

## Arrears - Part Payment

When a paying parent owes arrears, the Child Maintenance Group will take action to recover them. Under some circumstances, a decision is made to accept a part payment as full and final satisfaction of the arrears owed by the paying parent to the receiving parent. For the purposes of this procedure, the term receiving parent also covers Child in Scotland (CIS).

This procedure outlines how the CMG makes decisions to consider a part payment offer and the system steps. Initially, caseworkers will verbally agree with both parties the proposal to accept a part payment as full and final satisfaction of the arrears owed. Where the receiving parent suggests a part payment proposal a signed declaration must be received and recorded in the system prior to beginning any action. Only the value of the total arrears balance owed can be considered and such payments are only accepted by way of a lump sum payment by the paying parent. In the case of multiple receiving parents, the paying parent may specify who they wish the payment/s to be allocated to and the amounts to pay. If the paying parent does not specify an allocation of monies the payment is allocated proportionately.

Once a decision has been reached the by the case owning team or centrally by a Suspend, Write off and Part Payment referral team, the agreed amount is suspended.

Once the part payment has been received in full the remaining arrears are written off on the system.

Arrears that have an element of CSA debt included must be suspended prior to write off. CSA debt owed to the receiving parent may be written off on CMS2012, as may CSA debt owed to the SoS where the amount is £65.00 or less. CSA debt owed to the SoS that is over £65.00 must be recorded on the off system tracker by a central Suspend, Write Off and Part Payment team and no system action to write off the debt is carried out. CMG and Secretary of State (SoS) arrears may be considered if deemed uncollectable.

A bulk update of all manual part payment details previously recorded on the off system tracker will have been completed.

When an offer for part payment is made in a case that has multiple receiving parents, the paying parent must specify who the payment is for otherwise the part payment is apportioned between each of the receiving parents.

For further information on arrears write off refer to the Policy, Law and Decision Making Guidance 

 This procedure uses the terms receiving parent and paying parent.

The receiving parent is the parent who receives or who is expected to receive child maintenance, known as the parent with care (PWC) or person with care (PeWC) on the system and in legislation. The paying parent is the parent who pays or who is expected to pay child maintenance, known as the non resident parent (NRP) on the system and in legislation.

## Consider part payment offer

### Caseworker action

 Arrears for part payment includes money owed to any combination of Child Maintenance Group (CMG), receiving parent or Secretary of State (SoS) and includes enforcement charges and collection fees however only one type of arrears can be handled at a time.

 The following non child maintenance debt can be written off where applicable if the debt was accrued before 01/04/2013:

- Court Costs
  - DNA Fees
  - Admin Error Overpayment Recovery and Overpayment of Maintenance Recovery (Receiving Parent Debt)
1. A proposal to consider a part payment as full and final satisfaction of arrears may come from a receiving parent, paying parent or their representative by telephone or letter.
  2. Following receipt of a request of part payment for arrears write off, complete all outstanding case action e.g. change of circumstances, check the arrears figure is accurate and who the balance is due to e.g. receiving parent, SoS.
  3. Discuss the details of the proposal with the requestor. Advise the client of the following:
    - partial payment to clear an arrears balance must be made as a lump sum and accepted in full and final satisfaction of arrears
    - the other party has the right to reject the proposal
    - the paying parent may specify who they wish to allocate the payment to (if no request to allocate payment is made, payments are apportioned as per hierarchy to all receiving parents in the casegroup). Refer to [Payment Hierarchy summary](#) for further information.
  4.  Contact the other party and discuss the proposal. The reasons for considering a part payment offer include:
    - Reconciliation
    - Client death

If unable to contact the other party by telephone, send CMSL1670 to either party to ask them to contact us.

### Case Owning Team Decision or Referral to Centralised Suspend, Write off and Part Payment teams

5. Set the **lock assignment** flag, for more information refer to [BOM - Segments Summary](#).

All suspend and write off action for CSA debt owed to SoS that is over £65.00 must be referred to the relevant Suspend, Write Off and part Payment team.

If the case owning team is making a decision to suspend and write off for part payment go to step 8, otherwise continue with this step to make a referral to the relevant Suspend, Write Off and part Payment team.

