



Arrears - Reversal of Write Off

The Arrears write off process is used to write off the paying parent's arrears in certain scenarios. Once the arrears have been written off the Child Maintenance Group (CMG) have the capability to reverse the process where an error or maladministration has been discovered on the paying parent's account and the written off arrears are in question.

This action is carried out by caseworkers in all areas of the business and covers caseworkers and team leader steps.

The reason for reversal of write off is recorded on the reversal write off work item. Related SR's are attached to the BaNCS work item for team leader review and approval.

No client correspondence is involved in the functionality; correspondence, if necessary, will be a free-text letter.

The reverse write off service request (SR) is used to suspend the previously written off arrears as a whole. The BaNCS account, journal number and write off date are sent to BaNCS to suspend the corresponding written off liabilities.

The unsuspend liability process is followed to set the suspended liabilities as active in BaNCS.

Once the reversal process is complete, a new promise to pay schedule is created and issued to all relevant parties.

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



When speaking to clients always use the new terminology - for more information refer to the **Terminology Changes** procedure in related items.



This procedure should only be followed when reversing write off of CMS liabilities. For reversal of write off of residual balances, refer to [Arrears \(CSA\) Scheme - Add/Correct Balance](#)

Reversal of write off SR

1. Reverse write off process is initiated to reverse arrears written off for the paying parent in the following scenarios:

- CMG error
- Maladministration
- 3rd party information



This may be as a result of a complaint from a parent with care or 3rd party or due to an Accuracy improvement team investigation. The amount for reversal of write off is only upto the total of the amount written off including collection and enforcement charges. The reversal process includes receiving parent, paying parent and CMG arrears.

2. Navigate to **My SR** view and create the following service request (SR):

- **Process = Arrears**
- **Area = Arrears management**
- **Sub area = Reverse write off arrears**

3. Drill down into the SR and update the sub status as **In Progress** to generate the activity plan.

4. Navigate to the **reverse write off** view tab and confirm the **display written off arrears button** is enabled. Select the **display written off arrears** button to connect to the BaNCS interface. A row is created in the payment request table (Suspend - write off liability) populated with the total balance to reverse.

If successful, the following fields are updated with BaNCS responses:

- Suspend - write off liability
- PWC Arrears written off
- CMG Arrears written off

5. Where the call up fails, the interface data is not updated, a new record is created, **Suspend - write off liabilities** which must not be deleted.



Each time the button is selected, the fields are updated with the interface response but only one row is created in the Suspend - write off liability record.

6. Refer to the closed SR's previously used including Part payment SR/Write off arrears SR and enter the **journal number** and **arrears write off date** in the Reverse write off arrears SR.



Caseworkers are unable to progress with the process unless these fields are completed as a system error is displayed.

7. Attach the corresponding SR's (part payment/write off arrears) as related SR's to the Reverse write off arrears SR.
8. Select the reason for reversal of write off from the dropdown menu, select from the following:
 - Maladministration
 - CMG Error
 - 3rd party information

Update the **Status** to **pending approval** and **Sub status** to **pending approval TL**.

Team leader action

9. An approval work item is displayed in the team leader approval inbox.
10. Navigate to **My inbox** items view. Check the case details including the reason the reversal of write off arrears process is necessary and select **approved** or **rejected**. Add the reasons for rejection in the notes field. Work allocation returns the work item to the caseworker.

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

Caseworker action - BaNCS interface

11. Once the team leader work item is returned, complete one of the following:
 - amend the SR and re-submit for approval
 - update the reason for rejection and close and complete the SR
 - update the SR reason code as **Reverse write off arrears** and submit the reverse write off details to BaNCS
12. Select the **reverse write off** button to action the interface, suspend the arrears amount and reverse the written off liabilities in BaNCS. If the process is successful, the following fields on the Reverse write off SR are updated:
 - BaNCS status = ok
 - BaNCS error message = written off arrears reversed in BaNCS
 - Reverse write off date
 - Journal number (reverse write off)

If the process fails, the following fields on the Reverse write off SR shows:

- BaNCS status = ERR
- BaNCS error message



Please note that once you have reversed the write off, the arrears are held in a suspended state. To un-suspend the arrears proceed to **Step 13**.

Reinstate suspended liabilities - complete SR

13. Create an unsuspend liability SR as a child of the Reverse write off arrears SR. Select the following values:
 - **Process = Payments**
 - **Area = Manage liabilities**
 - **Sub area = Unsuspend liabilities**

For further information refer to [Suspend/Unsuspend Liabilities](#) to reinstate the suspended arrears.

14.  Once the arrears amount is reversed and the liabilities reinstated, contact the client (where applicable) to advise that the reversal process is complete and discuss what they want to do with the arrears. If the client wishes to negotiate the arrears payments, refer to [Arrears Overview](#) for information.



The system issues a new schedule to all relevant parties in the case group.

Content Editor

[Arrears Overview](#)

[Suspend/Unsuspend Liabilities](#)

Terminology changes

[Arrears \(CSA\) Scheme - Add/Correct Balance](#)