

DFB - Cancel

This procedure guides users through cancelling or changing a deduction from benefit (DFB) as the method of payment from (MOPF). DFB is when the Child Maintenance Group (CMG) work alongside Jobcentre Plus (JCP) or other Benefit Agencies to make a deduction from the paying parent benefit payment.

MOPF is used to describe the way in which a paying parent pays maintenance to the CMG.

A change of circumstances (CofC) is a change to a client's circumstances that requires an update on the system.

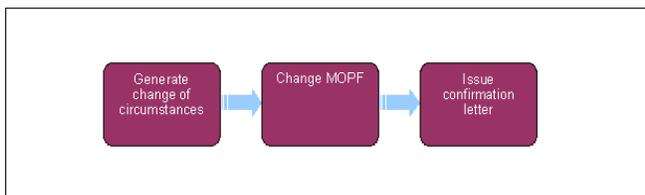
This process is completed by caseworkers when:

- A paying parent moves between benefit types
- A paying parent ceases to receive benefit
- A case closes

One batch file is sent from the CMG to JCP per night for all DFB requests and terminations.

Cancelling a DFB includes generating a CofC, cancelling the existing MOPF and then sending out confirmation of the cancellation.

For more information refer to 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.

Jobseeker's Allowance income based - JSA (IB), Employment Support Allowance income related – ESA (IR), Income Support – IS

1. If a paying parent moves between one of the above benefits or stops receiving them, an automatic change of circumstances (CofC) service request (SR) is triggered to end the existing deduction from benefit (DFB). If the liability ends and the case closes a **CofC** SR is manually generated.

 When a benefit changes from income related to contributory, a CofC is not triggered to end the DFB. In these cases the paying parent misses a payment and you must investigate the reason for this. For more information refer to [Arrears Negotiation and Missed Payments](#). If the reason is found to be that the paying parent's benefit has changed to a contribution based benefit, manually generate a **CofC** SR and follow the DFB-Set Up to change the Method of Payment From (MOPF). For more information refer to [DFB - Set Up](#). For more information on methods of payment refer to the Policy, Law and Decision Making Guidance 

2. Create the following parent SR:
 - **Process = CofC**
 - **Area = Change Method of Pymt**
 - **Sub Area = Change Method of Payment From**

Change the SR **Status** to **In Progress**. The system generates an activity plan to follow.

3. Generate a child SR using:
 - **Process = Payments**
 - **Area = Method Of Payment From**
 - **Sub Area = Amend Existing MOPF**

If you are cancelling the MOPF choose **Cancel MOPF** from the drop down in the **Action** field or **Unsuspend** if you are unsuspending a MOPF, then set the SR **Status** to **In Progress**.

4. In the work item, select the **NRP Internal Account Number** and existing MOPF: **Benefit Agency**.



BaNCs numbers are required by the system in order to process payments. Every client has a BaNCs number generated by the system at the initial application stage.

5. Select the **Action Date** for **DFB**:

- If the paying parent has moved to a new benefit type, the date for ending the old deduction is the date the new benefit is awarded
- When ending DFB because the case has closed, the DFB end date is the same date as the case closure date. If the case closure effective date is in the past, use today's date as the DFB end date
- If ending DFB because the paying parent has found employment, the date for ending the deduction is the set up date for the alternative MOPF
- When ending a DFB with the intention of setting another one straight away, the Action Date is today's date. For example, this applies to situations where the DFB is being cancelled to bring the deduction status in line with JCP's system.



When the benefit ending means that the paying parent has a nil rate calculation, input the new MOPF as Default Standing Order to allow the existing P2P schedule to expire. For more information refer to [Standing Order - Set Up](#).



Attempting to update BaNCs on more than one occasion from an SR will result in an Error/Critical state which will require an incident to be raised. Check if a BaNCs update request has been sent by selecting the **Show More** button then the internal account number **MVG**. If an update has already been requested from that SR there will be an integration message on the right hand side of the screen. A new SR will need to be raised for any additional updates.

6. Update the **Resolution Code** to **Amend Accepted** or **Transaction Rejected**, **Save** and then select: **Send Update**.



When BaNCs returns a **Success** message, the correct **Resolution Code** must be selected and not set to **Transaction Rejected**.

