

## Manual Arrears Report (CSA) - Process

The majority of cases will have their arrears transitioned automatically to the CMS scheme. However, there will be exceptional instances in which this has to be carried out manually. In such circumstances the process will be managed via the manual arrears report.

When a residual arrears balance report has been received manually from CSA, these arrears will need to be added to an existing CMS system case, or an arrears only case will need to be created in circumstances where a CMS system case does not yet exist. Movement of arrears onto CMS system will occur when:

- A CSA case is selected in the relevant tranche for Proactive Case Closure, or
- An eligible applicant applies to CMS scheme and the named paying parent is a paying parent on an CSA case with arrears, or the paying parent partner on an existing 2012 scheme case (Reactive Case Closure), and
- The receiving parent or child in Scotland (CiS) wishes the arrears to be pursued or does not respond when asked whether they want the arrears to be collected, and/or
- There are Secretary of State (SoS) arrears outstanding

Processing residual arrears balances will be dealt with by the CMS scheme CSA rules reassessment team.

You will need to check that each receiving parent with a positive residual arrears balance in the paying parent's case group has a case set up on CMS system. If there is no existing CMS system case, you will need to generate a service request (SR) to create an arrears only case.

For more information refer to [Arrears Only Case \(CSA\) - Manual Set Up](#). Once the CMS system case has been created, the arrears balance will then need to be transferred onto CSA system.

Once a new case has been created, or if there is an existing case on CMS system you will need to create a SR for adding or correcting residual arrears balances. For more information refer to [Arrears \(CSA\) - Manually Add/Correct Balance](#).

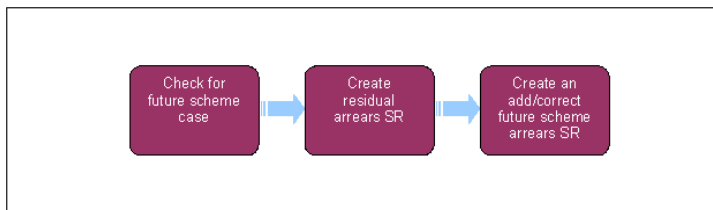
The purpose of this process is to create the relevant SR to enable the transfer of arrears to the CMS scheme.



This process must be completed within three days

- Day 1 – the arrears report is produced by CSA and sent to the CMS scheme.
- Day 2 – the report should be checked and if no current CMS scheme case is held for the receiving parent the arrears only case should be built, and all the required information should be entered onto the CMS system.
- Day 3 – CFAT will receive the report generated overnight by BaNCS and will reconcile the arrears on all of the relevant CMS scheme cases.

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.

### Check for CMS scheme case



This process must be completed within three days:

- Day 1 – the manual arrears report is produced by CSA and sent to the CMS scheme

- Day 2 – the report should be checked and if no current CMS scheme case is held for the receiving parents an arrears only case should be built, and all the required information should be entered onto the CMS system.
  - Day 3 – CFAT will receive the report generated overnight on day 2 by BaNCS and will reconcile the arrears on all of the relevant CMS scheme cases
1. On the day that the manual CSA report is received, access the arrears balance/s and CSA case details from the CSA report. The CSA report will show the type and status of the arrears e.g. total receiving parent arrears. For more information refer to [Arrears - Manually receive CSA balance](#).
  2. Select the **Contacts** screen, select **Contacts Query** and then select the **Query** button. Using the paying parent details listed in the CSA report, enter the paying parent's national insurance number (NINO) and select **Go**. The results of the query generate in the Contact List View. If the record returned is starred out, this indicates that the case is nationally sensitive. In this instance, refer the case details to the sensitive case handling team urgently, who will then urgently add the required arrears balance.
  3. From the contacts list view, select **Contact Case View**. Check if there is an open case available for each receiving parent in the paying parent's case group (cases that are grouped together for a common paying parent) listed in the CSA report by selecting the **Case List** field.
  4. If there is an open case available for the receiving parent, the arrears should be added to the case the following working day, refer to **Create An Add/Correct Future Scheme Arrears SR, step 5**. If any of the receiving parents on the report do not have an open case, an arrears only case will need to be built, this needs to be done the day that the report is received from CSA - refer to **Create New Arrears Only Application, step 7**.

### Create an add/correct CMS scheme arrears SR

5. Where an open CMS scheme case exists, for each receiving parent listed in the CSA report, create a new service request (SR) and from the drop down lists select:
  - **Process = Transition**
  - **Area = Set Up/Amend Residual Arrears**
  - **Sub Area = Add Residual Arrears**
6. Once the SR has been created refer to [Arrears \(CSA\) - Manually Add/Correct Balance](#) . This will allow you to manually enter the transitioned debt balance. This should be done the working day after the CSA report is received.

### Create new arrears only application

7. Where no CMS case exists for the receiving parents listed in the CSA report, create a new SR and from the drop down lists select:
  - **Process = Application**
  - **Area = Application**
  - **Sub Area = New Arrears Only Application**
8. Once the SR has been created refer to [Arrears Only Case \(CSA\) - Manual Set Up](#). This allows you to set up a case and relevant BaNCS accounts for the paying parent and receiving parents. A SR will need to be created for each receiving parent in the case group that does not have a case on CMS scheme with this particular paying parent.

[Arrears \(CSA\) - Manually Add/Correct Balance](#)

[Arrears Only Case \(CSA\) - Manual Set Up](#)

[Arrears - Receive CSA Balance](#)

[Arrears - Manually receive CSA Scheme balance](#)

[Terminology Changes](#)

[Automated Financial Transition Arrears](#)