



Calculation Screen Summary

The purpose of this procedure is to provide an overview of the new **NRP Screen** introduced for release 25A.

This new functionality was only intended to be used by supporting functions to assist with incident investigation, however it will assist caseworkers in responding to account balance queries from clients. It will also enable caseworkers to investigate potential account balance issues, without having to raise incidents for support.

The new **NRP Screen** has four views:

- NRP Cases
- Calculation Details
- Financial Account
- Income and MOP Details

This procedure will provide an explanation of all four views, including what information they show and how this information can be used.

The screens are view only, there is no action required to update the system. Certain users will be able to export the calculation history for a case group to assist with account breakdowns, this is known as the Calculation Summary Report. The procedure also covers how to generate this report, the information it contains and when it can be used.



Explain to clients that they can manage their account quickly and easily with the Child Maintenance Service's safe and secure self service website. Clients can log on any time to check when their next payment is due, view payment history, make a payment or update information about their account. For further information, refer to [Client Self Service](#).

Accessing the New Screen

Navigate to the **NRP Screen** and select the **Query** button, input the paying parents NINO or SCIN in the associated fields then select enter. Drill down into the **Last Name** to access the **NRP Details** view.

There are four views:

- **NRP Cases**
- **Calculation Details**
- **Financial Account**
- **Income and MOP Details**

The following provides sample screenshots and information on each new view.

NRP Cases View

This view will display frequently sought information for each case in the paying parents case group (open and closed cases) without having to drill down into each case individually.



If further information is required drill down into the case directly from this view by selecting the case number link.

The **NRP Cases** view will display the following information against each case in the case group:

- **Case Number** - Case reference number
- **Case Effective Date** - The initial effective date
- **Case Service Type** – The current service type
- **Status** – The current status of the case
- **Sub Status** – The sub status of the case
- **Payment Frequency** – The payment frequency of the case (weekly or monthly)
- **Payment Day** – The day of the week or date in the month they pay their maintenance
- **Case Asset Flag** – A 'Y' signifies that the case has successfully moved to Maintenance
- **Date Opened** – The date the case was opened on CMS
- **Date Closed** – The effective date of the closure if the case has been closed
- **Stage** – Shows where the case is in the case lifecycle. This field will show Enquiry, Application, Case – Enforcement or Case - Maintenance
- **Team** – The owning team of the case
- **Source** – Shows whether the case is a 2012 or a transition application. 'Telephone' means 2012 and 'Transition' means an application following transition



Some of this information will be hidden. To view additional information select the **Menu** button then **Columns Displayed**.

Calculation Details View

The screenshot displays the Oracle NRP Calculation Details View. It includes sections for Client Details, Client Contact Details, and a main table for Calculation Details. Below the table are sections for PWC Liability Details and QC Liability Detail.

SR #	Process	Area	Sub Area	Reason	Reason for Calc	Calculation Effect	Calculation Perfo	Daily Liability Rat	NRP Daily Collect	Liability Schedule	F2P Schedule Ver	Status
1-762011280	Perform calculation	Case maintenance	Change Client data	Change Client data	Change Client data	01/11/2014		£9.45	£0.95	1		Closed
1-762016881	Perform calculation	Case maintenance	Change Client data	Initial	Initial	01/10/2014		£11.86	£1.19	1		Closed
1-762019532	Perform calculation	Variation	Special expense	Special expense	Special expense	01/11/2014	26/12/2014					In Progress
1-762017727	Perform calculation	Case maintenance	Change Client data	New ROC in NRP	New ROC in NRP	01/10/2014	26/12/2014	£11.86	£1.19	2	2	Assigned
1-764762624	Perform calculation	Case maintenance	Change Client data	QC not in full time ex	QC not in full time ex	01/11/2014	26/12/2014	£9.99	£1.00	5	5	Assigned

This view will show the calculation history for the case group. Every calculation/liability created for the paying parent will be displayed in this view. It will display frequently sought information for each calculation in this one view and can be used to investigate, view and discuss details of each calculation with clients without having to drill down into each calculation SR individually.

 Drill down into each calculation SR if further information is required e.g. Income details used in the calculation.

This view will also show the child calculations SR's created following automated backdated adjustments. The **Child/Related Service Request** view section of this procedure provides further information on this.

Payment Plan Only SRs will also be displayed in the **Calculation Details** view meaning you can investigate and respond to promise to pay scheduling queries without having to navigate back to the **Service Requests** view of each case. The SRs will be displayed in calculation date order by default. This can be changed to suit individual preferences by selecting the relevant column.

