

Create Cost

The purpose of this procedure is to guide you through creating a cost on the system and then making a decision on adding the cost to the paying parent promise to pay (P2P) schedule.

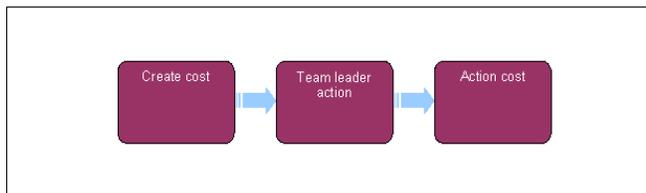
Costs can include DNA test fees, re-assigned payments, chargebacks and reversing failed payments.

You will submit the cost to your team leader (TL), who will perform a check to confirm that adding the cost and that the cost type is correct, your TL will then authorise the cost.

This process will be completed by caseworkers in the owning segment.

Each cost created will have a reason code to identify it.

For more information refer to 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.



At any point in this process, if you discover the case involved is a special client record you will need to immediately transfer the service request to the SCR team who will complete the process, record any information you believe will aid the SCR team in the SR notes field. For more information refer to [Special Client Records - Request Temporary Access](#). Following completion of actions on CMS2012 the SCR team will pass the case details to CFAT to complete any BaNCS action. SCR training emulations can be accessed using the link in related items

Create cost

- Create a service request (SR) and select the following:
 - **Process = Payments**
 - **Area = Payment exceptions**
 - **Sub Area = Create cost**
- Select the **Last Name** field and perform a manual search for the client, select the client once found, this will populate the SR with the client's details.



Where a payment has been incorrectly allocated to an incorrect paying parent and that payment has paid out to a receiving parent, and you have subsequently completed a draw down from admin to credit the correct paying parent, the cost must be created against the incorrect paying parent i.e. the paying parent that incorrectly had money assigned to them.

- Update the SR **Status** to **In Progress** to generate the activity plan. The system will automatically update the Sub Status to In Progress as well. Update the activity plan as you go with the relevant **Status** either **Done** or **Not Required**.
- Select **New** in the **Apply Cost** applet and enter the following details:
 - **Cost type** – this is a drop down menu, select the appropriate cost type
 - **Amount**
 - **Payable to**
 - **Due date** (today's date)
 - **Reference** – this field will only be populated in enforcement cost cases where there is a reference number
- Select the multi value group (MVG) button in the **Payable To** field. A list of BaNCS accounts linked to the SR will be displayed. You will need to select the one you want from the following:
 - For all general create cost SRs - 1000710031580016

- For create costs relating to application fees or collection charges - 1000780031561013
6. Record any relevant details in the **Notes** field. Navigate to the **Notes** screen, select **New** and select **Financial** from the **Note Type** drop down menu.
 7. Update the **Reason Code**. This is a drop down menu, select the appropriate reason code.
 8. Whilst in the **Create Costs** view, update the **Resolution Code** to **Create Cost Accepted** and **Save**. A system message will appear saying the SR requires approval before proceeding. The **Status** and **Sub Status** of the SR automatically updates to **Pending Approval**, the **Resolution Code** field will turn blank and the Activity will be sent to the TL's approval inbox.
 - ⚠ To prevent the casegroup moving segments whilst you are awaiting TL authorisation, set the **Lock Assignment Flag**. For more information on how to do this refer to [BOM - Segments Summary](#).
 - ⚠ If a cost is created in error or needs to be removed for some reason, refer to the **Amend and Apply Costs** section of [Apply Costs](#).

Request authorisation

Team Leader action

9. In your approvals inbox view the Create Cost SR and check that the cost is correct i.e. the correct client BaNCS account has been selected, the reason for creating a cost is correct and the amount entered is correct. Also check the note that is attached to this SR by navigating to the Notes screen.
10. The TL updates the **Action** field with **Approved** or **Rejected** and add any additional comments to the **Comments** box. The Create Cost SR is then returned to the originating caseworker.

Caseworker action

11. If the TL has rejected the cost, select **Cancel** to close the SR. If appropriate you can then go back to **Step 1** and create a **New** SR to make any amendments that the TL has advised.

Send cost to BaNCS

12. Once the cost is approved by the TL, navigate to the **Costs** applet then update the **Resolution Code** to **Create Cost Accepted** and select **Send Cost**. The BaNCS response should display **OK**.
13. Once the cost has been added, decide if the current schedule needs to be updated to include costs. Eg where this may not be appropriate; the client is on benefit (cannot collect via this MOPF), the client is on a DEO and already paying max NDR for arrears or the annual review is soon and the costs can wait to be added in that new schedule.
14. If costs are to be added, you will need to manually create a new schedule by generating a **Change of Method of Payment from CofC SR**, then generate the schedule.
15. For more information refer to [2012 System Finance Overview](#).
16. Update the SR Status to **Closed** and the Sub Status to **Complete**.
17.  Following the completion of system action contact all affected clients to advise them of the cost being created. If the cost was created by the banking and accounting team you will need to pass the details to the managing exceptions team for them to contact the client.

Amend or Remove Cost

18. In some circumstances you may need to amend or remove costs already recorded on the system. For example if an error has been made.
19. Go to the **Costs** view when you need to amend costs. From the **Amend Costs** tab select the cost you want to amend or remove. Update any details that you need to change.
20. From the **Apply/Amend Cost** applet, select **New**. This generates a pop up applet - select the paying parent/BaNCS accounts linked to the SR.
21. Select **Get Liability Schedule** from the **Amend Costs** applet, this will allow you to select the costs which are to be amended/removed. Once you have made your selection, the costs can then be amended or removed via the **Amend Costs** applet. A BaNCS response should display **OK**.
22. Update the activities in the activity plan. Whilst in the **Create Costs** view, update the **Resolution Code** to **Create Cost Accepted** and **Save**. A system message will appear saying the SR requires approval before proceeding. The **Status** and **Sub Status** of the SR automatically updates to **Pending Approval**, the **Resolution Code** field will turn blank and the Activity will be sent to the TL's approval inbox.
 - ⚠ To prevent the casegroup moving segments whilst you are awaiting TL authorisation, set the **Lock Assignment Flag**. For more information on how to do this refer to [BOM - Segments Summary](#).
23. Complete **steps 12-17** to finish amending or removing the cost.

Accounts for Northern Ireland will state NI not GB

Step 4 - The account numbers for NI are:

- For all general create cost SRs – 300071003258004
- For create costs relating to application fees or collection charges – 3000780032561033

[2012 System Finance Overview](#).

[BOM - Segments Summary](#)

[Chargeback - Debit/Credit Card](#)

[Parentage Dispute - DNA Testing](#)

[Payment - Reassign](#)

[Payment To - Reversal Exceptions](#)

SCR Training Emulations, must be opened in internet explorer:

http://intranlink/1/commission/human-resources/people-development-services/training-resources/learning-portals/dwp_t763718.asp#TopOfPage