

# Agreements

How to manage your agreements within NCompass.

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# Agreement Renewals

# Overview

Your licencing must include one of the agreement modules (Rental, Maintenance, or Service) and Agreement Reviews to take advantage of these features.

This manual covers only the specific features added in NCompass Advanced Retail version 11.07 and onwards. For more guidance on setting up agreements, please refer to your main user guide or your agreements guide.

The new agreement renewal features in NCompass Advanced Retail version 11.07 and above allow you to set a contract version against the agreement. This can be applied to Rental, Maintenance, HP, and Service agreements, allowing you to reference it back to the original paperwork version.

Setting renewal and review dates allows the automation of reminder emails to the customer and warns system operators about upcoming agreements that require action. This is done by both pushing a reminder into NCompass Today and automatically entering the agreement into Agreement Reviews.

NCompass Today will now show details of any agreements that are due for renewal soon or have charges due for review soon. You can modify these settings in the following sections:

- **Agreements > NCompass Today - Show Renewals Due in Days** (default 100 days)
- **Agreements > NCompass Today - Show Charge Reviews Due in Days** (default 14 days)

# Configuration Options - Force version Selection

When setting up new agreements or editing existing ones, you can force the selection of a contract version. To do this, you need to set the configuration option 'Require Contract Version for Agreements'.

This can be set in Tools > Configuration.

Type 'Require Contract Version for Agreements' in the search box, tick the 'search all' checkbox, and click 'Search'.

- Set globally to YES if you'd like to force the selection of a contract version.
- Set globally to NO if you don't want to force the selection.

# Configuration Options - NCompass Today Notifications

## **NCompass Today Notifications - Charge Review:**

1. Navigate to **Tools > Configuration**.
2. In the search box, type '**NCompass Today - Show Charge Reviews Due in Days**'.
3. Tick the **Search All** checkbox.
4. Click **Search**.
5. Set the number of days in advance for the charge review warning.
  - Setting the number of days to **Zero** will disable the advanced warning.
  - Note: **Due today** and **overdue warnings** will still be displayed.

## **NCompass Today Notifications - Show When Renewals Are Due:**

1. Navigate to **Tools > Configuration**.
2. In the search box, type '**NCompass Today - Show Renewals Due in Days**'.
3. Tick the **Search All** checkbox.
4. Click **Search**.
5. Set the number of days in advance for the renewal warning.
  - Setting the number of days to **Zero** will disable the advanced warning.
  - Note: **Due today** and **overdue warnings** will still be displayed.

# Configuration Options - Salesperson For Agreement Renewal Reviews

## Setting Salesperson for Agreement Renewal Reviews

1. Navigate to **Tools > Configuration**.
2. In the search box, type '**Salesperson for Agreement Renewal Reviews**'.
3. Tick the **Search All** checkbox.
4. Click **Search**.
5. Set the required salesperson globally.
  - If not set, the review will default to the salesperson of the Agreement.
  - This option is used when an automatic review fails to send an email to the customer due to a missing email address or an error in sending.

# Setting up contract Versions

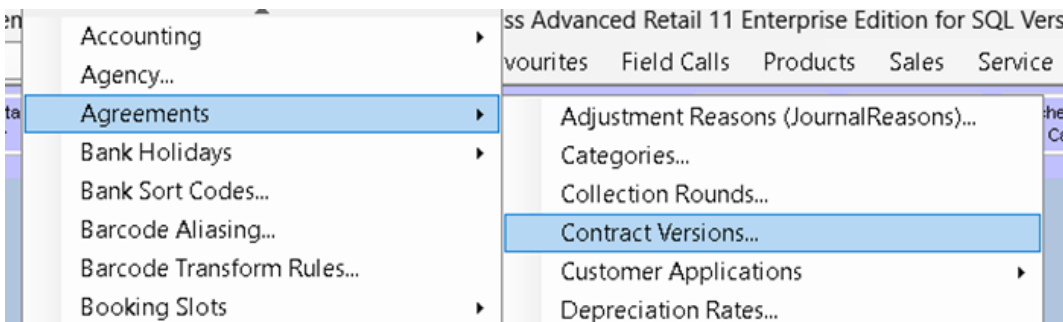
The contract **'Version'** allows the agreement to be tagged with the version of the originally signed agreement.

For example:

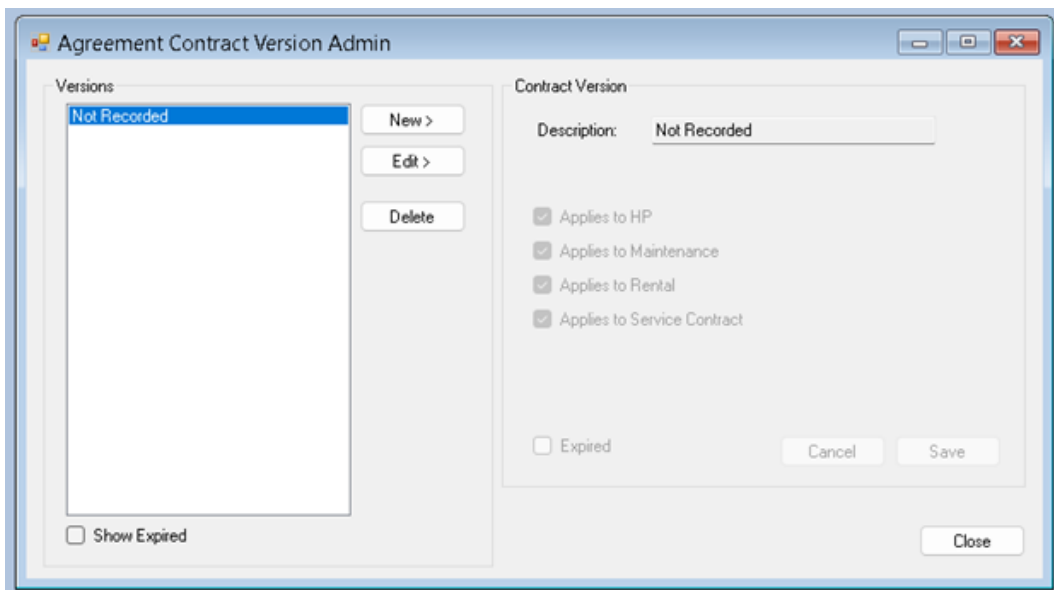
- **'Pre 2020'**
- **'36-month fixed term paperwork V1'**
- **'36-month fixed term paperwork V2'**

# Adding and amending Contract Versions

1. Navigate to **Administration > Agreements > Contract Versions**

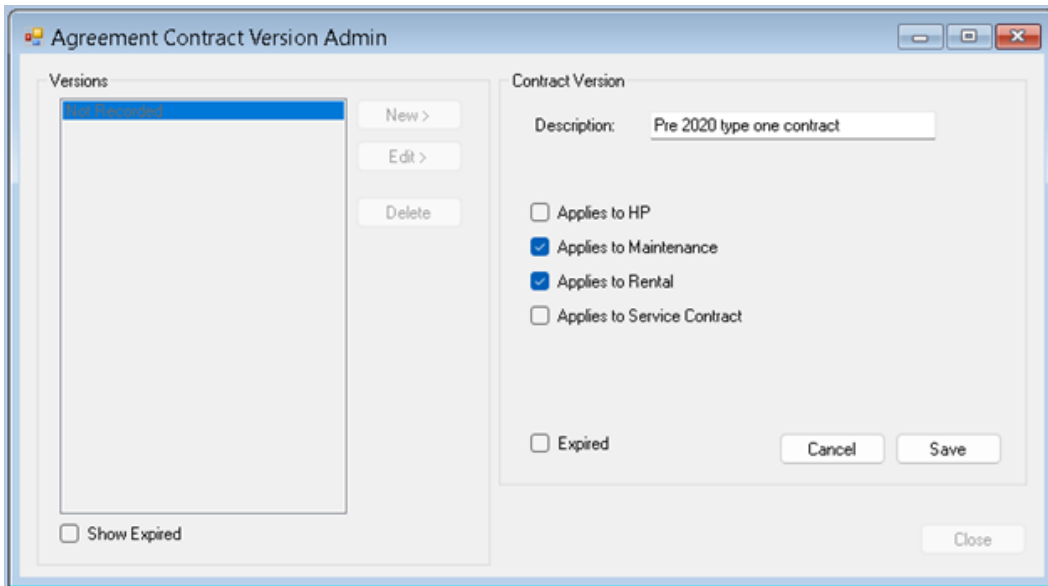


This Admin window allows you to view, add, or amend contract versions. You can also mark a contract version as **'expired'**.



## Adding a New Contract Version

1. Click **'New'**.
2. Enter a name for the contract version.
3. Select the type of agreements this version applies to.
4. Click **'Save'**.



## Editing an Existing Contract Version

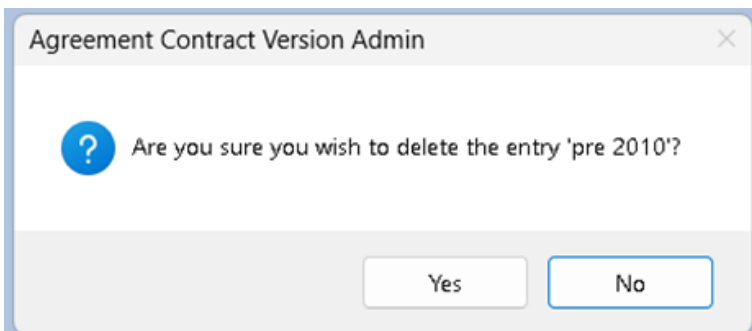
1. Select the version you want to edit and click **'Edit'**.
2. You can:
  - Change the name.
  - Change the agreement type it applies to.
  - Mark the entry as expired.
3. Once you have completed your changes, click **'Save'**.

