

DFB - Failure

When a paying parent is in receipt of an eligible benefit, the method of payment from (MOPF) will normally be deduction from benefit (DFB). 

This procedure is used when either a DFB Failure SR or an Investigate DFB Status SR has been received.

DFB failure can occur for a number of reasons, for example, when benefit sanctions apply, or when there is insufficient benefit to make a deduction.

When a DFB is set up via the system interfaces, the benefit agency send a notice to confirm that deductions will start. Where a DFB is set up and there has been no response within five calendar days to confirm the deductions, or any response to reject the request, the system will generate an Investigate DFB Status SR to alert caseworkers to the fact that there has been no response.

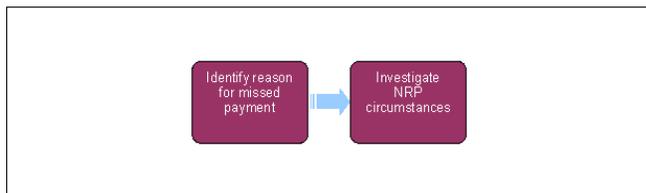
Where a request to set up a DFB is rejected by the benefit agency, they will send a rejection. When the rejection is received, the system will generate an Investigate DFB Status SR to alert caseworkers to take action.

The benefit agency may also terminate an ongoing DFB, for example, when the benefit has ended. When this happens, the benefit agency will send a termination. When a termination is received, the system will generate an Investigate DFB Status SR to alert caseworkers to take action.

When the Method of Payment is set up as DFB, the system automatically calculates the date the 1st payment is due. This is normally two months from the DFB set up. If this payment is not received, or the current deductions are terminated by the benefits directorate, the system will generate a DFB Failure SR to prompt the caseworker to take action. Depending on the investigation, this could result in a MOPF change, a change of circumstances or other changes to the paying parent's information held on the system. This list is not exhaustive.

When investigating DFB failures, to aid investigation it may be necessary to access CES (OPSTRAT). The Common Enquiry Service (OpStrat) is a real time interface and gives 'read only' access to enquiry screens for certain benefit systems. For further information on how to use OpStrat, select the following link: [OpStrat Guide](#). If assistance is required to understand the information held in OPSTRAT, liaise with your line manager in the first instance and then the OPSTRAT Champion.

For more information refer to the Policy, Law and Decision Making Guidance. 



 When speaking to clients always use the new terminology. For more information refer to [Terminology Changes](#).

 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.

The DFB Failure process is triggered when:

- A DFB rejection or termination has been received, or where there has been no response from the benefit agency to a system DFB request after five calendar days. For example, if the DFB was set up on Monday, the SR will generate on Saturday. When this occurs, the system will generate an **Investigate DFB Status** SR.
- A DFB payment has been missed. When this occurs, the system will generate a **DFB Failure** SR.

Depending on which SR has generated, navigate to the relevant section below.

If the client is in receipt of Universal Credit, please refer to the [Universal Credit](#) procedure.

Investigate DFB Status SR

Investigate DFB Status SR

Where the client's benefit is JSA IB, JSA C, ESA IR, ESA C, Income Support or Pension Credit, DFB requests are sent via a system interface. Where a system DFB request has been rejected or terminated, CMS 2012 will generate an SR when a rejection or termination is received from the benefit agency. The system will also generate an SR when there has been no response to the DFB request after five calendar days.

1. Locate the SR with the following values:

- **Process = CofC**

- **Area = Manage DFB**
- **Sub Area = Investigate DFB Status**

2. Open the SR and set the **Status** to **In Progress**.
3. The SR will display **Rejection**, **Termination**, or **No response** in the **Reason** field, depending on the scenario. The date shown in the **Date/Time** field is the date that JCP processed the deduction request.



Some **Investigate DFB Status** SRs are generating with the **Reason** of **No Response** even when a successful DFB is in place and has been for some time. If this SR is received, check whether the DFB MOPF is active and if deductions are being received. If the SR has been received in error, change the **Status** to **Closed** and **Sub Status** to **Error**.

4. If **Termination** displays in the **Reason** field, check the **benefit record**. If the benefit has already been ended via a change of circumstances, the **Investigate DFB Status** SR can be **Closed** and **Error**.



If more than one reason has been returned at the same time for the same customer, the system may generate separate SRs for each reason. Check the **Service Requests** view in the case to identify any additional SRs.

5. Navigate to the relevant section below to determine the action required. This will be either No Response, or one of the rejection or termination reasons. The reason for the rejection or termination is displayed in the SR in the **Benefit Response** applet. The **Benefit Response** applet also displays the date and time the rejection/termination was received from the benefit office.



When investigating the common enquiry service (CES), there are likely to be official DWP and Jobcentre Plus (JCP) acronyms recorded relevant to the benefit being investigated, to help with this, two guides are available with an explanation for what the acronyms mean:

- [DWP abbreviations](#)
- [JCP glossary and abbreviations](#)

Arrears Management - DFB Failure SR

Arrears Management - DFB Failure SR

1. When a DFB payment has been missed, the system will generate a DFB Failure SR.
2. Locate the SR with the following values:
 - **Process** = Arrears
 - **Area** = Arrears Management
 - **Sub Area** = DFB Failure
3. Open the SR and set the **Status** to **In Progress**. Complete the steps in the activity plan.
4. Where the client's benefit is JSA IB, JSA C, ESA IR, ESA C, Income Support or Pension Credit, check for any rejections or terminations by navigating to the paying parent **Contacts Summary** screen and then select **Benefit Response** by selecting **Additional Tabs**.



If there is no failure rejection/termination in the **Benefit Response** tab and the last response was that JCP have confirmed deductions, check if payments are being received. If they are, refer to the **Procedural Exceptions** tab.

5. Where the client's benefit is not one of those listed in **step 4**, e.g. Carer's Allowance or State Pension, check CIS or the Common Enquiry Service (Opstrat) to check if the benefit is still in payment. If not, check to see if there are any other prescribed benefits to deduct from and if there are, complete a change of circumstances to end the current benefit record and then set up a new DFB using the new benefit. For more information refer to [Change - Benefit Status/Details](#). If the benefit is still in payment a new DFB request may need to be issued. For more information refer to [On Benefit](#).
6. Take the DFB failure action by selecting the link below that matches the DFB failure reason. if there is no response in the benefit response tab and the customer's benefit is JSA IB, JSA C, ESA IR, ESA C, Income Support or Pension Credit, navigate to **No Response from Benefit Office**.



A 'Failed DFB' SR may be received due to a benefit relationship on CIS being incorrectly left open. For more information refer to [Change Benefit Status/Details - Procedural Exceptions](#).

7. When taking DFB failure action and a system DFB needs to be manually cancelled or amended, a decision is required with regards to whether to send an 'End' transaction to JCP. For further information see [DFB - Cancel](#) in Procedural Exceptions.



When investigating the common enquiry service (CES), there are likely to be official DWP and Jobcentre Plus (JCP) acronyms recorded relevant to the benefit being investigated. To help with this, two guides are available on the intranet with an explanation for what the acronyms mean:

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No Response from Benefit Office

No Response From Benefit Office

For most cases, the benefit office should respond within 5 calendar days of the request, however this can take up to 10 days. If there is no response in the **Benefit Response tab**, the action to take will depend on the benefit type:

Action to take where the benefit is IS, JSA IB, or ESA IR and there are no adjustments to the deductions for shared care or direct pay.



Where a paying parent receives one of the above benefits via their partner (i.e. a joint benefit claim), CMG requests the deductions from the partner's benefit. A system problem has been identified where CMS 2012 receives a rejection but this does not populate in the **Benefit Response tab**, due to the NINO on the transaction only having 8 digits. The rejections affected are:

- Benefit case not found
- Benefit customer does not have a partner
- Partner does not match
- Name/NINO does not match
- Incorrect JCP office provided

It is easy to mistake this problem for a 'no response from benefit office', so investigation is required to identify if the fault has occurred. Firstly, check the **Benefit Record** in CMS. If there is no partner recorded in CMS, continue from **Step 1** below.

If a partner exists in CMS, check OpStrat to ensure the paying parent is recorded as the benefit partner. If the paying parent is not a partner on the claim, follow procedural steps under the rejection reason 'Benefit customer does not have a partner' or 'partner does not match', depending which is appropriate.

If the above options do not apply, check to ensure the benefit office ID, Names and NINOs in CMS 2012 match those in OpStrat. If not, follow procedural steps under the rejection reason 'Name/NINO does not match' or 'Incorrect JCP office provided'.

If none of the above scenarios are applicable, continue from **Step 1**.

