

Subject: Global R11 Return	Product: Client Success	Approved on: 3/14/25
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Purpose: Global R11 Return Report

- When a client draft information is incorrect, they call Global to report it and Global automatically turns their drafts off and sends us the data to include the client's information and reason for the draft not processing which we then connect with the client and update their SPAA. Keeping the drafts processing is very important as it can impact settlements and result in auto cancels

Policy:

- Call each client twice a day (recommended once in the morning and once in the afternoon but at least 4 hours apart from the 1st attempt) until resolved
- Send 1 email and 1 text each day until resolved
- Update R11 report tracker with a total to date of how many contact attempts made
- Document QB notes starting with "OBC R11 Project"

Procedure:

- Step 1 – Review Global notes to identify reason for the drafts not processing.
- Step 2 – Confirm the bank information with the client
 - If correct, please review drafting schedule is accurate with the client and update if needed. *Make sure to recalculate once changes are made to review any settlement impacts and discuss appropriately with the client*
 - If incorrect, follow SOP for "Updating Banking Information"
Regardless of the reason, a new SPAA is required to set the drafts back to processing
- Step 3 - Create new SPAA and upload to the crush folder. Follow SOP for "Updating Bank Information"
- Notate QB appropriately starting your notation off with "OBC R11 Project" to help others on the same project confirm how many contact attempts have been made

Exceptions:

- (none)

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