**Note:** Changing the entry name will apply to all agreements where this version is set.

## Deleting a Contract Version

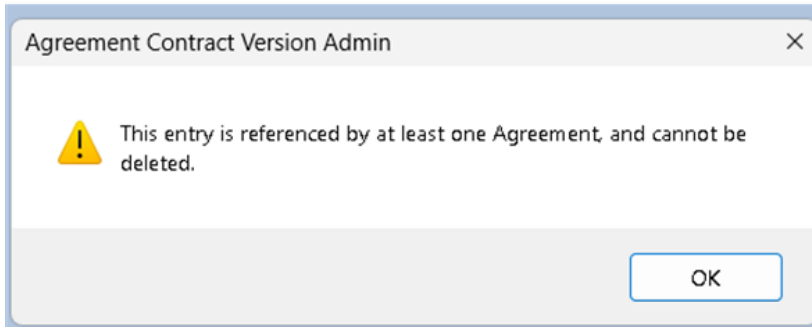
1. Select the version you want to delete and click **'Delete'**.
2. Click **'Yes'** to confirm the deletion.

**Note:** If the entry is in use on any agreements, you will be blocked from deleting it.



# Marking a Contract Version as Expired

If an entry is in use on an agreement but you don't want it to be used in the future, you should mark the entry as expired:



1. Click the **'Expired'** checkbox.
2. Click **'Save'**.

# Adding a Contract Version to an Agreement

1. Start your agreement in the normal way by selecting **'New XXX Agreement'** from the Agreements menu.

## Existing Agreements

1. Find your agreement by either:
  - Searching for the customer with **'Customer Enquiry'** from the Customers menu (or pressing **F3**).
  - Selecting **'Agreement Explorer'** from the Agreements menu (or pressing **F5**) and entering the agreement number.
2. Press **'Edit Agreement'**.

Mr D Pinder, 107 High Street, Alfreton, DE55 7HL - Edit Agreement

Details Renewal Settings

Branch: Sevenoaks +  Show Expired

Sold by: Amazon Sales +  Show Expired

Edited by: Amazon Sales +  Show Expired

Start Date: 26/02/2025  End Date:

Date of changes: 26/02/2025  Force subsequent charges on DOM:

Agreement

Agreement No: R2002  Rent To Own

Agreement Type: Rental

Agreement Category: Standard

Block Discounted:

Contract Version: pre 2010  
Not Recorded  
pre 2010

Customer

Customer: Mr D Pinder, 107 High Street, Alfreton, DE55 7HL

Marketing source: Radcom Magazine

Pick Customer... Show Details...

Installation Address

Use Install Address:

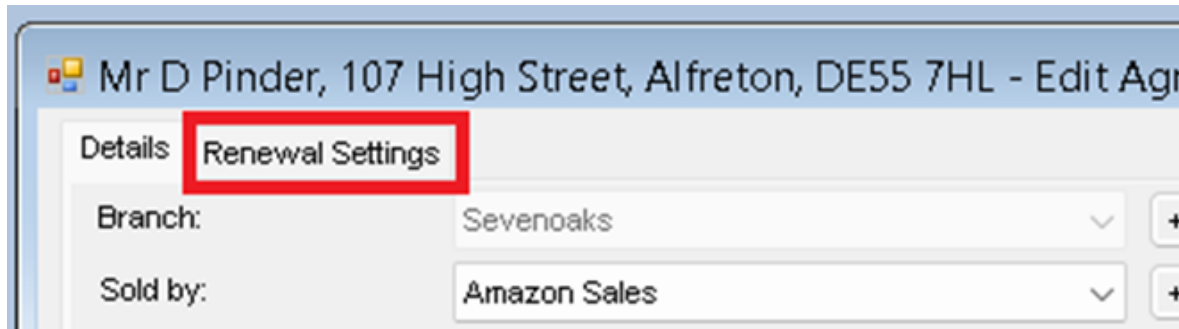
## Selecting the Contract Version

1. Select the contract version from the drop-down selection box.
  - If you're editing an existing agreement, click **'Next'**, **'Next'**, **'Save'**.
  - For new agreements, ensure you have selected the other required fields (please see your agreement guide) and then click **'Next'** as normal.

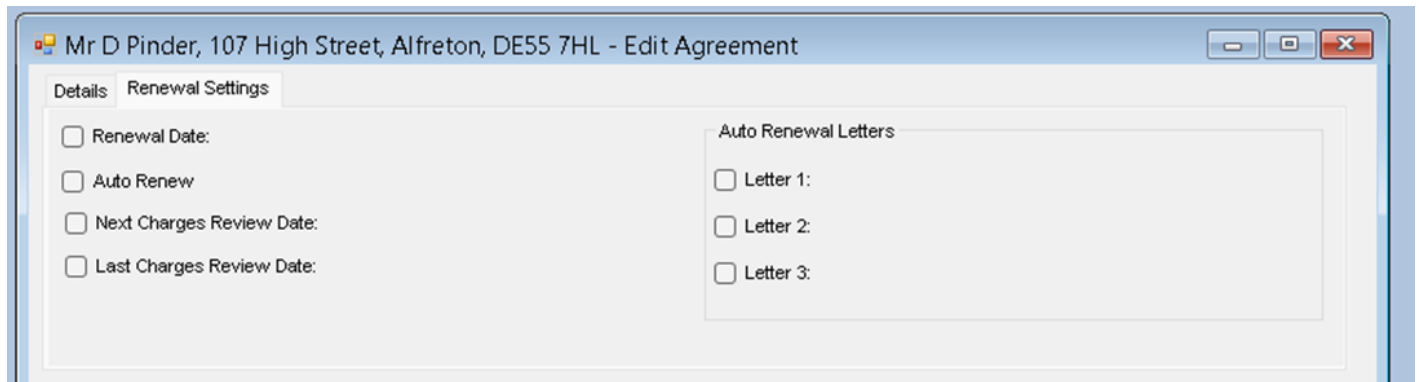
# Renewals

## Renewal Date

There is a new tab on the agreement setup window (agreement step 1).

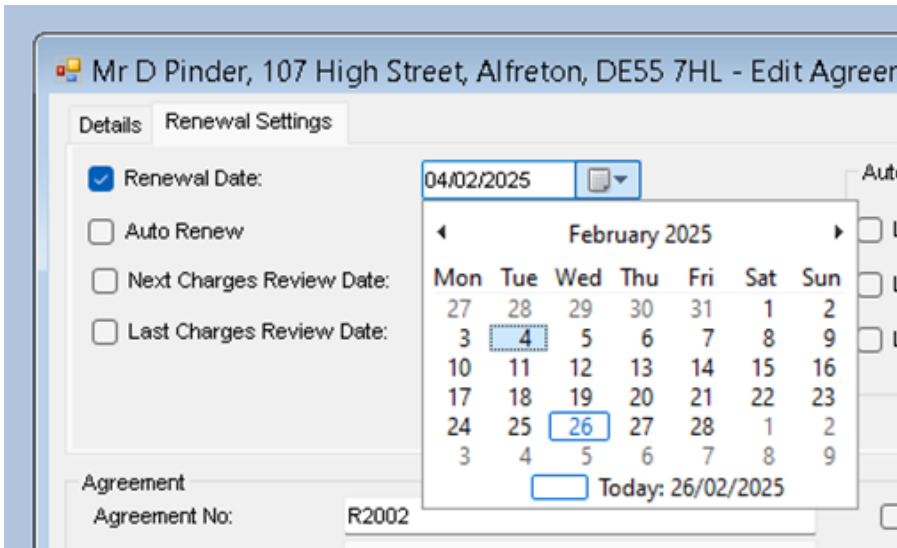


Clicking the tab flips the top part of the window to show the new Renewals section.



### To set a renewal date:

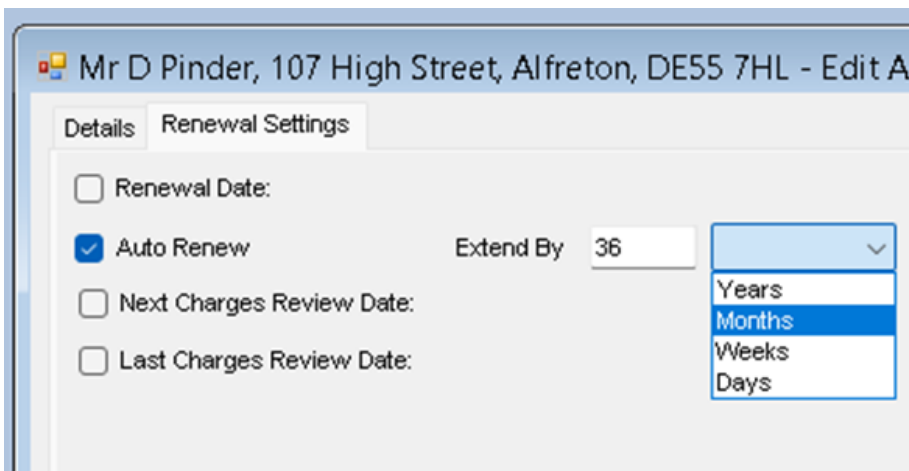
- Click the checkbox and enter the renewal date or click the calendar icon for a drop-down date picker.