Send an email to the relevant **Suspend, Write off and Part Payment** referral team to take the required action, suspend and write off the arrears. For non enforcement clients (For England, Wales and Scotland referrals, refer to one of the following):

- South West and Midlands Area = There is no SPOC Team. To be completed by all caseworkers.
- Eastern Area = CM 2012 Scheme Eastern Write Off and Part Payment Referrals New Case
- Northern and North West Area = CM 2012 Scheme Northern Write Off and Part Payment Referrals
- South Eastern Area = CM 2012 Scheme South East Write Off and Part Payment Referrals
- Fo NI referrals: CMS Belfast 2012 Scheme NI Write Off and Part Payment Referrals

For enforcement clients:

- Scotland Enforcement (covering Scotland, North East and North West enforcement clients) = CM 2012 Scheme Northern ENF Write Off and Part Payment Referrals
- South West Enforcement (covering South West and Midlands enforcement clients) = CM 2012 Scheme South West ENF Write Off and Part Payment Referrals
- North West Enforcement (covering South East and Eastern enforcement clients) = CM 2012 NW ENF Write Off and Part Payment Referrals

The email should contain:

- Subject heading - OFFICIAL - Write off arrears action
- Paying parent name and SCIN
- Case number
- Details of arrears for write off - arrears type, amount and period of debt
- Reason for arrears write off
- Your name and telephone number

**The remaining steps in this process are completed by the Suspend, Write off and Part Payment Team caseworker. Ownership of the case remains with the referring segment.**

## Suspend, Write off and Part payment team action

### Arrears write off - paying parent request



All write off/part payment requests on the tracker have already completed team leader approval process. Transfer and write off of suspended arrears from the off system tracker onto CMS is completed by the Write off and Part Payment team. Once completed send CMEL9271 to both clients to confirm all records are up-to-date.

6. For referrals made to the Suspend, Write Off and Part Payment team, open the email and consider the referral proposal. Refer to the Policy, Law and Decision Making Guidance to help in making a decision. 
7. To reject a referral made to the Suspend, Write Off and Part Payment team, update the case **Notes** field as **Write off not appropriate** and outline the reason for rejection. Email the referring caseworker explaining your decision and advising them to action the case and collect the arrears as usual.
8. If approving a referral and/or writing off the arrears, set the flag for **Manual Allocation** on the paying parent's account if there are ongoing payments. For guidance refer to [Manual Allocation Flag - Set up](#). Record the amount for suspension in the **Manual Allocation Comments** field and record the review date.
9.  If, following contact with the other party, they claim that CMS arrears are already written off, check the system including the case notes and the off system tracker. Ask the client to send evidence related to the claim (and which scheme this relates to) and issue CMSL1653 allowing 14 days for a response. Contact the other party to explain the reason for delay. If no response is received following the wait period or a response is received outside the wait period, issue CMSL1654 to reject the claim.
-  Go to the **Cases** screen and select the **More Info** view. If any **Legacy** flags are marked under **Transition Details**, CSA arrears may exist. Ask the client to confirm whether the previous arrears write off was for legacy arrears.

10.  If any CSA arrears potentially exist in the part payment offer, check this and arrange to call the client back. Manage the client's expectations on the timescales involved. Contact a CSA caseworker to explain the part payment offer and confirm whether any CSA arrears exist:
- CSA arrears exist – ask the CSA caseworker to consider the part payment for the legacy arrears - consider the CMS element of the part payment offer
  - No CSA arrears exist - continue as per process

## CMS scheme arrears

### Suspend arrears

11. Does the amount for write off exist as arrears on the system:
- No, reject the referral if made to the Suspend, Write Off and Part Payment team and return the case to BAU caseworker
  - Yes, select the paying parent contact details and create a **Suspend Liability** SR as follows:
    - **Process = Payments**
    - **Area = Manage liabilities**
    - **Sub Area = Suspend liabilities**

Suspend the arrears amount, refer to [Suspend/Unsuspend Liabilities](#) for further guidance on completing this action.

