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Employer - Handle Missed Payment SR

When a payment is received by Deductions from Earnings Order (DEO) that is less than expected the system will generate a Missed Payment Service Request for the Employer Payments Team (EPT) to investigate.

The EPT team member will investigate the reason for no payment or short payment and if relevant, obtain required payment from the employer.

EPT may also need to establish if a change of circumstances is required for the paying parent that has caused the payment to be lower E.g. have wages changed.

For more information refer to the Policy, Law and Decision Making Guidance
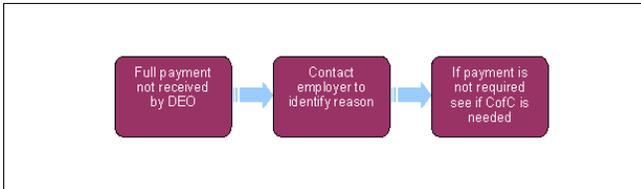
When speaking to clients always use the new terminology. For more information refer to Terminology Changes.

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.

Missed Payment SR Received

If an expected DEO/DER payment has not been:

- received from an employer: and/or
- processed through CMS2012 by the required date

You will receive the following SR:

- **Process = Employer**
- **Area = Payment Exception**
- **Sub Area = Missed Payments**

The required date is the 19th of the relevant month, plus 5 days tolerance (in effect the 24th of the month, or first working day after the 24th of the month).

Employer Payments Team have a 5 working day SLA period from the 24th to action missed payments before Customer Service Team (CST) requests are to be made.

The purpose of the SR is to alert the Employer Payments Team (EPT) to the fact that an expected payment has not been received from an employer, there is a shortfall in the payment, or a payment has been received but has not yet been allocated through the system.

1. To investigate the current situation within the Employer account, open the SR and set the status to **In Progress**.

2. Access the **Employer/Agent** record.

3. Access the Notes within the Employer Record to determine if any information may be of use when investigating the Missed Payment.

4. Select the **Account Statement** Tab to determine if a payment:

- has been received but not yet processed through the system, or;
- has been received and processed through the system, or;
- Not been received, or;
- has a shortfall

Account Statement

Within the Account Statement, determine which of the following is applicable:

Money Received

5. If money is present within the account that has not been allocated, select the **Service Request** Tab to see if a **Create SR** has generated.

   i The Service Request is likely to have been generated around the date that the payment was received. When money is received by a cheque, the missed payment SR is paused for 7 days to ensure that the cheque has cleared.

6. If a Create SR has generated, add a note to advise what actions have been taken and then **close** the Missed Payments SR as **Closed/Completed**.

7. If a Create SR has not been generated and there is money on the Employer Account, **open** a **Create SR** and determine:

   - If payments received match the schedule or target schedule, follow the **Create Actual Schedule** within procedure: DEO - Actual Schedule.

   - If payments received do not match the schedule or target schedule, check the **Notes** to confirm if a valid reason has been provided E.g. Sole PP has now left the company. When a valid note has been provided, follow the **Create Actual** Schedule within procedure: DEO - Actual Schedule.

   - If no note has been provided or the account refers to multiple employees, contact the employer by following the **Call Overview** procedure: Call - Overview.

   Update and **close** the Missed Payment SR.

Money Not Received

8. When no payment has been received, access the **Employer Notes** and **Activities** to confirm if a valid reason has been supplied E.g. Sole PP has now left the company.

   If no valid reason has been supplied, continue to **DEO Missed Pay NRP List**.

Payment Shortfall

9. When there is a payment shortfall, access the Employer Notes and Activities to confirm if a valid reason has been supplied from a current or previous payment period E.g. Employee on the sick.

   If no valid reason has been supplied, continue to **DEO Missed Pay NRP List**.

DEO Missed Pay NRP List

When there are no unallocated payments in the **Account Statement**; review the information held within the **DEO Missed Pay NRP List**.

10. **Open** the **Missed Payment SR**.

11. Access the **DEO Missed Pay NRP List** tab.

    i The **DEO Missed Pay NRP List** provides a list of the PPs for whom there is a Missed Payment and will help to narrow down the information you might need to obtain from the employer.

    The following scenarios may apply:

    - If the list of PPs on the **DEO Missed Pay NRP List** matches the list shown on the Employer Schedule view (i.e. there are the same names on both lists) or the returned schedule, this indicates that the employer may not have made any payment for anyone included in the schedule. Continue to **step 12**.

    - If the DEO Missed Pay NRP list shows fewer names than listed in the Employer Schedule view or the returned schedule, this shows the employer has made some payments for some PPs and either:
      - No payment, or;
      - Short Payment, or;
      - full payment made but significant arrears on the PP case
      for each of the PPs listed on the DEO Missed Pay NRP List tab. When there is no payment or a short payment, continue to **step 12**.
    - Where it is identified that the PP is on the **DEO Missed Pay NRP List** as there are arrears on the case, add the following note to the Employer Record if it has not already been added: "A Missed Payment SR will generate for the following (insert PP(s) name and/or SCIN) as there are arrears on the case". If this scenario applies for all PPs on the list, **close** and **complete** the Missed Payments SR. If the payment SR relates to a Missed Payment or a payment shortfall for other PPs on the list, continue to **step 12**.

12. Make a list of the employees that you wish to discuss with the employer E.g. which PP, whether short or nil payment.

13. Determine if you need to obtain any further information from the employer to support the Nil or short payment for the PPs listed on the **DEO Missed Pay NRP List**.

Employer Contact

When contact with the employer is established, determine if the employer has already made a payment since the Missed Payment SR was generated.

- If the employer has not made a payment, determine if the employer agrees to make the payment over the phone. If the employer agrees to make a one-off payment over the phone, follow the Credit/Debit Card - One Off Payment procedures. When the payment has been received, **update** and **close** the Missing Payments SR.

- Ask if a one off payment could be paid at a future date, if so, confirm with them a date that the payment can be taken and set a reminder to check that the payment has been made on the due date. Follow the DEO - Actual Schedule procedure and update the **Reason** as **Full Deduction Not Sent.** When the employer has advised that the payment will be late, follow the Receiving Parent Contact Call Regarding DEO Payment procedures.