## Auto Renew

- To set an automatic renewal:
  - Click the checkbox.
  - Set an extend-by number and a period.

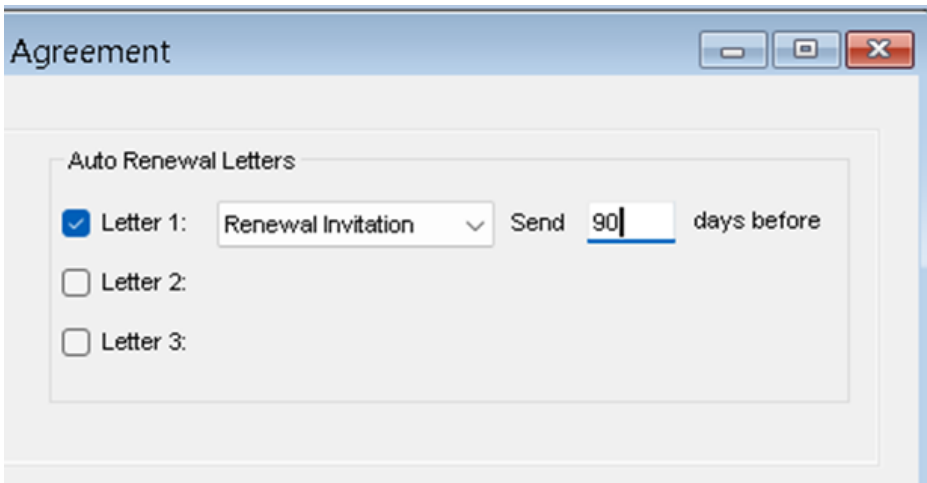
**Note:** When auto renew is set, the system will automatically move the renewal date on by the selected time period when the agreement reaches its renewal date.



## Auto Renew Letters

- The system can send up to three different email letters to the customer. They are sent automatically at a set number of days before the renewal date, and once sent, an entry will appear in Agreement Explorer.
- The renewal letters are sent as emails from the system's email template system and must be set up in advance of adding the letter to the agreement.
- To enable and configure the letters:
  - Click the checkbox to enable letter one.

- Select the letter template from the drop-down list of templates.
- Enter the number of days in advance of the renewal date to send this letter.
- Repeat for letters two and three if required.



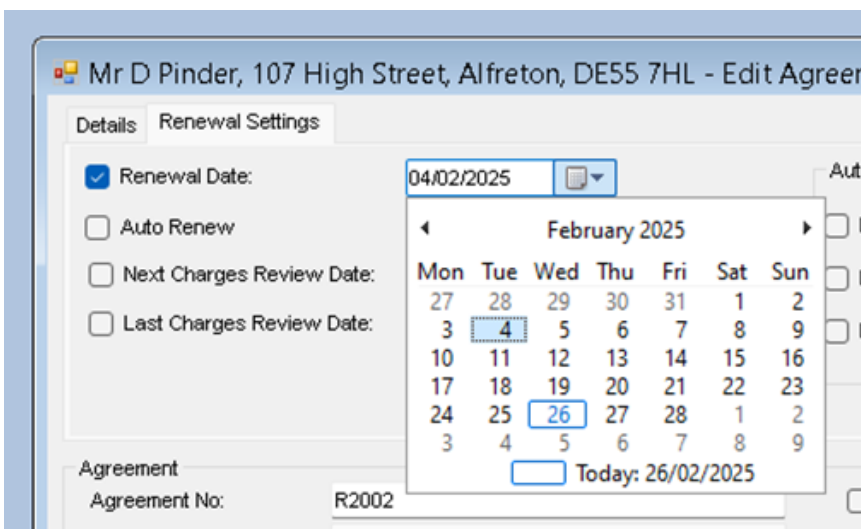
**Note:** If an agreement fails to send a configured renewal notification, it could be due to:

- An error sending the email to the customer.
- The customer not having an email address set.

NCompass will automatically create an Agreement Review of type *Renewal Requiring Attention*. If an open review already exists of this type, a duplicate is not created.

## Next Charge Review Date

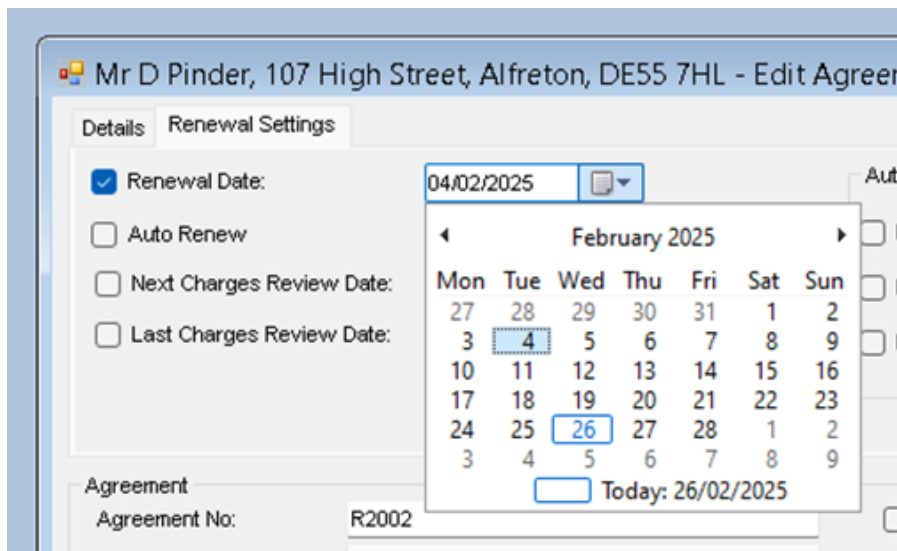
1. This is the date when you next need to review the current rate on the agreement.
2. To set the next charge review date:
  - Click the checkbox and enter the review date or click the calendar icon for a drop-down date picker.



This will trigger an automatic review when the date is reached.

# Last Charge Review Date

1. This allows you to record the date the last charges were reviewed.
2. To set the last charge review date:
  - Click the checkbox and enter the review date or click the calendar icon for a drop-down date picker.



# Agreements Detailed Enquiry

## Finding Agreements by Renewal Date

To find agreements that by renewal date go to:

Navigate to **Agreements > Detailed Enquiry**.

## Filters

There are a range of filters available, including a new filter by renewal date:

Next Charges Review:	<input checked="" type="checkbox"/> Not Set	<input checked="" type="checkbox"/> Is Set	<input type="checkbox"/> From	<input type="text" value="26/02/2025"/>	<input type="checkbox"/> To	<input type="text" value="26/02/2025"/>
Last Charges Review:	<input checked="" type="checkbox"/> Not Set	<input checked="" type="checkbox"/> Is Set	<input type="checkbox"/> From	<input type="text" value="26/02/2025"/>	<input type="checkbox"/> To	<input type="text" value="26/02/2025"/>
Renewal Date:	<input type="checkbox"/> Not Set	<input checked="" type="checkbox"/> Is Set	<input checked="" type="checkbox"/> From	<input type="text" value="26/02/2025"/>	<input checked="" type="checkbox"/> To	<input type="text" value="26/02/2025"/>

- **Not set** - Include agreements with no renewal date set.
- **Is set** - Include agreements that have a renewal date set.
- **From** - Include only agreements from this date.
- **To** - Include only agreements before this date.

## Filtering by Pending Reviews

You can also filter by agreements that have pending reviews:

On Open Review?		
<input checked="" type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/> All
<input checked="" type="checkbox"/> Choose Review Type	<input type="text" value="Renewal Requiring Attention"/>	

1. Check **'Yes'**.
2. Select **'Renewals Requiring Attention'** as the review type.
3. Click **'Search'**.

Search has returned 5 records

Branch   
 Current Balance Between  and   
 Date Last Paid On or after  and on or before   
 Periods in Arrears Between  and   
 Amount in Arrears Between  and   
 Agreement Category   
 Agreement Type   
 Agreement Number

Payment Type   
 Include  Exclude  
 Payment Method   
 Include  Exclude

Current Status  Active  Expired  All  
 Payment Status  All

On Open Review?  Yes  No  All  
 Choose Review Type  Renewal Requiring Attention

Next Charges Review:  Not Set  Is Set  From   To   
 Last Charges Review:  Not Set  Is Set  From   To   
 Renewal Date:  Not Set  Is Set  From   To

Contains Product   Product: <Please select a Product>

Agreements - Total of Current Balances = -£319.13 Records Selected: 1 : Hire purchase agreements are not included with Product/Department filter set

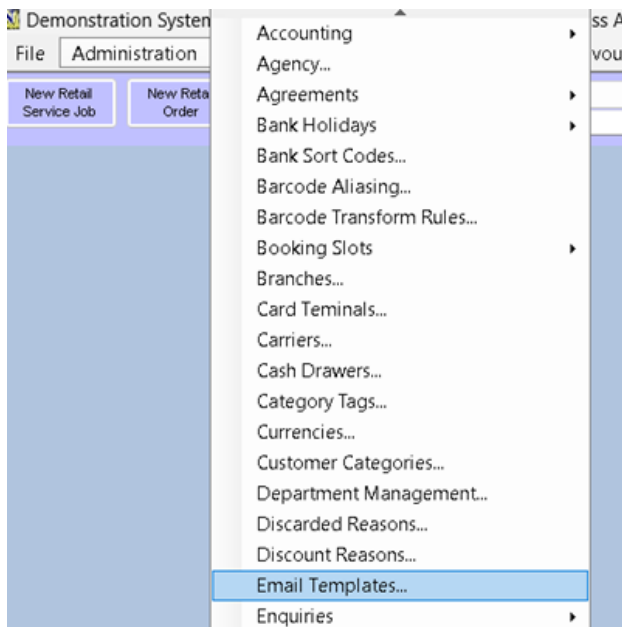
Agreement No	Review Count	Missed Paymen	Missed Payments Value	Next Payment Due	Current Balance	Customer	Agreement Type
C2000	0	0	£0.00	05/10/2024	-£365.13	Mr D Pinder, 107 High Str...	Hire Purchase
84604	0	3	£30.00	01/04/2024	-£30.00	Mrs Adams, 123 Selwin St...	Rental
R2002	0	0	£0.00	26/02/2025	-£24.00	Mr D Pinder, 107 High Str...	Rental
R2001	0	0	£0.00	20/04/2025	£30.00	Mr D Pinder, 107 High Str...	Rental
R2000	0	0	£0.00	18/08/2025	£70.00	Mr D Pinder, 107 High Str...	Rental

# Letter Templates

## Configuring Renewal Letters in NCompass Email System

Renewal letters are sent out via the NCompass Email system, the template can be configured in the admin menu.

