software interface for Customer Service. At the top, there is a toolbar with various icons. Below the toolbar, the interface is divided into several sections:

- Order Summary:** Includes fields for Order Amount (330.00), Payments (0.00), Financed Amount (0.00), Money owed/due (0.00), and BALANCE (330.00). It also shows Order Date (25/06/22), Delivery Date (28/07/22), Daytime (07:00:00 - 18:00:00), Times Delivery Date Changed (0), Salesperson Code (SE25), Location Code (HDD-CF), Interaction Count (0), Archived Versions (3), TBA Comments (0), Status (Released), and Order Status (Delivered).
- Marketing Opt In Information:** A panel on the right with checkboxes for Opt In Email, Opt In SMS, Opt In Post, Opt In Phone, and Opt In None.
- Table:** A table with columns: Back to Back, P.O. Req., Back To Back Order, Back To Back Line, A1 Reallocation, Collection Branch Stock, Location, Auto Pay a..., Warranty Description, Warranty Item No., MTM, Route No., Postcode, and Description. The first row is highlighted with an orange circle and contains: TRO2026..., 10000, 0, Assembly - Divan Set D,J,K,SK Inc. H/B, Signature SK P/T 2 Drw 1/2 Base Smoke.
- Navigation:** A panel at the bottom left with buttons for Find First, Find Next, Find Previous, and Go Back.