



## Method Of Payment From - Set Up Initial

The method of payment from (MOPF) is the financial details obtained from a paying parent in order to set up payments for child maintenance. The preferred methods for this are either direct debit (DD) or a deduction from earnings order (DEO) which should be promoted at all times. A legitimate reason must be provided by the paying parent in order to set up standing order (SO) or BHOCA methods.

The initial set up of a MOPF is started at the application stage or first contact with the paying parent.



You must set up the initial MOPF for the paying parent before completing the application, failure to do so will mean that liability and promise to pay (P2P) schedules are not automatically generated by the system.

Before setting up MOPF details, you should make the paying parent aware that they can avoid paying collection fees by making their own family based arrangement, or by choosing to pay by direct pay. For more information refer to [Collection Fees Summary](#) and [Direct Pay Summary](#).

This process shows you how to set up the MOPF details at the initial stage before referring to the set up of individual methods of payment in the procedures to complete the process.

The preferred MOPFs are:

- Direct debit (DD)
- Deduction from benefit (DFB)
- Deduction from earnings order (DEO)
- Deduction from earnings request (DER)

Non-preferred MOPFs include:

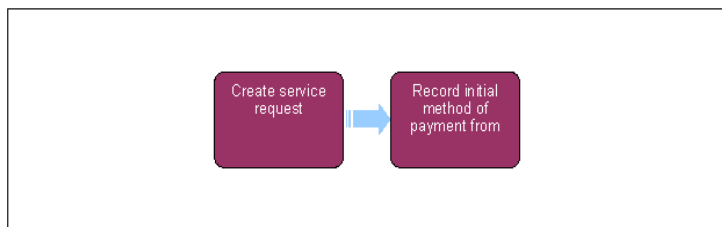
- Standing Order (SO)
- BHOCA



Where the MOPF selected is DEO or DER and the case is a reactive case closure case you will need to ask for the arrears to be fast tracked onto the 2012 system. For more information on fast track arrears refer to [Fast Track Legacy Arrears to 2012](#). Although this speeds up the receiving parent arrears decision process, any further deferral rules still apply. As a result of this there is no set time frame for arrears to be sent to the 2012 scheme and the time taken depends on each individual case. For more information refer to [DEO - Self Selected - Set Up](#) or [DER - Self Selected - Set Up](#).

For more information on the details required for different types of accounts, e.g. current account, building society account, select the direct input guide for bank wizard in the following link <http://bankval/>

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.



Before setting up a method of payment, you must first verify the existing MOP to ensure that the system or another caseworker has not created/replaced the exact same MOP. To do this select the clients **Contact** then select the **Financial Accounts** view. Check for a status of **Active** within the **Payment Profile** tab to confirm if a current MOP is held. Check the details of the active MOP to determine whether action is still needed.

### Create service request (SR)




If this is the paying parent application, the whole process is completed by an applications caseworker.

If this is the receiving parent application, an applications caseworker carries out the initial stages of the application and the maintenance caseworker completes the method of payment from (MOPF).



When setting up a MOPF you will need to take into consideration when the 2012 System is likely to set the first collection date. For more information refer to [First Collection Date Guidance](#).

Before setting up MOPF details, you should make the paying parent aware that they can avoid paying collection fees by making their own family based arrangement, or by choosing to pay by direct pay. For more information refer to [Collection Fees Summary](#) and [Direct Pay Summary](#). You will need to consider whether the paying parent is likely to pay maintenance before advising them about direct pay. For more information refer to the Policy, Law and Decision Making Guidance 

1. To start this process, navigate to the **Contacts** tab and select the **NRP surname**. Select the **service requests** (SR) tab to create an SR to add the **MOPF information**.



Set up the initial MOPF for the paying parent before completing the application, failure to do so will mean the liability and promise to pay (P2P) schedules are not automatically generated by the system. Instructions on how manually create the schedules can be found in **step 11**.

2. From the drop down lists select:
  - **Process = Payments**
  - **Area = Method of Payment From**
  - **Sub Area =** select appropriate MOPF

The preferred MOPFs are direct debit, deduction from benefits, deduction from earnings order and deduction from earnings request.

3. Assign the case number to the SR by selecting the case number Multi Value Group (MVG) button in the **Case Number** field. If the paying parent has more than one case, select the correct case from the pop up applet, highlight the required case number and select **Add**.



For paying parent applications, confirm the paying parent's MOPF type and details during the initial application.