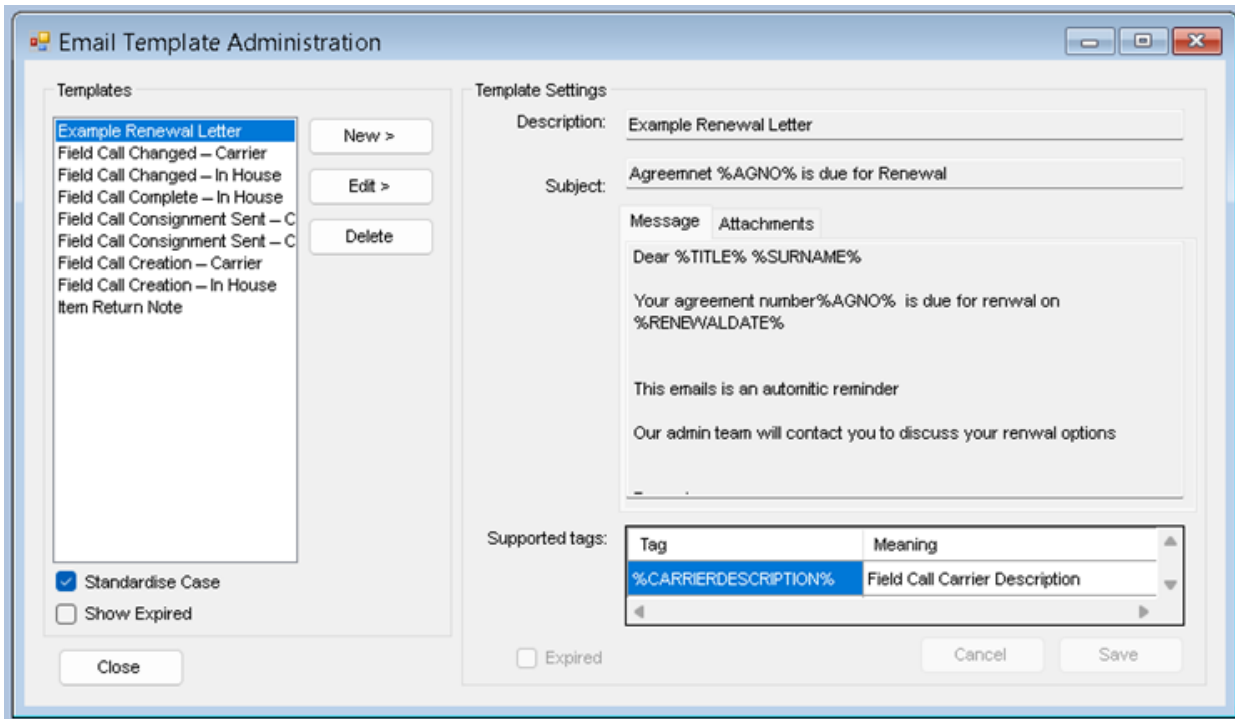
Navigate to **Administration > Email Templates**.



## Assistance

Our Implementations Team will assist you in setting up templates and linking them for you. There is an additional hourly charge for this service.

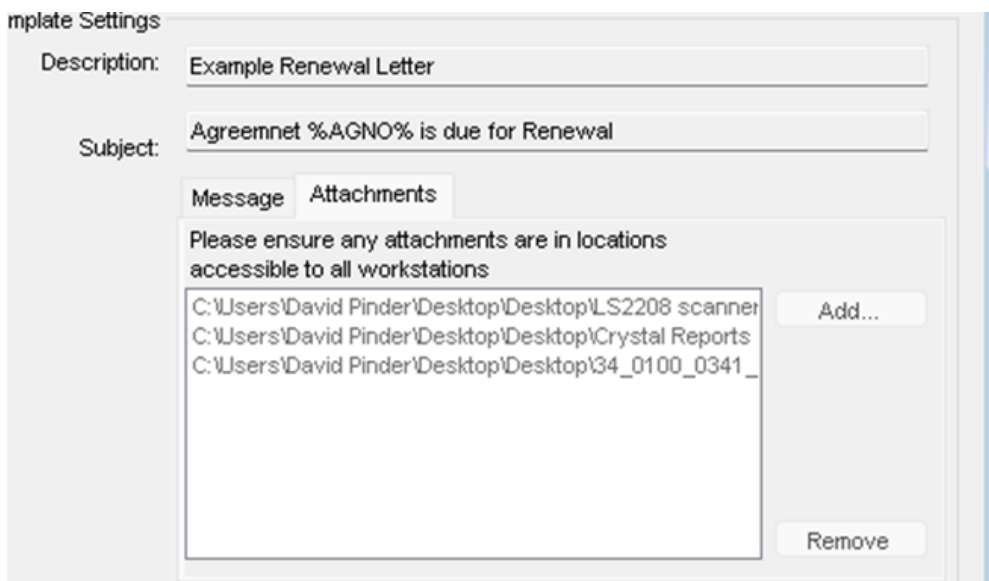
## Adding a New Template



1. Click **'New'**.
2. Enter your email template text into the message box.
  - You can add tags from the list. The tags insert customer or agreement information when the email is sent. The list of tags now includes **%RENEWALDATE%** and **%AGNO%**

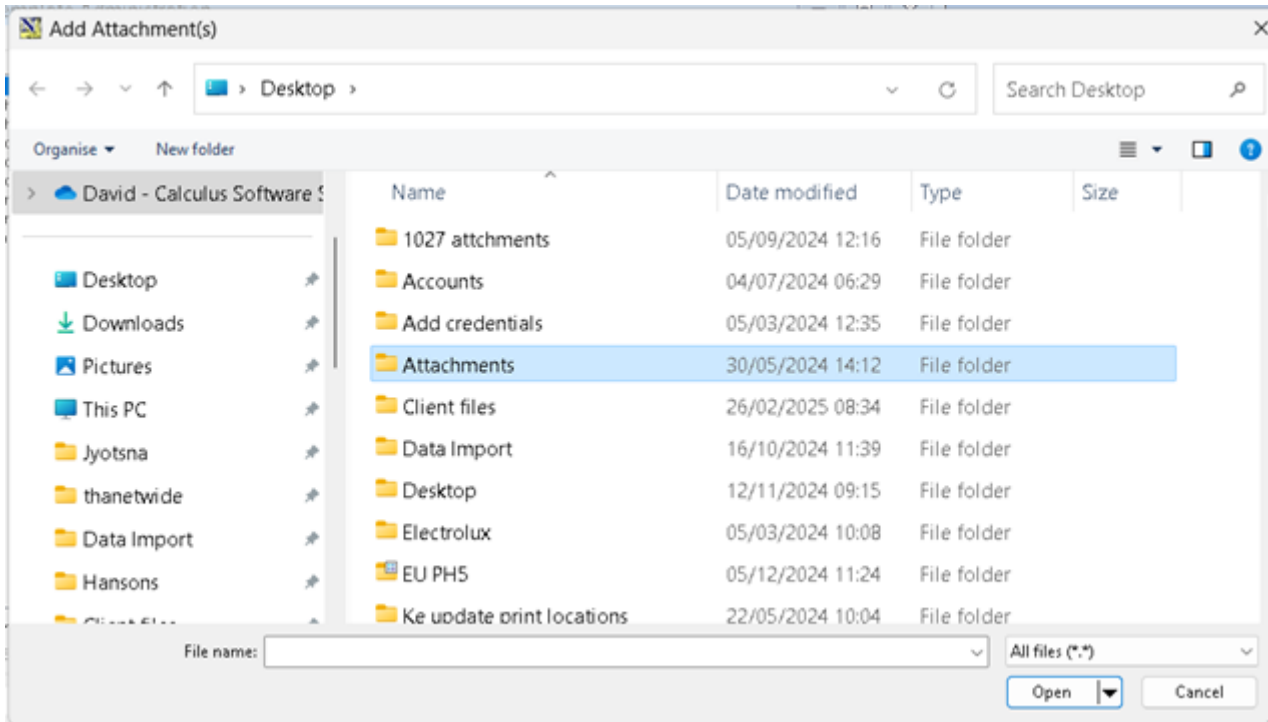
To attach PDF documents (same document for all customers, e.g., general terms and conditions or promotional documentation):

Click on the **'Attachments'** tab.



