# Osprey Approach: Debt Recovery Part-Payment Workflow

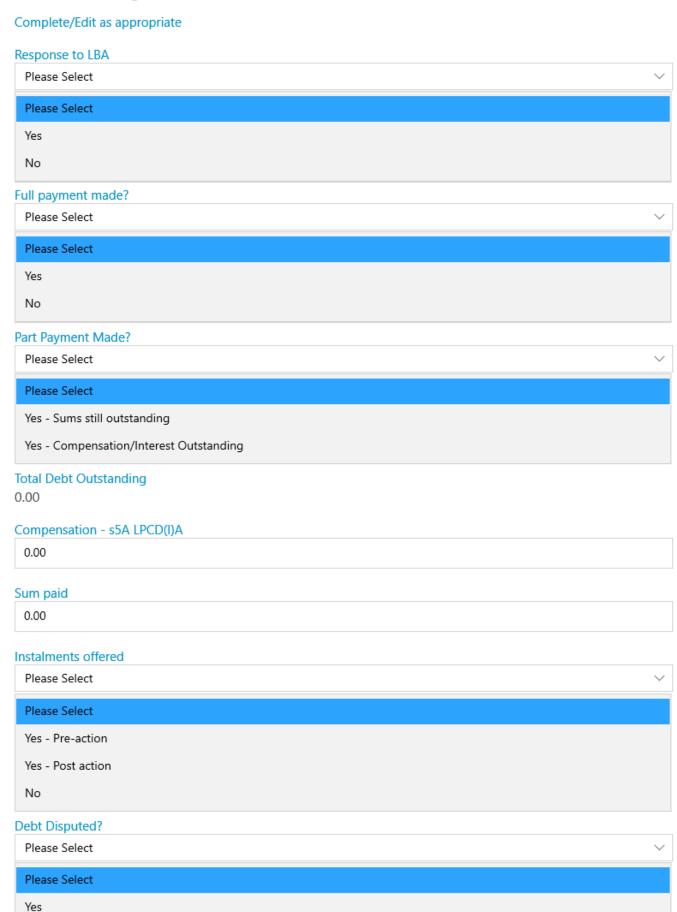
This help guide was last updated on Aug 5th, 2024

The latest version is always online at https://support.ospreyapproach.com/?p=22161

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#### LBA RESPONSE 2 FW\_DR



✓ Submit Cancel

Nο

DEBT DETAILS FW_DR
Original debt
0.00
Payment terms: other details
Fixed costs
0.00
Compensation - s5A LPCD(I)A
0.00
Court fee
0.00
Statutony Interest (sum to data)
Statutory Interest (sum to date) 0.00
0.00
Statutory Interest (Daily rate)
0.00
Admin Fee (if appropriate)
0.00
Total debt (Pre-Issue)
Total Debt Outstanding
Please check figures carefully so Total Debt Outstanding is accurately calculated. If the figures above are changed,
Total Debt Outstanding will be updated on the next screen.
✓ Submit Cancel
ALLOCATE A CUSTOM QUESTIONNAIRE
TOTAL DEBT OUTSTANDING FW_DR
Total Debt Outstanding

Total Debt Outstanding



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TOTAL DEBT OUTSTANDING FW_DR
Total Debt Outstanding