1. Check the **Interests** tab on CIS to confirm whether an NRP Maintenance Calculation (NRP MC) interest shows. If the NRP MC interest shows, go to **step 3** to continue investigating the No Response.
2. Where there is no NRP MC interest, raise an incident in order for Service Management to re-set the NRP MC interest and record this in the SR notes if you have received a failed DFB SR. Once Service Management have re-set the interest this will automatically trigger a deduction request to JCP. When Service Management respond to say the interest has been reset, allow 5 days for the deductions to be set up successfully. If after 5 days the DFB has still been unsuccessful, allow another 5 days prior to raising another incident. For more information refer to [Incident Management - Manage Incident Locally](#).
3. Where the NRP MC Interest shows but there is no clear reason why payment has not been received, check CIS to confirm there is an open Computer Record Location (CRL) interest recorded for the benefit. To do this:
 - Access the **Interests History** screen in CIS
 - Check the **CRL Interest History Details** table for an entry for the correct benefit type. Note if the benefit is ESA or JSA, the CRL interest will be displayed as JSA, if the benefit is IS, the CRL will be displayed as Income Support
 - Select the **Interested Parties** link next to the relevant benefit
 - In the **Interested Parties History Details** applet located below the **CRL Interest History Details** table, check the most recent CRL Interest open start date. It does not matter if the start date is dated before the case effective date, as long as there is no end date
 - Check the **Interested Office Type**. It must be a Maintained CRL
4. If there is a CRL interest recorded, check CES (OPSTRAT) to see if there is a reason why a payment has not been received e.g. if the benefit has been disallowed. Check the date the NRP Maintenance Calculation (NRP MC) interest was put onto CIS - this should be the same date as the initial calculation. The NRP MC interest is picked up by JCP and is used to start deductions. If the NRP MC interest has a start date which is later than the calculation, raise an incident in order for Service Management to re-set the NRP MC interest.

For more information refer to [CES Guidance](#) and [CIS - Register/Deregister Interest](#).

5. If there is no benefit CRL interest, or the **Interested Office Type** is a Non maintained CRL, raise an incident with AAC, who will request CIS to add the CRL interest or update it to Maintained. Use the following wording:

Please refer to JCP for investigation. There is no open maintained CRL interest for (benefit type) award. This is preventing the necessary transactions from CIS to JCP system for child maintenance deductions. Please set the CRL for the benefit customer.

Please also manually enter this wording on WIA FAO JCP for the domain DWPK_AMS_LOPA_IMTE after Date and BU.

Eg:

10/06/2015: 12SCH-NBA2-Maintenance - FAO JCP for the domain DWPK_AMS_LOPA_IMTE

6. When the incident is returned, check the CRL interest is recorded on CIS correctly and raise a further incident with Service Management to re-set the NRP MC interest. This will re-trigger the deduction request to JCP. When Service Management respond to say the interest has been reset, allow 5 days for the deductions to be set up successfully. For more information refer to [Incident Management - Manage Incident Locally](#).
7. If none of the above scenarios apply and you know that the paying parent is in a joint benefit claim but you have not received any response from the benefit office, check CIS to ensure there is an open partner relationship for that benefit (in the **Relationships** tab). If there is no open partner relationship, request that an incident be raised with JCP. For more information refer to [Incident Management - Manage Incident Locally](#).

8. If none of the above scenarios apply, raise an incident for CMG Service Management to re-set the NRP MC interest if this action has not already been completed. If there is still no response from the benefit office, request AAC to raise an incident with CIS/JCP to investigate the 'No Response'.
9. To complete the process please continue to the section **Investigate the paying parent's circumstances** below.

Action to take where the benefit is JSA C, ESA C, Pension Credit, or, where the benefit is ESA IR or JSA IB and the deduction is non-standard, i.e. less than the flat rate of maintenance.

1. Check CES (OPSTRAT) to see if the benefit has been disallowed or suspended. This information will show in the Notes page of CES. For more information refer to [CES Guidance](#). CIS will show this information in **Award History** on the most recent award.

 When a paying parent's benefit has been disallowed or had a sanction applied they are still liable to pay the flat rate maintenance amount.

2. Where neither CES or CIS shows an obvious reason why Jobcentre Plus (JCP) have not responded, cancel the DFB and set up another one. Where the DFB is to be manually cancelled or amended, a decision is required with regards to whether to send an 'End' transaction to JCP. For further information see [DFB - Cancel](#) in Procedural Exceptions.

3. To complete the process please continue to the section **Investigate the paying parent's circumstances** below.

4. If the DFB still fails raise an incident on the case. For more information refer to [Incident Management - Manage Incident Locally](#).

Clerical Interface

1.  Check the 2012 system to see if a CMSF2014 form has been sent via email to the benefit office. If one wasn't sent, or if one was sent but CES shows it hasn't been received, issue another CMSF2014 via email. For more information refer to the section 'Emailing clerical deductions' in [DFB - Set-up](#).

2.  Where CES shows that the form has been received, call the benefit office to investigate the delay. Where two or more forms have been sent and there are still no deductions refer the case to the SLA team SPOC at the following e-mail address: SLA.TEAM@DWP.GSI.GOV.UK

 The Notes section of CES should confirm if the form has been received. For more information refer to [CES Guidance](#).

3. To complete the process and close the SR, please continue to the section **Investigate the paying parent's circumstances** below.

 If the benefit type is Incapacity Benefit and CIS shows a new ESA application you should receive a CoFC SR. For more information refer to [DFB - Change Type](#). Where an SR hasn't automatically generated and there is an NRP MC interest showing in CIS, manually update the client's benefit record to ESA. For more information refer to [On Benefit](#). Cancel the DFB, wait until the next day and set up a new DFB against the client's ESA. Depending on how long it has been since the client's ESA began, you may need to raise an incident to reset the NRP MC interest on CIS. For more information refer to [Incident Management - Manage Incident Locally](#).

 This action will automatically send an 'end' transaction to JCP. As JCP can only receive one request per day for each paying parent, if the alternative benefit is also administered by JCP you will have to wait until the next day before taking the next action to send a 'start' deduction request for the new benefit. If JCP receive more than one transaction for the same paying parent on the same day, their system will not be able to determine which transaction is correct and will reject both.

Rejections

Insufficient benefit to make a deduction (Includes reduced benefit due to sanction)

The Benefits Directorate can only deduct the full amount requested. If there is insufficient benefit, it will end the deduction and deductions cannot be taken from that benefit.

 If the benefit is JSA C or ESA C, this rejection is sometimes received with a future end date for the deductions. This date is when the client's contributions are due to expire. If a success message telling CMG that JCP have confirmed the deduction is been received at the same time as this rejection, then the rejection can be disregarded. Dialogue JA505 in Opstrat also confirms the future end date.

1. Check the **Benefit Record** to investigate whether the paying parent is in receipt of another pension, benefit or allowance from which deductions can be taken. Where the paying parent receives another pension, benefit or allowance from which deductions can be taken, end the current DfB. This will bring the Child Maintenance Group (CMG) deduction status in line with Jobcentre Plus (JCP). Where the DFB is to be manually cancelled or amended, a decision is required with regards to whether to send an 'End' transaction to JCP. For more information see [DfB - Cancel](#) in Procedural Exceptions.
2. To set up a new deduction from benefit (DFB) using the alternative pension, benefit or allowance, refer to [DFB - Set Up](#).
3. If the benefit has been reduced due to sanctions, check CES (OPSTRAT) for information regarding the sanction period. This is normally found in the Notepad. For more information refer to CES - View Benefit Info in related items. The paying parent is considered to be in receipt of benefit for the period of the sanction. Request Child Maintenance via another MOPF until the sanction period is complete. Set a 'To do' activity for the sanction end date in order to restart the DfB and cancel the temporary MOPF.
4. If the new benefit is administered by a different department (e.g. The Pension Service) you can set up the new DFB immediately.
5. If the paying parent is not in receipt of another pension, benefit or allowance from which deductions can be taken, end the DFB (as described above) and investigate an alternative method of payment from (MOPF) for example, Direct Debit. Note, however, that as the

Paying Parent continues to be entitled to benefit the flat rate amount of maintenance is still appropriate, even when there is a sanction on the benefit.

 The Paying Parent is still considered to be entitled to benefit even if they are sanctioned. Consequently, if the paying parent has a liability they must pay it, which means that Enforcement options should still be considered for benefit cases - however they may be limited. For example, the paying parent's income may be small but if they are a homeowner, a Charging Order may be appropriate. For more information see [Civil-enforcement-overview](#).

To complete the process and close the SR, please continue to the section **Investigate the paying parent's circumstances** below.