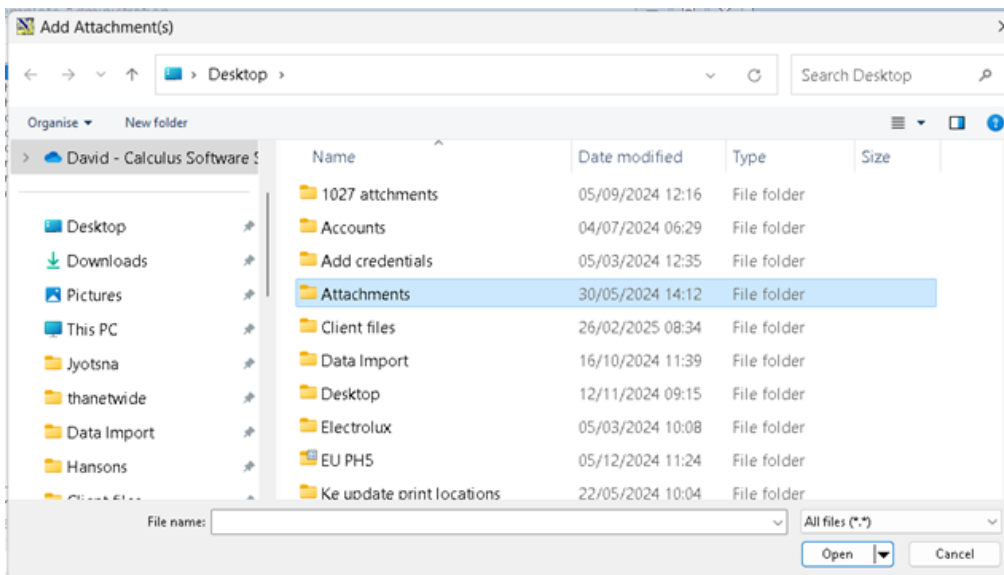
Click **'Add'** to open a file browser and add your PDF documents.

Browse to your file attachment. You can use the normal Windows browsing and selection, including highlighting multiple documents at once.



- Click the **'Open'** button to add them to your list of attachment
- You can add multiple documents by clicking the **'Add'** button again.

Once your message and attachments are complete, click **'Save'**.



## Deleting an Attachment

1. Highlight your attachment.
2. Click **'Delete'** to remove the attachment from the list.

# Editing a Template

1. Highlight your template from the list.
2. Click **'Edit'**.
3. Amend the template as needed.
4. Click **'Save'**.

# Agreement Reviews

# Overview

This module is specifically designed to manage agreements, it allows you to tag an agreement for review, this could be for several reasons.

- Account in arrears
- Customer has made an enquiry for account balance or discrepancy.
- Equipment upgrades
- Old accounts with static activity

You can preconfigure a range of review reasons so you can simply pick from a list

Once the agreement is in review; it can be assigned a review date and the member of staff you want to action the review.

The review can be updated and given a new review date or passed to a different member of staff, for example, if you had a customer that had been renting the same equipment for years, you could review the account balance and payment history and if they were suitable for an upgrade, pass the review on to a member of your sales team to process an upgrade, or if there were missing payments, assign it to your debt recovery team.

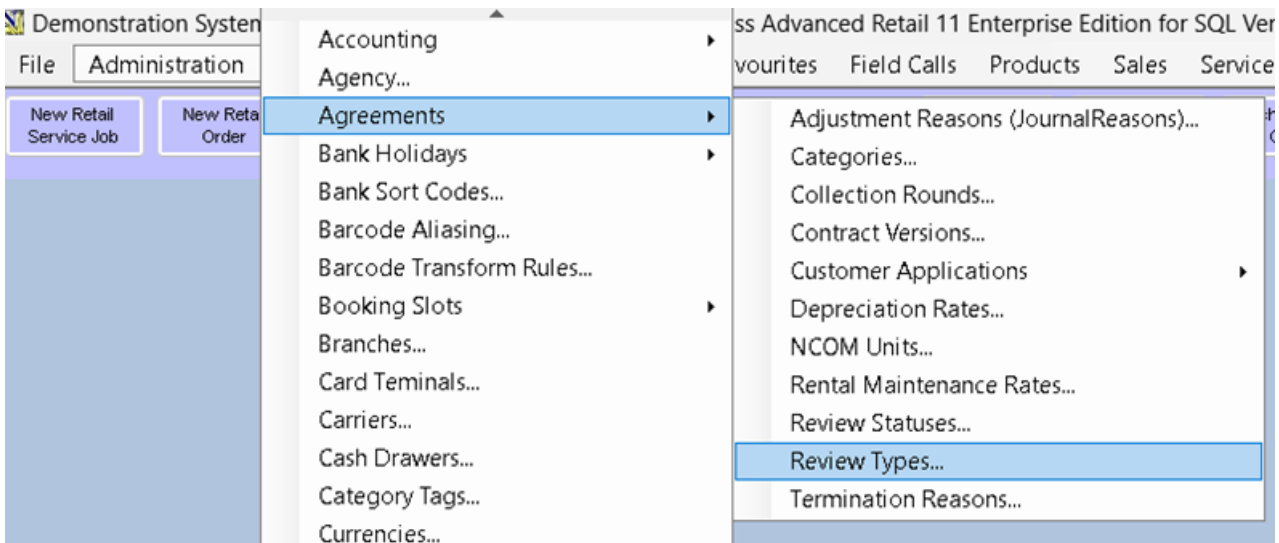
## Prerequisites

- **NCompass Advanced Retail Enterprise Edition**
- **Active License:** You must have an active license for at least one of the following agreement modules:
  - Rental
  - Hire Purchase
  - Maintenance
  - Service Contracts
  - Agreement Reviews

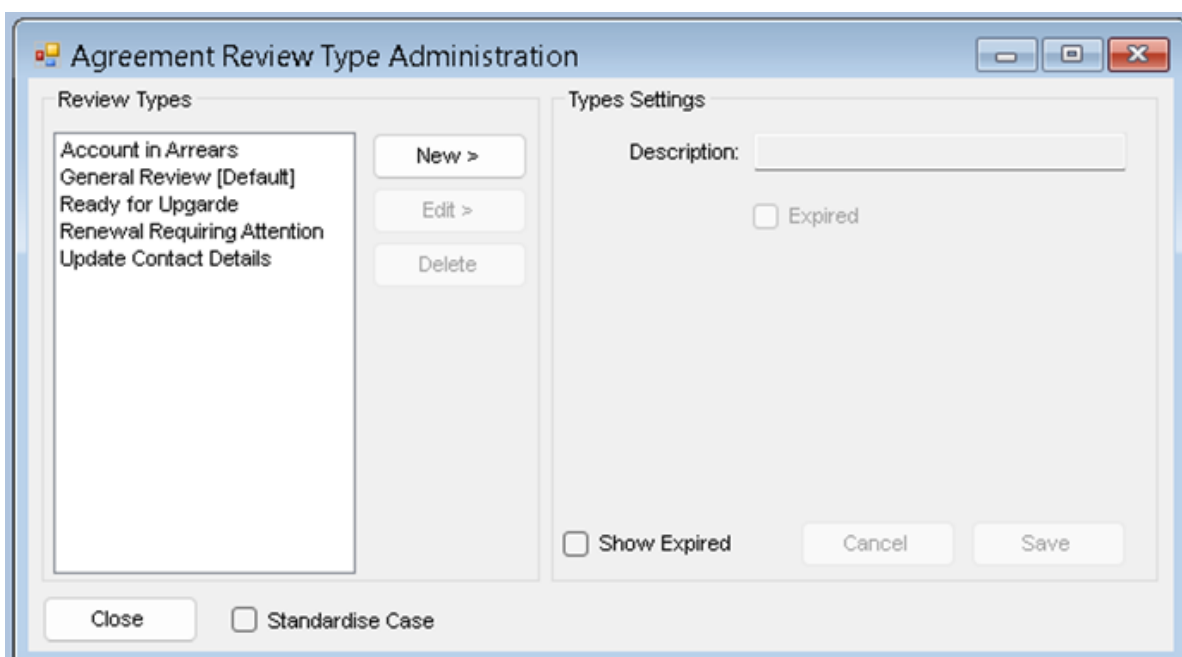
# Configuration

## Setting up Agreement Review Types

To set up agreement review types, navigate to the administration menu: Administration > Agreements > Review Types

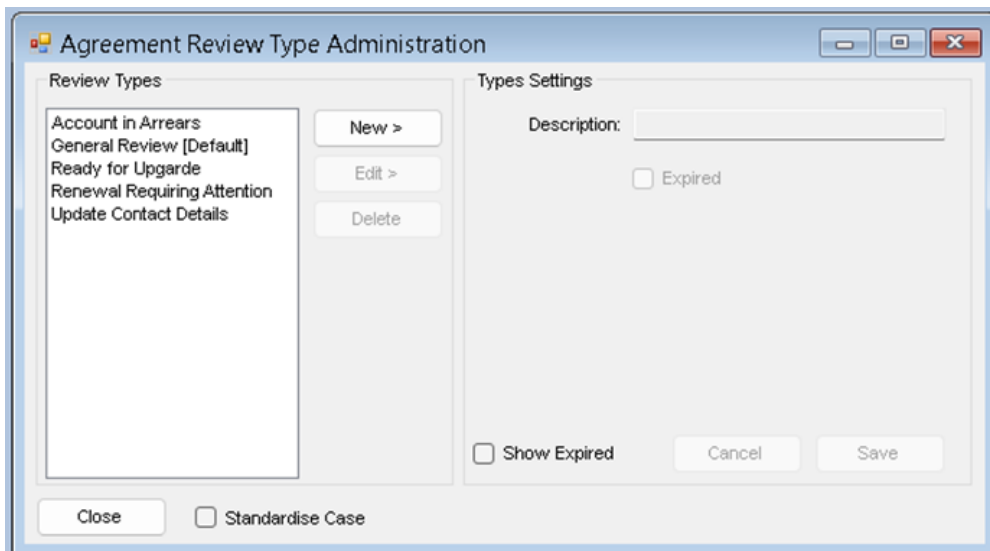


Each review type serves as a descriptive tag for the review. You can create as many review types as needed. Review types can only be deleted if they have not been used. If a review type is no longer needed, mark it as expired.