Total Debt Outstanding



#### PART-PAYMENT INSTRUCTIONS 1 FW\_DR

# Complete/Edit as appropriate

# Part Payment Made?

Please Select

Please Select

Yes - Sums still outstanding

Yes - Compensation/Interest Outstanding

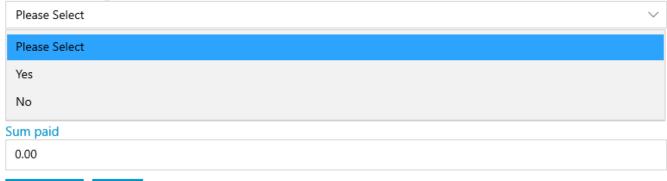
#### **Total Debt Outstanding**

0.00

# Compensation - s5A LPCD(I)A

0.00

# Chase outstanding sums?



✓ Submit

Cancel

# PART-PAYMENT INSTRUCTIONS 2 FW\_DR

# **Total Payment Cleared?**

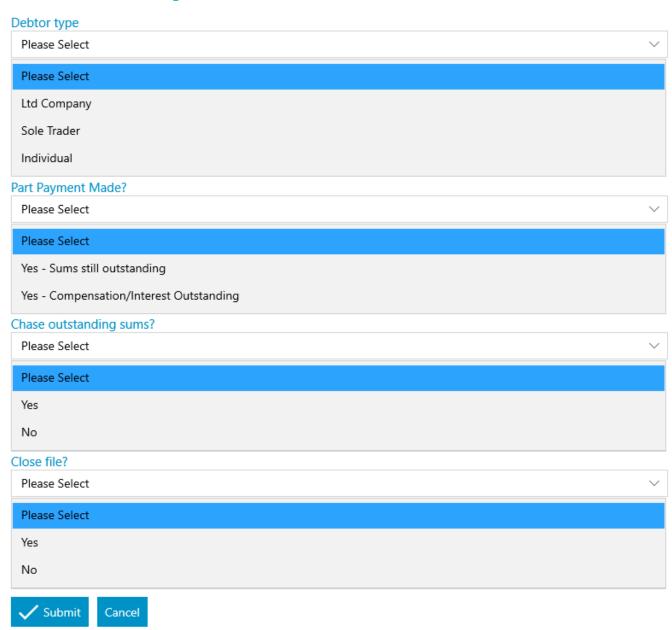


DEBT DETAILS FW_DR
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Total debt (Pre-Issue)
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Please check figures carefully so Total Debt Outstanding is accurately calculated. If the figures above are changed,
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✓ Submit Cancel
ALLOCATE A CUSTOM QUESTIONNAIRE
TOTAL DEBT OUTSTANDING FW_DR
Total Debt Outstanding

Total Debt Outstanding



#### PART-PAYMENT - CHASE FW\_DR



#### PAID IN FULL? FW\_DR



Please Select

Yes

No

Sum paid

0.00

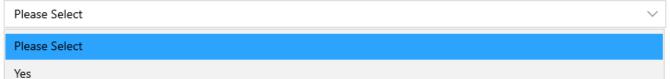


Cancel

ALLOCATE A CUSTOM QUESTIONNAIRE

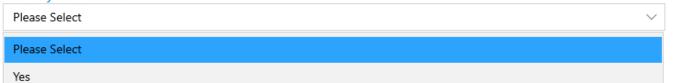
#### **CLOSE FILE FW\_DR**

Debt discharged?



No

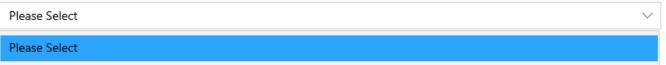
Total Payment Cleared?



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No

Close file?



Yes

No



Cancel

#### PART-PAYMENT INSTRUCTIONS 2 FW\_DR

# **Total Payment Cleared?**



# Client request inst. after

# part-payment chase



www.demoospreyapproach.com enquiries@pracctice.com Suite 1, Falstaff House Malvern WR14 1JJ

T: 0330 060 4940

Our Ref: { MERGEFIELD MATTER\_FEE\_EARNER\_ID }/{ MERGEFIELD

client\_no }/{ MERGEFIELD matter\_no }

Your Ref:

{ SET LETTER{ DATE \@ "d MMMM yyyy" } }{ref LETTER \@ "d MMMM yyyy" \ \\* MERGEFORMAT }

Dear { IF { MERGEFIELD LINKNAME\_TITLE\_1 }= "" "Sirs" "{ MERGEFIELD LINKNAME\_TITLE\_1 } { MERGEFIELD LINKNAME\_SURNAME\_1 }" }

