



Exceptional Case - Account Breakdown Tool

This procedure will show how the ECH Team should complete analysis of the paying parent (PP) and receiving parent (RP) accounts in order to complete the 2012 ECH Account Breakdown Tool (ECH ABT).

The ECH ABT is **mandatory** for every case but can be completed by any caseworker within the ECH team.

The ECH ABT has been built to enable collation of all financial data for each case.

For audit purposes, financial data needs to be recorded and captured for each financial year. The tool will determine which financial year any data falls into based on the date that the action has occurred. Therefore it is essential that you follow the procedures carefully to ensure all relevant fields are completed with the correct information.

Although accounts are investigated annually for audit purposes, the information will be supplied to CFAT regularly and the ECH ABT needs to be updated each time there is a change or impact to the case.

The ECH ABT will allow you to capture all liability, collection charges, costs and fees as well as details of any payments and other factors.

The CFAT Summary tabs are for CFAT use only.



Grey cells will be automatically completed for you and cannot be amended;
Yellow cells are compulsory;
White cells are not compulsory and are completed as required.



Where an 'Add Lines' button exists, 10 additional rows will be added to the relevant section.



DO NOT cut and paste information from within the ABT as this can corrupt the data. The copy and paste function can be used.



ALL information must be completed correctly and in its entirety as per these procedures. Failure to capture the correct information will provide inaccurate account balances for ECH, CFAT, external auditors and most importantly the client.

The ECH Account Breakdown Tool is available here: [ECH Account Breakdown](#)

Details

The ECH Account Breakdown Tool is available here: [ECH Account Breakdown](#)

Save As: ECH Account breakdown - 9-xxxxxxx (Case ref no) Paying Parent Surname - Receiving Parent Surname

For example: ECH Account breakdown - 9-00000000 Smith - Jones

The file should be saved in: NON SCR 2012 ECH > GB > ECH Case Accounts 2016 final

Case 1 tab

The Case 1 tab is where you record:

- 2012 liability detail, including any adjustments;
- Any costs applied to the case, for example DNA costs;
- Any fees applied to the case, for example a DEO charge;
- Liability Orders
- Residual Arrears
- Write Off
- Reload information
- Removal information

1. From the Main Menu within the ECH ABT, select the 'Case 1' tab

2. Go to the CMSF4301 (Case file) for the case to locate and gather the following information:

Case number (9-xxxxxxx)

Paying Parent name

Receiving Parent name
 Paying Parent Exceptional Case Handling Reference
 Receiving Parent Exceptional Case Handling Reference
 Complete Division Field (GB / NI)

3. Enter the above information into the relevant sections within the ECH ABT.

4. Go to the 'Case Summary Information Menu' of the CMSF4301 to locate and gather the Effective Date of the case. Enter this into the 'Effective Date of Case' field on the ECH ABT.

Liability Calculations

Within the Case 1 tab there is a section titled 'Liability Calculations'. This section is where you record liability calculation information. This does not include collection charges, this information is recorded on the 'Collection Charges' tab.

1. Go to the CMSF4301 and CMSF4300 for the case to locate the required information.

2. Locate the reason for the calculation, for example 'Initial'. Use the drop down within the 'Calc Reason' column of the ECH ABT to record this.

3. The first entry within the 'Effective Date' column of the ECH ABT will be populated for you if you have correctly completed previous steps. For all other liability calculations locate the effective date from the CMSF4301 and enter it into the relevant row.

4. Locate the 'Calculation Date' from the CMSF4301 and enter into the 'Calculation Date' column of the ECH ABT.

5. Take the Receiving Parents weekly liability from the 'Calculation Details > PP/RP Charging' tab of the CMSF4300 and enter into the 'RP Weekly' column of the ECH ABT.

6. Take the Paying Parents weekly liability from the 'Calculation Details > PP/RP Charging' tab of the CMSF4300 and enter into the 'PP Weekly' column of the ECH ABT. The PP weekly figure will include all cases in the case group and is for information only.



The daily rate will automatically calculate for you when the RP weekly amount has been entered.

7. The 'Completed By' column on the ECH ABT is where you record the ECH team member name that completed the liability calculation decision.

8. Repeat steps 2 – 7 until all liability calculation decisions complete.

Liability Calculations – Adjustments

This section is where you record any adjustments to liability. Adjustments to liability occur when the liability is calculated on a date later than the effective date.