- If the employer advises that the employee has left employment, follow the **Create Actual Schedule** within procedure: DEO - Actual Schedule and **update** and **close** the Missed Payments SR.

- If the employer refuses to make the payment, follow the Employer - Refer To Enforcement procedures and the Receiving Parent Contact Call Regarding DEO Payment procedures.

- If the employer advises that they have sent the required payment, continue to **Obtain Payment Information**.

- If the employer advises that they have not received the DEO, **update** and **close** the Missed Payments SR. Continue to **Manage Inbound Call SR**.

If the payment is not received at the due date, consider if enforcement action is necessary. For more information refer to Employer - Refer To Enforcement.

Ensure all actions are updated within both SR's, complete the **Notes** field in each SR with the actions that have been taken. Once this is done close the SR's by setting each Status to **Closed** and Sub Status to **Complete**.

Manage Inbound Call SR

This process is to be followed when Employer Payments team require action to be taken by the case owning caseworker. This is to be followed for each Paying Parent affected.

14. Locate the relevant employer and within the **NRP** tab, take a note of relevant **PP NINO** and **Name**.

15. Select the **Contacts** tab located on the tool bar at the top of the screen.

16. Select the **Query** button and input the NINO within the **search** field and select the **Go** button. This will locate the client record.

17. Select the **name**.

18. Select the **Service Request** Tab located on the tool bar in the centre of the screen.

19. Select the **New** button.

20. Populate the following fields:

    - **Process** - Manage Inbound Call;

    - **Area** - General Enquiries;

    - **Sub Area** - General Enquiries

21. Within the **Case** Field, select the **MVG** button.

22. Highlight the relevant **Case Number**, select the **add** button and then the **Ok** button.

23. Drill down on the **SR number**.

24. Within the SR, access the **notes** tab. Select the **New** button and within the **"Note Type"** field and select the **telephony** option.

25. Add a note to advise what actions are required and the reason why - E.g. Employer has not received CMSL2040 letter for (Insert name of Employee). Please re-issue another CMSL2040.

26. Set the status to **Pending Assignment** and select **Control & S** to save.

The SR will be sent to the case owning caseworker.

Obtain Payment Information

Having contacted the employer and determined that the payment has already been made, the following information is required in order to determine the correct process to follow:

- Payment Method (BAC's Payment, Cheque, Standing Order or DACT)

- Amount

- Where sent to:
    - Cheque Payment - Address the cheque was sent to

    - Standing Order/BAC's Payment - Account Number and Sort Code

- Employers bank details

- Date the payment was sent

- Cheque Number

- Payee

- CMG Reference Number

- Single/Bulk Payment

- Has the cheque been en-cashed

Having obtained the relevant information, advise the employer that further investigation is required and take one of the following actions:

- When the employer has confirmed that a Bulk Payment has been sent, continue to **Bulk Payments**.

- When the employer has confirmed that a Single Payment has been sent, continue to **Single Payment**.

- When the employer has confirmed that a Cheque Payment has been sent, continue to **Cheque Payments**.

- When the employer has confirmed that the payment relates to a Standing Order, continue to **Standing Order**.

- When the employer has paid to the Northern Ireland account, continue to **Northern Ireland CFAT**.

When it has been identified that the payment has been sent to DWP Debt Management, follow the DWP Direct Earning Attachment procedure.

Bulk Payments

1. Access the **RPCFAT** folder.

2. Within the folder access the **CFAT** followed by the **ARAT** folder. Access the most recent **Bulk Team** folder.

3. Access the **DEOWMS SYS** folder. Having opened this folder, minimise.

Data Source

4. Open the **Data Source** folder.

5. Open the relevant spread sheet.

This spread sheet shows single payments processed and payments received that have not been actioned.

Based on the information that has been provided; determine if the payment has been received. When the payment has been located, continue to **step 6**. When the payment has not been located, continue to **Archive**.

6. Having located the payment, copy the **Receipt ID** and **Unassigned Actions** details of the payment in question.

7. Email the details to the Singles Team via BPAS.SINGLESTEAM@DWP.GSI.GOV.UK and mark as Urgent.

8. Within the case on CMS2012, add a note and include the following:

- Bulks Payment Amount

- Receipt ID

- Actions Taken

9. Access the relevant SR and change the **Status** to **Wait**.

Continue to monitor the PP account for the payment.

Allow 3 working days for the Singles Payment team to allocate the payment. When no payment has been received within the timescale, contact the Singles Payment team to query.

10. When the payment has been allocated, update the **notes** to include the following:

- Amount received

- Dates the payment is for

11. **Close** and **complete** the Missing Payments SR.

Archive

12. Maximise the **DEOWMS SYS** folder.

13. Within the folder access the **Archive** folder.

14. Access the relevant **year** and then the relevant **month** spread sheet.

    Based on the information provided, determine if the payment has been received.

    i If the payment has been located, this implies that the payment has already been actioned.

    If the payment has been located, continue to **step 15**. If no payment has been located, continue to **Reports**.

15. Having located the payment, check the **Unassigned Action** column to determine the next steps to take. Take one of the following actions:

    - Manual Request, continue to **Manual Request**

    - CS2 Receipt, continue to **CS2 Receipt**

    - CSCS and/or the name and NINO do not match on CS2 or CSCS, continue to **CFAT Deletion**

    - Clerical Receipt, continue to **Clerical Receipt**

    - Payment not included in the Bulk Payment Breakdown, continue to **Payment Breakdown**

Manual Request

i The Manual Request indicates that the payment is in the process of being assigned to CMS2012.

16. Within the case on CMS2012, add a note and include the following:

    - Payment Amount

    - DEO request date

    - Any other relevant information

17. Access the relevant SR and change the **status** to **wait**.

    Continue to monitor the PP account for the payment.

    ⚠ Allow 3 working days for the Bulks Payment team to allocate the payment. When no payment has been received within the timescale, contact the Bulks Payment team to query.

    When the payment has been allocated, update the notes to include the following:

    - Amount received

    - Dates the payment is for

18. **Close** and **complete** the Missing Payment SR.

CS2 Receipt

i The CS2 Receipt indicates that payment has been made to the CS2 system.