### Send consent letter to RP, Agreement letter to PP

12. Generate a part payment service request (SR) as follows:
- **Process = Arrears**
  - **Area = Arrears management**
  - **Sub-Area = Consider part payment**



**For central referrals to the Suspend, Write Off and Part Payment team the Consider Part Payment SR must stay with the Referral Team. To ensure this happens, the SR status must not be set as Pending assignment at any time during the process.**

13. Select the contact and drill down into the SR. Set the status and sub-status to **In progress** to trigger the interface to BaNCS. (If the interface call up fails while setting the **SR status** to **in progress**, select the **Retrieve balance** button).
14. In the Part payment info applet, update the **Part payment amount** field with the amount proposed and the **Part payment due date** field. When setting this date, allow time for consent forms and confirmation letters to be sent and received from both parties. A date 28 days in the future is recommended. The following balances are populated in the **Written off arrears (at negotiations)** fields:
- **Total PWC arrears written off**
  - **Total CMG arrears written off**
  - **Total SoS arrears written off**

**Outstanding arrears (at negotiations)** fields:

- **Outstanding CMG arrears**
- **Outstanding PWC arrears**
- **Outstanding SoS arrears**

15. Enter the proposed Part Payment amount for each of the relevant records. The **Total arrears** and **Arrears to be written off** fields are automatically populated.



The **Payment negotiation** button is disabled for those records where the **Part Payment amount** field is blank.

16. If the paying parent has requested who the part payment should be allocated to, tick the **Payment Negotiation** button for each individual receiving parent record, CMG and SoS, who are part of the proposal. If the paying parent has not specified how they wish to allocate the part payment, tick the **Payment Negotiation** button on all the records created.
17.   Where the part payment is related to receiving parent arrears, contact them to discuss the offer. If the receiving parent agrees to part payment, or made the original offer send clerical consent letter CMSL1671 and set a **Wait** period of **14 days** for response. Set the **Consent due** date field in the **Write off Information** section of the SR for 14 days after issue. If the receiving parent fails to return the letter within the timescale, the action ceases and the SR is closed. This letter must be returned and recorded as received in the system.



Once the receiving parent has signed and returned the agreement letter the part payment agreement is legally binding and there is no right of appeal.

18.  Issue part payment agreement letter CMSL1673 to allow the paying parent to check the details and complete, sign and return the letter. In the **Part payment info** section of the SR, set the **Agreement due date (NRP)** tab for 14 days from date of issue. If the paying parent fails to return the letter within the timescale, the action ceases and the SR is closed.
19. If the paying parent returns CMSL1673 confirming the proposal, set the **SR status** and **sub status** to **In progress**.
20.  If unable to contact either client after they have returned their consent or agreement letter, issue CMSL1670 to the receiving parent and CMSL1672 to the paying parent to prompt them to call.

### Proposal agreed - Write off arrears

21. Select **Create child** SR to generate a Part Payment SR for those records where the **Payment Negotiation** button is checked. The SR displays the following values:
  - **Process = Arrears**
  - **Area = Arrears management**
  - **Sub-Area = Part payment in full**



Part Payment SRs are system generated. The information from the parent SR is automatically populated onto the Part Payment SR.

22. Drill down on the Part Payment SR hyperlink. Set the status and sub status to **In Progress** to generate the activity plan.
23. Select the **Part Payment Write Off** view tab (for receiving parent Write off). The **Reset criteria** and **Go to Parent SR** tabs are enabled, the **Submit for write off** tab is disabled.  
Complete the values in the following sections (some of these are read only, pre-populated from the Consider Payment SR):
  - **Case Information** - case number, receiving parent name and account
  - **Write off Information** - Type of write off, requestor, date/s

24. Complete the values in the **Part payment and arrears info (at negotiations)** field (some of these are read only, pre-populated from the Consider Payment SR):
  - **Lump sum payment** (proposed)
  - **Part payment due date**
  - **Agreement due date** (paying parent)



The remaining fields are manually updated after part payment is received.