Calculation effective date and calculation performed date match

As the new calculation has been performed on the same day as the effective date, the financial accounts can start accruing at the correct rate from the effective date. This means that there are no adjustments to the previous liability



Calculation effective date and calculation performed date do not match

As the calculation has been performed on a date other than the effective date, the new liability is only accruing in the financial accounts from the calculation date. Anything between the effective date and the calculation date should have been amended, or 'adjusted' to reflect the new liability.

For example:

Current liability £50.00

New calculation completed on 01/08/2015

Effective date for new liability is 01/03/2015

New liability is £40.00

We can't tell the ECH ABT the new liability of £40.00 until the date that we have calculated it (01/08/2015). We can't impact any financial accounts until 01/08/2015.

However, we know that the effective date for this change is 01/03/2015.

Between the 01/03/2015 (effective date) and the 31/07/2015 (day before the new calculation date) the ECH ABT will have correctly recorded the liability at the old rate of £50.00.

For this period we need to 'adjust' the £50.00 to the £40.00



For any Liability Calculation that you have entered in the 'Liability Calculations' section, where the Calculation Date and the Effective Date differ, adjustment information MUST be recorded.

1. Record the Effective Date

2. Record the Calculation Date; 3. Record the End Date for the adjustment period (see below);

4. Record the Previous Weekly Liability

(If it is the first liability calculation e.g. Initial, this will be £0.00);

- 5. Record the New Weekly Liability;
- 6. Select the Service Type (either C&C or MD) regardless of whether the period is pre or post 11/08/2014.

The End Date will be the Calculation Date if the effective date is not prior to any other effective dates. If your effective date does go prior to other effective dates, you will need to consider whether separate adjustments are required, in which case the end date will be the effective date of the next change recorded.

For example:

LIABILITY CALCULATIONS						
Calc Reason	Effective Date	Calculation Date	RP Weekly Liability	PP weekly Liability	Daily Rate	Completed by
Initial	01/04/2012	01/02/2013	£49.00	£49.00	£7.00	Joe Bloggs
Annual Review	01/04/2013	01/04/2013	£49.00	£49.00	£7.00	Joe Bloggs
Income	16/05/2013	08/09/2013	£63.00	£63.00	£9.00	Joe Bloggs
On Benefit	08/04/2012	22/10/2013	£7.00	£7.00	£1.00	Joe Bloggs

The On Benefit change shown above has an effective date of 08/04/2012. This change therefore impacts on the initial assessment, the Annual Review and the income change.

The adjustments required would be:

- 1. 08/04/2012 – 15/05/2013 £7.00 to £1.00
- 2. 16/05/2013 – 21/10/2013 £9.00 to £1.00

 See Procedural Exceptions Diagram 1 for an example of how this information has been entered.

If there has been a change to service type to CC you will need two entries to reflect this. We complete one entry to show the liability coming off as Maintenance Direct and one entry to reflect the liability going on as Collect & Pay.

If you have a backdated change to service type that covers multiple liability periods, each liability period within the change to service type date range will need to be considered as above.

The effective date for a change to MD is equal to the calculation date. Therefore no backdated adjustment would be required.

 See Procedural Exceptions Diagram 2 for an example of how this information has been entered.

The ECH ABT will automatically calculate the difference between the previous old rate and the new rate. The ECH ABT will calculate the number of days from the effective date (inclusive) to the end date (not inclusive).

The information will then be included in your Total balance as well as reflecting the liability in the correct financial year for CFAT and external audit purposes.

Liability Schedule Postings

The 'Liability Schedule Postings' section is where you record the periods of liability.

This section will provide the information for your Total account balance and the CFAT Summaries.

The CFAT requirement is for financial data to be captured on the date it happened.

Therefore, the start date for your postings will be based on the Calculation Date not the effective date. The gap between the Effective Date and the Calculation Date has already been captured in your adjustments section.

For example:

Effective Date = 09/02/2014

Calculation Date = 31/03/2014

'Posted Date' entered = 30/03/2014

Next Start Date (automatically calculated) = 31/03/2014

1. The first start date will be populated for you. This comes from your first calculation date in the Liability Calculations section. Any subsequent start dates will automatically update for you based on the 'Posted Date' entered.

2. The column titled 'Posted Date' is either the end date of the calculation (the date before the next Calculation Date as above), today's date (date you are updating the ECH ABT) or the 31/03 of the same financial year as the start date. As the CFAT requirement is to record data within a financial year, each period of liability posting must not cross over the 31/03 of any year.