Outstanding JCP decision awaiting on claim (includes sanctions and suspended benefits)

Jobcentre Plus (JCP) will return this failure reason where there is an outstanding decision on the claim and they are unable to make any benefit payments or only make partial payments to the paying parent or their partner. For example (this list is not exhaustive):

- There may be a sanction on the benefit
- JCP may be in the process of deciding a joint benefit claim
- JCP may be waiting for medical evidence
- The claim may be in the process of being taken offline as a clerical benefit
- The client's benefit may be suspended due to failure to sign

When investigating in CES (OPSTRAT) and the error message 'E3069 Error - Record is being/has been transferred to clerical. Check enquiry' is received, contact the SLA Team by email, providing the paying parent's name, NINO, benefit type and the benefit office ID as shown in OPSTRAT. They will usually respond in 3-4 working days. The SLA team can be contacted on:

SLA.TEAM@DWP.GSI.GOV.UK

1. Once you have established the reason for the rejection, record this in the **Contact** notes. For example 'PP's benefit suspended from DD/MM/YY to DD/MM/YY'.
2. End the current DFB to bring the DFB activity status in line with JCP, i.e. no active DFB. Where the DFB is to be manually cancelled or amended, a decision is required with regards to whether to send an 'End' transaction to JCP. For more information see the Procedural Exception page of [DFB - Cancel](#).
3. If there is no end date to the sanction/suspension, or the end date is more than 2 weeks in the future, you need to set up an alternative MOPF. Note, the paying parent is still considered to be in receipt of benefit during this period and flat rate maintenance is appropriate. For more information see [Change - MOPF](#).
4. If you have set up an alternative MOPF, when benefit payments resume, cancel the MOPF and set up a new DFB. For more information see [DFB - Set up](#).

 JCP may start deductions automatically when the suspension/sanction is lifted or the decision is made. If this happens, end any other MOPF that is active and record a new DFB.

 The Paying Parent is still considered to be entitled to benefit even if they are sanctioned. Consequently, if the paying parent has a liability they must pay it, which means that Enforcement options should still be considered for benefit cases - however they may be limited. For example, the paying parent's income may be small but if they are a homeowner, a Charging Order may be appropriate. For more information see [Civil-enforcement-overview](#).

To complete the process and close the SR please continue to the section **Investigate the paying parent's circumstances** below.

Deduction transaction sequence invalid

This rejection reason is only appropriate to benefits administered by Jobcentre Plus (JCP) systems, these are Income Support (IS), income based Jobseeker's Allowance (JSA (IB)), contribution based JSA (JSA(C)), income related Employment and Support Allowance (ESA (IR)) and contribution based ESA (ESA(C)).

 The Child Maintenance Group (CMG) system decides the mode of the deduction request. The mode will be one of the following: 'start', 'change' or 'end'.

Jobcentre Plus (JCP) will return this failure reason when:

- CMG mode is to change the deduction amount however; JCP have no current child maintenance deductions in place to change
- CMG mode is to end the deductions however; JCP have no child maintenance deductions in place to end
- CMG mode is to start deductions however; JCP already have current child maintenance deductions in place
- The client's benefit has changed from JSA to ESA, or vice versa, and CMG are requesting deductions from the old benefit.

If this failure reason is received:

1. Check Common Enquiry Service (CES/OPSTRAT) to confirm what child maintenance deductions, if any, JCP currently have in place. For more information refer to [CES - View Benefit Info](#) in related items.

 It is important before sending a new request to JCP to make sure the current DFB reflects the current JCP deduction status, for example, if there are no deductions in OPSTRAT (CES), end the 'active' DFB MOPF in the CM 2012 system. When ending the DFB, if 'Reject'

is chosen when sending the 'End' transaction to JCP, a new DFB can be set up on the same day. For more information on when to accept the 'End' transaction refer to the Procedural Exceptions tab of [DFB - Cancel](#).

2. If CES confirms there are current deductions in place but at the wrong amount, you need to bring the CMG deduction status in line with JCP. To do this end the current DfB. Choose to accept sending an 'end' transaction to JCP to terminate the incorrect deduction amount. For more information refer to [DFB - Cancel](#)
3. If CES confirms there are current deductions in place and they need to be ended, cancel the current DFB. When ending the deductions choose to 'Accept' sending an 'End' transaction to JCP. For more information on when to accept the 'End' transaction refer to the Procedural Exceptions tab of [DFB - Cancel](#).
4. If the CMG system has recorded a successful DFB but CES confirms there are no deductions in place, you need to resend the deduction request. To do this, end the current DfB. This will bring the CMG deduction status in line with JCP. For more information refer to [DFB - Cancel](#).
5. If the 'End' transaction was rejected, a DFB can be set up on the same day. If 'Accept' was chosen when ending the DFB, wait until the next day to set up a new DFB. For more information refer to [DFB - Set Up](#) in related items.
6. This failure reason may also be returned if the client has changed benefit and the **benefit record** has not been updated. Check which benefit is held in the **benefit record** and compare this with CES/OPSTRAT. It may be that CMG are requesting deductions from the wrong benefit. If a different benefit is held, manually update the benefit record and cancel the DFB to bring the deduction status in line with JCP's system. When cancelling the DFB, choose to reject sending the 'End' transaction to JCP - this means a new DFB can be set up against the correct benefit on the same day. For more information refer to [DFB - Cancel](#).

To complete the process and close the SR, please continue to the section **Investigate the paying parent's circumstances** below.

Deduction type does not reflect maintenance calculation type

Jobcentre Plus (JCP) will return this failure reason when the Child Maintenance Group (CMG) sends a deduction request via the incorrect interface. For example:

- If the benefit type is Income support (IS), income based Jobseeker's Allowance (JSA(IB)) or income related Employment support Allowance (ESA (IR)) JCP will expect the deduction request via the Non Resident Parent Maintenance Calculation (NRP MC) interest on the Customer Information System (CIS) and will reject any attempt to request deductions in any other way.
- If the benefit type is JSA contributory (JSA(C)), ESA contributory (ESA(C)) or Pension Credit (PC), or income related ESA/JSA with adjustments to the deduction amount for shared care or direct pay, the deduction request must be sent direct from the CMG system to JCP.

On receipt of this failure reason, instigate the correct deduction request type to JCP by:

1. Where the deduction should be made via the NRP MC interest on CIS, raise an incident to refer to Service Management to re-trigger the NRP maintenance calculation interest. This will in turn prompt CIS to resend the interest to JCP to reconsider deductions. For more information refer to [Incident Management - Manage Incident Locally](#).
2. Where the deduction request is sent direct from CMG system, end the **Benefit Record**. This will bring the CMG deduction status in line with JCP. This action will automatically send an 'end' transaction to JCP. For more information see [Off Benefit](#).
3. If a new deduction from benefit (DFB) is required, a decision is required with regards to whether to send an 'End' transaction to JCP. Where the DFB is to be manually cancelled or amended, a decision is required with regards to whether to send an 'End' transaction to JCP. For more information refer to [DFB - Cancel](#) in Procedural Exceptions.

To complete the process and close the SR, please continue to the section **Investigate the paying parent's circumstances** below.

No benefit award



If the benefit is ESA or JSA and responses are received from both ISCS and JSAPS in the **Benefit Response** tab and the JSAPS response states 'JCP have confirmed the deductions' you can ignore the response from ISCS. If this is not shown against the JSAPS response follow the steps below.

1. Confirm using CIS/CES (OPSTRAT) that there is no benefit award for the benefit CMG were attempting to take deductions from. If you confirm that this benefit has no award, end the **Benefit Record**. For more information see [Off Benefit](#).
2. Check if there is another pension, benefit or allowance in payment that deductions can be taken from. Details of all pensions, benefits or allowances should be recorded in the **Benefit Record**. A further check in CIS will confirm any benefits.
3. If there is another pension, benefit or allowance in payment set up a new deduction from benefit (DFB) using the alternative pension, benefit or allowance. For more information refer to [DFB - Set Up](#) in related items.
4. If CIS/CES (OPSTRAT) confirms a benefit award for the benefit you wish to make deductions from, check screens in CES (OPSTRAT) to determine any reason why deductions cannot be taken. If there is no obvious reason, complete a new DFB, taking the appropriate action i.e. if JSA IB, ESA IR, or Income Support, raise an incident with Service Management to retrigger the NRP MC interest on CIS. If deductions need to be requested clerically, complete a new CMSF2014 and send via email. For more information refer to [DFB - Set Up](#) in related items.



If there is no other pension, benefit or allowance in payment refer to investigate a change of circumstances (CofC) to reinstate the gross income calculation and set up a new method of payment from (MOPF). For more information refer to [Change - MOPF](#) in related items.

Partner transaction rejected

This rejection reason may apply when the paying parent and their partner jointly claim a benefit, and the partner is a paying parent in their own case. When Jobcentre Plus (JCP) receives a request to set up/amend a deduction from benefit (DFB) on both cases on the same day, and one of the request fails, then JCP will reject DFB requests for both cases.

1. Check the paying parent's partner's case to establish why the DFB on their case has failed.
2. End the current **DFB** for each case. This will bring the Child Maintenance Group (CMG) deduction status in line with JCP. Where the DFB is to be manually cancelled or amended, a decision is required with regards to whether to send an 'End' transaction to JCP. For more information see **DFB - Cancel** in Procedural Exceptions.
3. Set up a new DFB on both cases and send to JCP. Note, if you don't have ownership of both the paying parent case and the paying parent's partner's case, you will need to liaise with the caseworker who owns the paying parent's partner's case to ensure action is taken on both cases on the same day.