The main view will display the following information against each SR:

- **SR Number** – A unique reference number for each SR. This can be used to drill down for further information if required
- **Process** – The process under which the SR has been created, this will always be Perform Calculation
- **Area** – The area under which the perform calculation SR has been created. this will be either Case setup or Case maintenance
- **Sub Area** – The sub area under which the perform calculation SR has been created. The sub area will explain what action triggered the calculation and will be one of the following: Initial, Correction/Revision, Change Client Data, Change Client Data (Adj), Change Client Data (Variation), Additional Case, Annual Review, Bulk Recalculation
- **Reason** – This column will show the exception reason for any calculation SRs which have exceptioned out due to any of the four known exception reasons:
 - **No Income Available**
 - **Establish MOPF**
 - **Process Multiple MOPF**
 - **Determine NDR**

For further information on these exception reasons refer to **Calculation – Non HMRC** and the **Promise To Pay Exceptions**.

- **Reason for Calculation** – Where the calculation SR has been created following a change of circumstances this field will show the change that instigated the calculation e.g. if the calculation SR has been completed following a change to income this field will show 'change income

 For backdated adjustment calculations the reason field will display the sub area of the calculation that the backdated adjustments have been made against.

E.g. An initial calculation was completed with effective date of 01/02/2015. Recalculation completed following change to shared care with effective date of 01/02/2015. The view will show two calculation SR's following the recalculation: A Change Client Data SR from the calculation date to the annual review date – the reason field in this SR will show Shared Care. There will also be a second Change Client Data SR from the initial effective date to the calculation date. As the backdated adjustments have been made against the initial calculation the reason field will show Initial.

 This will also show any variation SRs with **Resolution Code as Accepted**. Any backdated adjustments created by the child calculation SR will be found in the **Related SR's** view of the parent variation SR.

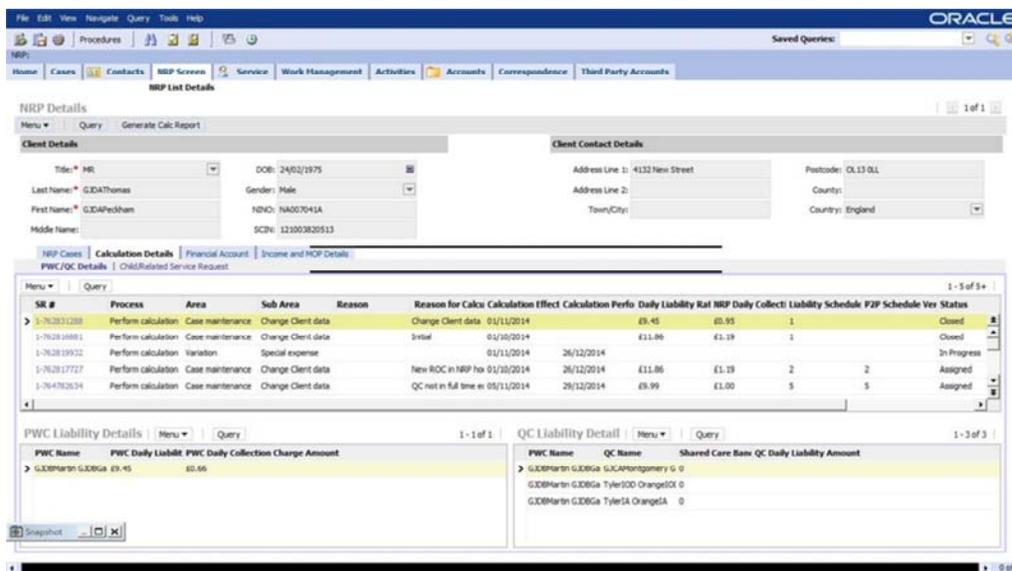
- **Calculation Effective Date** – The effective date of the calculation
- **Calculation Performed Date** –The date the liability was calculated
- **Daily Liability Rate** – The daily rate of liability calculated for the case group
- **NRP Daily Collection Charge** –The daily rate of paying parent collection charges calculated for the case group (this will include direct pay cases)
- **Liability Schedule** – The liability schedule version number created by the calculation SR
- **P2P Schedule Version** – The promise to pay schedule version number created by the calculation SR
- **Status** – This will show the current status of each calculation SR
- **Sub Status** - This will show the current sub status of each calculation SR
- **Amount to Pay until AR** – The amount to pay until annual review calculated by the SR
- **No of Days for Calculation** – The number of days the liability was initially calculated for
- **Parent SR** – The parent SR which created the child calculation SR
- **Created By** – This will display staff number of who created the calculation SR
- **Owner** – This will display who owned the calculation SR when it was completed i.e. who closed it

 Some of this information will be hidden. To amend what is displayed select the **Menu** button then **Columns Displayed**.