For example:

Start = 09/02/2014

Posted Date = 08/09/2014

This would need to be split into 2x periods:

First period

Start = 09/02/2014

Posted Date = 31/03/2014

Second period

Start = 01/04/2014

Posted Date = 08/09/2014



See Procedural Exceptions for an example of where this information has been entered.

3. Enter the weekly liability that was in place.

4. Select the appropriate Service Type (either C&C or MD) regardless of whether the period is pre or post 11/08/2014.



The 'Rolling Balance' will only include periods included in this section. It does not consider the adjustments. For a overall balance the 'Totals' tab should be used.

5. Save the ECH ABT.

Costs

If any costs have been applied to the case these need to be entered into the 'Costs (DNA)' section of the Case 1 tab.

1. Enter the date that the cost was applied. This can be found on the CMSF4301.

2. Select 'DNA' from the drop down option in the 'Type' column.

3. Enter the amount applied. This can be found on the CMSF4301.

4. If any of this applied cost was suspended, enter the amount that has been suspended in the 'suspended' column.

Fees

If any Fees have been applied to the case these need to be entered into the 'Fees (Enforcement)' section of the Case 1 tab.

1. Enter the date that the fee was applied. This can be found on the CMSF4301.

2. Select the relevant fee from the drop down options in the 'Type' column.

3. Enter the amount applied. This can be found on the CMSF4301.

4. If any of this applied fee was suspended, enter the amount that has been suspended in the 'suspended' column.

Liability Orders

If any Liability Orders exist on the case these need to be entered into the 'Liability Orders' section of the Case 1 tab.

1. Enter the Liability Order Reference Number. This will be provided by Enforcement.

2. Enter the amount that the Liability Order is in place for in the 'LO Amount' column.

3. Update the column titled 'Fully Satisfied' to 'No'.

4. Enter the amount paid against the Liability Order.

5. Once the Liability Order has been fully satisfied, update the column titled 'Fully Satisfied' to 'Yes'



If a Liability Order has been entered, and has not yet been satisfied, a warning message will appear when you enter the Payments tab to highlight that you need to consider the Liability Order when allocating payment.

Residual Arrears

If any Residual Arrears have transitioned these need to be entered into the 'Residual Arrears' section of the Case 1 tab.

1. Select the 'Due Type' as either 'RP' or 'SOS'.

2. Enter the date that the residual debt is being added in the 'Date Added' column.

3. Enter the amount of the Residual debt.

4. If any of the residual debt is suspended, enter the amount that has been suspended in the 'suspended' column.

Write Off

If any amount has been Written Off, this needs to be recorded in the 'Write Off' section of the Case 1 tab.

1. Select the 'Due Type' as relevant to the debt being written off.

2. Enter the date that the write off action has taken place in the 'Date Added' column.

3. Enter the amount that has been written off.

4. If the Due Type is 'PP' (OGM owed to the RP) you also need to include the information on the 'Admin Drawdown and Recovery' tab. See Procedural Exceptions for more information.

2012 Debt Removed

When a case has already been built onto the 2012 Siebel system, and then it is determined that the case needs to be managed clerically, any debt balances are removed from the 2012 system and added to the ECH ABT.

1. Select the 'Due Type' as relevant to the debt being transferred.
2. Enter the date that the action has taken place in the 'Date Actioned' column.
3. Enter the amount that has been transferred.

2012 Debt Reloaded

Reload is a term used for the process of removing the case from ECH and putting it back onto the 2012 Siebel system. When reload action takes place the financial accounts need to be brought up to date and any balances transferred to 2012.

1. Select the 'Due Type' as relevant to the debt being transferred.
2. Enter the date that the action has taken place in the 'Date Actioned' column.
3. Enter the amount that has been transferred.
4. Save the ECH ABT.

Collection Charges

From the Main Menu select the 'Collection Charges' tab.

The Collection Charges tab is where you record all collection charges. Collect & Pay and Maintenance Direct collection charges are entered.

 Remember that charging only came into place from the 11/08/2014.

 The entry will not be considered unless a service type is provided.

The **Case 1** tab contains two buttons: '**Transfer Postings**' and '**Transfer Adjs**'.

Transfer Postings will copy all of the dates, weekly liabilities and the service type entered in your Liability Postings section, of the case 1 tab, and enter them into the relevant section within the Collection Charges tab.