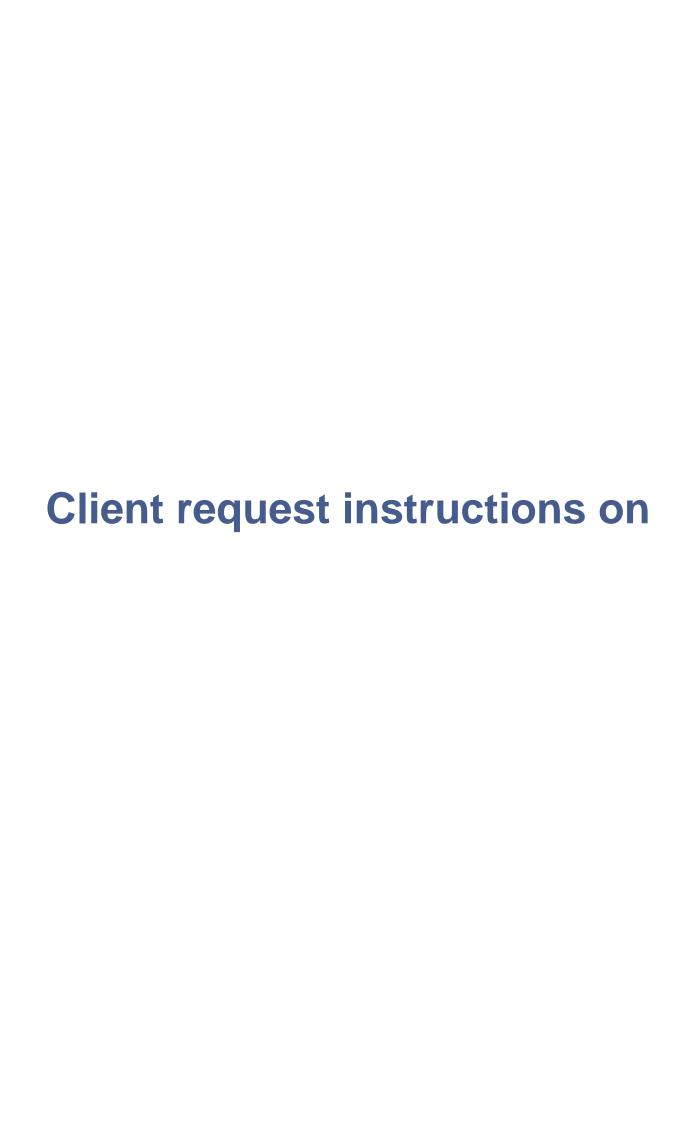
#### Re: { MERGEFIELD MATTER\_MATTER\_DESCRIPTION }

Further to previous correspondence, we write to advise that we have received no response to our letter to the debtor requiring payment of the sums outstanding on your debt.

Please provide your instructions as to whether you wish us to pursue the debtor further for the outstanding sums, in which case we will issue proceedings, or alternatively, whether you wish us to close our file.

We look forward to hearing from you.

Yours { IF { MERGEFIELD LINKNAME\_TITLE\_1 }= "" "faithfully" "sincerely" }



part-payment



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Your Ref:

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{ IF { MERGEFIELD LINKNAME\_TITLE\_1 }= "" "{ MERGEFIELD LINKNAME\_SURNAME\_1 }" "{ MERGEFIELD LINKNAME\_TITLE\_1 } { MERGEFIELD LINKNAME\_SURNAME\_1 }" } { MERGEFIELD CALCULATION\_ADDRESS }

Dear { IF { MERGEFIELD LINKNAME\_TITLE\_1 }= "" "Sirs" "{ MERGEFIELD LINKNAME\_TITLE\_1 } { MERGEFIELD LINKNAME\_SURNAME\_1 }" }

