



This view aims to provide a forward-looking calendar so managers can plan team workloads and monitor any missed letters. Showing all merchants within the CDD Model that are UK-registered and have had Letter 1 issued in Service Cloud. The view will automatically update to display the due date of the next letter.

#### Letters Due This Week

Standard Risk	ECM Managed	M-Level	High Risk	M-Level
35	7	16	1	16
Standard Risk	ECM Managed		M-Level	
7	8		1	

#### Letters Due Next Week

Standard & Moderate Risk (GP), ECM Team & Closures Team												
Total Overdue Letters		COHORT To 30/04/2026					Overdue Rationale					
		All										
		Mon	Tue	Wed	Thur	Fri	Sat	Sun	Mon	Thur	Sat	Sun
	ECM Managed	Mon	Tue	Wed	Thur	Fri	Sat	Sun	Mon	Thur	Sat	Sun
03-Mar-25									1			
13-Oct-25									1		1	
01-Dec-25							1					
26-Jan-26						1						
02-Feb-26		1				1			2		2	
09-Feb-26		2	2	1					1	7	15	
16-Feb-26		3	2		2	7			9	5	6	8
23-Feb-26	1		1	3	3		6		1			
02-Mar-26	1						1		3		6	12
09-Mar-26		2	2	4	1	19	1	29	8	5	17	1
16-Mar-26	2	5				12						

High Risk & M-Level												
Total Overdue Letters		COHORT To 28/02/2026					Overdue Rationale					
		All										
	Null Thur	Mon	Thur	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Sat	Sun
09-Jun-25	1											
08-Dec-25				1								
29-Dec-25			1									
05-Jan-26											1	
12-Jan-26								1				
02-Feb-26									1			1
09-Feb-26		1	2	1				3				
16-Feb-26						1			7		5	1
23-Feb-26								1				3
02-Mar-26							2	1				
09-Mar-26		2	2	1					2			

**Note:** Only merchants who have already been sent Letter 1 will appear here; the due dates for Letters 2 and 3 are calculated at the last letter send date + 31 days. The view includes only merchants whose review due date falls within the filtered cohort.