

ALPHA

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Joe Bloggs

Customer details	Title	Date of Birth
	Mr	20/11/1988
	First Name	NHS Number
	Joe	20111988
	Surname	Email Address
	Bloggs	j.blog@email.com
	Address	Tel number
	9 Hotspur street, Townford, NE1 0LD	07837881678

PCN 123456789	Prescription Charge	Exemption Category
	£8.60	(F) Pre-payment Certificate
	Penalty Charge	PCN Sent
	£50	28/06/2017
	Surcharge	Respond by
	£0	28/07/2017
	Balance Due	
	£58.60	

Notes

Date	Agent	Comments
27/07/2017 13.00	Tim	Cust told pay half to avoid surcharge. Cust non compliant, demanded manager. Call escalated
27/07/2017 13.30	Joanne	Info repeated as above. Cust paid half, agreed to pay next half 27/08/17

[Add note](#)

Matched records

Reference	Sent	Respond by	Balance Due
223456789	28/05/2017	28/06/2017	£108.60
323456789	28/04/2017	28/05/2017	£108.60

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PCN 123456789

PCN Details

Prescription Charge	Exemption Category
£8.60	(F) Pre-payment Certificate
Penalty Charge	PCN Sent
£50	28/06/2017
Surcharge	Respond by
£51	28/07/2017
Balance Due	
£109.60	

Customer details

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Transactions

Date	User	Amount	Type
28/05/2017	System	£58.60	Payment request
28/06/2017	System	£51	Surcharge added

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[Change](#)

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Penalty Charge	PCN Sent
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Balance Due	
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Matched records

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