Transfer Adjs will copy the relevant information from the Liability Calculation - Adjustment section, of the case 1 tab, into the adjustment section on the Collection Charges tab.

The use of either button will directly take you into the **Collection Charges** tab.

1. From the Main Menu within the ECH ABT, select the '**Case 1**' tab
2. Select the '**Transfer Postings**' button
3. Go back to the Main Menu > Case 1 tab
4. Select the '**Transfer Adjs**' button
5. If you have periods that are prior to 11/08/2014, change the Service Type for each Collection Charge entry, both in the '**PP Charges**' section and in the '**Liability Calculation - Adjustments**' section to '**PRE 11/08/2014**'.

 If the posting is for a period prior to 11/08/2014 use the service type of '**PRE 11/08/2014**'. **Note:** if the 11/08/2014 falls within a date range, you will need to amend the dates used. For example, the date range 01/05/2014 - 01/10/2015 would need to be split as shown below:

PP CHARGES							
Start	Posted Date	Days	Weekly Liability	Daily Collection Charge	Amount Due	Service Type	Suspended Amount
01/05/2014	10/08/2014	102	£1.00	£0.03	£3.06	PRE 11/08/2014	
11/08/2014	01/10/2015	52	£1.00	£0.03	£1.56	C&C	
02/10/2015							

6. The balances will automatically update for you

7. If any collection charges have been suspended, enter the amount in the '**Suspended Amount**' column. Which row you use has no impact

8. **Save** the ECH ABT.

Payments

 Prior to allocating any payment check the payment schedule and also consider if a Liability Order exists.

1. From the Main Menu select the **'Payments'** tab

The Payments tab is where you enter any and all payment information. This includes Direct Pay payments, Voluntary Payments, DEO's etc as well as any refunds or reimbursements, unpaid receipts and reversed payments.

This tab contains a section to record details relating to the Paying Parent, and a section to record payment information for the Receiving Parent.

 The 'Description' column must be updated for any of the information to pull through into the CFAT Summaries.

2. From the Main Menu select the **'Payments'** tab.
3. Go to the Case Summary Notes within the CMSF4301

Paying Parent

4. Enter the **'Payment Reference'** from the payment file. There will be no payment reference for MD payments.

 Each Calc and Collect payment has its own payment file that is individually recorded in the case notes.

5. Enter the **'Description'** of the payment. This is the payment type for example, DEO, FSP, and Direct Pay (FSP = Standing Order)
6. Enter the **'Transaction Date'**

If the payment is a **Direct Pay payment**, enter the scheduled payment date. If the payment is a **cash payment** received by us, enter the banked receipt date from the payment file.

7. Enter the **'Credit Amount'**. This is the amount that has been paid.

Receiving Parent

8. The **'Transaction Date'** for the Receiving Parent will be the schedule payment date if it is a Direct Pay payment or the date of the email sent to CFAT for payment allocation if it is a cash receipt.

9. On the same row, allocate the receipt by entering the relevant amount in the appropriate field. The **'Payment Amount Issued (excl MD for CC liability)'** does not include any MD payment allocated to Collect & Pay liability.

For example:

We issue a payment to the Receiving Parent for £200.00. £100.00 of this is for MD OGM and £100.00 is for arrears built up when the case was Collect & Pay. In this scenario £100.00 would go in each box to total £200.00.

Please note that if nothing has been allocated to a field you can leave it blank.

10. **Save** the ECH ABT

See Procedural Exceptions for an explanation of each column.

 The 'Unallocated' column will reduce as you allocate the payment. Anything remaining in here is a cash balance.

Payment Reverse

If a payment has been reversed or unpaid, regardless of the payment method, the payments tab needs to be updated to allow correct accounting in both the Totals and CFAT Summary tabs

1. Locate the payment that needs to be reversed.
2. Enter the amount in the **'Payment reversed/unpaid'** column for the PP
3. A date must be entered in the **'Payment reversed/unpaid date'** column. This is the date the action has been taken
4. Enter the amount in the **'Total Payment reversed/unpaid'** for the RP

If it is an MD partial payment, enter a new entry for the actual amount paid using the action date as the transaction date.

MD payments satisfying CC OGM/Collection Charge

When a case changes from Calc & Collect to Direct Pay, any unsatisfied Calc & Collect liability and its associated collection charge remains on the case as unsatisfied.

New Direct Pay liability is shown alongside a notional collection charge which is auto-satisfied immediately and not included in the Promise to Pay schedule.