The **Calculation Details** view also has two sub views:

- **PWC/QC Details**
- **Child/Related Service Request**

PWC/QC Details Sub View



The screenshot shows the Oracle NRP List Details application. At the top, there are navigation tabs for Home, Cases, Contacts, NRP Screen, Service, Work Management, Activities, Accounts, Correspondence, and Third Party Accounts. The main content area is divided into several sections:

- Client Details:** Includes fields for Title (MR), Last Name (G.DAThomas), First Name (G.DAHeshan), Middle Name, DOB (24/02/1975), Gender (Male), NINO (NA007041A), and SCIN (121003820513).
- Client Contact Details:** Includes Address Line 1 (4132 New Street), Address Line 2, Town/City, Postcode (OL13 0L), and Country (England).
- Calculation Details Table:** A table with columns: SR #, Process, Area, Sub Area, Reason, Reason for Calc, Calculation Effect, Calculation Perfo, Daily Liability Rat, NRP Daily Collect, Liability Schedule, P2P Schedule Ver, Status. The table contains several rows of calculation data.
- PWC Liability Details:** A sub-view showing PWC Name (G.DAHeshan) and PWC Daily Liability Amount (£0.66).
- QC Liability Details:** A sub-view showing QC Name (G.DAHeshan) and QC Daily Liability Amount (£0).

When a calculation SR is selected from the main view it will display details of all receiving parents included in that calculation. This information will be displayed in the **PWC Liability Details** view and can be used to investigate, view and discuss details of each calculation with clients without having to drill down into each calculation SR individually.

The **PWC Liability Details** view will display the following information:

- **PWC Name** – The full name of the receiving parent
- **PWC Daily Liability Amount** - The daily rate of liability calculated for the receiving parent
- **PWC Daily Collection Charge Amount** - The daily rate of receiving parent collection charges calculated for the case (this will also show if the case is direct pay)
- **Annual Payment Amount** – The amount to pay until annual review calculated for the case
- **Service Type** – The service type of the case when the calculation SR was completed

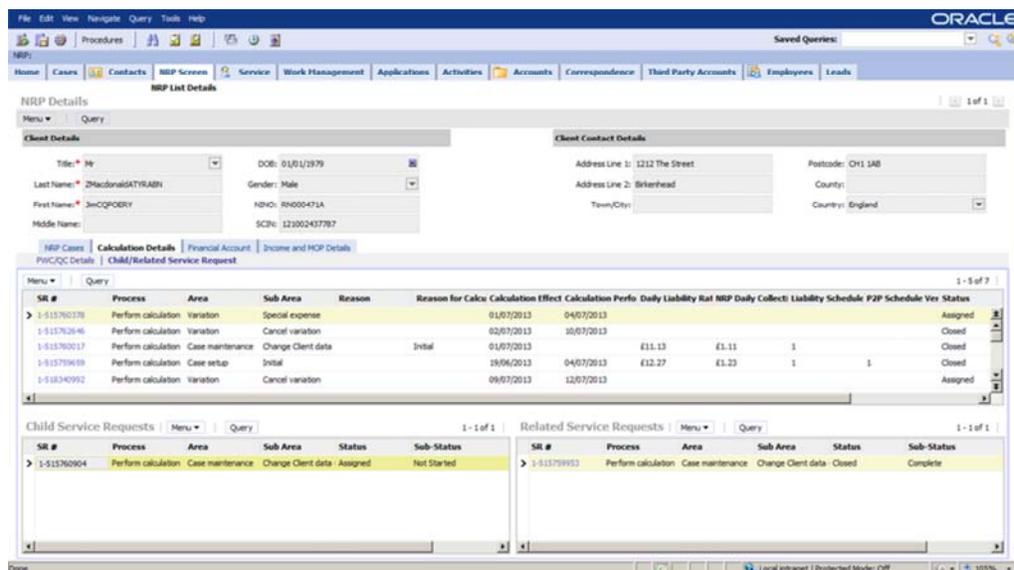
 This field will only display the service type for those calculations produced in R25A.

When a receiving parent record is selected from the **PWC Liability Details** view it will display details of all qualifying children taken into account within the calculation for the receiving parent selected. This information will be displayed in the **QC Liability Detail** view and can be used to investigate, view and discuss details of each calculation with clients without having to drill down into each calculation SR individually.

