



Manual Allocation Flag – Set Up

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.

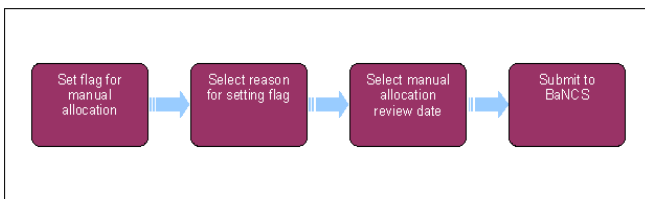
Accounts can be flagged to ensure manual allocation for every payment. This is only done in exceptional circumstances, as it is more time consuming compared to automatic allocation by the system.

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

The action of setting 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 once the decision has been made to set the flag for manual allocation on a case. You should select the flag, input the reason for manual allocation, set the review date and update the BaNCS system with the change.

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



This procedure uses the terms receiving parent and paying parent.

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



Please note, you must ensure that all information is recorded in the **Manual Allocation Flag** tab. If the service request (SR) opens by default to the **More Info** tab, do not record the information in here as this may cause errors.

Set flag for manual allocation



Incorrect accounting entries are being created for collection fees due to manual allocation - each time manual allocation to fees is completed you will need to e-mail **CM 2012 Scheme CFAT Banking & Accounting**, including the client's name, scheme client identification number (SCIN), the amount and the SR number of the manual allocation.

1. Select the paying parent and create a new SR.



This SR must not be created where a receipt is in the process of clearing. This will cause the payment to become stuck and it will not be possible to allocate it.

From the drop down list select:

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

2. Update the **Action** field to **Setup**.
3. Change the SR **Status** to **In Progress**, **Sub Status** automatically changes to **In Progress**. An activity plan generates in the **Activity Plan** view.
4. Follow the activity plan to set the flag for manual allocation.
5. Select **New**, then select the **Internal Account Number** field to select the NRP's BaNCS internal 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 Account** view. For more information refer to the [Calculation Screen Summary](#).

 A paying parent has one BaNCS account set up for all their cases.

Select reason for setting flag

6. Select the reason for setting the flag from the drop down list.

■ Enforcement Allocation

You may want to override the system's payment hierarchy rules in order to manually allocate payment to a specific debt period. Where a Liability Order application is appropriate the flag should be set in order to allocate payments appropriately until the paying parent makes payment using the unique LO reference number.
e.g. an agreement is made with the paying parent after the LO is granted, the caseworker should inform the client of the LO reference number to use when making any payments towards this debt. Once a payment is received with the LO reference number the manual allocation flag can be removed as the system will allocate the payment to the correct period of debt.

■ 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.

7. Update the activity plan with any further **Notes** on the reason for setting the flag.

Select manual allocation review date

8. The review date is automatically set by the system for 10 days from today's date. Override 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 sends a workflow item to a caseworker/case manager within the case owning area to review the case.

 There is currently a fault on the system where the review date is triggering immediately, to prevent this from happening manually enter the review date and save the record. If there is more than one SR, only complete this on one and Close/Cancel the others.


Submit to BaNCS

9. Change the **Resolution Code** to **Manual Flag Accepted**.

10. Select **Submit to BaNCS**.

 The manual allocation flag is sent to BaNCS. The allocation flag and the review date are set up in the 2012 system and are visible in the financial account screens once this SR has been closed.

11. Once you have set the flag close the SR by updating the Status to **Closed** and the Sub Status to **Complete**.

 When a payment is received the system will recognise that manual allocation applies, and will automatically create a service request using the options:

■ **Process: Payments**

■ **Area: Manual allocation**

■ **Sub area: Allocate to account**

[Manual Allocation Flag - Remove](#)

[Payment - Manually Allocate](#)