19. Access the **CS2 Client** system.

20. Input the **NINO** and select the **Retrieve** button.

21. Select the relevant case and select the **Case Summary** button.

22. Access the **NRP Person Summary** tab located on the tool bar at the top of the screen.

23. Select the **View Online Client Accounts** from the drop down menu and **select** the **Finish** button.

24. Select the **Financial Transactions** tab to check the payments that have been received.

    When the payment has been located continue to **step 25**. When the payment has not been located, continue to **Reports**.

25. Locate the relevant payment and select the **Enquire Further** button. Select the **Enquire Further** button two more times and this will bring up the list of payments.

    ⚠ All the **Payable** options must be checked.

26. Select the **Enquire Further** button to check each **Payable** option.

    If the relevant payment is marked as **En-cashed**, the money has already been issued, continue to **step 27**. If not **En-cashed**, continue to **step 31**.

27. Add a **note** to the **CMS2012 Employer Account** to advise that the payment has been **En-cashed**.

28. Contact the caseworker who has been dealing with the case via email to advise that there will be no payment for the period in question.

29. Contact the employer to ensure that they make all future payments to the correct account, providing the correct **Employer Reference Number (ERN)**.

30. **Close** and **complete** the Missing Payments SR.

31. When the payment has not been **En-cashed**, navigate to the main screen to check the **Case Status** for the **Transition Date**.

    When the Transition Date is prior to the Payment Received Date, follow the process from **step 32** to **step 35**. When the Transition Date is after the Payment Received Date or there is no Transition Date, continue to **step 36**.

32. Contact Hastings Transition Team via the following email: HASTINGS.TRANSITIONTEAM@DWP.GSI.GOV.UK and include the following:

    - Case Number/NINO

    - Receipt amount and date

    - Ask to move to CMS2012 case

33. Within the case on CMS2012, add a note and include the following:

    - Actions Taken

    - Receipt amount and Date

34. Access the relevant SR and change the **status** to **wait**.

    Continue to monitor the PP account for payment.

    ⚠️ Allow 3 working days for Hastings Transition Team to allocate the payment. When no payment has been received within the timescales, contact Hastings Transition Team to query.

    When the payment has been allocated, update the notes to include the following:

    - Amount received

    - Date the payments for

35. **Close** and **complete** the Missing Payment SR.

36. Select the **Work Summary** button and locate the **Outstanding Tasks**.

    ⚠️ When there are no tasks, send an email to the Customer Service Team via 2012SCHEME.EMPLOYERSERVICE@DWP.GSI.GOV.UK, requesting that they complete a **CSF670** Manual Payment Referral and continue to **step 38**. When there are outstanding tasks, continue to **step 37**.

37. Contact the caseworker who has been dealing with the case via email and ask them to complete **Task 806** and include the following information:

    - Case Number/NINO

    - Receipt amount and date

    - Ask to move to CMS2012 case

38. Within the case of CMS2012, add a note to advise what actions have been taken.

39. Access the relevant SR and change the **status** to **wait**.

40. Continue to monitor the PP account for the payment.

    ⚠️ Allow 3 working days for the caseworker to complete **task 806**. When no payment has been received within the timescales, contact the caseworker to query.

    ⚠️ When the caseworker is unable to action the Task 806, send an email to the Customer Service Team requesting that they complete a **CSF670** Manual Payment Referral and continue to monitor the PP account for payment.

    When the payment has been allocated, update the notes to include the following:

    - Amount received

    - Date the payments for

41. **Close** and **complete** the Missing Payments SR.

    ### Clerical Receipt

42. Contact the Clerical Team via BPASVERTEX.CLERICALQUERIES@DWP.GSI.GOV.UK and include the following:

    - NINO

    - Amount

    - Name

43. Within the case on CMS2012, add a note to advise what actions have been taken.

44. Access the relevant SR and change the **status** to **wait**.

Continue to monitor the PP account for the payment.

⚠️ Allow 3 working days for the Clerical Team to allocate the payment. When no payment has been received within the timescales, contact the Clerical Team to query.

When the payment has been allocated, update the notes to include the following:

- Amount received
- Date the payments for

45. **Close** and **complete** the Missing Payments SR.

CFAT Deletion

46. Complete the **CFAT Deletion Request** Form which is located within the **Employer Support** Folder under **Forms**.

47. Having completed the form, this is to be printed off and signed by a Line Manager within the Employer Payments Team.

48. Once signed, put this into the relevant tray for the Deletions Team to action.

49. Within the case on CMS2012, add a note to advise what actions have been taken.

50. Access the relevant SR and changes the **status** to **wait**.

Continue to monitor the the PP account for the payment.

⚠️ Allow 3 working days for the Deletions Team to complete the relevant actions. When no payment has been received within the timescales, contact the Deletions Team to query.

When the payment has been allocated, update the notes to include the following:

- Amount received
- Date the payments for

51. **Close** and **complete** the Missing Payments SR.

Payment Breakdown

52. Confirm what breakdowns have been provided. If unable to locate the relevant payment, contact the employer to investigate.

Reports

53. Access the **Reports** folder.

54. Within the folder access **Receipt Data**.

55. Open the **Current Receipt Data** spread sheet.

ℹ️ This spread sheet shows what is currently being worked on.

56. Determine what actions are taking place within **Unassigned Actions**:

- When it is determined that the payment is going to the correct client/system, continue to **Correct Action Taken**.
- When it is determined that the payment is going to the in-correct client/system, continue to **Incorrect Action Ongoing**.
- When it is determined that the payment has gone to the in-correct client/system, continue to **Incorrect Actions Complete**.

Correct Action Taken

57. Within the case on CMS2012, add a note to include what actions have been taken.

58. Access the relevant SR and change the **Status** to **wait**.

Continue to monitor the PP account for the payment.

⚠️ Allow 3 working days for the Bulks Payment Team to allocate the payment. When no payment has been received within the timescales, contact the Bulks Payment Team to query.

When the payment has been allocated, update the notes to include the following:

- Amount received
- Date the payments for

59. **Close** and **complete** the Missing Payment SR.

Incorrect Action Ongoing

60. Contact the Bulks Team via the following email BPAS.BULKSTEAM@DWP.GSI.GOV.UK to advise that the incorrect actions are in process and to advise of the correct actions to take.

61. Within the case on CMS2012, add a note to include what actions have been taken.

62. Access the relevant SR and change the **status** to **wait**.

    Continue to monitor the PP account for the payment.