To complete the process and close the SR, please continue to the section **Investigate the paying parent's circumstances** below.

Benefit case not found

Action to take for Income Support, JSA IB and ESA IR benefits (no shared care or direct pay adjustments to the deduction amount)

As CIS sends the NRP Maintenance Calculation (NRP MC) interest direct to the benefit office, this rejection reason should be rare. It should only happen where there is a CIS system fault or when the benefit case is transferred to another benefit office before the NRP maintenance calculation interest is received by the original benefit office. The following steps should be followed where the benefit is: Income Based JSA (JSA IB), Income Related ESA (ESA IR), Income Support (IS), and a standard deduction applies.

1. Check CES (OPSTRAT) to establish the correct benefit office ID, For more information refer to **CES - View Benefit Info** in related items.
2. If the benefit office has changed or is incorrect, enter the new benefit office ID in the **Office ID** field on the **Benefit Record** by completing a change of circumstances. For more information see **Change - Benefit Status/Details**.
3. As JCP need the NRP Maintenance Calculation interest to start deductions, and this interest cannot be set manually, you will need to raise an incident for Service Management to retrigger the NRP maintenance calculation interest (NRP MC) on CIS. When Service Management have completed their action, check on CIS for the NRP MC interest before agreeing to close the incident. On receipt of the new interest Jobcentre Plus (JCP) will make a new deduction decision.
4. If CES confirms there is no benefit award in payment for either the paying parent or the their partner, complete a change of circumstances to remove the benefit award. For more information see **Off Benefit**.

Action to take for all other benefits (including JSA IB and ESA IR where the deduction has been adjusted for shared care or direct pay).

1. Check CES to establish the correct benefit office ID.
2. If the benefit office has changed or is incorrect:
 - End the current DFB so that the DFB status is inactive (i.e. no deductions in place). This will bring the CMG deduction status in line with JCP. Where the DFB is to be manually cancelled or amended, a decision is required with regards to whether to send an 'End' transaction to JCP. For further information see **DFB - Cancel** in Procedural Exceptions.
 - Manually create a new **Benefit Record** with the new benefit office ID. For more information refer to **Change - Benefit Status/Details**.
 - Send a new deduction from benefit (DFB) request. Where the request is sent via the interface to JCP, it will be automatically issued to the new benefit office. Where the DFB is clerical, follow the 'Emailing clerical deductions' section in **DFB - Set Up** using the new office ID.

To complete the process and close the SR, please continue to the section **Investigate the paying parent's circumstances** below.

Benefit customer does not have a partner

This failure reason is returned where the Child Maintenance Group (CMG) has requested deductions from the paying parent's partner's benefit however; the benefit customer does not have a partner.

 Occasionally this rejection reason will be returned erroneously due to a benefit relationship on CIS being incorrectly left open. To confirm if this error has occurred, check there is a partner held on the benefit record as the main benefit recipient. Check the partner's benefit record on CIS/OPSTRAT to see if the paying parent is on the award. Where OPSTRAT confirms the paying parent is not part of the award, check the Relationships tab on CIS to see if the ex-partner is listed as a 'partner' with a start date but no end date. If this is the case, ignore the rejection from JCP and send a **CIS500** to CIS Frontline Services to remove the relationship between the Paying Parent and their ex-partner (note, this will sometimes be the receiving parent). Via a manual Change of Circs SR, end the benefit. The effective date of the change needs to be the same date as the benefit start date previously recorded. You will then need to conduct a further change to put the paying parent back onto the correct income source from the same effective date.

1. Check the paying parent's Benefit Record to establish if an 'on' benefit notification has been received for the paying parent as a single person. If so, check that the appropriate action has been taken to set up deductions from the paying parent's new benefit claim. For example, there may be an open change of circumstances SR to change the MOPF.

2. If there is no new benefit information in the paying parent's Benefit Record, check the Common Enquiry Service (OPSTRAT/CES) and CIS to confirm details of an paying parent's benefit claim. For more information refer to [CES - View Benefit Info](#).
3. If the paying parent is not in receipt of a benefit, initiate a change of circumstances (CofC) to end the benefit method of payment from (MOPF) and reinstate the gross income calculation and set up a new MOPF. For more information refer to [Change - MOPF](#) and [Off Benefit](#).
4. If CIS or OPSTRAT confirms the paying parent is receiving a benefit in their own right and this has not been recorded on the 2012 system:
 - Take a note of the benefit type, the start date of entitlement, the benefit amount and the benefit office ID number from CES.
 - If the paying parent was previously part of a two paying parent benefit household (i.e. the partner was also a paying parent), before you take any further action you will have to terminate the Benefit Household link. To do this you must end the partner relationship.
 - The current Benefit Record will still show the partner as the main benefit recipient. End this **Benefit Record** to bring the CMG deduction status in line with the benefit office. Where the DFB is to be manually cancelled or amended, a decision is required with regards to whether to send an 'End' transaction to JCP. For more information refer to [Off Benefit](#) procedure.
5. Select the new benefit type and set up a new **Benefit Record** with the paying parent as the main benefit recipient. You can do this by either manually triggering the **Get Benefit** interface with CIS for the paying parent (which will auto populate a new **Benefit Record** with the correct benefit information), or manually recording the benefit information taken from CES (above). For more information refer to [On Benefit](#).



Warning: Cancelling the DFB will automatically send an 'end' transaction to JCP. As JCP can only receive one request per day for each paying parent, if the alternative benefit is also administered by JCP you will have to wait until the following day before taking the next action to send a 'start' deduction request for the new benefit. If JCP receive more than one transaction for the same paying parent on the same day, their system will not be able to determine which transaction is correct and will reject both.

6. Send a new DFB request. For more information refer to [DFB - Set Up](#).
7. If the new benefit is JSA IB, ESA IR or IS and no adjustments to deductions for shared care or direct pay are in place, you will need to raise an incident with Service Management and request that they retrigger the NRP MC interest on CIS. This interest acts as the DFB request to CIS. For more information refer to [Incident Management - Manage Incident Locally](#).

To complete the process and close the SR, please continue to the section

Investigate the paying parent's circumstances below.

Change to benefit type

This rejection is received when ESA/JSA benefit changes from:

- ESA IR to ESA
- ESA C to ESA IR
- JSA C to JSA IB
- JSA IB to JSA C

Although the income based and contributory benefits are considered to be different benefit types for Child Maintenance purposes, CMG will not receive automatic on/off benefit notifications for this change. When the change occurs, JCP will reject any attempt to deduct from the previous benefit type.

Where the change is from ESA or JSA income related to contributory:

1. Check CES (OPSTRAT) to confirm the paying parent's contributory benefit start date, amount, and the end date of the income based benefit. For more information refer to [CES - View Benefit Info](#).
2. Manually end the current **Benefit Record** using the income related end date. Where the DFB is to be manually cancelled or amended, a decision is required with regards to whether to send an 'End' transaction to JCP. For more information refer to [Change - Benefit Details/Status](#) and [On Benefit](#) procedure.
3. Set up a new **Benefit Record** with the information you retrieved from CES. For more information refer to [Off Benefit](#).
4. Send the new DFB to JCP. For more information refer to [DFB - Set Up](#).
5. To complete the process and close the SR, please continue to the section **Investigate the paying parent's circumstances** below.

Where the change is from ESA or JSA contributory to income related

1. Follow **steps 1-4** of the above section, where the maintenance calculation is non standard. A non-standard calculation includes adjustments for shared care or direct pay, e.g. less than the full flat rate amount.
2. Check **CIS** for an NRP MC (Non Resident Parent Maintenance Calculation) interest. If this exists, raise an incident with Service Management to retrigger the interest. The NRP MC interest is picked up by JCP and is used to start deductions. For more information see [Incident Management - Manage Incident Locally](#).

To complete the process and close the SR, please continue to the section **Investigate the paying parent's circumstances** below.

[Partner does not match](#)

This failure reason is returned where the Child Maintenance Group (CMG) has requested deductions from the paying parent partner's benefit and the partner information (name and/or NINO) held by the CMG does not match the details held by the benefits directorate.

 Occasionally this rejection reason will be returned erroneously due to a benefit relationship on CIS being incorrectly left open. To confirm if this error has occurred, check there is a partner held on the benefit record as the main benefit recipient. Check the partner's benefit record on CIS/OPSTRAT to see if the paying parent is on the award. Where OPSTRAT confirms the paying parent is not part of the award, check the Relationships tab on CIS to see if the ex-partner is listed as a 'partner' with a start date but no end date. If this is the case, ignore the rejection from JCP and send a [CIS500](#) to CIS Frontline Services to remove the relationship between the Paying Parent and their ex-partner (note, this will sometimes be the receiving parent). Via a manual Change of Circs SR, end the benefit. The effective date of the change needs to be the same date as the benefit start date previously recorded. You will then need to conduct a further change to put the Paying Parent back onto the correct income source from the same effective date.

