Department for Work & Pensions Procedures ▸ Admin Account - Add To

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Admin Account - Add To

This procedure explains the steps taken to add payments to the admin usage log. This is completed by Child Maintenance Service (CMS) employees representing the Child Maintenance Group (CMG) in an official role e.g. a court presenting officer.

There are times when the CMG will use a government procurement card (GPC) to make a payment directly to a third party for:

- Court fees
- Land registry costs

The process of adding to the admin usage log is the same for Great Britain (GB) and Northern Ireland (NI), however, NI uses account NI in place of a GPC.

When a payment is required, the official user makes the payment directly to the third party. A service request (SR) is raised to add the payment to the admin usage log.

The information input into the system will have the following details:

- The service provider/third party the payment is to be made to
- The amount of the payment made

Once the SR has been completed and closed, the system will automatically store details of the payment on the admin usage log. This helps with the reconciliation with the month end reports on Oracle RM.
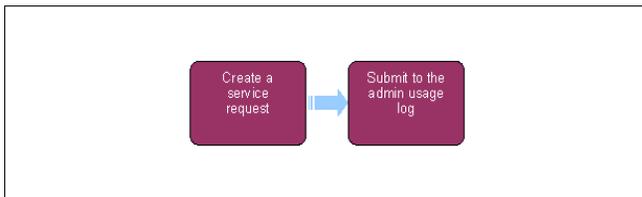
Create a service request

1. When you have used your government procurement card (GPC)/account NI, to make a payment, you need to create a service request (SR).

2. From the dropdown list select

   - **Process = Payments**
   - **Area = Admin Account**
   - **Sub Area = Approval for use**

3. Update the **Status** of the SR to **In Progress**. An activity plan will be created automatically which should be used as a guide to complete the actions in this process.

4. From the **Admin Account** dropdown, select the admin account from which the payment is to be made from e.g. GB Admin.

5. Update the **Reason Code** with the reason for the payment e.g. County Court Fees.

6. Select **Yes** from the dropdown list.

7. Change the **Resolution Code** to **Approval Accepted** to send the SR to your Team Leader (TL)

8. The TL will either approve or reject the payment - if rejected, complete the necessary amendments then go to step 7. If the payment is accepted, change the **Resolution Code** to **Approval Accepted**.

   ℹ️ If you are an enforcement case manager completing this action following a GPC payment, you will not be able to self approve the SR, and it will be routed to your work manager for approval.

Submit to the Admin usage log

9. Once you have added the relevant information, add any notes and set the SR **Status** to **Closed** and the **Sub Status** to **Complete**.

   ℹ️ When the SR is closed, the payment will be added to the admin usage log.

NICMS to replace Child Maintenance Group (CMG) in Northern Ireland.

Account NI used in place of a GPC.

Admin Account - Assign To

Notes - Service Request/Case/Contact

SOS/DSD Account - Manually Assign

Terminology Changes