    ⚠️ Allow 3 working days for the Bulks Payment team to allocate the payment. When no payment has been received within the timescale, contact the Bulks Payment team to query.

    When the payment has been allocated, update the notes to include the following:

    - Amount received
    - Dates the payment is for

63. **Close** and **complete** the Missing Payments SR.

Incorrect Actions Completed

64. Complete the **CFAT Deletion Request Form** which is located within the **Employer Support Folder** under **Forms**.

65. Having completed the form, this is to be printed off and signed by a Line Manager within the Employer Payments Team.

66. Once signed, put this into the relevant tray for the Deletions Team to action.

67. Within the case on CMS2012, add a note to advise what actions have been taken.

68. Access the relevant SR and changes the **status** to **wait**.

    Continue to monitor the PP account for the payment.

    ⚠️ Allow 3 working days for the Deletions Team to complete the relevant actions. When no payment has been received within the timescales, contact the Deletions Team to query.

    When the payment has been allocated, update the notes to include the following:

    - Amount
    - Date the payments for

69. **Close** and **complete** the Missing Payments SR.

Singles Payment

1. Access the **RPCFAT** Folder.

2. Within the folder access the **CFAT** folder followed by the **Unassign** Folder.

3. Within the folder, access the **Unassigned Receipts Management** folder.

4. Access the **Transaction Database** folder and select the relevant folder.

   Based on the information provided, determine if the payment has already been actioned.

   ℹ️ If the payment has been located, this implies that the payment has already been actioned.

   If the payment has not been located, continue to **Data Source**.

5. Having located the payment, check the **Unassigned Action column** to determine the next steps to take. Take one of the following actions:

   - Manual Request - Continue to **Manual Request**
   - CS2 Receipt - Continue to **CS2 Receipt**
   - CSCS and/or the name and NINO do not match on CSCS and CS2 - Continue to **CFAT Deletion**
   - Clerical Receipt - Continue to **Clerical Receipt**

Manual Request

ℹ️ The Manual Request indicates that the payment is in the process of being assigned to CMS2012.

6. Within the case on CMS2012, add a note and include the following:

   - Payment Amount
   - DEO request date
   - Any other relevant information

7. Access the relevant SR and change the **status** to **wait**.

   Continue to monitor the PP account for the payment.

   ⚠️ Allow 3 working days for the Singles Payment team to allocate the payment. When no payment has been received within the timescale, contact the Singles Payment team to query.

   When the payment has been allocated, update the notes and include the following:

   - Payment Amount
   - DEO request date

8. **Close** and **complete** the Missing Payment SR.

   ### CS2 Receipt

   ℹ️ The CS2 Receipt indicates that payment has been made to the CS2 system.

9. Access the **CS2 Client** System.

10. Input the **NINO** and select the **Retrieve** Button.

11. Select the relevant case and select the **Case Summary** button.

12. Access the **NRP Person Summary** tab located on the tool bar at the top of the screen.

13. Select the **View Online Client Accounts** from the drop down menu and select the **Finish** button.

14. Select the **Financial Transactions** tab to check the payments that have been received.

    When the payment has been located, continue to **step 15**. When the payment has not been located, continue to **Reports**.

15. Locate the relevant payment and select the **Enquire Further** button. Select the **Enquire Further** button two more times and this will bring up a list of payments.

    ⚠️ All the **Payable** options must be checked.

16. Select the **Enquire Further** Button to check each **Payable** option.

    If the relevant payment is marked as **En-cashed**, the money has already been issued, follow from **step 17** to **step 20**. If not **En-cashed**, continue to **step 21**.

17. Add a note to the CMS2012 Employer Account to advise that the payment has been **En-cashed**.

18. Contact the caseworker who has been dealing with the case via email to advise that there will be no payment for the period in question.

19. Contact the employer to ensure that they make all future payments to the correct account, providing the correct **Employer Reference Number (ERN)**.

20. **Close** and **complete** the Missing Payments SR.

21. When the payment has not been En-cashed, navigate to the main screen to check the **Case Status** for the **Transition date**.

    When the Transition Date is prior to the Payment Received date, follow the process from **step 22** to **step 25**. When the Transition Date is after the Payment Date Received or there is no Transition Date, continue to **step 26**.

22. Contact the Hastings Transition Team via the following email: HASTINGS.TRANSITIONTEAM@DWP.GSI.GOV.UK and include the following:

    - Case Number/NINO
    - Receipt amount and Date
    - Ask to move to CMS2012 Case

23. Within the case on CMS2012, add a note advise what actions have been taken.

24. Access the relevant SR and change the **status** to **wait**.

    Continue to monitor the PP account for the payment.

    ⚠️ Allow 3 working days for the Hastings Transition team to allocate the payment. When no payment has been received within the timescale, contact the Hastings Transition team to query.

    When the payment has been allocated, update the notes and include the following:

    - Amount Received
    - Dates the payment for

25. **Close** and **complete** the Missing Payment SR.

26. Select the **Work Summary** button and locate the **Outstanding Tasks**.

⚠️ When there are no tasks, send an email to the Customer Service Team via 2012SCHEME.EMPLOYERSERVICE@DWP.GSI.GOV.UK, requesting that they complete a **CSF670** Manual Payment Referral and continue to **step 28**. When there are outstanding tasks, continue to **step 27**.

27. Contact the caseworker who has been dealing with the case via email and ask them to complete **Task 806** and include the following information.

   - Case Number/NINO
   - Receipt amount and Date
   - Ask to move to CMS2012 Case

28. Within the case on CMS2012, add a note to advise what actions have been taken.

29. Access the relevant SR and change the **status** to **wait**.

Continue to monitor the PP account for the payment.

⚠️ Allow 3 working days for the caseworker to complete **Task 806**. When no payment has been received within the timescales, contact the caseworker to query.

⚠️ When the caseworker is unable to action **Task 806**, send an email to the Customer Service Team requesting that they complete a **CSF670** Manual Payment Referral. Continue to monitor the PP account for payment.

When the payment has been allocated, update the notes to include the following:

   - Amount Received
   - Dates the payment for

30. **Close** and **complete** the Missing Payments SR.