# Deleting a Review Type

1. Highlight the entry and click **'Delete'** (only available if the review type has not been used).

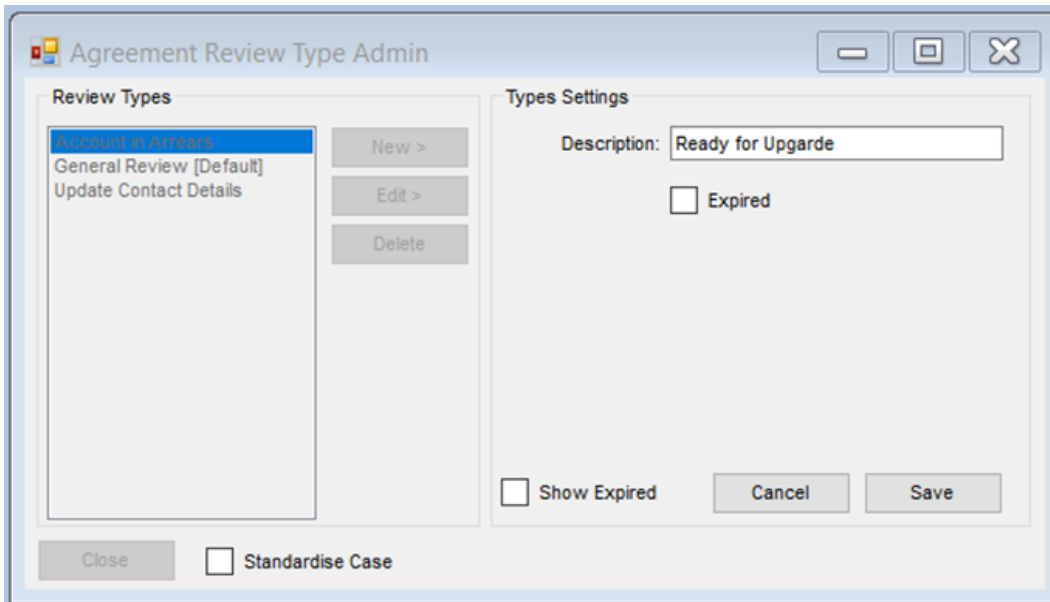


# Editing a Review Type

1. Highlight your entry and click **'Edit'**.
2. You can update the description or mark it as expired.
3. Click **'Save'**.

# Adding a New Review Type

1. Click **'New'**.
2. Enter the description of the review type.
3. Click **'Save'**.

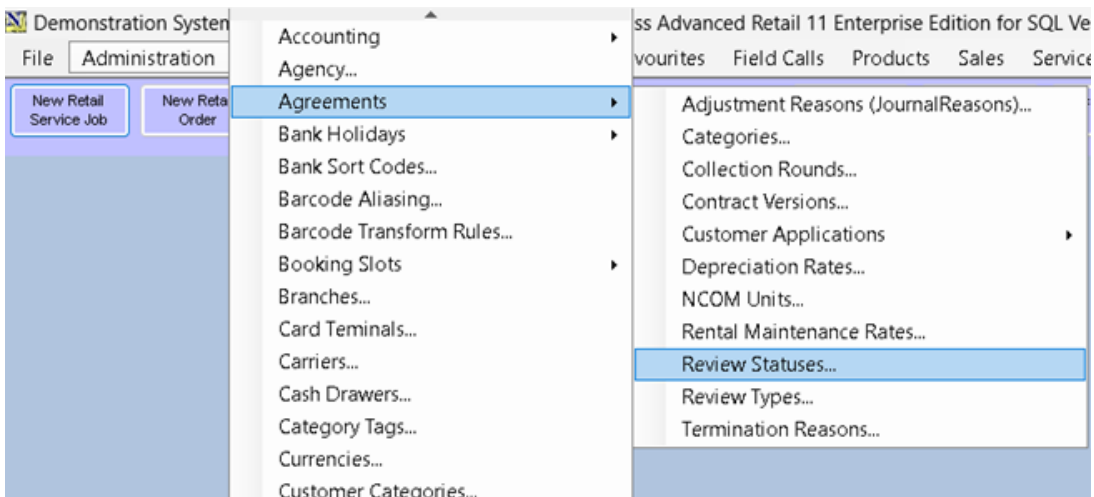


**Note:** The **Standardise Case** checkbox will tidy your text entry automatically on save.

## Setting Up Agreement Review Statuses

Agreement review statuses can be set up from the administration menu.

1. Navigate to **Administration > Agreements > Review Statuses**.



## Deleting a Review Status

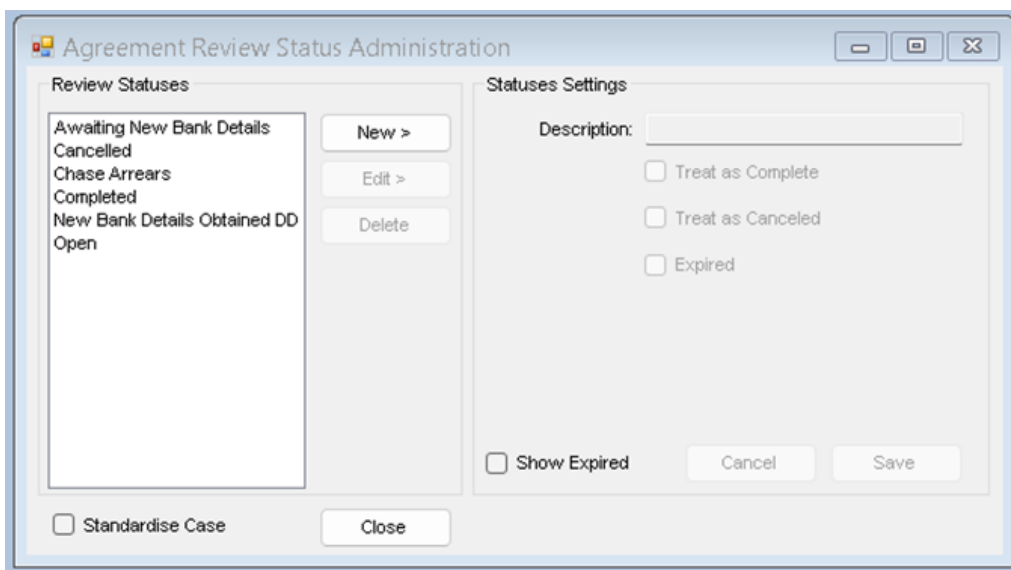
1. Highlight the entry and click **'Delete'** (only available if the review status has not been used).

# Editing a Review Status

1. Highlight your entry and click **'Edit'**.
2. You can update the description, change the completion status, or mark it as expired.
3. Click **'Save'**.