A new DP Promise to Pay schedule is established up to Annual Review date. This Direct Pay P2P schedule includes all Direct Pay liability due up to the Annual Review date and also any outstanding Calc & Collect child maintenance liability.

When direct payments are (assumed) paid they satisfy a) any outstanding DP liability and then b) any outstanding Calc & Collect child maintenance. If outstanding Calc & Collect child maintenance is now satisfied by a Direct Payment, the associated collection charge is no longer due. The Paying Parent has 'saved' these collection charges because he has now paid the associated Calc & Collect liability directly. 1. Enter the Direct Payment as described in steps 1 - 9

2. Determine the amount that has been paid to the Receiving Parent for Calc & Collect arrears
 3. Enter this figure into the 'MD Payment issued – CC Liability' field on the RP side
 4. Gather and enter the amount from the ECH calculated payment schedule
 5. Enter the amount in the 'MD Satisfying CC Charges' field on the PP side.
- Save** the ECH ABT

Admin Drawdown and Recovery

Admin Drawdown is the process of taking money out of the CMG's bank account. This action can be required for a number of reasons including Consolatory Payments, Refunds of Application Fees etc.

Admin Drawdowns are also completed for other reasons including Reimbursements and Advance Payment of Maintenance. In these scenarios the amount needs to be recovered back to the Admin pot from either the Receiving Parent or the Paying Parent.

Below is the full list of reasons for Admin Drawdown:

Admin Drawdown (Collection Charges NRP)
Admin Drawdown (Collection Charges PWC)
Advanced Payment Maintenance
Application Fee Refund - Financial Redress NRP
Application Fee Refund - Financial Redress PWC
Chargeback
Collection Charges - Financial Redress NRP
Collection Charges - Financial Redress PWC
Compensation - Consolatory NRP
Compensation - Consolatory PWC
Compensation - Financial Redress NRP
Compensation - Financial Redress PWC
Incorrect Assignment Error
JCP Recovery
NSP from Admin - DNA Refund
NSP from Admin - NRP Refund
NSP from Admin – Other
PWC Overdraft
PWC Write Off
Returned Cheque

The possible reasons for Admin Recovery include:

Admin drawdown - fully repaid
Chargeback
DNA Costs
Drawdown error

Incorrect Assignment Error
JCP Recovery
NSP from Admin
PWC OD

If any admin drawdown or recovery action has taken place it needs to be recorded on the ECH ABT.

1. From the Main Menu within the ECH ABT, select the '**Admin Drawdown and Recovery**' tab

Admin Draw Downs

1. Use the dropdown in the 'RP/PP' column to enter whether the admin drawdown went to the RP or PP account
2. Use the dropdown in the 'Description' column to enter the relevant draw down reason
3. Enter the 'Transaction Date'
4. Enter the amount.

Recoveries

1. Use the dropdown in the '**RP/PP**' column to enter whether the Recovery is from the **RP** or **PP** account.
2. Use the dropdown in the '**Description**' column to enter the relevant recovery reason.
3. Enter the '**Transaction Date**'
4. Enter the **amount**

For more specific guidance on each Drawdown and Recovery type see **Procedural Exceptions**.

Save the ECH ABT

Totals Tab

The Totals tab will automatically collate, and populate, with all of the information you have entered.

The Comments box can be used if you need to make reference to anything or feel further explanation may be beneficial in the future.

Please note that the write off section should be referred to when considering elemental balances.

Diagram 1 and 2

Diagram 1

LIABILITY CALCULATIONS						
Calc Reason	Effective Date	Calculation Date	RP Weekly Liability	PP Weekly Liability	Daily Rate	Completed by
Initial	01/04/2012	01/05/2012	£49.00	£49.00	£7.00	Joe Bloggs
Annual Review	01/04/2013	01/04/2013	£49.00	£49.00	£7.00	Joe Bloggs
Income	16/05/2013	08/09/2013	£63.00	£63.00	£9.00	Joe Bloggs
On Benefit	08/04/2012	22/10/2013	£7.00	£7.00	£1.00	Joe Bloggs

LIABILITY CALCULATION - ADJUSTMENTS							
Effective Date	End Date	Calculation Date	Old Weekly Rate	New Weekly Rate	Daily Difference	Amount Adjusted	Service Type
01/04/2012	01/05/2012	01/05/2012	£0.00	£49.00	£7.00	£210.00	MD
16/05/2013	08/09/2013	08/09/2013	£49.00	£63.00	£2.00	£230.00	MD
08/04/2012	15/05/2013	22/10/2013	£49.00	£7.00	-£6.00	-£2,412.00	MD
16/05/2013	22/10/2013	22/10/2013	£63.00	£7.00	-£8.00	-£1,264.00	MD