25. In the **Arrears write off criteria** section, **Write off all arrears** tab, select **Yes**.  
 Select **No** if performing write off on selective amounts and go to step **31**.
26. Select the **Liability category** e.g. **PWC write off**.  
 The liability category menu displays **PWC write off** in case level and **CMS** or **SoS write off** in casegroup level.
27. Enter the **start date** and **end date** in the **Arrears write off criteria** section and select the **Get suspended liabilities** button to call to BaNCS and retrieve the suspended/partially suspended paying parent liabilities for the selected date range.  
 If the start and end date are not completed, BaNCS returns all liabilities based on other write off criteria selected. The system runs a validation to ensure the required fields have been captured and the values correct before connecting to BaNCS.  
 When write off level is casegroup, completion of the liability category field is required, due type, start and end date are optional.
28. BaNCS returns a match for the query criteria selected, in the **Write off information** section the **Part payment amount** field is populated.  
 BaNCS returns an error message to show the search criteria does not exist for the paying parent in BaNCS - select the **Reset criteria** button to reset the field value selections. The previously selected liabilities are removed and the fields reset to null in the **Arrears write off** criteria section.  
 BaNCS returns an error message to show direct pay liabilities exist for the selected receiving parent.
29. All relevant records are selected. The **Update to Siebel** button is automatically checked and **ok/cancel** buttons enabled.
30. Select **ok** to copy all records to the **Write off liabilities action** applet. The **New Write off amount** field for each record is populated with the correct write off amount.

### Part payment - selected records

31. If writing off selective amounts the paying parent liabilities display in the CMEC write off liability applet with the Update to Siebel button unchecked and editable.
32. Check the records for write off and select **ok** on each relevant line item. The details are automatically copied onto the Write off liabilities action applet. Select the **New write off amount** field and enter the amount for each specific line item. (This is the outstanding arrears minus the suspended (part payment) amount).



An error is displayed if the amount is greater than the amount available for write off and prompts the caseworker to correct the field to less than or equal to the available amount for write off for that line item.

## Issue Correspondence



33. If the proposal is rejected, issue CMSL1674 to the paying parent and CMSL1678 to the receiving parent. Update the SR status/ sub status as **closed/ cancelled** and complete the **Resolution code Proposal rejected PWC/NRP**. For further information on arrears write off refer to the Policy, Law and Decision Making Guidance 



34. Once both parties have returned the consent letters, record this in the system. Check the **Proposal accepted** button in the **Part Payment info** applet. Telephone the client/s advising them of the timescales involved and issue CMSL1677 to the paying parent to confirm receipt of a signed agreement from the receiving parent and to advise action will progress.

35. Before sending the SR for team leader approval confirm the following fields are updated:

- Type of write off
- Requestor for write off
- Proposal accepted by CMG
- Proposal accepted by Consenter
- Proposal accepted date
- Proposed PWC/CMG/SOS Write off amount
- Sum total liabilities selected for write off

36. Select the reason for write off on the SR, this is a dropdown menu and includes:

- NRP death
- PWC death
- Legacy debt write off

Change the status and sub status to **Pending approval** and **Pending approval TL**. A work item is sent to the team leader for approval.



If the reason field is left blank, an error message is displayed, update the fields and re-submit to TL.



The Submit for Write off button remains disabled while TL approval is pending.

## Team leader action

37. Check the detail within the SR. Confirm the Part Payment request has been considered by NAT and update the SR status and sub-status as **In Progress** and **Approved**. Consider all children in the case and record a Welfare of Child decision in the SR notes.

38. To reject the referral, update the status and sub status as **In progress** and **Rejected**.



The proposal may be rejected due to non receipt of correspondence or failure to pay lump sum. If proposal is rejected SR is returned to Referral team caseworker, go to step 55.

## Approval accepted

39. Once the part payment offer is approved by the line manager as reasonable check the amount of arrears to be written off and seek the relevant manager authorisation for write off. Escalate this via your line manager where necessary. The authorisation levels for write off are:

- £499.99 and below to be authorised at AO level
- £500.00 to £4,999.99 to be authorised at EO level
- £5,000.00 to £19,999.99 to be authorised at HEO level
- £20,000.00 to £29,999.99 to be authorised at SEO level
- £30,000.00 to £49,999.99 to be authorised by Line of Business Director
- £50,000.00 and above to be authorised by Operations Director



When authorising write off, team leaders and authorising managers will review the decision alongside the Policy, Law and Decision Making Guidance 



Team leaders and authorising managers record their decision in the **Notes** against the NRP **Contact**. If the authorising manager does not have access to the CMS system, record the decision on their behalf.

