

BHOCA - Daily File

When the BHOCA payment file is received, there will be times when a payment is unable to allocate to a case. This could be due to a client's reference number being incorrect or missing on the payment file.

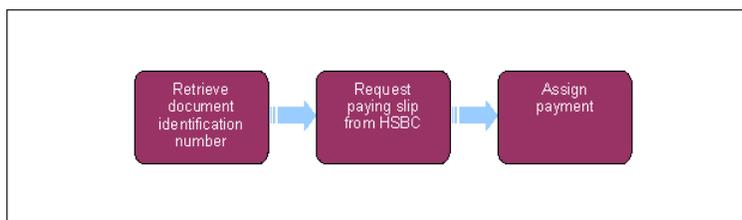
When this occurs, the 2012 system will put the payment into suspense and create a Discrepancy Log SR for the managing exceptions team to investigate the suspense item.

As part of the Payment From - Investigate/Escalate process, it has been identified that the item in suspense is an unallocated BHOCA payment.

This procedure explains the steps which caseworkers in the managing exceptions team take to identify the client the payment relates to and to allocate the payment to the client's case.

As part of this process you are required to gather information on the BHOCA payment and request the original payment slip to identify the correct client.

Direct contact with the dedicated Department within Nat West or HSBC may be required. This form of contact is only available to nominated people within the team. For more information refer to [Pretty Good Privacy \(PGP\)](#).



 This procedure uses the terms receiving parent and paying parent.

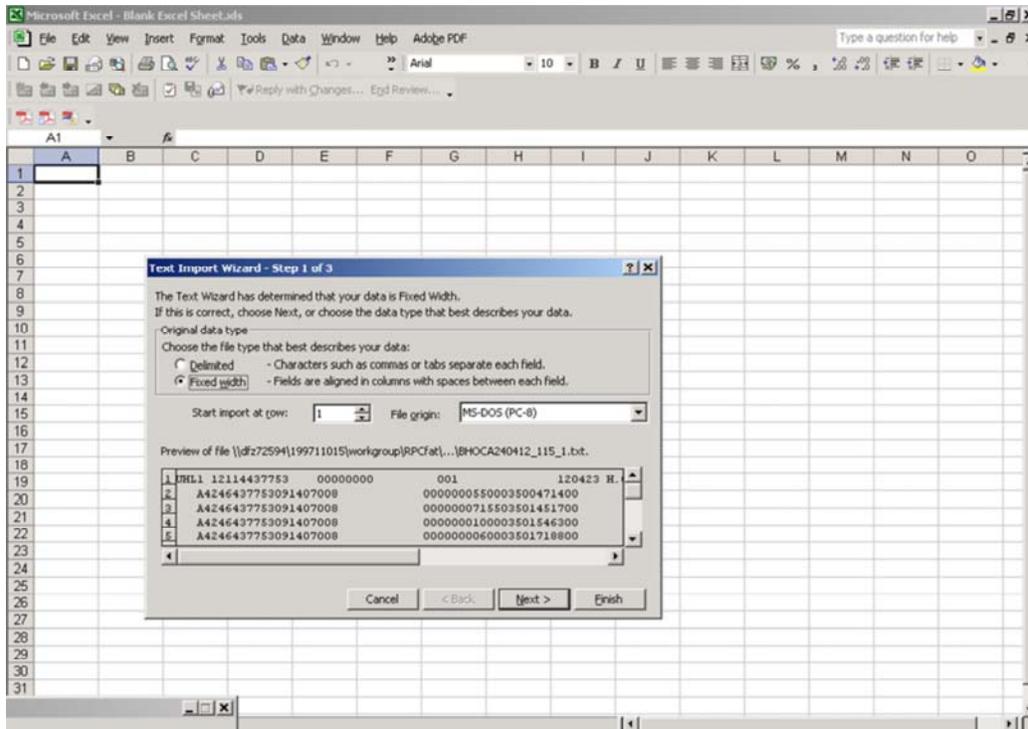
The receiving parent is the parent who receives or who is expected to receive child maintenance, known as the parent with care (PWC) or person with care (PeWC) on the system and in legislation. The paying parent is the parent who pays or who is expected to pay child maintenance, known as the non resident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

