

CMS Finance Enquiry (CFAT)

The purpose of this procedure is to explain the steps required to make a financial enquiry on the 2012 system. An enquiry can be made to view one of the following on a paying parent or receiving parent on the system and in legislation) case.

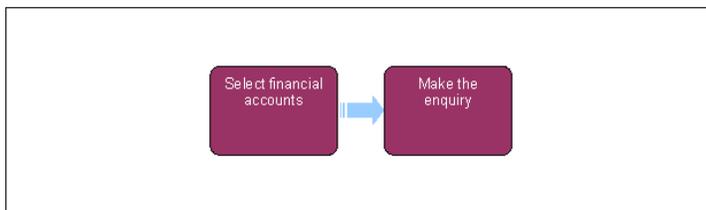
- Payment profile
- Payment schedule
- Transaction history
- Enforcement enquiry
- Online statement

An enquiry will usually be carried out by the banking and accounting team or a suitably authorised team leader within the managing exceptions team. An enquiry may need to be made if the caseworker needs information on individual accounts or carrying out procedures such as:

- Transaction history – to view transactions made to a receiving parent, payment amounts, missing payments etc
- Liability schedule – to enquire on paying parent liabilities
- Promise to pay – to view any promise to pays that have been made
- Enquire on BaNCS – if any information is required during this procedure that is not readily available in BaNCS

Enquiries are made on the online statement in the event that a paying parent contacts the Child Maintenance Group (CMG) when they have received their annual statement. There may be discrepancies or payments missing from the statement that the paying parent has actually made.

The caseworker navigates through the 2012 system to gather information and make enquiries which are relevant to the process they are carrying out at the time.



 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.

Select financial accounts

1. Before making the financial enquiry, ensure you are in the correct client account.
2. Select the relevant BaNCS account you wish to make the enquiry on.
3. Select **Financial Accounts** from the drop down list, a row of tabs appears.

Make the enquiry

4. Based on the information you need, select one of the following tabs:
 - **Payment Profile** – this shows the method of payment of the selected BaNCS account. By default, the system shows all active, suspended and inactive methods of payment.
 - **Payment Schedule** – this displays the promise to pay and liability schedule of the selected BaNCS account. For more information refer to [2012 System Finance Overview](#).

- **Transaction History** – this shows the transactions of the selected BaNCS account. For more information refer to [2012 System Finance Overview](#).
- **Enforcement Enquiry** – this shows the liabilities of the selected paying parent's account in relation to their receiving parent's.
- **Online Statement** – this shows the data of payments made, which will be sent to clients as statements annually. This enables you to answer any queries (from the client) about the statements. You can search by providing a start and end date.



You can view all of the above tabs when making an enquiry to enable you to gather the information needed.

Replace CMG with NICMS

[BaNCS Enquiry](#)

[Control Of Automated Cash Transfers](#)

[Reconcile Bank Accounts](#)

[Reconcile Control Accounts](#)

[2012 System Finance Overview](#)