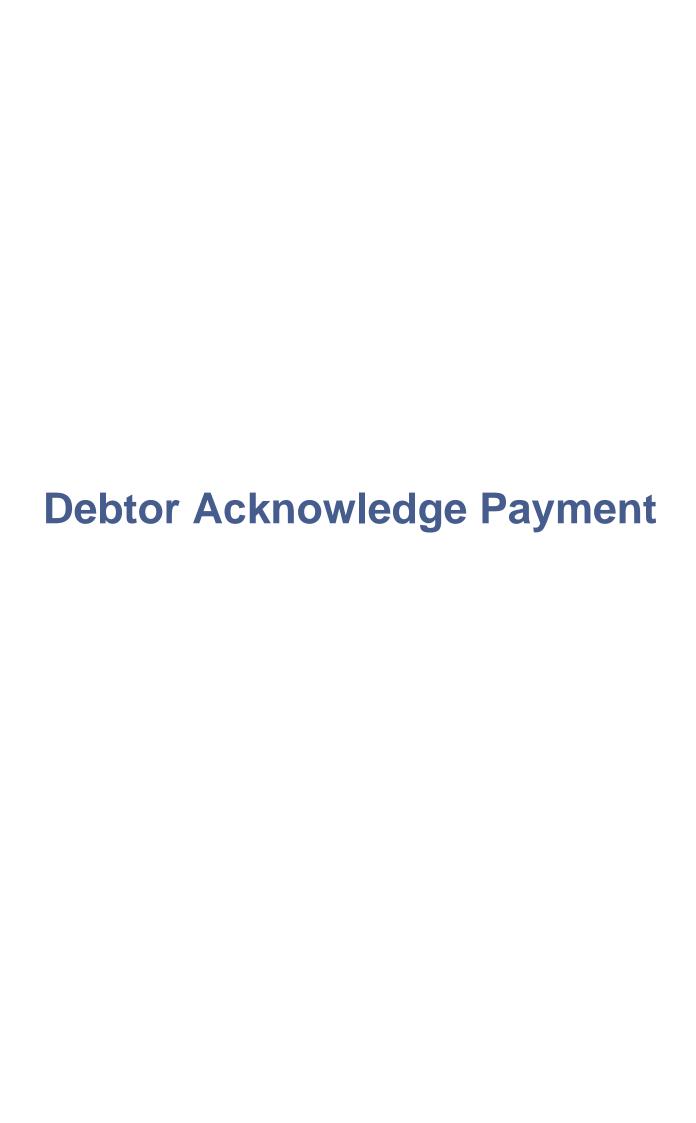
#### Re: { MERGEFIELD MATTER\_MATTER\_DESCRIPTION }

We can now advise that the debtor has responded to our Letter Before Action by making a payment in the sum of { MERGEFIELD FW\_DEBT\_DETS\_FW\_SUM\_PAID \# "£,##.00;(£,##.00)"}.

Please provide your instructions as to whether you are prepared to accept this sum in discharge of your debt, or whether you wish us to pursue the debtor for outstanding sums, including applicable interest and compensation.

We look forward to hearing from you.

Yours { IF { MERGEFIELD LINKNAME\_TITLE\_1 }= "" "faithfully" "sincerely" }





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client\_no }/{ MERGEFIELD matter\_no }

Your Ref:

{ SET LETTER{ DATE \@ "d MMMM yyyy" } }{ref LETTER \@ "d MMMM yyyy" \ \\* MERGEFORMAT }

{ IF { MERGEFIELD FW\_DEBTOR\_DETS\_FW\_DEBT\_CO\_NM }= "" "{ MERGEFIELD FW\_DEBTOR\_DETS\_FW\_DEBT\_TITLE } { MERGEFIELD FW\_DEBTOR\_DETS\_FW\_DEBT\_INT } { MERGEFIELD FW\_DEBTOR\_DETS\_FW\_DEBT\_SURN }" "{ MERGEFIELD FW\_DEBTOR\_DETS\_FW\_DEBT\_CO\_NM }" } { MERGEFIELD FW\_DEBTOR\_DETS\_FW\_DEBT\_TR\_ADD }