Retrieve document identification number (DIN)

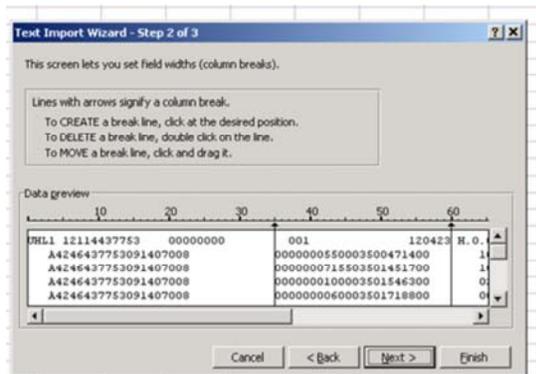
 For BHOCA payments received from HSBC, see Procedural Exceptions.

Once you have identified the payment is an unallocated BHOCA payment, you will need to search the BHOCA payments held in a localised file to identify the correct payment. You must send a secure email to NatWest who deal with the transactions, asking for copies of the paying in slips. Check to see whether the file has already been converted into an excel format in the BHOCA folder (this will be a BHOCA file with the same date as the Discrepancy Log SR), if it has go to **step 10**, if it hasn't, complete the following steps.

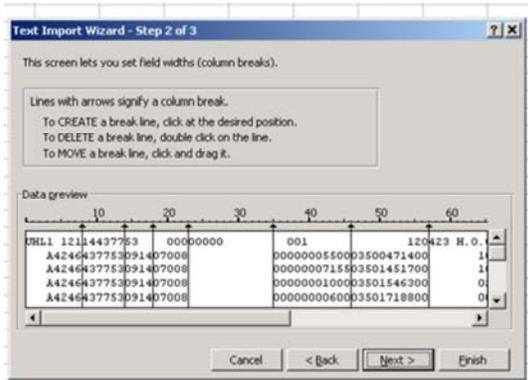
1. Open up a blank excel spreadsheet, select **File** and then **Open** and navigate to the BHOCA folder.
2. Select the **BHOCA** folder with the relevant year and month, from the **Files Of Type** drop down, select **All Files**.
3. Select the text file with the same date that is on the Discrepancy Log SR, then see the following Import Wizard:



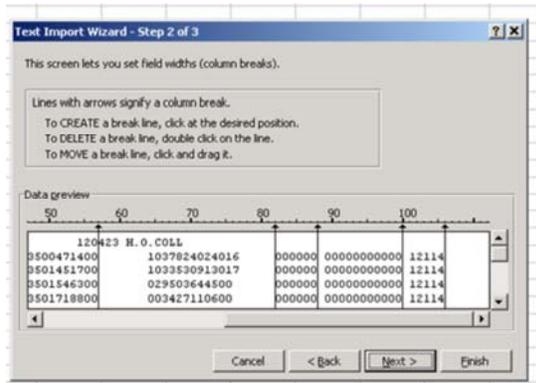
4. Select **Next**.



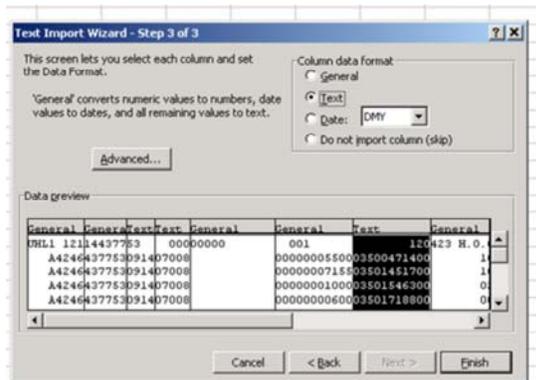
5. Break this into columns by selecting the following places (double click or select and enter to remove):



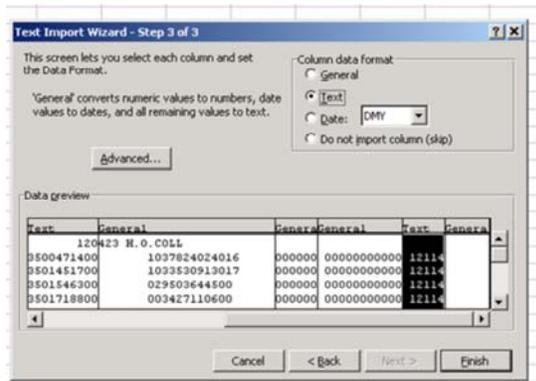
6. Move the scroll bar to the right and continue as in **step 5**:



