



## Deduction Decision (Non Automated) - Receive

This process explains the initial stage of a deduction decision received from the benefit providers and refers to further procedures once a decision has been received. The process at this stage is fully automated.

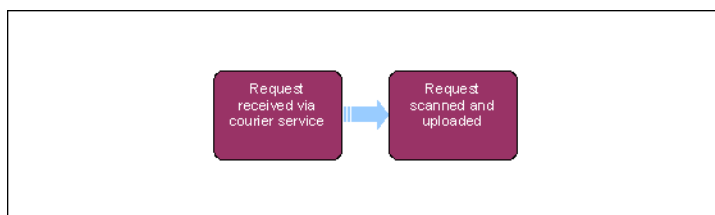
A deduction from benefit (DFB) is a method of payment from (MOPF) used for paying parents who are in receipt of benefit to collect child maintenance.

When a DFB has been set up and issued to a benefit provider, they will respond to these requests via the courier service for the following benefits:

- Incapacity Benefit
- Maternity Allowance
- State Pension
- Widows Benefit (bereavement benefit)
- Widowed Parent Allowance (bereavement benefit)
- Retirement Allowance
- Bereavement Allowance
- Severe Disability allowance
- Industrial Injuries
- Widows Mothers allowance (bereavement benefit)
- War Disablement Pension
- War widows Pension
- Carer's Allowance


The responses are scanned onto the system by a third party contractor for the caseworker to view.

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



 This procedure uses the terms receiving parent and paying parent.

The receiving parent is the parent who receives or who is expected to receive child maintenance, known as the parent with care (PWC) or person with care (PeWC) on the system and in legislation. The paying parent is the parent who pays or who is expected to pay child maintenance, known as the non resident parent (NRP) on the system and in legislation.

 This process is fully automated with no caseworker involvement. It is for information only to provide an understanding of the deduction from benefit process.

### Request received Via courier service

1. The barcode on the returned decision form is scanned and uploaded onto the system by a third party contractor.
2. This barcode identifies the paying parent and the original service request (SR) that issued the deduction form to the benefit provider.
3. The form is held against the paying parent and original SR. No further system or caseworker action is required.


4. In most cases, where the deduction request is rejected or terminated, no SR is created for caseworker activity. The information is recorded on the paying parent's case and will be 'picked up' if there is a missed payment trigger.



There are five scenarios where a SR will be generated as soon as the information is received from Jobcentre Plus (JCP). These are:

- Rejection reason - Benefit household flag not set
- Rejection reason - Partner does not match
- Rejection reason - Benefit customer does not have a partner
- Termination reason - Two paying parent benefit household commenced
- Termination reason - No longer a two paying parent benefit household

This is because this information may lead to a change in the paying parent's maintenance calculation; therefore the case needs to be reviewed immediately.

For more information on deduction from benefits refer to the Policy, Law and Decision Making Guidance 

For more information refer to [DFB - Failure](#).

[DFB - Set Up](#)

[DFB - Failure](#)

[JCP Deduction Decision - Receive](#)