## Obtain payment from paying parent

40. Set the flag for **Manual Allocation** on the paying parent's account before taking any payments. For guidance refer to **Manual Allocation Flag - Set Up**.
41.  Call the paying parent on the date agreed and ask them to make the payment. For more information refer to **Credit/Debit Card - One Off Payment**. Ensure that the paying parent understands that **if they do not pay the full amount agreed, no arrears will be written off**. Set a **Wait** period if this is paid by a non immediate method (e.g. cheque), to allow time for the payment to clear. If the paying parent refuses to pay during the call, reject the proposal, follow action at **step 38**.
  -  If the paying parent offers to pay using several debit/credit cards, accept the payment on the condition that full payment is made on the date agreed.
42. Complete the relevant steps depending on the outcome:
  - Part payment not made within terms agreed - not paid, paid late or underpayment - reject the offer, issue relevant letters and close the SR (see **step 38**)
  - Part payment made in full - go to approval process at step **39** and follow the steps at the section marked **Submit for Write off to BaNCS**
43. Using the hyperlink at the top of the screen, navigate to the **Consider Part payment SR**, update the **Part payment Info** section, the **Actual part payment received** and **Part payment received date** fields. The **Outstanding PWC/CMG/SOS Arrears** field is automatically populated with the remaining balance (if any).
44.   Navigate to the relevant Part Payment SR and send CMSL1680 to the receiving parent. When the paying parent has failed to honour the part payment agreement, open the Consider Part Payment SR and issue CMSL1676. Be aware these letters are issued from separate SR's. Call the clients and explain the outcome whilst managing their expectations on what will happen next.
45. To unsuspend the arrears (for example, paying parent fails to honour agreement) create and action the following SR:
  - **Process = Payments**
  - **Area = Manage liabilities**
  - **Sub area = Unsuspend liabilities**

To complete the action and reinstate the suspended amounts refer to [Suspend/Unsuspend Liabilities](#).

Close and cancel the Consider part payment SR including all open child SRs.

## Submit for Write off to BaNCS

46. To complete part payment write off select the **Submit for Write off** button to trigger the BaNCS interface.
47. If successful, the **Submit for write off** button is disabled and the BaNCS response updates in the following fields in the Write off Information section of the Part payment SR:
  - **Liability amount written off in BaNCS**
  - **Journal number**
  - **Remainder of PWC/CMG/SoS Arrears**
  - **BaNCS Status**
  - **BaNCS Error message**

The **Actual write off date** field is updated with the successful interface call up date.
48. If the BaNCS interface call up fails the **Submit write off** button remains enabled and the following displays:
  - **BaNCS Status = ERR**
  - **BaNCS Error Message**

Check all information is accurate, correct any details where appropriate and re-select the **Submit for Write off** button.



Issue CMSL1681 to receiving parent and paying parent to confirm part payment write off action is complete.

## Complete action

49. Set up a new payment schedule to collect the ongoing maintenance and/or arrears, create the following SR:
  - **Process = Arrears**
  - **Area = Arrears Management**
  - **Sub area = Action missed payment**

Set the SR **In progress** and create a payment plan selecting the **schedule only** tab and **Go**.

50. A new perform calculation SR is generated, update the status to **In progress** and select the **promise to pay** tab and **Go**.
51. From the payment schedule dropdown, select the **Generate promise to pay** field to create the new schedule. Once the new schedule is completed, issue notifications, update all activities and **complete** and **close** the SR **status** and **sub-status**.
52. Record the amount written off and the reason in the Action Missed payment SR notes.
53.  Call the paying parent and receiving parent and explain the action you've taken. Send CMSL1675 to the paying parent and CMSL1679 to the receiving parent to notify them that the part payment action was successful.

### Case Owning or Centralised Suspend, Write Off and Part Payment team action - proposal rejected by Team leader

54. If team leader rejects the request, check the notes to find out the reason for rejection, amend the details and re-submit for TL approval or if the proposal is rejected and needs closing, create an Unsuspend liability SR as follows:
- **Select Child SR**
  - **Process = Payments**
  - **Area = Manage liabilities**
  - **Sub area = Unsuspend liabilities**

To complete this action, refer to [Suspend/Unsuspend Liabilities](#) .

Close the Part payment SR status and sub status as closed and cancelled and update the resolution code with an appropriate reason.

#### Content Editor [1]

In Northern Ireland, Secretary of State or SoS should read The Department.