7. Select **Next** then highlight the columns and make into a text format selecting **Text** from top right of wizard as follows:



8. Move the scroll bar to the right and continue as in **step 7**:



9. Select **Finish**, you will now have an excel sheet that needs the following work:

- Delete **Column J** then **E**
- Highlight **Column G**, format cells, make **Custom** and **Type Zero**, then right justify
- Widen **Column F** to allow the full contents to be viewed
- Highlight **Row 1** (A to I), then insert the filter by selecting **Data, Filter and Auto Filter**
- Insert a blank column after **E** (**Highlight F**, right click and insert)
- In cell F2, type the formula **=E2/100** and press **Enter**, then double click (or select and enter) on lower right corner of **E2** to carry out calculation for the whole column
- With **Column F** highlighted, format cells and select **Accounting** and **Ok**
- Finally select **File** and **Save as**, then change **Save As** type to **XLS** and save it in the same folder as the text file

10. Use this spreadsheet to get the document identification number (DIN) which individually relate to paying in slips used in BHOCA transactions.



The DIN number is a unique reference number for a paying in slip, this will allow the bank locate the exact paying in slip for any payment.

- From the Discrepancy Log SR note the amount of the payment. Using the amount filter within the spreadsheet you can locate the correct DIN.

Request paying in slip from Nat West

- Once you have the correct DIN number, using pretty good privacy (PGP), send an email to Nat West with the DIN number and amount of the payment, requesting a copy of the payment slip.
For more information refer to [Pretty Good Privacy \(PGP\)](#).



This form of contact with Nat West is limited to nominated people within the team. If you do not have this access you will need to have a nominated colleague forward the email to Nat West for you. Once your colleague receives the file from Nat West, they should forward this on to you.

- Usually within 24 hours you will receive an email reply from the bank (or PGP sender if you do not have access) containing a file with the paying in slip copy.
- Print off a copy of the paying in slip and note the clients name and the scheme client identification number (SCIN), this is the correct reference number and will be in the **Reference** field of the paying in slip.

Assign payment

- Go into the Discrepancy Log SR and manually search for the client using the SCIN multi value group (MVG).
- Select the **Search Criteria** as **SCIN** and input the information in the appropriate box. Select **Go**. Select the **Client** and then select **Ok**.
- Select the **Case Number** MVG and from the left hand list select the client's case the payment is to be assigned to, move this to the right hand list and select **Ok**.
- Set the SR to **In Progress** and an activity plan will be generated. Use the ctrl + s keys to save the data.
- Update the **Notes** field, detailing why the payment has been assigned e.g. Receiving parent overpayment recovery.
For more information refer to [Notes - Freetext/Case](#).
- Input the correct information (DIN) in the Correct Reference Number field in the Payments tab, located in the More Info tab. Enter the occurrence as One-Off.



This will always be one-off as every individual BHOCA payment will have a different DIN, so would never match another payment received.

- Update the **Resolution Code** to **Discrepancy Log Accepted**, this will enable the **Submit Discrepancy Log** button.
- Select the **Submit Discrepancy Log** button to initiate the approval request and allocate the payment to the correct account.
- Ensure all activities are updated on the SR
- Close the SR by updating the **Status** to **Closed** and the **Sub Status** to **Complete**.
- Once complete, store any documents in a localised file for reference.

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Retrieve document identification number (DIN)

Once you have identified the payment is an unallocated BHOCA payment, you will need to search the BHOCA payments held in a localised file to identify the correct payment. You must send a secure email to HSBC who deal with the transactions, asking for copies of the paying in slips. Check to see whether the file has already been converted into an excel format in the BHOCA folder (this will be a BHOCA file with the same date as the Discrepancy Log SR), if it has go to **step 10**, if it hasn't, complete the following steps.