1. Check the Common Enquiry Service (OPSTRAT) or CIS to confirm the Partner's details, and note if the paying parent or paying parent's partner is the main benefit recipient. If you are unable to locate the paying parent or their partner's claim via CES you will need to contact JCP. For more information refer to [CES - View Benefit Info](#) in related items.
2. If the partner's details held on the CMG system are incorrect, you will need to end the partner relationship on the CMG system.
3. End the benefit relationship via the **Contact** tab. End the **Benefit Record** as this holds incorrect partner details, and this will bring the CMG deduction status in line with JCP. Note, if the Benefit Household flag was set on the **Benefit Record**, this action will end the Benefit Household link. Where the DFB is to be manually cancelled or amended, a decision is required with regards to whether to send an 'End' transaction to JCP. For more information see [Off Benefit](#).
4. Record the correct partner information on the system. For more information refer to [Change - Benefit Status/Details](#).
5. Set up a new **Benefit Record**, either by manually triggering the **Get Benefit** interface within CIS, using the partner's NINO (this will automatically populate the **Benefit Record** with the partner's benefit details), or, alternatively, by manually recording the partner's benefit information taken from CES. For more information see [On Benefit](#).
6. Initiate a DFB request with the new partner details. For more information refer to [DFB - Set Up](#) in related items.

To complete the process please continue to the section **Investigate the paying parent's circumstances** below.

Benefit case has transferred to another JCP office

 A transfer between JCP offices should occur immediately unless the case has been taken offline due to a JCP system problem. It can then take some time to re-build the case on the JCP system. When investigating in CES (OPSTRAT) and the error message 'E3069 Error - Record is being/has been transferred to clerical. Check enquiry' is received, contact the CSA SLA Team on SLA.TEAM@DWP.GSI.GOV.UK providing the paying parent's name, NINO, benefit type and the benefit office ID as shown in OPSTRAT. This will usually be done in 3-4 working days. Where the case is not clerical, continue from **Step 1** below.

Where a DFB is fully automated via the Customer Information System (CIS) then a new request will not need to be issued as this will also be automated.

1. Check the Common Enquiry Service (CES/OPSTRAT) or CIS to obtain the correct benefit office ID.
2. End the current **Benefit Record** manually via a change of circumstances and update with new details. This will automatically end the DFB. Where the DFB is to be manually cancelled or amended, a decision is required with regards to whether to send an 'End' transaction to JCP. For more information refer to [Change - Benefit Status/Details](#) procedure.
3. Set up a new DFB. For more information refer to [DFB - Set Up](#).

 If arrears have accrued due to the delay in transferring the benefit case, they should be requested using another MOPF. Call the paying parent for a card payment as the benefits directorate can not deduct retrospectively. Any break in the benefit period should be processed via a change of circumstances in the usual way. For more information see [Credit/debit card - one off payment](#).

To complete the process and close the SR, please continue to the section **Investigate the paying parent's circumstances** below.

Incorrect JCP office ID provided

1. Confirm current Jobcentre Plus (JCP) office ID number by accessing the Common Enquiry Service (CES) or CIS browser.
2. End the current **Benefit Record**. This will bring the Child Maintenance Group (CMG) deduction status in line with JCP. This action will automatically send an 'end' transaction to JCP. Where the DFB is to be manually cancelled or amended, a decision is required with regards to whether to send an 'End' transaction to JCP. For more information refer to [Change - Benefit Status/Details](#) procedure.
3. Manually update the office ID number held on the **Benefit Record**. For more information refer to [Change - Benefit Status/Details](#) in related items.
4. Set up the new deduction from benefit (DFB). This should automatically send the new office ID number to JCP.
5. If the benefit is Income Support, ESA IR or JSA IB, and there are no adjustments for direct pay or shared care, you will need to refer the case to service management to reset the non resident parent (NRP) maintenance calculation (NRP MC) interest on CIS in order to trigger a new request to JCP via CIS. For more information see [Incident Management - Manage Incident Locally](#).
6. If there is no obvious reason why the request is failing, i.e. the benefit office ID number is the same in CES (OPSTRAT) and CMS and the benefit office have confirmed it is also correct, raise an incident through AAC to initiate investigations into the case. For more information see [Incident Management - Manage Incident Locally](#).

To complete the process and close the SR, please continue to the section **Investigate the paying parent's circumstances** below.

Multiple transactions received by JCP

This rejection reason is only appropriate to benefits administered by JCP systems, these are Income Support (IS), income based Jobseeker's Allowance (JSA (IB)), JSA contributory (JSA(C)), income related Employment Support Allowance (ESA (IR)), ESA contributory (ESA(C)) and Pension Credit (PC).

 If Jobcentre Plus (JCP) systems receive more than one deduction request for the same paying parent on the same day, they will not be able to determine which deduction from benefit (DFB) request is correct and will reject all the requests.

1. If the paying parent receives IS, JSA IB, ESA IR and there are no adjustments to the calculation for shared care or direct pay, there is no need to end the DFB. However, you will need to refer the case to service management to request the NRP maintenance calculation interest (NRP MC) is retriggered in CIS as it is this action which will instigate new deductions when the interest is received by the benefit office.
2. Where the paying parent receives IS, JSA IB, ESA IR and there are adjustments on deductions for shared care or direct pay, or they receive PC, IS, ESA (C) or JSA (C) you will need to end the current DFB and set up a new one. This is the only way this will be triggered from Child Maintenance systems to JCP to start deductions.
3. End the current **DFB**. This will bring the Child Maintenance Group (CMG) deduction status in line with JCP. Where the DFB is to be manually cancelled or amended, a decision is required with regards to whether to send an 'End' transaction to JCP. For more information refer to [DFB - Cancel](#) in Procedural Exceptions.
4. Set up a new DFB and send to JCP.

To complete the process and close the SR, please continue to the section **Investigate the paying parent's circumstances** below.

Name/NINO does not match

1. End the current **DFB**. This will bring the CMG deduction status in line with Jobcentre Plus (JCP).
2. Check CIS and OpStrat to ensure that the Child Maintenance Group (CMG) has the correct name and/or national insurance number (NINO) for the paying parent.

 Where OpStrat has incorrect information, you need to contact the benefit office to request they update the data on their system. When the benefit office confirms the data has been updated, reissue the DFB request. You can find the relevant benefit centre and phone number by accessing the [Factual Information Network Database \(FIND\)](#). Select **Find a benefit centre** and complete a search using the first half of the paying parent's post code. If more than one result is returned, always select the Benefit Centre (BC) result.

Select the relevant benefit centre hyperlink to view the BC details. Navigate to **Benefits dealt with at this office** near the top of the page and select the hyperlink for the required benefit. Find the telephone number for the BC under the heading Internal Processing Teams - Change.

If the benefit is not dealt with by that office, select the paper icon next to the appropriate benefit from the box labelled **Benefits in post code area that are dealt with elsewhere**. Select the benefit name hyperlink from **Benefits dealt with at this office** and use the telephone number under the heading **Internal Processing team - Changes**.

3. Confirm that there are no outstanding change of circumstances (CofC) service requests (SRs) for name or NINO changes. If there is an outstanding CofC work item, process this as normal.
4. If the CMG system is incorrect, instigate CofC action before reissuing the deduction from benefit (DFB) request.
5. If all of the above checks have been carried out and there is no obvious reason for the rejection, the rejection may have been received due to a known fault with CIS. Raise an incident with AAC and quote the reference **SR140153**.

To complete the process and close the SR, please continue to the section **Investigate the paying parent's circumstances** below.

Benefit case is clerical

This rejection is received when CMG attempts to request a DFB via the system interface and the benefit case is clerical.

When this rejection is received, take the following action:

1. Set up a clerical DFB using form CMSF2014 when the benefit case is clerical. For information refer to the 'Emailing clerical deductions' section of [DFB - Set Up](#).

 If you need to confirm the clerical benefit award details, e.g. start date, amount, office ID etc. the SLA team will be able to advise you of this. Contact the SLA team by email and provide the paying parent's name, NINO, benefit type and if possible the benefit office ID. This will usually be done in 3-4 working days. The SLA team can be contacted on SLA.TEAM@DWP.GSI.GOV.UK

To complete the process and close the SR, please continue to the section **Investigate paying parent's circumstances** below.

Benefit household flag not set

All deduction requests sent to Jobcentre Plus (JCP) direct from the Child Maintenance Group (CMG) system include information regarding the paying parent's Benefit Household status.

Where the Benefit Household flag is set in the paying parent's **Benefit Record**, it is also automatically included in the deduction request to JCP. This informs JCP that the CMG is aware the paying parent is part of a two paying parent benefit household. This is important as the paying parent's maintenance calculation will reduce to half the flat rate when their benefit partner is also a paying parent.

Where JCP receive a transaction with the benefit household flag set to 'false' but JCP records indicate the paying parent is part of a two paying parent benefit household, JCP will reject the transaction.

