



Manual Allocation Flag - Remove

Payments from a paying parent are automatically allocated by the system to child maintenance, arrears or fees based on system rules. Manual allocation is a tool mainly for use by enforcement caseworkers but can also be used by maintenance service as a backup if the system allocates money incorrectly.

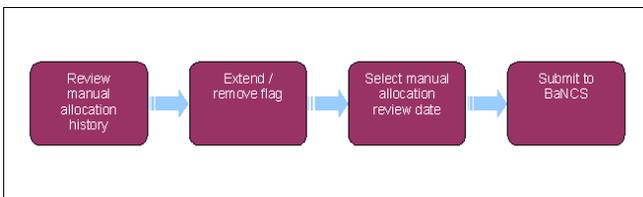
Accounts can be flagged to ensure manual allocation for every payment. This is only done in exceptional circumstances, as it is more time consuming compared to automatic allocation by the system.

These cases are periodically reviewed to determine whether the flag should be removed.

The action of reviewing a flag for manual allocation will be carried out by a caseworker/case manager within the case owning area. This could be done at any time during the lifecycle of the case

The purpose of this process is to show you what to do to review the flag for manual allocation on a case. You will review the flag, remove or extend the flag, input the reason for removing or extending the flag, set the review date and update the BaNCS system with the change.

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.

Review manual allocation history

1. When a manual allocation flag on a case is up for review, a Manual Allocation Flag service request (SR) will be generated by the system.
2. Access the **Contact Summary** screen and have the case details available.
3. Select the **client's BaNCS account**.
4. Review manual allocation history.
5. Review previous SR's and their notes.
6. Decide whether to extend the manual allocation flag or remove it. (Refer **step 10** for reasons and examples where it may be appropriate to have a case flagged for manual allocation). To remove the flag go to **step 15**



Manual allocation is a tool mainly for use by enforcement caseworkers but can also be used by maintenance service as a backup if the system allocates money incorrectly. It is only used in exceptional circumstances, as manual allocation is more time consuming compared to automatic allocation by the system.

Extend flag

7. In the **Action** drop down menu select **Extend**.
8. Change the SR **Status** to **In Progress**, **Sub Status** will automatically change to **In Progress**. An activity plan generates in the activity plan view.
9. Follow the activity plan to extend the flag for manual allocation.
10. Select the reason for extending the flag from the drop down list

■ Enforcement Allocation

Legal enforcement across current and future schemes could be complex. You may want to override the system's payment hierarchy rules in order to manually allocate payment to a specific debt period.

■ System Allocation Error

If the system allocates money incorrectly, whilst you recognise that there is an incident with the system that needs to be resolved, in the meantime you may want to use manual allocation.

- **Revision/Correction**

There may be a change of circumstances outstanding, that you as caseworker are aware of, and until the system is updated with the relevant information you may want to use manual allocation to prevent the system allocating funds incorrectly.

- **Client Request**

In a high profile complaints case you may want to override the system's payment hierarchy rules and use manual allocation to allocate payments. e.g. pay DNA costs before arrears.

- **Debt Credit Agency (DCA) Allocation**

When a third party is recovering monies on our behalf, we may request an amount but only receive part of it. You may want to decide where to allocate that payment.

11. Update the **Notes** field with the reason for extending the flag.

Select manual allocation review date

12. The review date is automatically set by the system for 12 months from today's date. Over ride this date if the flag will be reviewed earlier.



All cases flagged for manual allocation will be periodically reviewed to determine whether the flag should be removed. The system will send a workflow item to a caseworker/case manager within the case owning area to review the case. If a decision is made to remove the manual allocation flag before the review SR is generated, complete the actions in **step 15**.

13. Change the **Resolution Code** to **Manual Flag Accepted**.
14. Go to **step 22**.

Remove flag

15. If CMS has already generated a manual allocation SR, this will need to be cancelled and a new manual allocation SR will need to be generated:

- **Process = Payments**
- **Area = Manually Allocate Funds**
- **Sub Area = Manual Allocation Flag**

For further information refer to [Manual Allocation Flag - Set Up](#).

In the **Action** drop down menu select **Cancel**.

16. Change the SR **Status** to **In Progress**, **Sub Status** automatically changes to **In Progress**. An activity plan generates in the **Activity Plan** view.
17. Update the **Notes** field with the reason for removing the flag.
18. Within the **Manual Allocation Flag** applet, select **New** and then select the **Internal Account Number MVG** to choose the relevant account number.



If the **Internal Account Number MVG** fails to respond, the **Internal Account Number** is available to copy and paste from the NRP **Financial Accounts** view. For more information refer to the [Calculation Screen Summary](#).

19. Complete the activity plan to remove the flag for Manual Allocation.
20. Change the **Resolution Code** to **Manual Flag Accepted**.
21. Select Submit to **BaNCS**.
22. Change the SR **Status** to **Closed** and **Sub Status** to **Complete**.

[Manual Allocation Flag - Set Up](#)

[Payment - Manually Allocate](#)

[Terminology Changes](#)