- Open up a blank excel spreadsheet, select **File** and then **Open** and navigate to the BHOCA folder.
- Select the **BHOCA** folder with the relevant year and month, from the **Files Of Type** drop down, select **All Files**.
- Select the text file with the same date that is on the Discrepancy Log SR, then see the following Import Wizard:
- Select **Next**.
- Break this into columns by selecting the following places (double click or select and enter to remove):
- Move the scroll bar to the right and continue as in **step 5**:
- Select **Next** then highlight the columns and make into a text format selecting **Text** from top right of wizard as follows:
- Move the scroll bar to the right and continue as in **step 7**:
- Select **Finish**, you will now have an excel sheet that needs the following work:
 - Delete **Column J** then **E**
 - Highlight **Column G**, format cells, make **Custom** and **Type Zero**, then right justify
 - Widen **Column F** to allow the full contents to be viewed
 - Highlight **Row 1** (A to I), then insert the filter by selecting **Data, Filter and Auto Filter**
 - Insert a blank column after **E** (**Highlight F**, right click and insert)
 - In cell F2, type the formula **=E2/100** and press **Enter**, then double click (or select and enter) on lower right corner of **E2** to carry out calculation for the whole column
 - With **Column F** highlighted, format cells and select **Accounting** and **Ok**
 - Finally select **File** and **Save as**, then change **Save As** type to **XLS** and save it in the same folder as the text file
- Use this spreadsheet to get the document identification number (DIN) which individually relate to paying in slips used in BHOCA transactions.
The DIN number is a unique reference number for a paying in slip, this will allow the bank locate the exact paying in slip for any payment.
- From the Discrepancy Log SR note the amount of the payment. Using the amount filter within the spreadsheet you can locate the correct DIN.

Request paying in slip

12. Once you have the correct DIN number, using pretty good privacy (PGP), send an email to HSBC with the DIN number and amount of the payment, requesting a copy of the payment slip.
For more information refer to [Pretty Good Privacy \(PGP\)](#) .
This form of contact with HSBC is limited to nominated people within the team. If you do not have this access you will need to have a nominated colleague forward the email to HSBC for you. Once your colleague receives the file from HSBC, they should forward this on to you.
13. Usually within 24 hours you will receive an email reply from the bank (or PGP sender if you do not have access) containing a file with the paying in slip copy.
14. Print off a copy of the paying in slip and note the clients name and the scheme client identification number (SCIN), this is the correct reference number and will be in the **Reference** field of the paying in slip.

Assign payment

15. Go into the Discrepancy Log SR and manually search for the client using the SCIN multi value group (MVG).
16. Select the **Search Criteria** as **SCIN** and input the information in the appropriate box. Select **Go**. Select the **Client** and then select **Ok**.
17. Select the **Case Number** MVG and from the left hand list select the client's case the payment is to be assigned to, move this to the right hand list and select **Ok**.
18. Set the SR to **In Progress** and an activity plan will be generated. Use the ctrl + s keys to save the data.
19. Update the **Notes** field, detailing why the payment has been assigned e.g. Receiving parent overpayment recovery.
For more information refer to [Notes - Freetext/Case](#).
20. Input the correct information (DIN) in the Correct Reference Number field in the Payments tab, located in the More Info tab. Enter the occurrence as One-Off.
This will always be one-off as every individual BHOCA payment will have a different DIN, so would never match another payment received.
21. Update the **Resolution Code** to **Discrepancy Log Accepted**, this will enable the **Submit Discrepancy Log** button.
22. Select the **Submit Discrepancy Log** button to initiate the approval request and allocate the payment to the correct account.
23. Ensure all activities are updated on the SR
24. Close the SR by updating the **Status** to **Closed** and the **Sub Status** to **Complete**.
25. Once complete, store any documents in a localised file for reference.

Related Items

[Notes - Service Request/Case/Contact](#)

[Payment From - Investigate Escalate](#)

[Pretty Good Privacy \(PGP\)](#)

Who can contact the dedicated Department for Work and Pensions (DWP) team within HSBC?

There are certain nominated people within the managing exceptions team

When a BHOCA payment is unable to allocate to a case, what action is required?

The 2012 system will put the payment into suspense and create an SR to investigate.

Why would a BHOCA payment not allocate to a case?

This will be due to a client's reference number being incorrect or missing on the payment file.