



Manual Schedule - Create

When a third party, such as a bailiff, or a government department such as Jobcentre Plus or the Pension Service, send a payment plan to the Child Maintenance Group (CMG) e.g. a list of deductions from benefit taken from several non resident parents, each line of the payment plan will need to be entered manually onto the system by a caseworker.

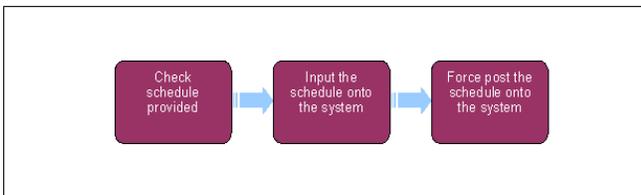
Manual schedules are dealt with by the employer team.

These payment plans will be received onto the system via inbound contact and will be stored on Documentum. The caseworker can view the scanned image of the payment plan sent by the third party when they are allocated a manual schedule work item. If the number of payment lines added to the schedule do not match the total amount received, the work item is cancelled and the third party is asked by the caseworker to resend the schedule.

Any manual schedules received from a bailiff will be entered onto the system in the same manner as a third party schedule but do not require a start or end date as the payment does not cover a particular period of time.

The purpose of this process is to show how to record a manual schedule onto the system.

For more information refer to Manual Schedules in 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.

Check schedule provided

- When the schedule is received into the Child Maintenance Group (CMG), it is scanned onto Documentum at inbound contact stage and allocated a service request (SR) number. Once you have been provided with the SR number, search for the SR via the **My Service Requests** tab.
- Select the **Documentum** tab within the SR to access the scanned payment schedule document on the system.
- Check that the schedule is accurate e.g. the customer reference numbers and national insurance numbers (NINO) are correct and that it matches the paying parent's/third party/employer method of payment from (MOPF) details. Bulk payments from employers will contain details of several paying parent's whose details and schedules will need to be checked.
For more information on employers and DEOs refer to the Policy, Law and Decision Making Guidance 
- If the schedule is accurate go to **step 12**. If the schedule is not accurate, go to **step 5**.
-  If the payment amount on the schedule does not match the amount the third party has told the CMG they are sending and/or the payment frequency/collection date is inaccurate, ask the third party or government department (whichever applies) to submit a new schedule.
- If the schedule can be amended whilst you are speaking to the third party go to **step 21**.
-  If telephone contact is unsuccessful, send letter CMSL2208 and wait seven days for a response. Select the **Status** as **Wait** and **Sub Status** as **Awaiting Evidence**. After receiving a response, the system changes the **Status** and **Sub Status** to **In Progress**.
- Where the schedule cannot be amended whilst speaking to the third party, ask the third party to send a new or amended schedule.
- Update the **Resolution Code** to **Transaction Rejected**. The system sends a reminder trigger to you on a daily basis, to remind you that the manual schedule cannot be created until you resolve any problems with the manual schedule. Any payments received are held in the third party suspense account until the manual schedule is entered onto the system. If, after investigation, the amount cannot be allocated to a paying parent account, any payments held are refunded back to the third party.
- When the new/amended schedule has been received, go to **step 1**.

Input schedule onto the system

11. Create a new SR and from the drop down lists select:
 - **Process = Payments**
 - **Area = Manual Schedule**
 - **Sub Area = Create Schedule**
12. Update the SR with the client's details: Name, NINO, etc. Set the SR **Status** to **In Progress**. The system will then create an activity plan displaying the list of tasks you will need to complete.
13. Select **Internal Account Number** and choose the **Third Party BaNCS Number**. The third party will be issued with a BaNCS number automatically when their details are initially entered on the system.
14. Input the schedule details into the **Manual Schedule** applet. Record the paying parent's national insurance number, additional reference number, dates and payment amounts. If the payment is from a bailiff, the additional reference number will be the liability order (LO) number, and start and end dates do not need to be entered as the payment does not cover a particular period of time.
15. Update the **Resolution Code** to **Create Schedule Accepted**.
16. Select the **Reason Code** to **Schedule Copied From System**.
17. Select **Submit To BaNCS**. The schedule will be submitted to BaNCS for overnight processing.
18. Change the SR **Status** to **Closed** and the SR Sub Status to **Complete**.

Force post the schedule onto the system

19. When the total payment received and the amount on the schedule do not match, but after calling the third party and accepting the reason for the difference, rather than asking the third party to send a new schedule you can enter the existing schedule onto the system by force post. Tick the **Force Post** box and record the schedule details into the **Manual Schedule** applet e.g. paying parent NINO, payment amounts, reference number. If the payment is from a bailiff, the additional reference number will be the LO number, and start and end dates do not need to be entered as the payment does not cover a particular period of time. If the schedule and payment do not match because there is an overpayment, a refund will be required. If there is an underpayment, request an additional payment amount to cover the difference.
20. Update the **Resolution Code** to **Create Schedule Accepted**.
21. Select the **Reason Code** to **Phone Call to Third Party**.
22. Select **Submit To BaNCS** to submit the schedule for overnight processing.
23. Change the SR **Status** to **Closed** and the SR **Sub Status** to **Complete**.

Northern Ireland – Social Security Agency

Northern Ireland – Enforcement of Judgements office

[CM5L2208 Please call us urgently about a payment](#)

Contact the third party (eg Bailiff) to say that we have received a payment from them that does not match the amount that they have told us they will be paying us for the period.

All fields in this letter are system generated, no manual intervention is required.

[Correspondence \(Inbound\) - Summary](#)

[DEO - Reconcile](#)

[Payment - Non Standard](#)

[Terminology Changes](#)