Dear { IF { MERGEFIELD FW\_DEBTOR\_DETS\_FW\_DEBT\_CO\_NM }= "" "{ MERGEFIELD
FW\_DEBTOR\_DETS\_FW\_DEBT\_TITLE } { MERGEFIELD
FW\_DEBTOR\_DETS\_FW\_DEBT\_SURN }" "Sirs" }

#### Re: { MERGEFIELD MATTER\_MATTER\_DESCRIPTION }

Thank you for your payment in the sum of { MERGEFIELD FW\_DEBT\_DETS\_FW\_SUM\_PAID \# "£,##.00;(£,##.00)"} receipt of which we hereby acknowledge.

We confirm that, subject to clearance, this will discharge your debt to our client.

Yours { IF { MERGEFIELD FW\_DEBTOR\_DETS\_FW\_DEBT\_CO\_NM }= "" "sincerely" "faithfully" }

# **Debtor late payment or**

part-payment



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Your Ref:

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{ IF { MERGEFIELD FW\_DEBTOR\_DETS\_FW\_DEBT\_CO\_NM }= "" "{ MERGEFIELD FW\_DEBTOR\_DETS\_FW\_DEBT\_TITLE } { MERGEFIELD FW\_DEBTOR\_DETS\_FW\_DEBT\_INT } { MERGEFIELD FW\_DEBTOR\_DETS\_FW\_DEBT\_SURN }" "{ MERGEFIELD FW\_DEBTOR\_DETS\_FW\_DEBT\_CO\_NM }" } { MERGEFIELD FW\_DEBTOR\_DETS\_FW\_DEBT\_TR\_ADD }

Dear { IF { MERGEFIELD FW\_DEBTOR\_DETS\_FW\_DEBT\_CO\_NM }= "" "{ MERGEFIELD
FW\_DEBTOR\_DETS\_FW\_DEBT\_TITLE } { MERGEFIELD
FW\_DEBTOR\_DETS\_FW\_DEBT\_SURN }" "Sirs" }

#### Re: { MERGEFIELD MATTER\_MATTER\_DESCRIPTION }

We acknowledge receipt of your payment in the sum of £{ MERGEFIELD FW\_DEBT\_DETS\_FW\_SUM\_PAID }. { IF { MERGEFIELD FW\_DBTR\_RESP\_FW\_PART\_PAY } = "Yes - Sums still outstanding" "

As you will be aware, there remains outstanding a balance of { MERGEFIELD fssm\_FW\_OS\_BAL\_DUE \# "£,##.00;(£,##.00)"} which our client has instructed us to require from you." "{ IF { MERGEFIELD FW\_DEBTOR\_DETS\_FW\_DEBT\_TYPE } <> "Individual" "