# Adding a New Review Status

1. Click **'New'**.
2. Enter your description and tick the options you require.
3. Click **'Save'**.



# Required Statuses

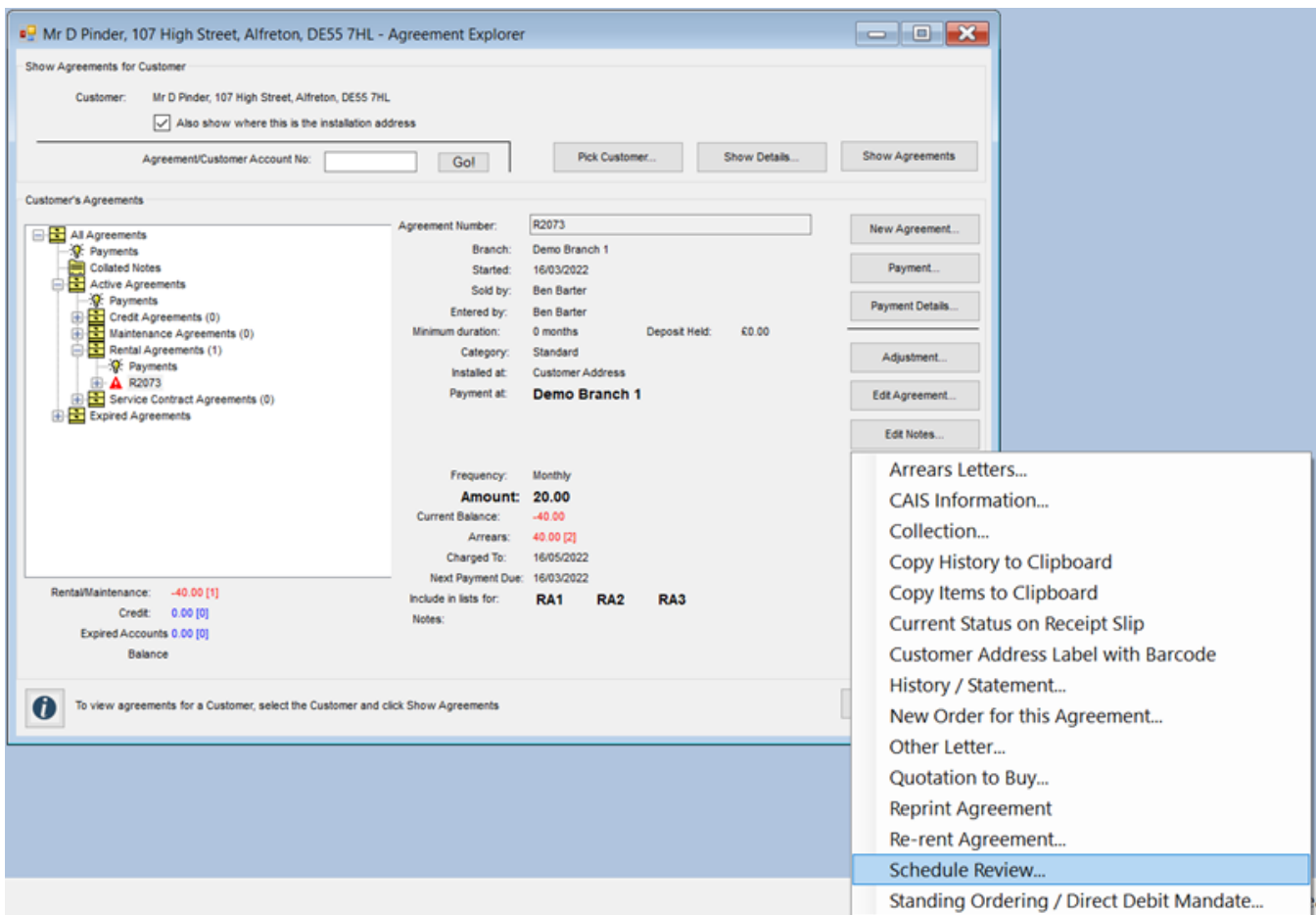
You will need at least one status with a completed option. It is recommended that you also have at least one with a cancelled option. There will be defaults for these pre-loaded in your system.

- **Treat as Complete** - If this option is set, the review status will mark the review as complete.
- **Treat as Cancelled** - If this option is set, the review status will mark the review as cancelled.
- **Expired** - This will expire the review status so that it can no longer be used.

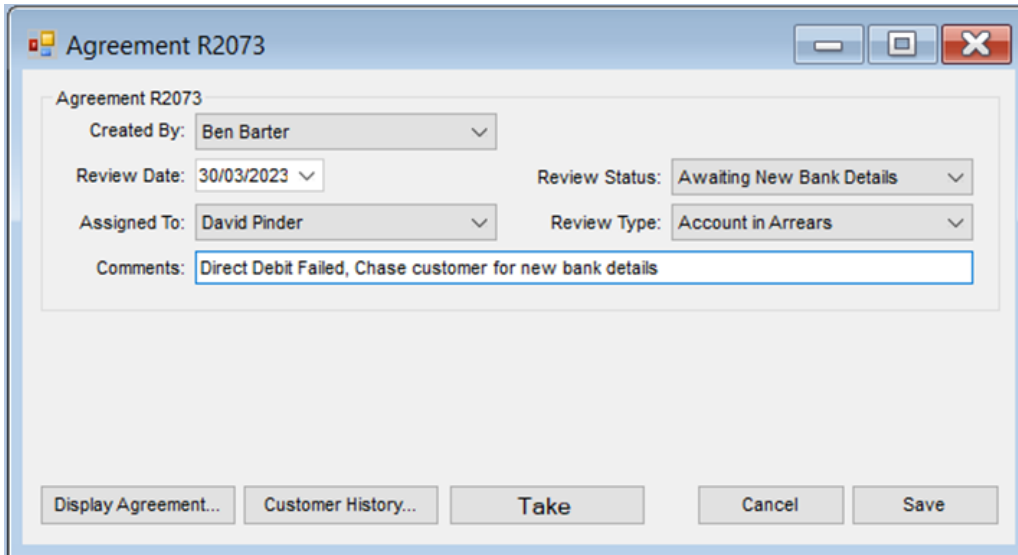
# Entering an Agreement into the Review System

## Scheduling a Review from the Agreement Explorer Window

1. Navigate to **Agreements > Agreement Explorer** or press **F5** on your keyboard.
2. Enter your customer details by clicking the **'Pick Customer'** button or enter an agreement or customer number directly into the account number box and press **'Go!'**.
3. Click on the required agreement number in the agreement tree on the left, and then click the **'More..'** button.
4. Select the **'Schedule Review'** option.



This will open the Review entry window.



Agreement R2073

Created By: Ben Barter

Review Date: 30/03/2023

Assigned To: David Pinder

Review Status: Awaiting New Bank Details

Review Type: Account in Arrears

Comments: Direct Debit Failed, Chase customer for new bank details

Display Agreement... Customer History... Take Cancel Save

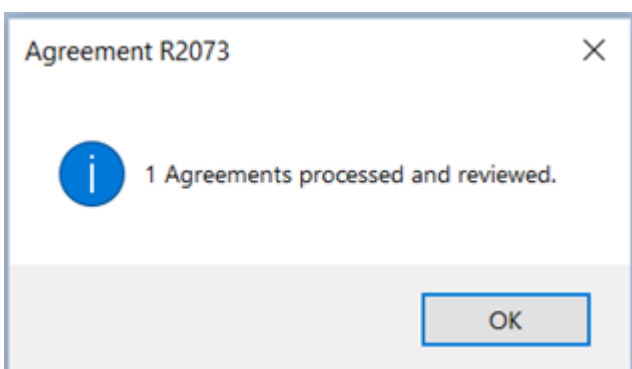
## Enter the Required Details

- **Created by** - Who is scheduling the review.
- **Review date** - When this needs to be reviewed.
- **Assigned to** - The person responsible for the review process.
- **Review status** - From your pre-configured list (e.g., open, awaiting contact, etc.).
- **Review type** - The reason for the review from your pre-configured list.
- **Comments** - Any comments you need to add to the review.

There are convenient buttons on this screen to take you directly to:

- **Display Agreement**
- **Customer History**
- **Take Payment**

5. Click '**Save**'.



**Note:** Review comments are stored directly in customer history, along with the account number.



Customer

Customer: Mr D Pinder, 107 High Street, Alferton, DE55 7HL

Detail:

Pick Customer...

Show Details...

Add Detail

Salesperson:

Filter for Notes:

Add History

Link to Sale:

Pick...

Mark as Private

Search

Notes:

History

Agreements...

Sales...

Service Jobs...

Add New Service Job...

Copy History

Close

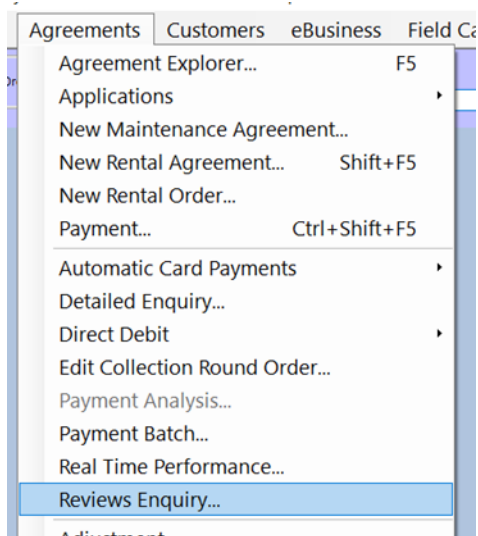
Ref	Comments	Date	Salesperson
	Call placed from NCompass to 01623 on NCompassServer	19/09/2018 11:44	Dale Barden
	Call placed from NCompass to 01623 on NCompassServer	19/09/2018 14:18	Dale Barden
ORD1801	Customer was changed from No Customer Selected [NCCRM/NONE] to Mr D Pinder, 107 High Stre...	03/02/2021 16:22	Ben Barter
	Call placed from NCompass to 07971959260 on NCompassPC100	14/10/2021 11:58	Ben Barter
ORD1854	Customer was changed from No Customer Selected [NCCRM/NONE] to Mr D Pinder, 107 High Stre...	19/01/2023 13:29	Amazon Sales
R2073	Direct Debit Failed, Chase customer for new bank details	30/03/2023 12:11	Ben Barter

# Processing The Review

## Review Enquiry

1. Navigate to **Agreements > Review Enquiry** from the Agreements menu.

This will open the Review Enquiry window.



## Default Enquiry Search Settings

The following defaults are normally set for the enquiry search:

- Reviews with an open status.
- Reviews that need actioning from today's date.
- Reviews assigned to the signed-in operator.

You can check any required filters and select the available options from the drop-down lists.

## Searching for Reviews

1. Click the **'Search'** button.

Reviews Enquiry

Search Options

Created On Date: From:  To: 
 Review On Date: From: 30/03/2023 To: 
 Completed On Date From:  To: 
 Include Open  
 Include Cancelled  
 Include Complete

Created By:   
 Assigned to: David Pinder  Completed By:   
 Review Type:   Review Status:   
 Agreement Code:   Agreement Type:

2 Reviews

Assigned To	Completed By	Agreement	Comments	Current Balance	Current Monthly Rate	Created Date	Review Date	Completed Date	Customer
David Pinder		R2000	now chased	-£1,797.75	£7.99	30/03/2023	30/03/2023		Mr Bearder, 5 Pine Close, Shire...
David Pinder		R2073	Direct Debit Failed, Chase cust...	-£40.00	£20.00	30/03/2023	30/03/2023		Mr D Pinder, 107 High Street, Al...