On receipt of this rejection:

1. Check the Benefit Household flag is set in the **Benefit Record** and the paying parent's partner is shown as a contact in the relationships tab.
2. If the flag is set and the partner details are recorded, check the date the partner details were recorded. If the partner details were recorded after the deduction from benefit (DFB) was issued to JCP, issue a new DFB request.
3. Where the DFB is to be manually cancelled or amended, a decision is required with regards to whether to send an 'End' transaction to JCP. For further information see **DFB - Cancel** in Procedural Exceptions.
4. Set up a new DFB and send to JCP.
5. If the partner details were recorded before the DFB was issued to JCP, re-trigger the DFB by following the steps above. If the problem continues, raise an incident to investigate why JCP is rejecting the request.
6. If there is no **Benefit Household flag** set in the **Benefit Record**, you need to investigate a change of circumstances as the paying parent is now part of a two paying parent Benefit Household, and this will impact the child maintenance calculation for both paying parents.
7. Check the Relationships tab in CIS to confirm the paying parent is part of a 2 paying parent benefit household.
8. Confirm the partner's name and NINO and enter as a contact. For more information refer to [Existing case - add NRP partner](#).
9. For more information refer to **Change - Benefit Status/Details** in related items. This process will not only correct the NRP's maintenance calculation but set the Benefit Household in the paying parent's **Benefit Record**.
 -  The change will also trigger a change of recalculation for the paying parent, as the maintenance calculation will need to reduce by 50%.
10. On completion of the change of circumstances, set up a new DFB and send to JCP. The system will automatically include the correct benefit household information. Ensure this action is taken on the following day after ending the previous DFB.

 The system will only recognise a two paying parent household link if the benefit in payment is Income Support (IS), income based Jobseeker's Allowance (JSA(IB)), income related Employment Support Allowance (ESA (IR)) or Pension Credit (PC) as these are the only benefits which can be awarded as a couple.

 You should attempt to reassess and issue the deduction request for both cases on the same day to ensure they are received by JCP in the same time period. Where the benefit is PC, JCP will reject the transactions for both cases if they are not received on the same day.

To complete the process and close the SR, please continue to the section **Investigate the paying parent's circumstances** below.

Commission system fault - transaction not processed

Check CIS and OPSTRAT to see if any reason as to why there may have been a failure.

If there is no reason for this failure, an incident to AAC must be raised advising CMG Service Management action is required under problem number 602-04-17267.

JCP system fault - transaction not processed

Resend the failed deduction request to Jobcentre Plus (JCP).

You will have to end the current deduction from benefit (DFB) which will automatically send an 'end' request to JCP. Wait until the next day before setting up the new DFB and sending to JCP to start deductions. Note that if both the end and start requests are received by JCP on the same day, they will reject both.

To complete the process please continue to the section **Investigate the paying parent's circumstances** below.

Paying parent in residential care home

1. Deductions cannot be taken from a person in receipt of a benefit in a residential care home as child maintenance should be assessed at nil rate. If you receive this rejection, as CMG was not aware the paying parent or their partner was in residential care, you need to end the DFB and perform a change of circumstances. For more information see **DFB - Cancel** and **Change - MOPF**.

To complete the process please continue to the section **Investigate the paying parent's circumstances** below.

No benefit award - training allowance only

This rejection reason should be rare as deductions should not be requested from a training allowance. It may occur where the paying parent has moved from benefit to a training allowance before the deduction request is processed by the benefit office.

On receipt of this rejection reason check:

1. If the paying parent receives another pension, benefit or allowance from which deductions can be taken, end the current **Benefit Record**. This will bring the Child Maintenance Group (CMG) deduction status in line with Jobcentre Plus (JCP).
2. Where the DFB is to be manually cancelled or amended, a decision is required with regards to whether to send an 'End' transaction to JCP. For further information see [DFB - Cancel](#) in Procedural Exceptions.
3. Set up a new deduction from benefit (DFB) using the alternative pension, benefit or allowance. For more information refer to **DFB - Set Up** in related items.
4. If the new benefit is administered by a different department (e.g. the Pensions Service), you can set up the new DFB immediately.



If the paying parent is not in receipt of another pension, benefit or allowance from which deductions can be taken, end the **Benefit Record** as stated above, and investigate a change of circumstances (CofC). For more information see [Change MOPF](#).

To complete the process and close the SR, please continue to the section **Investigate the paying parent's circumstances** below.

Paying parent under 18

If this rejection is received, investigate the paying parent's date of birth using CIS, and if appropriate, complete a change of circumstances. If the date of birth is incorrect and the paying parent is over 18, contact JCP to correct their system.

The relevant benefit centre and phone number can be determined by accessing the [Factual Information Network Database](#) (FIND). Select **Find a benefit centre** and complete a search using the first half of the paying parent's post code. If more than one result is returned, always select the Benefit Centre (BC) result.

Select the relevant benefit centre hyperlink to view the BC details. Navigate to **Benefits dealt with at this office** near the top of the page and select the hyperlink for the required benefit. Find the telephone number for the BC under the heading Internal Processing Teams - Change.

If the benefit is not dealt with by that office, select the paper icon next to the appropriate benefit from the box labelled **Benefits in post code area that are dealt with elsewhere**. Select the benefit name hyperlink from **Benefits dealt with at this office** and use the telephone number under the heading **Internal Processing team - Changes**.

Terminations

Benefit case has transferred to another JCP office.



A transfer between JCP offices should occur immediately unless the case has been taken offline due to a JCP system problem. It can then take some time to re-build the case on the JCP system. When investigating in CES (OPSTRAT) and the error message 'E3069 Error - Record is being/has been transferred to clerical. Check enquiry' is received, contact the CSA SLA Team on SLA.TEAM@DWP.GSI.GOV.UK providing the paying parent's name, NINO, benefit type and the benefit office ID as shown in OPSTRAT. This will usually be done in 3-4 working days. If the case is not clerical, continue from **Step 1** below.

1. If the benefit is income based Jobseeker's Allowance (JSA (IB)), income related Employment and Support Allowance (ESA (IR)) or Income Support (IS), and there are no adjustments to the maintenance calculation for shared care or direct pay, no action is required to resend the deduction request. The new JCP office will automatically start deductions when the transfer is complete.
2. Confirm the new benefit office ID by either selecting the **Get Benefit** interface to CIS or by checking the benefit details in Common Enquiry Service (CES). If the **Get Benefit** interface can be used, this will automatically populate the **Benefit Record** with the most up to date benefit information, including the office ID. If you use CES you will need to manually input the benefit information.

For more information refer to [CES - View Benefit Info](#) and [Change - Benefit Status/Details](#).

3. Where benefit is one of those listed in step 1 and there are adjustments in place, or the DfB has been requested clerically via a CMSF2014, manually end the current **Benefit Record**. For more information refer to [Off Benefit](#).
4. End the current DFB. Where the DFB is to be manually cancelled or amended, a decision is required with regards to whether to send an 'End' transaction to JCP. For further information refer to [DFB - Cancel](#) in Procedural Exception.
5. Set up a new DFB. For more information refer to [DFB - Set Up](#) in related items.

To complete the process and close the SR, please continue to the section **Investigate the paying parent's circumstances** below.

Insufficient benefit to make a deduction.

The Benefits Directorate can only deduct the full amount requested. If there is insufficient benefit, it will end the deduction and deductions cannot be taken from that benefit.

1. Check the **Benefit Record** to investigate whether the paying parent is in receipt of another pension, benefit or allowance from which deductions can be taken. Where the Paying Parent receives another pension, benefit or allowance from which deductions can be taken, end the current DfB. This will bring the Child Maintenance Group (CMG) deduction status in line with Jobcentre Plus (JCP). For more information see [DfB - Cancel](#).



This action will automatically send an 'end' transaction to JCP. As JCP can only receive one request per day for each paying parent, if the alternative benefit is also administered by JCP you will have to wait until the next day before taking the next action to send a 'start' deduction request for the new benefit. If JCP receive more than one transaction for the same paying parent on the same day, their system will not be able to determine which transaction is correct and will reject both.

2. On the next day set up a new deduction from benefit (DFB) using the alternative pension, benefit or allowance. For more information refer to **DFB - Set Up**.
3. If the benefit has been reduced due to sanctions, check CES (OPSTRAT) for information regarding the sanction period. This is normally found in the Notepad. For more information refer to **CES - View Benefit Info**. The paying parent is considered to be in receipt of benefit for the period of the sanction. Request Child Maintenance via another MOPF until the sanction period is complete. You may have to set a review date for sanction end date to restart deductions.
4. If the new benefit is administered by a different department (e.g. The Pension Service) you can set up the new DFB immediately.
5. If the paying parent is not in receipt of another pension, benefit or allowance from which deductions can be taken, end the DFB (as described above) and investigate an alternative method of payment from (MOPF) for example, Direct Debit. Note, however, that as the paying parent continues to be entitled to benefit the flat rate amount of maintenance is still appropriate, even when there is a sanction on the benefit.