LIABILITY SCHEDULE POSTINGS						
Start	Posted Date	Days	Weekly Liability	Amount Due	Service type	Rolling Balance
01/05/2012	31/03/2013	335	£49.00	£2,345.00	MD	£2,345.00
01/04/2013	01/04/2013	1	£49.00	£7.00	MD	£2,352.00
02/04/2013	07/09/2013	159	£49.00	£1,113.00	MD	£3,465.00
08/09/2013	21/10/2013	44	£63.00	£396.00	MD	£3,861.00
22/10/2013	31/03/2014	161	£7.00	£161.00	MD	£4,022.00
01/04/2014	31/03/2015	365	£7.00	£365.00	MD	£4,387.00
01/04/2015	31/03/2016	366	£7.00	£366.00	MD	£4,753.00
01/04/2016	21/07/2016	112	£7.00	£112.00	MD	£4,865.00
22/07/2016						

Diagram 2

LIABILITY CALCULATIONS						
Calc Reason	Effective Date	Calculation Date	RP Weekly Liability	PP weekly Liability	Daily Rate	Completed by
Initial	01/04/2012	01/05/2012	£49.00	£49.00	£7.00	Joe Bloggs
Annual Review	01/04/2013	01/04/2013	£49.00	£49.00	£7.00	Joe Bloggs
Income	16/05/2013	08/09/2013	£63.00	£63.00	£9.00	Joe Bloggs
On Benefit	08/04/2012	22/10/2013	£7.00	£7.00	£1.00	Joe Bloggs
Change to CC	18/04/2013	10/11/2014	£7.00	£7.00	£1.00	Joe Bloggs

LIABILITY CALCULATION - ADJUSTMENTS							
Effective Date	End Date	Calculation Date	Old Daily Rate	New Daily Rate	Daily Difference	Amount Adjusted	Service Type
01/04/2012	30/04/2012	01/05/2012	£0.00	£49.00	£7.00	£210.00	MD
16/05/2013	07/09/2013	08/09/2013	£49.00	£63.00	£2.00	£230.00	MD
08/04/2012	15/05/2013	22/10/2013	£49.00	£7.00	-£6.00	-£2412.00	MD
16/05/2013	21/10/2013	22/10/2013	£63.00	£7.00	-£8.00	-£1264.00	MD
18/04/2013	09/11/2014	10/11/2014	£7.00	£0.00	-£1.00	-£5,70.00	MD
18/04/2013	09/11/2014	10/11/2014	£0.00	£7.00	£1.00	£5,70.00	C&C

LIABILITY SCHEDULE POSTINGS						
Start	Posted Date	Days	Weekly Liability	Amount Due	Service type	Rolling Balance
01/05/2012	31/03/2013	335	£49.00	£2,345.00	MD	£2,345.00
01/04/2013	01/04/2013	1	£49.00	£7.00	MD	£2,352.00
02/04/2013	07/09/2013	159	£49.00	£1,113.00	MD	£3,465.00
08/09/2013	21/10/2013	44	£63.00	£396.00	MD	£3,861.00
22/10/2013	31/03/2014	161	£7.00	£161.00	MD	£4,022.00
01/04/2014	09/11/2014	223	£7.00	£223.00	MD	£4,245.00
10/11/2014	31/03/2015	142	£7.00	£142.00	C&C	£4,387.00
01/04/2015	31/03/2016	366	£7.00	£366.00	C&C	£4,753.00
01/04/2016	21/07/2016	112	£7.00	£112.00	C&C	£4,865.00
22/07/2016						

Payment Columns

Paying Parent

1. **Allocated to Collection Charges**
The amount allocated to the Paying Parents Collection Charges
2. **MD Satisfying CC Charges**
Collect & Pay Collection Charges that have been satisfied because the Paying Parent has now paid the associated On Going Maintenance Arrears by Direct Pay
3. **Payment reversed/unpaid**
The payment amount that has been reversed or marked as unpaid
4. **Payment reversed/unpaid date**
The date that the payment was reversed or marked unpaid
5. **Payment Issued (Refund)**
Refund amount paid to the Paying Parent
6. **Allocated to Legacy debt (SofS)**
Amount allocated to SofS Legacy debt
7. **Allocated to Costs**
Amount allocated to any costs applied
8. **Allocated to Fees**
Amount allocated to any fees applied
9. **Allocated to Admin Account**
Amount paid by the client as repayment to the Admin Account