Clerical Receipt

31. Contact the Clerical Team via BPASVERTEX.CLERICALQUERIES@DWP.GSI.GOV.UK and include the following:

   - NINO
   - Amount
   - Name

32. Within the case on CMS2012, add a note to advise what actions have been taken.

33. Access the relevant SR and change the **status** to **wait**.

Continue to monitor the PP Account for payment.

⚠️ Allow 3 working days for the Clerical Team to allocate the payment. When no payment has been received within the timescale, contact the Clerical Team to query.

When the payment has been allocated, update the notes to include the following:

   - Amount received
   - Dates the payment for

34. **Close** and **complete** the Missing Payment SR.

CFAT Deletion

35. Complete the **CFAT Deletion Request** Form which is located within the **Employer Support Folder** under Forms.

36. Having completed the form, this is to be printed off and signed by a Line Manager within the Employer Payments Team.

37. Once signed, put this into the relevant tray for the Deletions Team to action.

38. Contact the Singles Team via the following email BPAS.SINGLESTEAM@DWP.GSI.GOV.UK and include the following:

   - Incorrect NINO
   - Correct NINO
   - 501 Reference Number

requesting that the Transaction Database is changed where necessary for future payments.

39. Within the case on CMS2012, add a note to advise what actions have been taken.

40. Access the relevant SR and changes the **status** to **wait**.

Continue to monitor the PP account for the payment.

⚠️ Allow 3 working days for the Deletions Team to complete the relevant actions. When no payment has been received within the timescales, contact the Deletions Team to query.

When the payment has been allocated, update the notes to include the following:

- Amount Received

- Date the payments for

41. **Close** and **complete** the Missing Payments SR.

Data Source

42. Access the **RPCFAT** folder.

43. Within the folder access the **CFAT** folder followed by the **Unassign** folder and then the **Unassigned Receipts Management** folder.

44. Open the **Data Source** folder.

45. Open the relevant spread sheet.

ℹ️ This spread sheet shows all payments that have not been actioned but have been received somewhere on the system.

Based on the information that has been provided; determine if the payment has been received. When the payment has been located, continue to **step 46**. When the payment has not been located, continue to **Archive**.

46. Having located the payment, copy the **Receipt ID** and **Unassigned Actions** details of the payment in question.

47. Email the details to the Singles Team via BPAS.SINGLESTEAM2@DWP.GSI.GOV.UK.

48. Within the case on CMS2012, add a note and include the following:

- Receipt ID

- Actions Taken

- Payment Amount

49. Access the relevant SR and change the **status** to **wait**.

Continue to monitor the PP account for the payment.

⚠️ Allow 3 working days for the Singles Payment team to allocate the payment. When no payment has been received within the timescale, contact the Singles Payment team to query.

When the payment has been allocated, update the notes to include the following:

- Amount received

- Dates the payment is for

50. **Close** and **complete** the Missing Payment SR.

Archive

51. Maximise the **Unassigned Receipts Management** folder.

52. Within this folder access the **Archive** Folder.

53. Select the relevant year and then the relevant month folder.

54. Select the folder for the relevant receipt: Manual, CS2, Clerical and CSCS.

Based on the information provided, determine if the payment has been received.

ℹ️ If the payment has been located, this implies that the payment has already been actioned.

If the payment has not been located, contact the employer to investigate.

55. Having located the payment, take one of the following actions:

- Manual Request - Continue to **Manual Request**

- CS2 Receipt - Continue to **CS2 Receipt**

- CSCS and/or the name and NINO do not match on CSCS and CS2 - Continue to **CFAT Deletion**

- Clerical Receipt - Continue to **Clerical Receipt**

Manual Request

The Manual Request indicates that the payment is in the process of being assigned to CMS2012.

56. Within the case on CMS2012, add a note and include the following:

- Payment Amount

- DEO request date

- Any other relevant information

57. Access the relevant SR and change the **status** to **wait**.

    Continue to monitor the PP account for the payment.

    ⚠️ Allow 3 working days for the Singles Payment team to allocate the payment. When no payment has been received within the timescale, contact the Singles Payment team to query.

    When the payment has been allocated, update the notes to include the following:

    - Amount received

    - Dates the payment is for

58. **Close** and **complete** the Missing Payment SR.

    ### CS2 Receipt

    ℹ️ The CS2 Receipt indicates that the payment has been made to the CS2 system.

59. Access the **CS2 Client** system.

60. Input the **NINO** and select the **Retrieve** button.

61. Select the relevant case and select the **Case Summary** button.

62. Access the **NRP Person Summary** tab located on the tool bar at the top of the screen.

63. Select the **View Online Client Accounts** from the drop down menu and **select** the **Finish** button.

64. Select the **Financial Transactions** tab to check the payments that have been received.

    When the payment has been located, continue to **step 65**. When the payment has not been located, contact the employer to investigate.

65. Locate the relevant payment and select the **Enquire Further** button. Select the **Enquire Further** button two more times and this will bring up the list of payments.

    ⚠️ All the **Payable** options must be checked.

66. Select the **Enquire Further** button to check each **Payable** option.

    If the relevant payment is marked as **En-cashed**, the money has already been issued, complete from **step 67** to **step 70**. When the payment has not been En-cashed, continue to **step 71**.

67. Add a note to the **CMS2012 Employer Account** to advise that the payment has been En-cashed.

68. Contact the caseworker who has been dealing with the case via email to advise that there will be no payment for the period in question.

69. Contact the employer to ensure that they make all future payments to the correct account, providing the correct **Employer Reference Number (ERN).**

70. **Close** and **complete** the Missing Payments SR

71. When the payment has not been En-cashed, navigate to the main screen to check the **Case Status** for the **Transition Date**.

    When the Transition Date is prior to the Payment Received Date, follow the process from **step 71** to **step 74**. When the Transition Date is after the Payment Received Date or there is no Transition Date, continue to **step 75**.

72. Contact Hastings Transition Team via the following email: HASTING.TRANSITIONTEAM@DWP.GSI.GOV.UK and include the following:

    - Case Number/NINO

    - Receipt amount and date

    - Ask to move to CMS2012 case

73. Within the case on CMS2012, add a note and include the following:

    - Actions Taken

    - Receipt amount and Date

74. Access the relevant SR and change the **status** to **wait**.

    Continue to monitor the PP account for payment.