The paying parent is still considered to be entitled to benefit even if they are sanctioned. Consequently, if the paying parent has a liability they must pay it, which means that Enforcement options should still be considered for benefit cases - however they may be limited. For example, the paying parent's income may be small but if they are a homeowner, a Charging Order may be appropriate. For more information see [Civil-enforcement-overview](#). Before referring for enforcement action you must set up another MOPF that the paying parent can pay from. End the DFB and set up a standing order or direct debit, etc. If the paying parent does not give a preferred MOPF, set up a default standing order.

To complete the process and close the SR, please continue to the section **Investigate the paying parent's circumstances** below.

Outstanding JCP decision awaiting on claim (includes sanctions)

Jobcentre Plus (JCP) will return this termination reason where there is an outstanding decision on the claim and they are unable to make any benefit payments or only make partial payments to the paying parent or their partner. For example (this list is not exhaustive):

- There may be a sanction on the benefit
- JCP may be in the process of deciding a joint benefit claim
- JCP may be waiting for medical evidence
- The claim may be in the process of being taken offline as a clerical benefit
- The client's benefit may be suspended due to failure to sign

When investigating in CES (OPSTRAT) and the error message 'E3069 Error - Record is being/has been transferred to clerical. Check enquiry' is received, contact the SLA Team by email, providing the paying parent's name, NINO, benefit type and the benefit office ID as shown in OPSTRAT. This will usually be done in 3-4 working days. The SLA team can be contacted on: SLA.TEAM@DWP.GSI.GOV.UK. If the case is not clerical, continue from **Step 1** below.

1. Once you have established the reason for the rejection, record this in the **Contact** notes. For example 'PP's benefit suspended from DD/MM/YY to DD/MM/YY'.
2. End the current DFB to bring the DFB activity status in line with JCP, i.e. no active DFB. For more information see **DFB - Cancel**.
3. If there is no end date to the sanction/suspension, or the end date is more than 2 weeks in the future, you need to set up an alternative MOPF. Note, the paying parent is still considered to be in receipt of benefit during this period and flat rate maintenance is appropriate. For more information see **Change - MOPF**.
4. If you have changed to a new MOPF, check CIS and CES (OPSTRAT) periodically to confirm if benefit payments have resumed. When they resume, cancel the MOPF and set up a new DFB. For more information see **DFB - Set up**.



JCP may start deductions automatically when the suspension/sanction is lifted or the decision is made. If this happens, end any other MOPF that is active and record a new DFB.



The paying parent is still considered to be entitled to benefit even if they are sanctioned. Consequently, if the paying parent has a liability they must pay it, which means that Enforcement options should still be considered for benefit cases - however they may be limited. For example, the paying parent's income may be small but if they are a homeowner, a Charging Order may be appropriate. For more information see [Civil-enforcement-overview](#).

To complete the process and close the SR please continue to the section **Investigate the paying parent's circumstances** below.

No longer a 2 paying parent benefit household

A two paying parent benefit household is where both the paying parent and their partner are part of the same benefit award and are both paying parents in their own right. The liability of each Child Maintenance case is half of the flat rate. You should receive a CofCs SR for this termination, so check if it has been actioned. If no SR has been received, take the following action:

1. Manually end the **Benefit Record** for the paying parent. This will end the **Benefit Household flag**. For more information refer to **Change - Benefit Status/Details** in related items.

2. End the partner relationship via the **Contact** tab. End the **Benefit Record**.



The system will automatically create a maintenance calculation service request to recalculate the paying parent's and the paying parent's partner's maintenance at the full flat rate amount.

3. Following the recalculation, the calculation process automatically generates a service request (SR) to set up a new deduction from benefit (DFB) amount.



You need to wait until the next day after you have ended the paying parent's previous Benefit Record before sending the new DFB to JCP. This is to ensure JCP do not receive two transactions for the paying parent on the same day. If this happens, they will reject both.

Where the paying parent's partner is the main benefit recipient, and the benefit household has ended, you need to establish whether the paying parent has made a benefit claim in their own right.

4. Confirm if there is an outstanding 'on' benefit notification for the paying parent from CIS. If so, this can be progressed as normal. Note, however, you will have to end the current **Benefit Record** for the paying parent's partner as the benefit recipient and end the partner's role as a contact, as stated above, before progressing the change for the new benefit type.



If there is no 'on' benefit notification and there is no indication that the paying parent has made a claim to benefit, instigate a CoFC to reinstate a gross income calculation. This will automatically end the Benefit Record and the Benefit Household link.

To complete the process and close the SR, please continue to the section **Investigate the paying parent's circumstances** below.

2 paying parent benefit household commenced

A two paying parent benefit household is where both the paying parent and their partner are part of the same benefit award and are both paying parents in their own right. The liability of each Child Maintenance case is half of the flat rate.



The system will only recognise a two paying parent household link if the benefit in payment is IS, JSA(IB), ESA (IR) or PC as these are the only benefits which can be claimed as a couple.

1. Check the Common Enquiry Service (CES) for paying parent's partner details (Name/ NINO).
2. Enter the partner as a contact on the paying parent's case.
For more information refer to **Existing-Case-Add-NRP-Partner**.
3. Where the partner is identified as a paying parent in their own right, the system will automatically link both cases and set the Benefit Household flag in the Benefit Record to Y. This will trigger a service request (SR) for the partner's case to recalculate the child maintenance liability and send a change of deduction request to Jobcentre Plus (JCP).
4. Initiate a change of circumstances (CoFC) to reassess the paying parent's Child Maintenance liability.
5. A new deduction from benefit (DFB) can be sent to JCP following the recalculation.
6. To send a new DFB to JCP end the current **Benefit Record**. This will bring the Child Maintenance Group (CMG) deduction status in line with JCP. Where the DFB is to be manually cancelled or amended, a decision is required with regards to whether to send an 'End' transaction to JCP. For further information see **DFB - Cancel** in Procedural Exceptions.
7. Set up the new DFB and send to JCP. This request will reflect the new maintenance calculation amount.

You should attempt to reassess and issue the deduction request for both cases on the same day to ensure they are sent to JCP in the same batch. Where the benefit is PC, JCP will reject the transactions if they are not received in the same batch.

To complete the process and close the SR, please continue to the section **Investigate the paying parent's circumstances** below.

Benefit ceased

The Child Maintenance Group (CMG) is notified that the paying parent or the paying parent's partner's benefit has ceased via an 'off' benefit notification from Customer Information System (CIS). when the 'off' benefit is received automatically in this way, the CM system will automatically end the benefit record, and if there is no other benefit, allowance or pension in payment, recalculate automatically using HMRC info already held and set up a default standing order. If this action has been taken, ignore the DFB termination reason as there is no further action to take.



If a default standing order has been set up, contact the paying parent to request their preferred method of payment.

If the benefit record has not been ended automatically, instigate the relevant change of circumstances (CoFC) action to end the **benefit record**. For more information see **Off Benefit**.

For more information refer to **Change - MOPF** and **Change - Benefit Status/Details**.

To complete the process and close the SR, please continue to the section **Investigate the paying parent's circumstances** below.

Paying parent Death

Check that this change has been received. If not, end the DFB to bring the case status in line with the benefits directorate and investigate the date of death. For more information refer to **Death - Paying Parent** in related items.

CMEC Request

Investigate why the Child Maintenance Group (CMG) has requested the deduction from benefit (DFB) be ended. The final payment via DFB will be shown on the paying parent's record. If it is not evident, end the DFB to ensure the case status is in line with the benefits directorate. Set up a new DFB, ensuring this is done on the following day after the previous DFB was ended. If the benefit is JSA IB, ESA IR or Income Support, an incident may need to be raised with CMG Service Management to retrigger the NRP Maintenance Calculation interest (NRP MC) on CIS. For more information refer to [Incident Management - Manage Incident Locally](#).

To complete the process and close the SR, please continue to the section **Investigate the paying parent's circumstances** below.

Other

1. Check Common Enquiry Service (CES) to establish the reason for the termination of deductions. For more information refer to [CES - View Benefit Info](#).
2. If you cannot establish via CES, contact Jobcentre Plus (JCP). You can find the relevant benefit centre and phone number by accessing the [Factual Information Network Database \(FIND\)](#). Select **Find a benefit centre** and complete a search using the first half of the paying parent's post code. If more than one result is returned, always select the Benefit Centre (BC) result.

Select the relevant benefit centre hyperlink to view the BC details. Navigate to **Benefits dealt with at this office**, near the top of the page and select the hyperlink for the required benefit. Find the telephone number for the BC under the heading Internal Processing Teams - Change. For example 'JCP Gloucester BDC ESA Change of Circs'.

If the benefit is not dealt with by that office, select the paper icon next to the appropriate benefit from the box labelled **Benefits in post code area that are dealt with elsewhere**. Select the benefit name hyperlink from **Benefits dealt with at this office** and use the telephone number under the heading **Internal Processing team - Changes**.