7. Once the details are validated on the system, update and close the SR, completing the process. Go to **step 24**.

Other benefits

- Incapacity Benefit
- Maternity Allowance
- State Pension
- Bereavement Allowance (Bereavement Benefit, Widows Benefit, Widowed Parent's Allowance, Widowed Mothers Allowance)
- Retirement Allowance
- Severe Disablement Allowance
- Industrial Injuries benefit
- War Disablement Pension
- War Widows Pension
- Carer's Allowance
- Universal Credit (UC)

8. When you are informed that a paying parent has stopped receiving one of the above benefits via Customer Information System (CIS), a CoFC SR automatically generates. If you are told the paying parent has stopped receiving benefit from another source, you must create an SR.

9. From the drop down lists select:

- **Process = CofC**
- **Area = Change Employment Income**
- **Sub Area = Change Benefit details**



When a paying parent has a DFB in place for a contributory benefit, do not send a termination notice to JCP. When liability changes from a non standard amount to flat rate, this change is automatically processed by JCP systems.

10. Go to **Benefit Summary** view and under **NRP Benefit Details** untick the **DFB Flag**.

Accept change

11. Accept the change by updating the **Resolution Code** to **CofC Accepted**.
12. An approval task will generate in certain scenarios. Check the **Tasks** tab within the SR. If there is a task titled '**Send the End Transaction to JCP Approval**' refer to the **Procedural Exceptions** tab.
13. The SR automatically closes.

A Perform Calculation SR is automatically generated for the new maintenance calculation to be completed, based on historic incomes details held on the 2012 system. For more information refer to [Calculation - Post Initial](#).

14. Complete the following paying parent information in an electronic copy of CMSF2015:
 - Personal Details
 - Benefit office ID
 - Deduction amount
 - Paying parent's benefit partner (if applicable)
15. Email CMSF2015 to the correct benefit centre. You can find the relevant benefit centre and email address 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 correct email contact address 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 email address listed under the heading Internal Processing team - Changes.
16. Send an email with the completed CMSF2015 attached to the correct benefit centre, located in **step 14**. Put the following text in the Subject field: **OFFICIAL - CMG Deduction Request for CM2012**.
17. If no response received from the Benefit office within expected timescales, repeat **step 16** clearly marking in the email subject box that it's a second request and then if there's still no reply, to raise it with the SLA team. The SLA team can be contacted via email on sla.team@dwp.gsi.gov.uk
18. To cancel a DFB from the Defence Business Service (DBS), complete the CMSF2015 and send it to:

DBS

Veterans UK

Payments Team

R6311

Norcross

Blackpool

FY5 3WP

Universal Credit

19. To stop deductions from UC please refer to [Universal Credit](#) for guidance.

State Pension

20. To cancel a DFB from a State Pension, complete the **CMSF2015** and send it to:
 - Burnley Pension Centre: BURNLEYEMPOWER.THIRDPARTYDEDUCTIONSINBOX@DWP.GSI.GOV.UK
 - Cwmbran Pension Centre: CWMBRANPENSIONCENTRE@DWP.GSI.GOV.UK
 - Dundee Pension Centre: 3SBHVC@DWP.GSI.GOV.UK
 - Motherwell Pension Centre: MotherwellpensionCentre.counciltax@DWP.GSI.GOV.uk
 - Newcastle Pension Centre: TYNEVIEWPARKJBLOCKPHASE2.NEWCASTLEPENSIONCENTREHOUSINGTEAM@DWP.GSI.GOV.UK
 - Seaham Pension Centre: SEAHAM.TPP@DWP.GSI.GOV.UK
 - Swansea Pension Centre: SWANSEA.THIRDPARTYPAYMENTS@DWP.GSI.GOV.UK
 - Warrington Pension Centre: WARRINGTON.GREENREPORTEDCHANGES@DWP.GSI.GOV.UK

JCP contributory benefit, Pension Credit, non standard deductions from JCP benefits

21. A Perform Calculation SR is automatically generated when the standard flat rate changes for any of the above benefits. This can occur when a paying parent is in receipt of a prescribed benefit, there is more than one receiving parent in the case group and one case involves shared care in the maintenance calculation or when a variation has been applied to the maintenance calculation. This can also occur where there is a calculation only case in a case group. The SR is to complete a change of deduction amount.
22. From the dropdown menu select the following:
 - **Process = Perform Calculation**
 - **Area = Case Maintenance**
 - **Sub Area = Change Client Data**

23. Select the SR and change the **Status** and **Sub Status** to **In Progress**. This generates an activity plan for you to follow. An activity plan is a list of activities to be processed for the change to take place.