4. On the **Action** drop down select **Create MOP**.

5. Go to the relevant MOPF set up procedure to record the MOPF details (you must only carry out the steps to complete the SR that was created in step 2 in each MOPF procedure):
  - [Direct Debit - Set up](#)
  - [DFB - set up](#)
  - [DEO - Self Selected - Set Up](#)
  - [DER - Self Selected - Set Up](#)
  - [Voluntary Standing Order - Set Up](#)
  - [Default Standing Order - Set Up](#)

The procedure links above guide you through setting up each individual MOPF as an initial MOPF or a change of circumstance (CoC) MOPF. Follow the correct section and correct steps for the initial calculation.

The first collection date for each MOPF cannot be within 30 days of the initial effective date, the system automatically sets the first collection to the month following the effective date. For information on setting the first collection date please refer to the [first collection date guidance](#). Then go to **step 6**.



When setting the MOPF because the paying parent either refuses to set up a MOPF or wilfully refuses to pay follow:

- [Default Standing Order - Set Up](#) for paying parent refuses to set up a MOPF or DEO not appropriate so default standing order is needed
- [DEO - Self Selected - Set Up](#) for paying parent wilfully refuses to pay, beginning at **step 8**
- [DEO - Self Selected - Set Up](#) for paying parent not contacting within the timescales following a provisional calculation, beginning at **step 8**

6. Set the SR status to **In Progress** and the sub status changes automatically. The system generates an activity plan.

### **Maintenance case worker actions (or applications case worker actions when case is at gather paying parent information stage.**

7. Open the SR and select the internal **Change Account Number** field and select the newly created BaNCS number.

8. Update the **Resolution Code** to **MOP Accepted** and save the record.


9. Select the **Send MOP** button and mark the remaining activities as **Done**.

10. Change the SR status to:
  - **Status = Closed**
  - **Sub Status = Complete**



Set the MOPF to default SO if you are unable to contact the paying parent. If the paying parent refuses to set up a MOPF, set a default SO as the MOPF and begin arrears action. For more information refer to [Arrears - Consider Action](#). If the paying parent wilfully refuses to pay then select the MOPF as DEO, for more information refer to [DEO - Self Selected - Set Up](#), **step 8**.

## Creating a manual schedule

11. If you are carrying out this step after the initial maintenance calculation has been generated manually create the liability and P2P schedules by completing the following steps
12. Access the perform calc SR from the **Service Requests** tab against the case you are currently working on.
13. Select the **More Info** tab and then select the **Liability Calculation** tab.
14. Select **Create Schedule/Liability and Promise to Pay**.  
 If the MOPF has been created after generation of a P2P schedule, following selection of **Create Schedule/Liability and Promise to Pay** select **Go**.
15. The system generates an activity plan to allow you to issue schedules to the receiving parent and paying parent.

### Bank Wizard Error Codes

When using bank validation, warning messages may be displayed. Most of these warning messages are only relevant to the banking industry and can be ignored, however there are some messages that do require you to take action.

#### Method of Payment From (MOPF)

The following codes may generate when checking a MOPF:

- 005 - W - Account does not support Direct Debit transactions
- 078 - W - Account does not support AUDDIS transactions
- 079 - W - Sort Code does not support account swtiching
- 006 - W - Sort code does not support Direct Debit transactions
- 067 - W - Sort code does not support AUDDIS transactions
- 090 - E - Roll number format is incorrect
- 092 - E - Roll number length is incorrect

If you receive any one of these, confirm the details entered with the client or obtain alternative details or a different MOPF.

No exceptions identified

[Arrears - Consider Action](#)

[Arrears Negotiation and Missed Payments](#)

[BHOCA - Set Up](#)

[Calculation - Initial](#)

[Call Prompt - Direct Debit](#)

[Collection Fees Summary](#)

[DEO - Self Selected - Set Up](#)

[DER - Self Selected - Set Up](#)

[DFB - Set Up](#)

[Direct Debit - Set Up](#)

[Direct Pay Summary](#)

[Fast Track Legacy Arrears to 2012 System](#)

[First Collection Date Guidance](#)

[HMRC - Employment Details DEO/DER](#)

[Standing Order - Set Up](#)

[Terminology Changes](#)

[Will bank wizard allow for all types of accounts to be checked?](#)

Yes bank wizard will now have the flexibility to do this.

Can the paying parent set up more than one MOPF and when would the caseworker be used?

Yes, more than one MOPF can be set up for each paying parent, however an additional MOPF cannot be set up to collect arrears/fees when the paying parent is on a DFB. We would wait until they came off DFB and schedule it along with any arrears and OGM on a non DFB MOPF.

Can the paying parent change their MOPF in the 2012 scheme if they paid by DEO in the 1993/2003 scheme?

Yes. The paying parent is given the chance to set up a MOPF even if they were on a mandatory DEO previously.

What will happen if a caseworker does not set up MOPF at the initial application stage?

The liability and promise to pay schedules will not be automatically generated by the system and they will have to be created manually.