## Button Options

There are button options here to take you directly to:

- **Display Review**
- **Display Agreement**
- **Customer History Notes**
- **Take Payments**

## Display Review

1. Highlight the required review and click **'Display Review'** (or you can double-click the entry you want).

This will open the review on screen.

Agreement R2073; Review started on 30/03/2023

Created By: Ben Barter

Review Date: 30/03/2023

Assigned To: David Pinder

Review Status: Awaiting New Bank Details

Review Type: Account in Arrears

Comments: Direct Debit Failed, Chase customer for new bank details

Display Agreement... Customer History... Take Edit Close

## Updating the Review

You can update the review by clicking the **'Edit'** button.

### Options for Updating

- **Re-timing the review** - Set a new date for the review to be actioned.
- **Reassigning the review** - Change the assigned person from the dropdown.
- **Change the status** - Update the status to a new one.
- **Changing the comments** - Extend or add new comments.

**Note:** If you amend the comment, the original comments remain in the customer history. The amended or new comment is also added to the customer history along with the agreement number. If you are adding notes to close a review, there is a separate note field for this.

## Closing the Review

A review is closed by selecting a new status that has the **'Treat as Complete'** attribute. When selecting this type of status, a completion details section will appear automatically.

### Steps to Close a Review

1. Enter a completion date.
2. Enter the person completing the review from the dropdown.
3. Enter any completion notes.

Agreement R2073

Agreement R2073; Review started on 30/03/2023

Created By: Ben Barter

Review Date: 30/03/2023

Assigned To: Dale Barden

Review Status: New Bank Details Obtained DD

Review Type: Account in Arrears

Comments: Direct Debit Failed, Chase customer for new bank details

Completed Details

Completed Date: 30/03/2023

Completed by: David Pinder

Notes: example notes

Display Agreement... Customer History... Take Cancel Save

**Note:** Completion notes are automatically added to the customer history as well as to the review completions. If you reopen a review, the completion section will still be visible so that you can see the notes.

## Cancelling a Review

Selecting any status that has a **'Treat as Cancelled'** attribute will mark the review as cancelled. It's the same process as completing a review.

### Steps to Cancel a Review

1. Click **'Edit'**.
2. Select a status that's treated as cancelled. The completion details will be displayed.
3. Add the reason why the review is being cancelled in the notes section.
4. Click **'Save'**.

Agreement R2000

Agreement R2000; Review started on 30/03/2023

Created By: Amazon Sales

Review Date: 30/03/2023

Assigned To: David Pinder

Review Status: Cancelled

Review Type: General Review [Default]

Comments: now chased

Completed Details

Completed Date: 30/03/2023

Completed by: David Pinder

Notes:

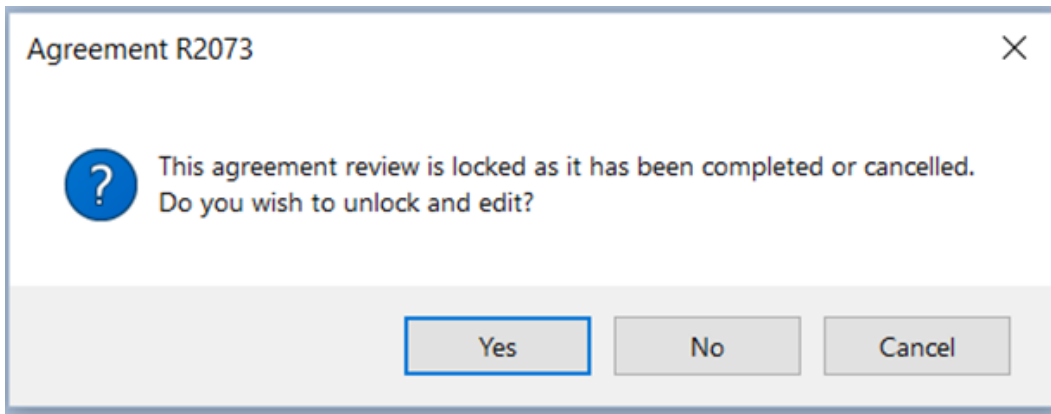
Display Agreement... Customer History... Take Cancel Save

# Reopening Reviews

Once a review is marked as complete, it is automatically locked. If you require the ability to reopen completed or cancelled reviews, please speak to your systems administrator.

## User Rights for Editing Closed Reviews

If your user rights allow you to edit closed reviews, you will receive a confirmation dialogue.

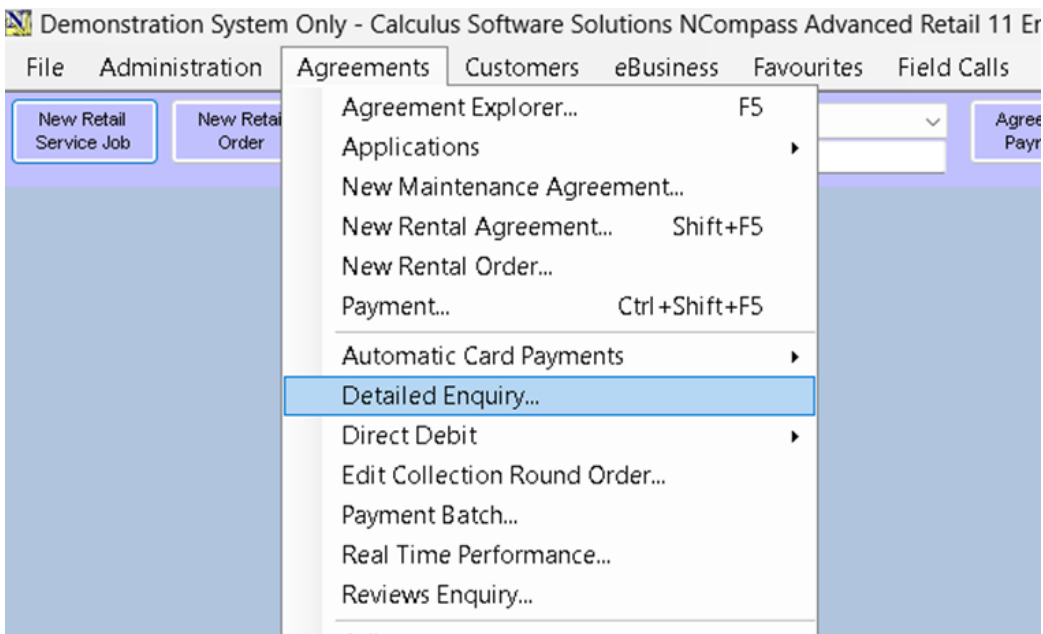


Once unlocked, the review will stay unlocked until it is given a new completion status.

# Agreements Detailed Enquiry

## Finding Agreements in Review or Renewal

1. Navigate to **Agreements > Detailed Enquiry**.



## Filters

There are a range of filters available, including a new filter by renewal date.

## Renewal Date Filters

Next Charges Review:	<input checked="" type="checkbox"/> Not Set	<input checked="" type="checkbox"/> Is Set	<input type="checkbox"/> From	<input type="text" value="26/02/2025"/>	<input type="checkbox"/> To	<input type="text" value="26/02/2025"/>
Last Charges Review:	<input checked="" type="checkbox"/> Not Set	<input checked="" type="checkbox"/> Is Set	<input type="checkbox"/> From	<input type="text" value="26/02/2025"/>	<input type="checkbox"/> To	<input type="text" value="26/02/2025"/>
Renewal Date:	<input type="checkbox"/> Not Set	<input checked="" type="checkbox"/> Is Set	<input checked="" type="checkbox"/> From	<input type="text" value="26/02/2025"/>	<input checked="" type="checkbox"/> To	<input type="text" value="26/02/2025"/>

- **Not set** - Include agreements with no renewal date set.
- **Is set** - Include agreements that have a renewal date set.
- **From** - Include only agreements from this date.
- **To** - Include only agreements before this date.

# Filtering by Pending Reviews

You can also filter by agreements that have pending reviews:

On Open Review?  
 Yes     No     All  
 Choose Review Type    Renewal Requiring Attention ▾

1. Check **'Yes'**.
2. Select **'Renewals Requiring Attention'** as the review type.
3. Click **'Search'**.

Detailed Enquiry

Search has returned 5 records

On Open Review?  Yes  No  All  
 Choose Review Type Renewal Requiring Attention ▾

Agreements - Total of Current Balances = -£319.13    Records Selected: 1 : Hire purchase agreements are not included with Product/Department filter set

Agreement No	Review Count	Missed Paymen	Missed Payments Value	Next Payment Due	Current Balance	Customer	Agreement Type
C2000	0	0	£0.00	05/10/2024	-£365.13	Mr D Pinder, 107 High Str...	Hire Purchase
84604	0	3	£30.00	01/04/2024	-£30.00	Mrs Adams, 123 Selwin St...	Rental
R2002	0	0	£0.00	26/02/2025	-£24.00	Mr D Pinder, 107 High Str...	Rental
R2001	0	0	£0.00	20/04/2025	£30.00	Mr D Pinder, 107 High Str...	Rental
R2000	0	0	£0.00	18/08/2025	£70.00	Mr D Pinder, 107 High Str...	Rental

Customer History...  
View in Agreement Explorer...  
Take Payment...  
Batch Automatic Payment...  
Create Reviews...  
Close