



NETWORKS

MRSO Update

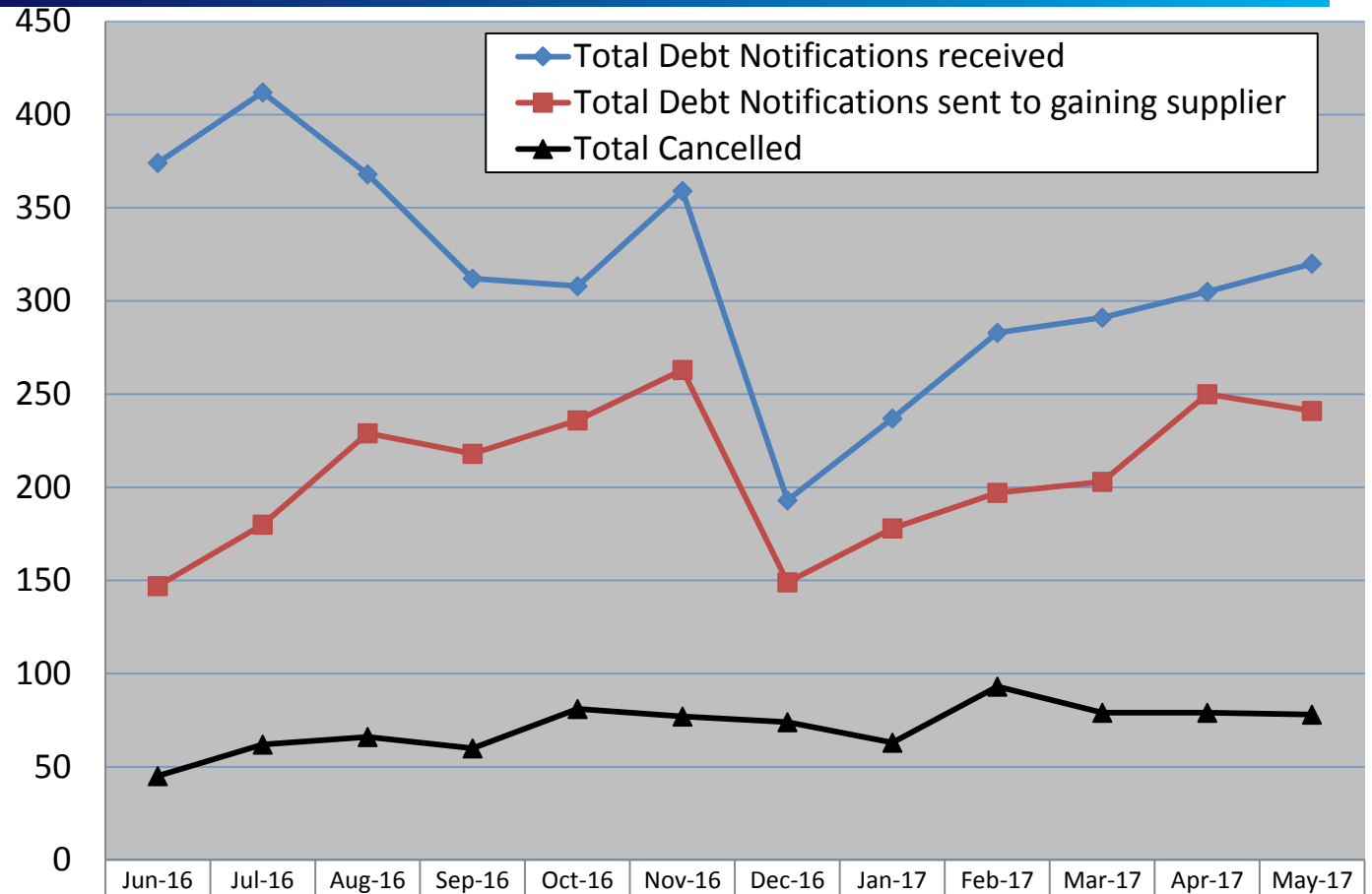
Gerry Halligan

28th June 2017

Debt Flagging

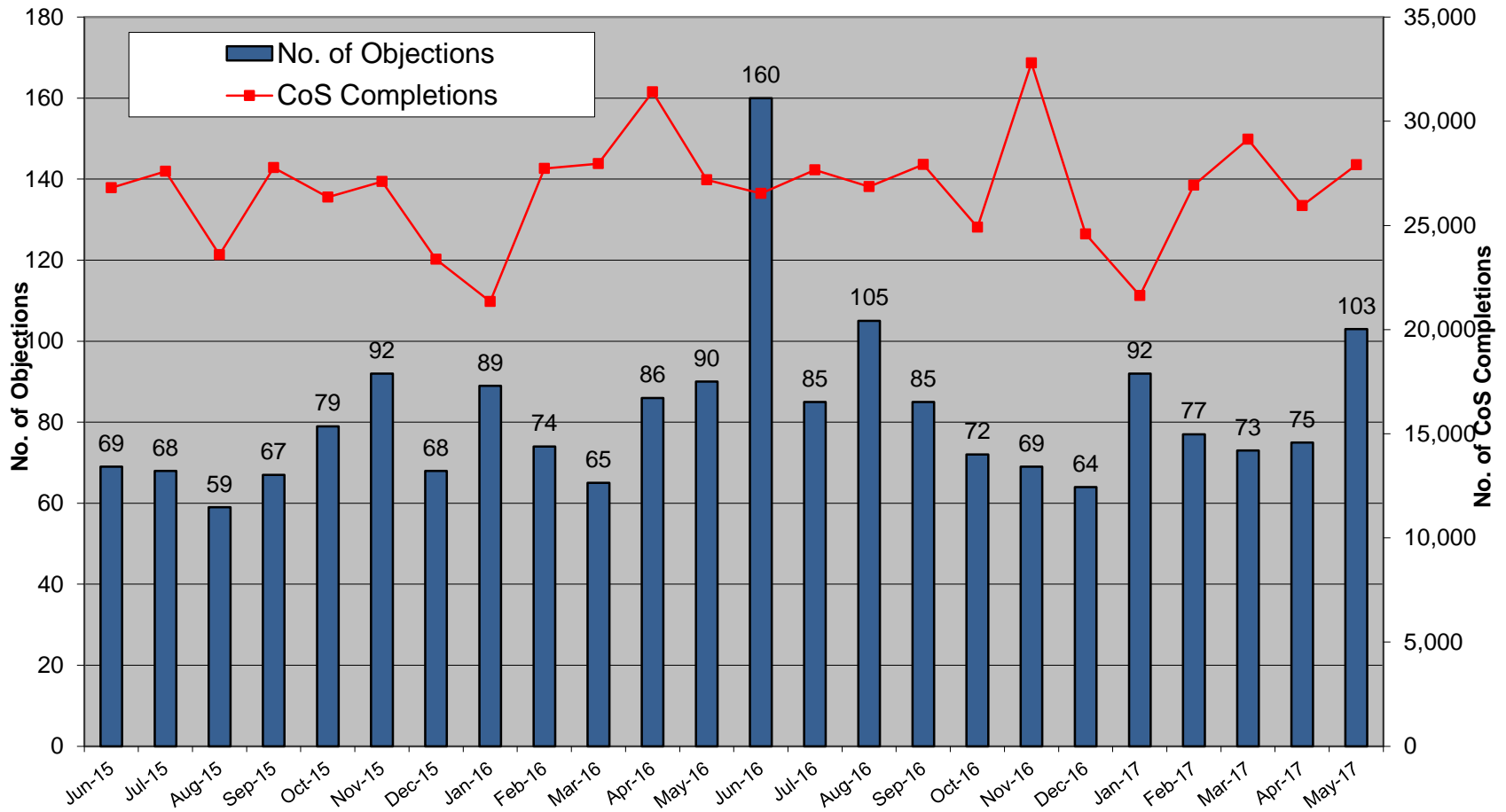
	Mar-17	Apr-17	May-17
Total Debt Notifications received (012)	291	305	320
Total Debt Notifications not forwarded for reason implied or explicit CoLE, timeout, etc.	88	55	79
Total Debt Notifications sent to gaining supplier (112)	203	250	241
Total not cancelled	124	171	163
Total cancelled	79	79	78
Total Debt Notifications sent to gaining supplier as % of total COS	0.7%	1.0%	0.9%

Debt Flagging



	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17
Total Debt Notifications received	374	412	368	312	308	359	193	237	283	291	305	320
Total Debt Notifications sent to gaining supplier	147	180	229	218	236	263	149	178	197	203	250	241
Total Cancelled	45	62	66	60	81	77	74	63	93	79	79	78

Objections – Erroneous Transfers



Objections

	Mar-17	Apr-17	May-17
No. of Objections	73	75	103
Cancellations from Objections	41	59	81
Objection emails to MRSO	8	9	9
Reasons:			
Uncontactable by phone		2	
Written communication			
COS confirmed	8	7	9
Other			
Escalation emails	6	0	2