The **QC Liability Detail** view will display the following information:

- **QC Name** - The full name of the qualifying child
- **PWC Name** – The full name of the receiving parent assigned to the qualifying child
- **Shared Care Band** – The shared care band for the qualifying child that's been taken into account within the calculation SR selected
- **Nights in LA Care** – The number of nights the qualifying child spends in local authority care that's been taken into account within the calculation SR selected
- **QC Daily Liability Amount** - The daily rate of liability calculated for the qualifying child in the calculation SR selected

Child/Related Service Request View



The **Child/Related Service Request** sub view will show the child calculation SR's and the related calculation SRs for each SR selected from the main view. These SR's will show in the **Child Service Requests** applet and the **Related Service Requests** applet respectively.

E.g. A recalculation has been completed following a change to income on 20/03/2015 with an effective date of 10/03/2015. The main calculation view will show the change client data SR with the liability calculated from 20/03/2015 (calculation date) to the annual review date. The system has created a backdated adjustment SR (Change Client Data (Adj) SR) to calculate the new liability from 10/03/2015 to 20/03/2015 (effective date to the calculation date). Details of this SR will be displayed in the **Related Service Requests** sub view and the SR can be opened from here if further information is required e.g. the backdated adjustment amount.

The system also creates a child SR which is a copy of the adjustment SR without the calculation date or the backdated adjustment amount. This is just a reference SR which shows what liability was in place at the time.

 Reference child SRs will also be shown in the main view to show the liability in place for specific calculation periods.

Where there is a change in liability and the calculation being completed has an effective date which is earlier than the calculation date of the change, the system starts to charge the new liability from the calculation performed date. The system should therefore post a backdated adjustment which takes account of the difference in liability between the effective date and the calculation date. As mentioned above, adjustments can be viewed in the Related SR view.

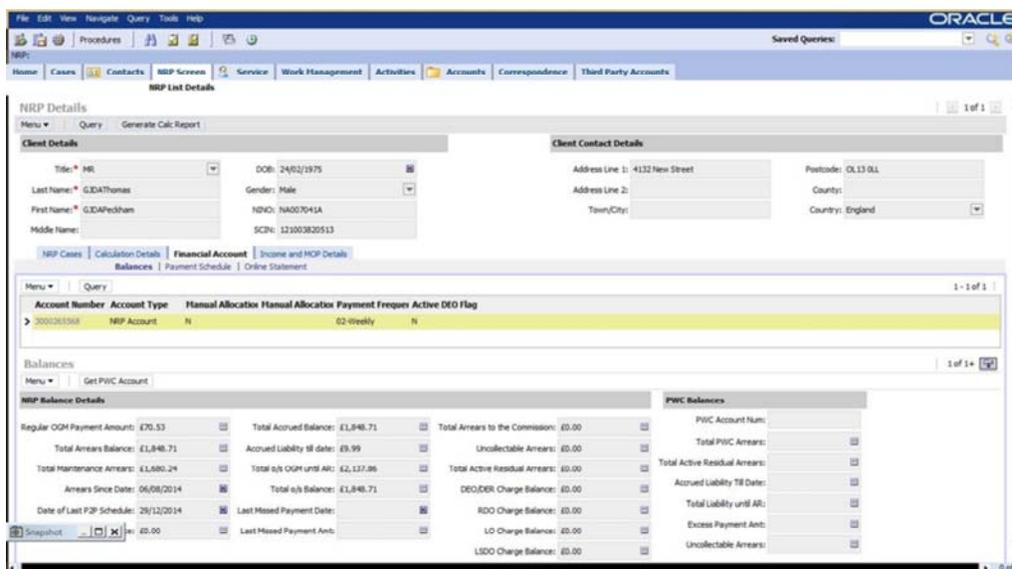
In most cases, the system will complete the backdated adjustment automatically. However, sometimes the system does not post the adjustment automatically or it does post the adjustment automatically but the adjustment amount is incorrect.

A check should always be made to confirm whether adjustments have posted automatically and if they have, whether the figures are correct.

Go to the [Backdated Adjustment procedure](#) for more information on how to complete the checks and the steps to take to add adjustments manually where they haven't posted automatically.

Backdated adjustments will not be posted if the effective date and the calculation date are the same, or if the liability doesn't change.

Financial Accounts View



This view will show the account balances, the online statement, the liability schedule and the promise to pay schedule for the case group.

