



## Exceptional case - failed receipts/payments

Initially there may be a small number of cases that cannot be set up or supported on CMS2012. There are two types of cases identified for exceptional case handling:

- Type one cases cannot be started on CMS2012 as one or more case participant has no national insurance number (NINO) or child reference number (CRN)
- Type two cases are initially on CMS2012 and due to an incident that prevents progression these cases are moved to 2012 exceptional case handling solution

This procedure shows caseworkers how to record a failed receipt/payment on a case using the receipts and payments tool.

The managing exceptions team receive a report to notify that a receipt/payment out could not be made, this may be due to a problem with the clients bank details.

This process is completed by the Exceptional case handling team.

### Notification received of a failed receipt/payment

1. When you receive notification from the managing exceptions team that a receipt/payment has failed, you will need to enter the details onto the receipts and payments tool:
  - For a failed receipt go to step 2
  - For a failed payment go to step 9

### Failed receipt

2. Note the details of the failed receipt and log into the receipts and payments tool as a caseworker, the main menu will appear.
3. From the main menu select **Record Failed Receipt**, the Record failed receipt screen will appear:

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### Child Maintenance Group

#### Record Failed Receipt

**Find a receipt**

NRP ECH Refere:  X Amount:  X Banked Date:  X

+ Less than £1,000.00 + 28/11/2012 Find

**List of found receipts**

NRP name	Amount	Receipt Ref	Type	Status	Banked Date
NRP TEST ONE	£1,111.00	ECH112233	Cash	Partially Allocated	11/11/2012

*Click header to sort*

**Details of selected receipt**

NRP Name:

Receipt Amount:

Receipt Reference:

Receipt Type:

Banked Date:

Receipt failed reason:

Cancel OK

Current User: 10062845 - Zsolt Varadi  
User Role: Case Worker  
System date: 03/12/2012

4. Complete the following fields on the **Record failed receipt** screen using the information provided:
  - **NRP ECH Reference** – this must be the ECH number, not a NINO
  - **Amount operator** – from the dropdown select one of the following:
    - Less than

- Less than or equal to
- Greater than
- Greater than or equal to
- Not equal to
- Equal to

■ **Amount** – enter the value range of the receipt (exact amount if provided)

■ **Banked date** – the date must be dd/mm/yyyy

5. Once you have entered these details, select the **Find** button, a list of matching receipts will appear in the **List of found receipts** field.



Only one receipt should appear, however if there is more than one, select each one until you match the receipt reference with the failed receipt.

6.

Once selected, the receipt details will populate in the **Details of selected receipt** field.

7.

From the **Receipt failed reason** dropdown, select one of the following reasons for the failure before selecting the **Submit** button:

- RDPR - Refer to Drawer, Please Represent
- RD - Refer to Drawer
- EFFECT UNCLD - Effects uncleared
- NO A/C - No Active Account
- INCORRECT SIG - Signature differs/missing
- TECH IRREG - Cheque incomplete, inconsistent, or defaced
- STOLEN - Cheque Book Stolen
- COUNTERMANDED - Payment countermanded by order of drawer
- POSTDATED
- OTHER
- CANCELLED - (Transaction totally cancelled)

8.

Once this is complete go to step 13.

## Failed payment

9. Note the details of the failed payment and log into the receipts and payments tool as a caseworker.

10. From the main menu select **Record Failed Payment**, the Record failed payment screen will appear:

11. Enter the payment reference into the **Payment reference** field (ECH followed by 12 digit number) and select **Find**, the receipt will appear in the **Payment details** field.

12. From the **Payment failed reason** dropdown, select one of the following reasons for the failure before selecting the **Submit** button.

- Invalid Details AWACS DCR
- Account Transferred AWACS DCR
- Invalid Details ARUCS Direct Credit
- Beneficiary Deceased ARUCS Direct Credit
- Account Transferred ARUCS Direct Credit
- No Account ARUCS Direct Credit
- Account Closed ARUCS Direct Credit
- Requested by Originator ARUCS Direct Credit

### Decide next action

13. You will now need to decide the next action to take depending on the reason for the receipt/payment failure. Refer to [Exceptional case – information gathering](#) for further guidance.

[Exceptional Case Handling - Assessment](#)

[Exceptional Case Handling - Gateway](#)

[Exceptional Case Handling - Information Gathering](#)

[Letters \(outbound\) Contingency Summary](#)

[Terminology Changes](#)