



Olivia De Miceli <bpmcontractingservices003@gmail.com>

Fwd: New finance process

2 messages

Peter Guerrini <peter.guerrini@bpm-cs.co.uk>

20 June 2025 at 08:27

To: Dana Maslenova <dana.maslenova@bpm-cs.co.uk>, Logan Fraser <logan.fraser@bpm-cs.co.uk>, Olivia De Miceli <olivia.demiceli@bpm-cs.co.uk>

Good morning and happy Friday 🌤️

Please the email form regarding change of process for PO's, etc

FYI - we may be out of contract with LiveWest as from what James and myself can see they did not send a contract extension letter to us when it expired last August. I have chased this a couple of times with Jasmin and not yet got a reply as she told me that their procurement hadn't come back to her, I doubt this is the case more the fact that they know they didn't send one. This could well work in our favour as we are still on their framework of approved contractors but we would not be bound to use SOR's at ver6 and we would not have to have monthly KPI meetings, etc 🌤️

Jasmin is currently on leave but I have asked her to get back to me ASAP on this matter when she returns to work next week and I will keep you all updated

Cheers

Pete

**Peter Guerrini**

Operations Manager

01225 462598
07976 911734
bpm-cs.co.uk

----- Forwarded message -----

From: 'Jasmin Harris' via Peter Guerrini <peter.guerrini@bpm-cs.co.uk>

Date: Wed, 18 Jun 2025 at 16:44

Subject: New finance process

To: Joanna Stribling <Joanna.Stribling@livewest.co.uk>, Ellie Stephens <Ellie.Stephens@livewest.co.uk>, Alice Grant <Alice.Grant@livewest.co.uk>

Cc: Paul Costin <Paul.Costin@livewest.co.uk>

Good afternoon all,

Following a recent review of our finance process, we have identified a recurring issue with monthly accruals for approved jobs where appointments are either not being booked within SLA or the work is not completed within the same calendar month as the PO issuance.

To address this, we are implementing an immediate change in the way POs are issued. Please ensure this update is communicated across your teams.

New Process for PO Issuance:

- When a quote is approved, we will send an approval email and request a confirmed repair date.
- This date must be confirmed with the customer and emailed to our new dedicated inbox: snappointments@livewest.co.uk.
- Once we receive the appointment date (in line with our SLA), a PO will be issued for completion within that calendar month.

This dedicated inbox will support timely PO issuance and improve communication across teams. We understand that on rare occasions, a PO may not be issued due to human error. In such cases, please contact our hunt line directly on **01934 526111** for prompt resolution.

This change will help us better manage our WIP, reduce accruals, and ensure timely job delivery with appointments booked promptly after approval.

There may also be some cases where we need to review on a case by case basis due to high material costs and would ask that contact us with such queries for review.

Scaffold and R&D Jobs:

Where scaffolding and potential R&D are required:

- An initial PO will be issued for the scaffold once the installation date is confirmed.
- A second PO will be raised when the repair date is set.
- This approach allows scaffold invoices to be processed, and we recognise that scaffold access is required in some cases where the leak entry point cannot be identified and work scoped internally in the loft space.

Reminder:

Please continue to use our dedicated inboxes for quotes and completions to help manage email traffic and ensure efficient handling of WIP. We do experience very high email volume and as such we would kindly request that thank you emails are not sent. Whilst we appreciate thank you emails, they are adding to a large volume of emails where no action is required.

Thank you for your support in implementing this updated process.

Jasmin Harris

Contracts Manager - Minor Projects

01934 526 127 • 07703 735883



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To unsubscribe from this group and stop receiving emails from it, send an email to peter.guerrini+unsubscribe@bpm-cs.co.uk.

Olivia De Miceli <olivia.demiceli@bpm-cs.co.uk>

20 June 2025 at 08:33

To: Peter Guerrini <peter.guerrini@bpm-cs.co.uk>

Cc: Dana Maslenova <dana.maslenova@bpm-cs.co.uk>, Logan Fraser <logan.fraser@bpm-cs.co.uk>

Thanks for the update, Pete!

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