    ⚠️ Allow 3 working days for Hastings Transition Team to allocate the payment. When no payment has been received within the timescales, contact Hastings Transition Team to query.

    When the payment has been allocated, update the notes to include the following:

- Amount received

- Date the payments for

75. **Close** and **complete** the Missing Payment SR.

76. Select the **Work Summary** button and locate the **Outstanding Tasks**.

⚠️ When there are no tasks, send an email to the Customer Service Team via 2012SCHEME.EMPLOYERSERVICE@DWP.GSI.GOV.UK, requesting that they complete a **CSF670** Manual Payment Referral and continue to **step 78**. When there are outstanding tasks, continue to **step 77**.

77. Contact the caseworker who has been dealing with the case via email and ask them to complete **Task 806** and include the following information:

- Case Number/NINO

- Receipt amount and date

- Ask to move to CMS2012 case

78. Within the case of CMS2012, add a note to advise what actions have been taken.

79. Access the relevant SR and change the **status** to **wait**.

Continue to monitor the PP account for the payment.

⚠️ Allow 3 working days for the caseworker to complete **task 806.** When no payment has been received within the timescales, contact the caseworker to query.

⚠️ When the caseworker is unable to action the **Task 806**, send an email to the Customer Service Team requesting that they complete a **CSF670** Manual Payment Referral and continue to monitor the PP account for payment.

When the payment has been allocated, update the notes to include the following:

- Amount received

- Date the payments for

80. **Close** and **complete** the Missing Payment SR.

Clerical Receipt

81. Contact the Clerical Team via BPASVERTEX.CLERICALQUERIES@DWP.GSI.GOV.UK and include the following:

- NINO

- Amount

- Name

82. Within the case on CMS2012, add a note to advise what actions have been taken

83. Access the relevant SR and change the **status** to **wait**.

Continue to monitor the PP account for the payment.

⚠️ Allow 5 working days for the Clerical Team to allocate the payment. When no payment has been received within the timescales, contact the Clerical Team to query.

When the payment has been allocated, update the notes to include the following:

- Amount received

- Date the payments for

84. **Close** and **complete** the Missing Payments SR.

CFAT Deletion

85. Complete the **CFAT Deletion Request** Form which is located within the **Employer Support** Folder under **Forms**.

86. Having completed the form, this is to be printed off and signed by a Line Manager within the Employer Payments Team.

87. Once signed, put this into the relevant tray for the Deletions Team to action.

88. Within the case on CMS2012, add a note to advise what actions have been taken

89. Access the relevant SR and changes the **status** to **wait**.

Continue to monitor the PP account for the payment.

⚠️ Allow 3 working days for the Deletions Team to complete the relevant actions. When no payment has been received within the timescales, contact the Deletions Team to query.

When the payment has been allocated, update the notes to include the following:

- Amount received

- Date the payments for

90. **Close** and **Complete** the Missing Payments SR.

Cheque Payments

1. Access the **RPCFAT** folder.

2. Open the **R&P** folder and then the **R&P SYS** folder.

3. Open the **Dudley** folder.

4. Open the **Archive** folder and access the relevant year folder.

5. Within the folder, select the relevant month and access the spread sheet.

   Based on the information provided, search for the payment via the cheque number and amount provided and determine if the payment has been received.

   ℹ️ If the payment has been located, this implies that the payment has already been actioned.

   If the payment has not been located, continue to **Reports**.

6. Having located the payment, check the **Unassigned Action column** to determine the next steps to take. Take one of the following actions:

   - Manual Request - Continue to **Manual Request**

   - CS2 Receipt - Continue to **CS2 Receipt**

   - CSCS and/or the name and NINO do not match on CSCS and CS2 - Continue to **CFAT Deletion**

   - Clerical Receipt - Continue to **Clerical Receipt**

   - Payment not included in the Bulk Payment Breakdown - Continue to **Payment Breakdown**

Manual Request

ℹ️ The Manual Request indicates that the payment is in the process of being assigned to CMS2012.

7. Within the case on CMS2012, add a note and include the following:

   - Payment Amount

   - DEO request date

   - Any other relevant information

8. Access the relevant SR and change the **status** to **wait**.

   Continue to monitor the PP account for payment.

   ⚠️ Allow 3 working days for the Receipts and Payments team to allocate the payment. When no payment has been received within the timescale, contact the Receipts and Payments team to query.

   When the payment has been allocated, update the notes and include the following:

   - Payment Amount

   - DEO request date

9. **Close** and **complete** the Missing Payment SR.

CS2 Receipt

ℹ️ The CS2 Receipt indicates that payment has been made to the CS2 system.

10. Access the **CS2 Client** system.

11. Input the **NINO** and select the **Retrieve** Button.

12. Select the relevant case and select the **Case Summary** button.

13. Access the **NRP Person Summary** tab located on the tool bar at the top of the screen.

14. Select the **View Online Client Accounts** from the drop down menu and select the **Finish** button.

15. Select the **Financial Transactions** tab to check the payments that have been received.

    When the payment has been located, continue to **step 16**. When the payment has not been located, continue to **Reports**.

16. Locate the relevant payment and select the **Enquire Further** button. Select the **Enquire Further** button two more times and this will bring up a list of payments.

    ⚠️ All the **Payable** options must be checked.

17. Select the **Enquire Further** Button to check each **Payable** option.

    If the relevant payment is marked as **En-cashed**, the money has already been issued, follow from **step 18** to **step 21**. If not **En-cashed**, continue to **step 22**.

18. Add a note to the **CMS2012 Employer Account** to advise that the payment has been **En-cashed**.

19. Contact the caseworker who has been dealing with the case via email to advise that there will be no payment for the period in question.

20. Contact the employer to ensure that they make all future payments to the correct account, providing the correct **Employer Reference Number (ERN)**.

21. **Close** and **complete** the Missing Payments SR

22. When the payment has not been **En-cashed**, navigate to the main screen to check the **Case Status** for the **Transition date**.

    When the Transition Date is prior to the Payment Received date, follow the process from **step 23** to **step 26**. When the Transition Date is after the Payment Date Received or there is no Transition Date, continue to **step 27**.