Receiving Parent

1. **Payment Amount Issued**
Amount paid to the Receiving Parent for 2012 On Going Maintenance, after fee deducted. This does not include any MD amount issued for CC liability as below).
2. **MD Payment Issued - CC Liability**
Amount paid by Direct Pay that has allocated to Collect & Pay arrears.
For example, case was previously Collect & Pay with arrears built up. Receiving Parent asks for the case to be Maintenance Direct which is accepted and a Direct Pay schedule issued which includes the Collect & Pay arrears. As the Direct Pay payment date is met, we need to reflect how much of the payment was for Maintenance Direct OGM and how much for Collect & Pay arrears.
3. **Collect & Pay Fee Deducted**
The amount deducted for the Receiving Parents Collect & Pay fee
4. **Total Payment reversed/unpaid**
The payment amount that has been reversed or marked as unpaid
5. **Allocated to Legacy debt (RP)**
Amount paid to the Receiving Parent for Legacy debt
6. **RP Repayment**
Amount repaid by the Receiving Parent
7. **Allocated to Admin Account**
Amount paid by the client as repayment to the Admin Account

Admin Drawdown & Recovery

Admin Drawdown

1. **Admin Drawdown (Collection Charge NRP)**
This is money taken from the Collection Charge pot, because it was incorrectly assigned there, and put into the Paying Parents account.

The amount will sit in the cash balance until it is allocated.
 - Enter the amount in the 'Admin Drawdown' tab;
 - Enter the same amount as a transaction in the 'Payments' tab using the 'Description' of 'Admin Drawdown'.
 - When allocated/refunded enter as a new transaction with a transaction date of when the allocation/refund action took place.

2. Admin Drawdown (Collection Charges PWC)

This is money taken from the Collection Charge pot, because it was incorrectly assigned there, and put into the Receiving Parents account.

The amount will sit in the cash balance until it is allocated.

- Enter the amount in the 'Admin Drawdown' tab;
- Enter the same amount as a transaction in the 'Payments' tab using the 'Description' of 'Admin Drawdown'.
- When allocated/refunded enter as a new transaction with a transaction date of when the allocation/refund action took place.

3. Advanced Payment Maintenance

If there has been a delay to payment of maintenance because of the CMG action, an Advanced Payment of Maintenance can be considered. This is a payment from the Admin account to the Receiving Parent.

This money is then due to be paid from the Paying Parent back to the Admin account.

- Enter the amount in the 'Admin Drawdown' tab

4. Application Fee Refund – Financial Redress NRP

This is a refund to the Paying Parent for any application fee paid

- Enter the amount in the 'Admin Drawdown' tab

5. Application Fee Refund – Financial Redress PWC

This is a refund to the Receiving Parent for any application fee paid

- Enter the amount in the 'Admin Drawdown' tab

6. Chargeback

A Chargeback is when a payment has been received and paid out to the Receiving Parent but then we receive notification that the payment has not been authorised by the Paying Parent.

7. Collection Charges – Financial Redress NRP

A payment made to compensate a financial loss suffered by a Paying Parent

8. Collection Charges – Financial Redress PWC

A payment made to compensate a financial loss suffered by a Receiving Parent

9. Compensation – Consolatory NRP

This is money paid to the Paying Parent as compensation. This does not have to be paid back.

- Enter the amount in the 'Admin Drawdown' tab

10. Compensation – Consolatory PWC

This is money paid to the Receiving Parent as compensation. This does not have to be paid back.

- Enter the amount in the 'Admin Drawdown' tab

11. Compensation – Financial Redress NRP

This is money paid to the Receiving Parent as compensation. This does not have to be paid back.

- Enter the amount in the 'Admin Drawdown' tab

12. Compensation – Financial Redress PWC

This is money paid to the Receiving Parent as compensation. This does not have to be paid back.

- Enter the amount in the 'Admin Drawdown' tab

13. Incorrect Assignment Error

This is when a payment is received and allocated to an incorrect Paying Parent, and paid out to an incorrect Receiving Parent.

Money is taken from the Admin Account and put into the correct Paying Parents account to allow payment to the correct Receiving Parent. This action increases the cash balance on the correct case until allocation occurs.