The information is already available on the system however will need to navigate through several screens to access it. This new view brings these screens together with the calculation summary screens so that account balance investigations and client queries can be investigated and be responded to in one place. For further information on these screens please refer to the **2012 System Finance Overview**.

Income and MOP Details View

The screenshot shows the Oracle NRP Details screen. The top navigation bar includes 'File', 'Edit', 'View', 'Navigate', 'Query', 'Tools', and 'Help'. The main menu includes 'Home', 'Cases', 'Contacts', 'NRP Screens', 'Service', 'Work Management', 'Activities', 'Accounts', 'Correspondence', and 'Third Party Accounts'. The 'NRP Details' section is active, showing 'Client Details' and 'Client Contact Details' tabs. The 'Income and MOP Details' section is also visible, displaying a table of income records.

Income Name	Total Amount	Tax Year	Currency	Start Date	End Date	Active	Validity End Date	HBRC Start Date	HBRC End Date	Date Income Got Best Evidence?	Private Pension
Earned Income-HPR	£25,605.00	2013	GBP	26/12/2014		Y	26/12/2013			26/12/2014	£0.00

The screenshot shows the Oracle NRP Details screen for a different client. The top navigation bar is the same. The 'NRP Details' section is active, showing 'Client Details' and 'Client Contact Details' tabs. The 'MOP Details' section is also visible, displaying a table of MOPF records.

Account Number	Account Type	Manual Allocation	Manual Allocation Payment Freq	Active	DEO Flag
300020090	NRP Account	N	05-Calendar Month	N	

This view will show the latest income and MOPF details held for the paying parent to assist with client queries and to prevent you from having to navigate to multiple views to obtain different information.

This view is split into two sub views:

- **Income Details**
- **MOP Details**

The **Income Details** applets are a copy of the **Income/Employment Details** and **Benefit Details** applets held in the paying parents **Customer Profile**.

The **MOP Details** view displays the active and inactive MOPF details held for the paying parent and is a copy of the information held in the **Payment Profile** of the paying parents financial accounts.

Generate Calc Report

Users with export access will be able to select the **Generate Calc Report** button which will produce a report with details of all calculations for the case group, along with the total amount due (liability and collection charges) for each case based on the paying parents calculation history.

⚠ The calculation report should only be generated after 4pm.

The **Calculation Summary Report** will remove the need to complete an offline account breakdown in many scenarios and will assist you, service management, AAC and other supporting functions to investigate account balance queries and potential issues. The total amount due that is calculated by the report can be used to compare with the liability schedule and online statement to validate and provide information on the account balances.



At this time the calculation report will not include manual backdated adjustments calculations therefore the report should not be generated where this is the case as it will give inaccurate information.

The report provides the following financial/calculation information for each case:

- **SR Number** – Unique reference number for each calculation SR created.
- **Sub Area** – The sub area under which the perform calculation SR has been created. The sub area will explain what action triggered the calculation and will be one of the following: **Initial, Correction/Revision, Change Client Data, Change Client Data (Adj), Change Client Data (Variation), Additional Case, Annual Review, Bulk Recalculation**
- **Reason for Calculation** – Where the calculation SR has been created following a change of circumstances this field will show the change that instigated the calculation e.g. if the calculation SR has been completed following a change to income this field will show **Change Income**



For backdated adjustment calculations the reason field will display the sub area of the calculation that the backdated adjustments have been made against.

E.g. An Initial Calculation was completed with effective date of 01/02/2015. Recalculation completed following change to shared care with effective date of 01/02/2015. The report will show twocalculation SR's following the recalculation: A Change Client Data SR from the calculation date to the annual review date – the reason field in this SR will show Shared care. There will also be a second Change Client Data SR from the initial effective date to the calculation date. As the backdated adjustments have been made against the initial calculation the reason field will show Initial.

- **Calculation Effective Date** – The effective date of each calculation
- **Calculation Performed Date** – The date each new liability was calculated
- **No of Days** – The number of days each liability was in place for
- **Case Number** – The case for which the calculation details relate to
- **Daily Liability Amount** – The daily rate of each liability calculated for the case
- **Daily NRP CC Amt** – The daily rate of paying parent collection charges calculated for the each calculation (collection charges for direct pay cases will also be displayed)
- **Daily PWC CC Amt** – The daily rate of receiving parent collection charges calculated for each calculation (collection charges for direct pay cases will also be displayed)
- **Total Liability** – The total liability calculated by each SR if and before it was superseded. The bottom of this column also shows a sum total of what's due



The sum total will show the amount due up to but not including the date the report was generated.

The report will not display any personal information for security reasons.

[2012 System Finance Overview](#)