23. Contact Hastings Transition Team via the following email: HASTINGS.TRANSITIONTEAM@DWP.GSI.GOV.UK and include the following:

    - Case Number/NINO

    - Receipt amount and Date

    - Ask to move to CMS2012 Case

24. Within the case on CMS2012, add a note to advise what actions have been taken.

25. Access the relevant SR and change the **status** to **wait**.

    Continue to monitor the PP account for the payment.

    ⚠️ Allow 3 working days for the Hastings Transition team to allocate the payment. When no payment has been received within the timescale, contact the Hastings Transition team to query.

    When the payment has been allocated, update the notes to include the following:

    - Amount Received

    - Dates the payment for

26. **Close** and **complete** the Missing Payment SR.

27. Select the **Work Summary** button and locate the **Outstanding Tasks**.

    ⚠️ When there are no tasks, send an email to the Customer Service Team via 2012SCHEME.EMPLOYERSERVICE@DWP.GSI.GOV.UK, requesting that they complete a **CSF670** Manual Payment Referral and continue to **step 29**. When there are outstanding tasks, continue to **step 28**.

28. Contact the caseworker who has been dealing with the case via email and ask them to complete **Task 806** and include the following information:

    - Case Number/NINO

    - Receipt amount and Date

    - Ask to move to CMS2012 Case

29. Within the case on CMS2012, add a note to advise what actions have been taken.

30. Access the relevant SR and change the **status** to **wait**.

    Continue to monitor the PP account for the payment.

    ⚠️ Allow 3 working days for the caseworker to complete Task 806. When no payment has been received within the timescales, contact the caseworker to query.

    ⚠️ When the caseworker is unable to action Task 806, send an email to the Customer Service Team requesting that they complete a **CSF670** Manual Payment Referral. Continue to monitor the PP account for payment.

    When the payment has been allocated, update the notes to include the following:

        ■ Amount Received

        ■ Dates the payment for

31. **Close** and **complete** the Missing Payments SR.

Clerical Receipt

32. Contact the Receipts and Payments team via BPASVERTEX.CLERICALQUERIES@DWP.GSI.GOV.UK and include the following:

        ■ NINO

        ■ Amount

        ■ Name

33. Within the case on CMS2012, add a note to advise what actions have been taken.

34. Access the relevant SR and change the **status** to **wait**.

Continue to monitor the PP account for payment.

⚠️ Allow 3 working days for the Receipts and Payments team to allocate the payment. When no payment has been received within the timescale, contact the Receipts and Payments Team to query.

When the payment has been allocated, update the notes to include the following:

        ■ Amount received

        ■ Dates the payment for

35. **Close** and **complete** the Missing Payment SR.

CFAT Deletion

36. Complete the **CFAT Deletion Request** Form which is located within the **Employer Support Folder** under **Forms**.

37. Having completed the form, this is to be printed off and signed by a Line Manager within the Employer Payments Team.

38. Once signed, put this into the relevant tray for the Deletions Team to action.

39. Within the case on CMS2012, add a note to advise what actions have been taken

40. Access the relevant SR and change the **status** to **wait**.

Continue to monitor the PP account for the payment.

⚠️ Allow 3 working days for the Deletions Team to complete the relevant actions. When no payment has been received within the timescales, contact the Deletions Team to query.

When the payment has been allocated, update the notes to include the following:

        ■ Amount Received

        ■ Date the payments for

41. Close and complete the Missing Payment SR.

Payment Breakdown

42. Confirm what breakdowns have been provided. If unable to locate the relevant payment, contact the employer to investigate.

Reports

43. Access the **Receipts** folder.

44. Access the **Current Receipts Data** spread sheet.

45. Access the relevant year folder and select the relevant month.

46. Access the relevant spread sheet.

ℹ️ This spread sheet shows what is currently being worked on.

47. Determine what actions are taking place within **Unassigned Actions**:

        ■ When it is determined that the payment is going to the correct client/system, continue to **Correct Action Taken**.

        ■ When it is determined that the payment is going to the in-correct client/system, continue to **Incorrect Action Ongoing**.

        ■ When it is determined that the payment has gone to the in-correct client/system, continue to **Incorrect Actions Complete**.

Correct Action Taken

48. Within the case on CMS2012, add a note to include what actions have been taken.

49. Access the relevant SR and change the **Status** to **wait**.

⚠️ Allow 3 working days for the Receipts and Payments Team to allocate the payment. When no payment has been received within the timescales, contact the Receipts and Payments Team to query.

When the payment has been allocated, update the notes to include the following:

- Amount received
- Date the payments for

50. **Close** and **complete** the Missing Payments SR.

Incorrect Actions Ongoing

Contact the Receipts and Payments team via the following email: BPAS.R-PTEAM@DWP.GSI.GOV.UK to advise that the incorrect actions are in progress and advise of the correct actions to take.

51. Within the case on CMS2012, add a note to include what actions have been taken.

52. Access the relevant SR and change **status** to **wait**.

Continue to monitor the PP account for the payment.

⚠️ Allow 3 working days for the Receipts and Payments team to allocate the payment. When no payment has been received within the timescale, contact the Receipts and Payments team to query.

When the payment has been allocated, update the notes and include the following:

- Amount received
- Date the payments for

53. **Close** and **complete** the Missing Payments SR.

Incorrect Actions Completed

54. Complete the **CFAT Deletion Request** Form which is located within the **Employer Support Folder** under **Forms**.

55. Having completed the form, this is to be printed off and signed by a Line Manager within the Employer Payments Team.

56. Once signed, put this into the relevant tray for the Deletions Team to action.

57. Within the case on CMS2012, add a note to advise what actions have been taken.

58. Access the relevant SR and changes the **status** to **wait**.

Continue to monitor the PP account for the payment.

⚠️ Allow 3 working days for the Deletions Team to complete the relevant actions. When no payment has been received within the timescales, contact the Deletions Team to query.

When the payment has been allocated, update the notes to include the following:

- Amount
- Date the payments for

59. **Close** and **complete** the Missing Payments SR.

Standing Order

Having determined that the employer has paid via Standing Order, the following process is to be followed to locate the payment.