System enters new amount of deduction

24. The system automatically enters the new deduction amount in the benefit deduction applet.

Request deductions

25. Go to the **Benefit Summary** view and under **NRP Benefit Details** deselect the DFB Flag.

26. The system automatically completes the request to JCP.



Where there is a two paying parent benefit household make sure the SR to change the amount of deduction for the paying parent's partner is completed. A two paying parent benefit household is where both the paying parent and their partner are paying parents in different cases and both are in receipt of benefit. Contact the caseworker who has ownership of the other case. This must be done to ensure the correct amount of deduction is requested. If the amount for deduction exceeds the limited amount it is automatically rejected. A two paying parent benefit household is easy to identify as the benefit household flag is set to **Y** in the paying parent's benefit record.



For Pension Credit deductions the DFB is automatically rejected if both new amounts are not received on the same day. It is essential to get in touch with the caseworker who owns the paying parent's partner's case and ensure that the change to their calculation and change to the amount for their DFB is completed. A two paying parent benefit household is easy to identify as the benefit household flag is set to **Y** in the paying parent's benefit record.

27. Update the **Status** of the CoFC SR to **Closed** and the **Sub Status** to **Complete**.



When the status of the SR is updated to **Closed** and the **Sub Status** to **Complete**, an error message may be displayed advising that all tasks have not been completed. For more information refer to the **Tasks** tab within the SR to identify uncompleted task and action. For advice on how to complete the task, refer to the **Procedural Exceptions** tab.

28. The system sends the transaction details with a daily file to JCP systems so deductions can be updated. Assume that the change of deduction will go ahead unless a rejection SR in relation to the change is received. For more information refer to [DFB - Failure](#).

Jobcentre Plus is known as the Social Security Agency in Northern Ireland

Whether to send an 'End' request to JCP

A task will generate, allowing a choice to be made on whether to **Approve** sending the 'End' to JCP or to **Reject** sending a notification. This will avoid unnecessary rejections where deductions have already been ended on JCP's system and will also allow a DFB to be started again on the same day it is cancelled.

The task will generate when:

- The benefit is income based with a non-standard deduction and the source of the change is not CIS
- The benefit is contributions based with a non-standard deduction where the source of the change is not CIS and the DFB is required to be ended and then started on the same day
- The benefit is a contributions based benefit with a non-standard deduction where the source of the change is not CIS
- The benefit is a contributions based benefit with a standard deduction (e.g. full flat rate) where the source of the change is not CIS

Consider whether there are any deductions being received already. Checking CIS/Opstrat may be required to determine this (e.g. where there are no deductions being received by CMG, you would choose to **Reject** the task), also if the DFB needs to be amended and re-started on the same day, you would **Reject** the task (to enable the new DFB to be set up immediately on the same day).

If deductions are being received and the DFB needs to be ended, choose to **Approve** the task to send the 'End' transaction to JCP. If a new DFB needs to be set up, wait until the next day, otherwise both requests will be sent to JCP on the same day resulting in a 'Deduction Transaction Sequence Invailld' rejection.

The task will not generate when the 'End' is sent to JCP automatically e.g. where the source of the change is CIS (as this is an automatically generated SR). If no task generates, continue with procedure from **step 13** on the **Details** page.

When the **Status** of the SR is updated to **Closed** and the **Sub Status** to **Complete**, an error message may appear advising that all tasks have not been completed. If this occurs, check **Tasks** tab to ensure all tasks have been completed.

CMSF2015

Request to stop benefit/allowance payments from paying parent directly to Child Maintenance Service. This letter must not to be used to make or change a Deduction from Earnings.

[Arrears Negotiation and Missed Payments](#)

[Calculation - Post Initial](#)

[Change MOPF - Summary](#)

[DEO - Self Selected - Set Up](#)

[DER - Self Selected - Set Up](#)

[DFB - Change Type](#)

[DFB - Failure](#)

[DFB - Set Up](#)

[MOPF - Set Up Initial](#)

[Standing Order - Set Up](#)

[Terminology Changes](#)