Benefit customer death

1. JCP will send this termination when deductions are being taken from the paying parent's partner's benefit claim, and the partner dies.
2. Check for an outstanding 'on' benefit notification for the paying parent in their own right. If this has been received, the relevant service request (SR) can be progressed to set up a new deduction from benefit (DFB) for the new benefit with the paying parent as the main benefit recipient.
3. There should also be an 'off' benefit notification for the paying parent's partner. If this is not received, confirm the date of death using CES (OPSTRAT) or CIS and then once confirmed, end the DFB.
4. If the paying parent is part of a two paying parent benefit household and the Benefit Household flag is set to 'Y' in the Benefit Record, check the partner's child maintenance case to confirm if there is an outstanding 'death' notification from CIS. If so, there will be an SR to break the Benefit Household link following closure action to the partner's case. However, the link will be automatically broken when the current **Benefit Record** is ended and the partner details are ended in the relationship in the contacts screen. For more information refer to [Off Benefit, Change - Benefit Status/Details](#) and [DFB - Set Up](#).
5. If the paying parent is not entitled to benefit in their own right, instigate a change of circumstances (CofC).

To complete the process and close the SR, please continue to the section **Investigate the paying parent's circumstances** below.

Investigate the paying parent's circumstances

Follow the relevant section below, depending on whether an **Investigate DFB Status SR** or **DFB Failure SR** was received.

Investigate DFB Status SR - Complete

1. Complete the steps in the activity plan, reflecting the action taken as a result of the rejection, termination or lack of response from the benefit agency. For example, mark the activity as **Done** if the status of the DFB needed to be changed to inactive, or if a new DFB set up was required.
2.  If a deduction has not been taken the paying parent will be in arrears. Consider calling the paying parent to ask if they can make a one-off card payment. For more information refer to [Credit/Debit Card - One Off Payment](#). If the paying parent does not wish to make a card payment, advise them that they can set up an alternative method of payment from (MOPF). Any other MOPF can be used (except DFB), including deduction from earnings order/request (DEO/R). Record any decision agreed with the paying parent in **Contact Notes**.
3.  Call the receiving parent if there will be any delays or disruptions to their payments. Manage the receiving parent's expectations on when they will receive payment, including any one off payments taken from the paying parent.
4. Once all actions are complete, set the **Resolution Code** to **CoC Accepted**. Although there is no change to 'accept', the code must be selected prior to closing the SR.
5. **Close** and **Complete** the SR.

DFB Failure SR - Complete

1. Change the SR **Sub Status** to **Consider Other Benefits** when DFB failure action has been completed.
2. Record the action taken in the Activity Plan by selecting the relevant options in the drop down menus.
3.  If a deduction has not been taken the paying parent will be in arrears. Consider calling the paying parent to ask if they can make a one off card payment. For more information refer to [Credit/Debit Card - One Off Payment](#). If the paying parent does not wish to make a card payment, advise them that they can set up an alternative method of payment from (MOPF). Any other MOPF can be used (except DFB), including deduction from earnings order/request (DEO/R). Record any decision agreed with the paying parent in **Contact Notes**.
4.  Call the receiving parent if there will be any delays or disruptions to their payments. Manage the receiving parent's expectations on when they will receive payment, including any one off payments taken from the paying parent.
5. Close the **DFB Failure** SR using the relevant **Resolution Code**:

Resolution Code	Reason
Change To NRP Status	When the paying parent's benefit status has been updated or an SR for a change of employment status has been launched
Change To MOPF	When the DFB MOPF has been amended or removed
Change To NRP Info	When personal details held for the paying parent or their household have been amended

6. Once you have closed the DFB Failure SR you have completed this process. If any new SRs have been launched, complete them following the relevant procedures.



If the benefit has ceased and there is no HMRC income available, continue to [Calculation - Non HMRC](#).

Contact Jobcentre Plus

1. Change the SR **Sub Status** to **Liaise With Benefit Office** when DFB failure action has been completed.



Locate the relevant benefit centre and phone number by accessing the [Factual Information Network Database \(FIND\)](#). Select **Find a benefit centre** and complete a search using the first half of the paying parent's post code. If more than one result is returned, always select the Benefit Centre (BC) result.

Select the relevant benefit centre hyperlink to view the BC details. Navigate to **Benefits dealt with at this office**, near the top of the page and select the hyperlink for the required benefit. Find the telephone number for the BC under the heading Internal Processing Teams - Change. For example 'JCP Gloucester BDC ESA Change of Circs'.

If the benefit is not dealt with by that office, select the paper icon next to the appropriate benefit from the box labelled **Benefits in post code area that are dealt with elsewhere**. Select the benefit name hyperlink from **Benefits dealt with at this office** and use the telephone number under the heading **Internal Processing team - Changes**.

2. Record the action taken in the Activity Plan by selecting the relevant options in the drop down menus.
3.  If a deduction has not been taken the paying parent will be in arrears. Consider calling the paying parent to ask if they can make a one off card payment. For more information refer to [Credit/Debit Card - One Off Payment](#). If the paying parent does not wish to make a card payment, advise them that they can set up an alternative method of payment from (MOPF). Any other MOPF can be used (except DFB), including deduction from earnings order/request (DEO/R). Record any decision agreed with the paying parent in **Notes**.
4.  Call the receiving parent if there will be any delays or disruptions to their payments. Manage the receiving parent's expectations on when they will receive payment, including any one off payments taken from the paying parent.
5. Close the **DFB Failure** SR using the relevant **Resolution Code**:

Resolution Code	Reason
No Change Req'd	When no action was required to resolve the DFB failure (e.g. if there was a technical fault and JCP are resending the payment)
Change To MOPF	When the DFB MOPF has been changed or amended to resolve the DFB failure

6. Once the DFB Failure SR is closed, this process is complete. If any new SRs have been launched, complete them following the relevant procedures.

DFB Failure SR generated prior to full expected deduction being received

It takes the benefits directorate 3-5 weeks to make the first payment. This means that in most cases, only a partial payment or occasionally no payment at all is received by the first payment due date. This triggers a DFB Failure SR four weeks after setting up the DFB, even though there is a successful DFB in place.

Action is required to realign the Promise to Pay schedule. If this action is not taken, a DFB Failure SR will generate every month. To realign the Promise to Pay schedule:

1. Select the **NRP Contact - Benefit Response** view and check if the DFB has been accepted. **Close** and **Cancel** the SR - if the DFB has been accepted see **Step 2**. If the DFB has been rejected see **Step 8**.
2. Where the DFB has been accepted, create the following SR on the **Case**:

- **Process = Perform Calculation**
- **Area = Case Maintenance**
- **Sub Area = Change Client Data**

3. Input the **Calc Effective Date** as today's date.
4. Input the **Calc End Date** as the next Annual Review date.
5. Set the SR **Status** to **In Progress** and save the record.
6. Select the **Calculate Liability Amount** button in the SR and then view the **Payment Schedule** to check that the amounts are correct. The **Payment Schedule** can be viewed by selecting the **More Tabs** dropdown in the SR.
7. Complete the activities in the SR, marking any letters **not required** then set the **Status** to **Closed** and the **Sub Status** to **Complete**.
8. Where the DFB has been rejected, establish the reason in the **Benefit Response** screen - you will then need to create the appropriate change of circumstances SR based on the reason provided.

Replace Child Maintenance Group (CMG) with NICMS.

In Northern Ireland Jobcentre Plus (JCP) is known as the Social Security Agency (SSA).

[CES - View Benefit Info](#)

[Change - Benefit Status/Details](#)

[Change - Employment Status](#)

[Change MOPF - Summary](#)

[Change MOPT - Summary](#)

[Change - Name/Gender/DOB](#)

[Credit/Debit Card - One Off Payment](#)

[Death - Paying Parent](#)

[DFB - Cancel](#)

[DFB - Set Up](#)

[Off Benefit](#)

[On Benefit](#)

[Terminology Changes](#)

[Calculation - Non HMRC](#)

[Universal Credit](#)

[Does a DFB failure affect the outcome of the unlikely to pay check?](#)

Payments missed while a paying parent is on deduction from benefit (DFB) do not affect the outcome of the unlikely to pay check. This is because the liability is deducted at the source, and the paying parent has no control over this mandatory method of payment from (MOPF). Periods where the paying parent is on DFB are classed as the paying parent being fully compliant, even if there were missed payments within that time period.

[Are there any issues if the JCP receives more than one new 'start' deduction request on the same day?](#)

Yes, you will have to wait 24 hours before sending a new 'start' deduction request for each case. If JCP receive more than one transaction for the same paying parent on the same day, their system will not be able to determine which transaction is correct and will reject both.

[Are there any issues associated with implementing DFB claims where both partners in the household are paying parents?](#)

Yes, you should attempt to reassess and issue the deduction request for both cases on the same day to ensure they are sent to JCP at the same time. Where the benefit is Pension Credit, JCP will reject the transactions for both cases if they are not received on the same day.