1. Access the **RPCFAT** folder.

2. Within the folder access the **CFAT** folder followed by the **Unassign** folder.

3. Access the **Standing Order files** folder.

4. Access the relevant year folder and then select the relevant month.

5. Locate the correct file and open.

6. When the correct NINO has been provided, access the CS2 system to make sure the case is there and take one of the following actions:

When located within CS2 and the payment has been En-cashed, continue to **step 7**

When located within CS2 and the payment has not been en-cashed, continue to **step 15**

When unable to locate within CS2, contact the Customer Service Team via sending an email to 2012SCHEME.EMPLOYERSERVICE@DWP.GSI.GOV.UK to allow them to check the suspense account and then follow from **step 11** to **step 14**

When an incorrect NINO has been used, continue to **CFAT Deletion**.

7. Add a note to the **CMS2012 Employer Account** to advise that the payment has been En-cashed.

8. Contact the caseworker who has been dealing with the case via email to advise that there will be no payment for the period in question.

9. Contact the employer to ensure that they make all future payments to the correct account, providing the correct **Employer Reference Number (ERN)**.

10. **Close** and **complete** the Missing Payments SR.

11. Within the case on CMS2012, add a note to advise what actions have been taken.

12. Access the relevant SR and change the **status** to **wait**.

   Continue to monitor the PP account for the payment.

   ⚠️ Allow 3 working days for the Customer Service Team to allocate the payment. When no payment has been received within the timescale, contact the Customer Service team to query.

   ⚠️ If the Customer Service Team are unable to locate the payment, contact the employer to investigate.

13. When the payment has been allocated, update the notes to include the following:

      ▪ Amount received

      ▪ Date the payments for

14. **Close** and **complete** the Missing Payments SR.

15. When the payment has not been En-cashed, navigate to the main screen to check the **Case Status** for the **Transition Date**.

16. When the Transition Date is prior to the Payment Received Date, follow the process from **step 17** to **step 20**. When the Transition Date is after the Payment Received Date or there is no Transition Date, continue to **step 21**.

17. Contact Hastings Transition Team via the following email: HASTINGS.TRANSITIONTEAM@DWP.GSI.GOV.UK and include the following:

      ▪ Case Number/NINO

      ▪ Receipt amount and date

      ▪ Ask to move to CMS2012 case

18. Within the case on CMS2012, add a note to advise what actions have been taken.

19. Access the relevant SR and change the **status** to **wait**.

   Continue to monitor the PP account for payment.

   ⚠️ Allow 3 working days for Hastings Transition Team to allocate the payment. When no payment has been received within the timescales, contact Hastings Transition Team to query.

   When the payment has been allocated, update the notes to include the following:

      ▪ Amount received

      ▪ Date the payments for

20. **Close** and **complete** the Missing Payment SR.

21. Select the **Work** Summary button and locate the **Outstanding Taks**.

   ⚠️ When there are no tasks, send an email to the Customer Service Team via 2012SCHEME.EMPLOYERSERVICE@DWP.GSI.GOV.UK, requesting that they complete a **CSF670** Manual Payment Referral and continue to **step 23**. When there are outstanding tasks, continue to **step 22**.

22. Contact the caseworker who has been dealing with the case via email and ask them to complete **Task 806** and include the following information:

      ▪ Case Number/NINO

      ▪ Receipt amount and date

      ▪ Ask to move to CMS2012 case

23. Within the case of CMS2012, add a note to advise what actions have been taken.

24. Access the relevant SR and change the **status** to **wait**.

   Continue to monitor the PP account for the payment.

   ⚠️ Allow 3 working days for the caseworker to complete task 806. When no payment has been received within the timescales, contact the caseworker to query.

   ⚠️ When the caseworker is unable to action the Task 806, send an email to the Customer Service Team requesting that they complete a **CSF670** Manual Payment Referral and continue to monitor the PP account for payment.

When the payment has been allocated, update the notes to include the following:

- Amount received

- Date the payments for

25. **Close** and **complete** the Missing Payments SR.

CFAT Deletion

26. Complete the **CFAT Deletion Request** Form which is located within the **Employer Support Folder** under **Forms**.

27. Having completed the form, this is to be printed off and signed by a Line Manager within the Employer Payments Team.

28. Once signed, put this into the relevant tray for the Deletions Team to action.

29. Within the case on CMS2012, add a note to advise what actions have been taken.

30. Access the relevant SR and changes the **status** to **wait**.

Continue to monitor the PP account for the payment.

⚠️ Allow 3 working days for the Deletions Team to complete the relevant actions. When no payment has been received within the timescales, contact the Deletions Team to query.

When the payment has been allocated, update the notes to include the following:

- Amount received

- Date the payments for

31. **Close** and **complete** the Missing Payment SR.

Northern Ireland CFAT

Having determined that the employer has made a payment to the Northern Ireland bank account, Northern Ireland CFAT are to be notified to allow further investigation.

1. An email is to be sent to NORTHERNIRELANDCMT.FEES@CMS.GSI.GOV.UK and is to include the following:

- Client Information

- Date the payment is for

- Employer Details

- Payment Amount

2. Within the case on CMS2012, add a note to advise what actions have been taken.

3. Access the relevant SR and change the **status** to **wait**.

Continue to monitor the PP account for the payment.

⚠️ Allow 3 working days for Northern Ireland CFAT to allocate the payment. When no payment has been received within the timescale, contact Northern Ireland CFAT to query.

⚠️ If Northern Ireland CFAT are unable to locate the payment, contact the employer.

4. When the payment has been allocated, update the note to include the following:

- Amount received

- Date the payments for

5. **Close** and **complete** the Missing Payment SR.

Arrears Negotiation and Missed Payments

Credit/Debit Card - One Off Payment

Call - Overview

DEO - Actual Payment

DEO - Enforced

DEO - Reconcile

DEO - Self Selected - Set Up

Employer Paying Parent CoC - Individual/Group

Employer - Refer To Enforcement

Employer - Use Overdraft

Terminology Changes

DWP Direct Earning Attachment

Receiving Parent Contact Call Regarding DEO Payment

Do I need to complete security with an employer on an outbound call?

No there is no requirement to carry out security checks to employers on outbound calls. The caseworker is only required to confirm they are speaking to payroll department and the correct organisation

Will an SR be generated if the employer pays more than their target DEO schedule?

Yes an SR will be generated if there is an over payment.