#### CMSL1651 Tell us of any reason not to write off arrears

Ask NRP to write off representations

Enter all relevant debt period from and to dates in the freetext fields

If a receiving parent has died and you feel it is relevant to contact the paying parent due to the proximity of the death, choose paragraph 'If caseworker feels it is relevant due to the proximity of the death'

Under the sub heading "What you need to do now" if the receiving parent is involved with the write off, add letter code TM\_30617\_E.

#### CMSL1652 Receiving parent write off - request representations

Ask receiving parent for write off representations

#### Letter reason code 024 = PWC requests / agrees

Under the sub heading 'Important information' enter all relevant debt period from and to dates

#### Letter reason code 024 = NRP advised debt unrecoverable

Under the sub heading 'important information' complete the following:

- Enter all relevant debt period from and to dates in the freetext fields
- If we have previously advised the receiving parent that arrears are suspended, choose paragraph 'If we have previously advised the receiving parent that arrears are suspended' and enter the reason in the freetext field

#### Letter reason code 024 = NRP death

Under the sub heading 'Important information about child maintenance arrears that you are owed' choose from the following:

- If the caseworker feels it is relevant to inform the receiving parent of the intention to write off the arrears choose the paragraph 'If caseworker feels it is relevant' and enter all relevant debt period from and to dates
- If the death of the paying parent was before 25 January 2010, choose paragraph 'If death was before 25 January 2010'
- If we have done all we can, choose the paragraph 'We have done all we can'

#### Letter reason code 024 = PWC death

Under the sub heading 'Important information about child maintenance arrears that you are owed' enter all relevant debt period from and to dates in the freetext field

#### CMSSL1653 Paying parent write off - ask for evidence of claim

Ask paying parent for evidence of write off claim

Under the sub heading "Please give us evidence of your claim" Enter all relevant debt period from and to dates in the freetext fields

#### CMSSL1654 Paying Parent write off - evidence received and rejected or not received in time

Confirm write off evidence received and rejected or not received

Under the sub heading 'we have not accepted your claim - you still owe child maintenance arrears' enter all relevant debt period from and to dates in the freetext field and choose on of the following:

- If we didn't receive evidence choose code TM\_30635\_E
- If we didn't receive evidence in time choose code TM\_30637\_E

#### CMSSL1655 Receiving parent write off - accept representation

Receiving parent accept representations

Under the sub heading 'We have stopped the process of writing off arrears' complete the following:

- Enter all relevant debt period from and to dates in the 'These arrears are from the period' freetext fields
- Enter the reason/s and who gave it/them to us in the 'reasons we were given were' freetext field
- Enter the reason/s why we have accepted it/them in the 'We have accepted them because' freetext field

#### CMSSL1656 We have written off child maintenance arrears

Receiving parent write off complete

Under the sub heading 'we have written off child maintenance arrears' enter all relevant debt period from and to dates in the 'These arrears are from the period' freetext field and choose one of the following:

- If no representations have been received and the paying parent is living, choose code TM\_30678\_E
- If no representations have been received and the paying parent is deceased, choose code TM\_30679\_E
- If rejecting representations and the paying parent is living choose code TM\_30680\_E
- If rejecting representations and the paying parent is deceased, choose code TM\_30681\_E. Enter their reason and who gave it to us in the 'The reasons you gave us were' freetext field and enter why we have not accepted it/them in the 'We didn't accept them because' freetext field
- If rejecting representations, choose code TM\_30683\_E. Enter their reason and who gave it to us in the 'The reasons you gave us were' freetext field and enter why we have not accepted it/them in the 'We didn't accept them because' freetext field

&Under the heading 'What this means for you' select one of the following:

- If the paying parent is deceased, choose the paragraph 'If the paying parent is deceased'
- If the paying parent is living, choose the paragraph 'If the paying parent is not deceased'

#### CMSSL1657 We have stopped the process of writing off arrears

Paying parent accepts representations

Under the sub heading 'We have stopped the process of writing off arrears' enter all relevant debt period from and to dates in the freetext fields and choose one of the following:

- If the receiving parent is living choose the paragraph 'If receiving parent is living'
- If the receiving parent is deceased choose the paragraph 'If receiving parent is deceased'