A cost is created on the incorrect account to reflect that the incorrect Paying Parent owes the money back to the Admin Account.

- If you are impacting the correct case:
 - Enter the amount in the 'Admin Drawdown' tab using the 'Description' of 'Incorrect Assignment Error – Correct Case';
 - Enter the same amount as a transaction in the 'Payments' tab using the 'Description' of 'Admin Drawdown' and reflect the allocation.
- If you are impacting the incorrect case:
 - Enter the amount in the 'Admin Drawdown' tab using the 'Description' of 'Incorrect Assignment Error – Incorrect Case';
 - Enter 'RP' in the PP/RP column.

14. JCP Recovery

Where a Deduction from Benefit has occurred incorrectly the JCP are responsible for refunding the Paying Parent and getting the money back from us. When this occurs, the debt balance will increase as the Paying Parent now owes this money to the Admin Account.

- Enter the amount in the 'Admin Drawdown' tab

15. NSP from Admin – DNA Refund

If we need to refund any DNA cost that the Paying Parent has made, an Admin Drawdown is completed.

- Enter the amount in the '**Admin Drawdown**' tab

16. **NSP from Admin – NRP Refund**

If we need to refund the Paying Parent, an Admin Drawdown is completed.

- Enter the amount in the '**Admin Drawdown**' tab
- Enter the same amount as a transaction in the '**Payments**' tab using the '**Description**' of '**Admin Drawdown**'.
- When allocated/refunded enter as a new transaction with a transaction date of when the allocation/refund action took place.

17 **NSP from Admin – Other**

Liaise with CFAT to discuss the type of drawdown and what impact this has on the accounts.

18. **PWC Overdraft**

This can occur if the Receiving Parent has received funds not due to her. The Receiving Parent owes this money back to the Admin Account.

- Enter the amount in the '**Admin Drawdown**' tab

19. **PWC Write Off**

If Write Off action has been completed, the arrears owed by the Paying Parent are decreased. Any write off action is captured within the ECH ABT but an entry needs to be made in the Admin Drawdown tab for CFAT purposes.

- Enter the amount in the '**Admin Drawdown**' tab

20. **Returned Cheque**

A cheque payment has been received and paid to the Receiving Parent before being advised that the payment has failed. The amount is sent back to the bank from the Admin Account and the Paying Parent now owes this amount to the Admin Account.

- Enter the amount in the '**Admin Drawdown**' tab

Recovery

1. **Admin Drawdown – fully repaid**

This is the term for when a Receiving Parent or Paying Parent has paid back money owed to Admin in full and is not covered by one of the options below.

- Enter the amount in the '**Admin Drawdown**' tab using the '**Description**' of '**Admin Drawdown – fully repaid**';
- Enter '**RP**' or '**PP**' in the PP/RP column.

2. **Chargeback**

A Chargeback is when a payment has been received and paid out to the Receiving Parent but then we receive notification that the payment has not been authorised by the Paying Parent.

3. **DNA Costs**

If the CMG has paid DNA costs in advance, the Paying Parent owes this amount to the Admin Account. When paid back,

- Enter the amount paid in the '**Admin Drawdown**'

4. **Drawdown Error**

If Admin Drawdown was completed in error and allocated to a client, the client owes the money back to the Admin Account. When repaid,

- Enter the amount in the '**Admin Drawdown**' tab using the '**Description**' of '**Drawdown Error**';
- Enter '**RP**' or '**PP**' in the PP/RP column.

5. **Incorrect Assignment Error**

When the Receiving Parent or Paying Parent pays money back to the Admin Account following incorrect assignment error,

- Enter the amount in the '**Admin Drawdown**' tab using the '**Description**' of '**Incorrect assignment Error**';
- Enter '**RP**' or '**PP**' in the PP/RP column.

6. **JCP Recovery**

This is money paid back to the Admin Account following JCP Recovery action.

- Enter the amount in the '**Admin Drawdown**' tab

7. **NRP from Admin**

This is money owed to the Admin Account following a Non Standard Payment.

- Enter the amount in the '**Admin Drawdown**' tab using the '**Description**' of '**Admin Drawdown – fully repaid**';
- Enter '**RP**' or '**PP**' in the PP/RP column.

8. **PWC OD**

This is when the Receiving Parent pays money back that is owed to the Admin Account following PWC Overdraft.

- Enter the amount in the '**Admin Drawdown**' tab