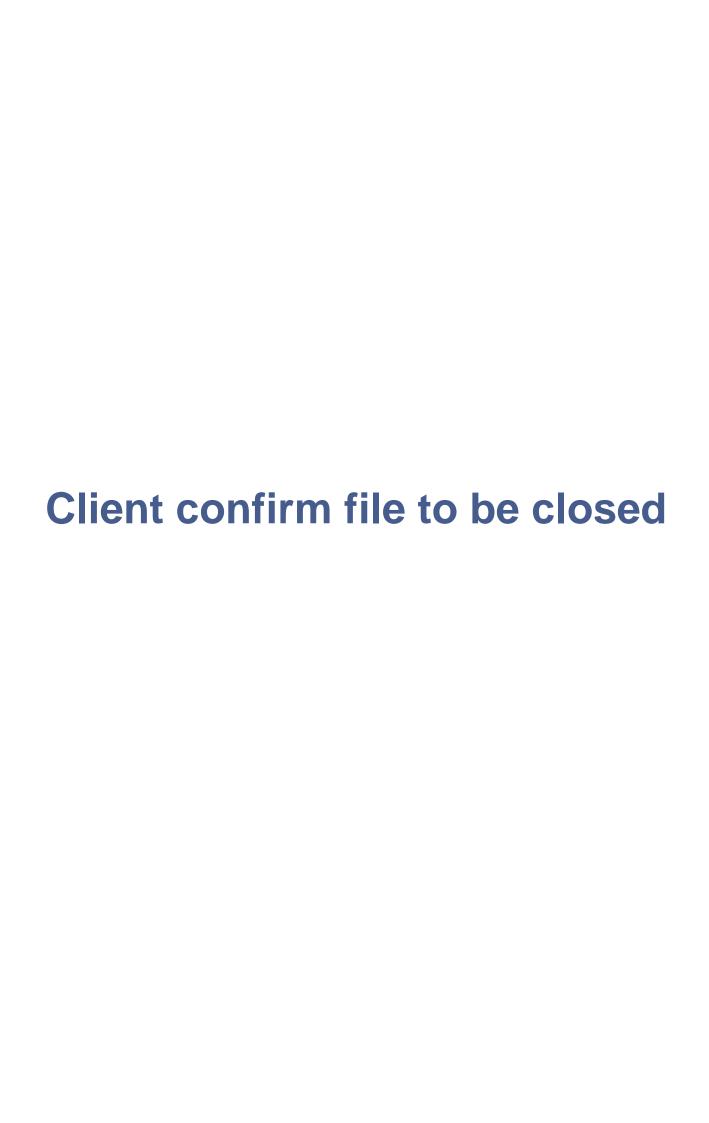
However, as this debt was overdue for payment, pursuant to the Late Payment of Commercial Debts (Interest) Act 1998, you are obliged to pay our client fixed debt recovery costs in the sum of { MERGEFIELD FW\_DEBT\_DETS\_FW\_COMP\_LPCD \# "£,##.00;(£,##.00)"}, { IF { MERGEFIELD FW\_DEBT\_DETS\_FW\_ADMIN\_FEE } <> 0.00 "administration fee in the sum of { MERGEFIELD FW\_DEBT\_DETS\_FW\_ADMIN\_FEE \# "£,##.00;(£,##.00)"}," "" } and statutory interest in the sum of { MERGEFIELD FW\_DEBT\_DETS\_FW\_STAT\_INT \# "£,##.00;(£,##.00)"}, making a total due of { MERGEFIELD fssm\_FW\_OS\_BAL\_DUE \# "£,##.00;(£,##.00)"}." "" }" }

The action will be discontinued upon payment of the above sum to be received at our offices within the next 7 days, payable to { MERGEFIELD "PRACTICEINFO\_PRACTICE\_NAME" }.

Should we fail to hear from you as requested, we shall take further steps to recover this sum.

We look forward to hearing from you by return.

Yours { IF { MERGEFIELD FW\_DEBTOR\_DETS\_FW\_DEBT\_CO\_NM }= "" "sincerely" "faithfully" }





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Dear { IF { MERGEFIELD LINKNAME\_TITLE\_1 }= "" "Sirs" "{ MERGEFIELD LINKNAME\_TITLE\_1 } {
 MERGEFIELD LINKNAME\_SURNAME\_1 }" }

### Re: { MERGEFIELD MATTER\_MATTER\_DESCRIPTION }

We are pleased to advise that the Debtor's payment has now cleared, and we will shortly be closing our file.

We would like to take this opportunity to thank you for your kind instructions in this matter and if we can be of any further assistance to you in the future please do not hesitate to contact us.

Yours { IF { MERGEFIELD LINKNAME\_TITLE\_1 }= "" "faithfully" "sincerely" }