Enter reason/s for stopping the process and who gave it/them to us in the 'Reasons we were given' freetext field and enter the reason/s why we have accepted it/them in the 'We accepted them because' field

#### CMSL1659 We have written off child maintenance arrears

Paying parent write off complete

Under the sub heading 'we have written off child maintenance arrears' enter all relevant debt period from and to dates in the 'These arrears are from the period' freetext field and choose one of the following:

- If representations have not been received, the debt is owed to the receiving parent and the receiving parent is living, choose code TM\_30667\_E
- If representations have not been received, the debt is owed to the receiving parent and the receiving parent is deceased, choose code TM\_30668\_E
- If representations have not been received and the debt is S of S choose code TM\_30669\_E
- If rejecting representations, the debt is owed to the receiving parent and the receiving parent is living, choose code TM\_30670\_E. Enter their reason and who gave it to us in the 'The reasons you gave us were' freetext field and enter why we have not accepted it/them in the 'We didn't accept them because' freetext field
- If rejecting representations, the debt is owed to the receiving parent and the receiving parent is Deceased, choose code TM\_30672\_E. Enter their reason and who gave it to us in the 'The reasons you gave us were' freetext field and enter why we have not accepted it/them in the 'We didn't accept them because' freetext field
- If rejecting representations, the debt is owed to the S of S, choose code TM\_30674\_E. Enter their reason and who gave it to us in the 'The reasons you gave us were' freetext field and enter why we have not accepted it/them in the 'We didn't accept them because' freetext field

&Under the heading 'What this means for you' select one of the following:

- If the paying parent is deceased, choose the paragraph 'If the paying parent is deceased'
- If the paying parent is living, choose the paragraph 'If the paying parent is not deceased'

#### CMSL1670 Receiving parent/paying parent request for telephone contact

This is an off system letter, refer to [Letters \(Outbound\) - Contingency](#) for guidance in issuing to clients

#### CMSL1671 Receiving parent consent form

This is an off system letter, refer to [Letters \(Outbound\) - Contingency](#) for guidance in issuing to clients

#### CMSL1672 Paying parent request for paying parent contact

This is an off system letter, refer to [Letters \(Outbound\) - Contingency](#) for guidance in issuing to clients

#### CMSL1673 Paying parent confirm offer

This is an off system letter, refer to [Letters \(Outbound\) - Contingency](#) for guidance in issuing to clients

#### CMSL1674A Paying parent offer refused or offer withdrawn

This is an off system letter, refer to [Letters \(Outbound\) - Contingency](#) for guidance in issuing to clients

#### [CMSL1674B Receiving parent offer refused or withdrawn](#)

This is an off system letter, refer to [Letters \(Outbound\) - Contingency](#) for guidance in issuing to clients

#### [CMSL1675A Paying parent part-payment action complete](#)

This is an off system letter, refer to [Letters \(Outbound\) - Contingency](#) for guidance in issuing to clients

#### [CMSL7675B Receiving parent part payment action complete](#)

This is an off system letter, refer to [Letters \(Outbound\) - Contingency](#) for guidance in issuing to clients

#### [CMSL1676A Paying parent full payment not received - process end](#)

This is an off system letter, refer to [Letters \(Outbound\) - Contingency](#) for guidance in issuing to clients

#### [CMSL1676B Receiving parent full payment not received - process ends](#)

This is an off system letter, refer to [Letters \(Outbound\) - Contingency](#) for guidance in issuing to clients

#### [CMSL1677 Paying parent confirms receipt of signed agreement](#)

This is an off system letter, refer to [Letters \(Outbound\) - Contingency](#) for guidance in issuing to clients

#### [CMSL1681 Receiving parent/Paying parent confirmation write off action complete](#)

CMSL1681 Receiving parent/Paying parent confirmation write off action complete

#### [Related Items](#)

[Arrears Negotiation and Missed Payments](#)

[Arrears - Suspend, Write Off Tracker](#)

[Change - Address Details](#)

[Credit/Debit Card - One Off Payment](#)

[Incident Management - Manage Incident Locally](#)

[Suspend/Unsuspend Liabilities](#)

[Manual Allocation Flag - Set Up](#)

[Outbound Contact - Suppress](#)

[Payment Hierarchy Summary](#)

[Payment - Manually Allocate](#)

[Terminology Changes](#)