



POCA - Cancel

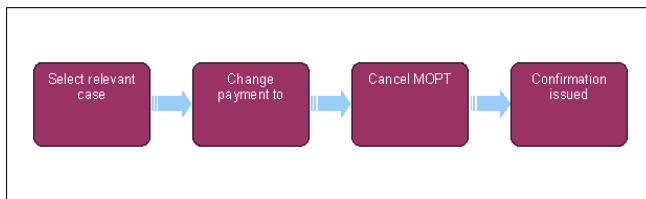
This procedure will take you through cancelling Post Office Card Account (POCA) as the method of payment to (MOPT) option. MOPT is where Child Maintenance Group (CMG) process payments received and pay money out to the receiving party, which is usually the receiving parent.

POCA is used for receiving parents receiving State Pension, benefits, tax credits or child maintenance, who don't have bank accounts. It can not be used as a normal current account, as it can only be used to receive certain payments from Government departments, such as child maintenance or benefits.

This action will be dealt with by caseworkers who own the case at the time we are told about the change in MOPT.

You can receive a request to cancel a MOPT from the receiving parent or third party, where there is one being used. This request for change can be received at any point in the lifecycle of the case.

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.

Create service request



1. Create a change of circumstances (CofC) service request (SR) to update the method of payment to (MOPT) information. For more information on methods of payments refer to the Policy, Law and Decision Making Guidance 
2. From the drop down lists select:
 - **Process = CofC**
 - **Area = Change Method of Payment**
 - **Sub Area = Change Method of Payment To**
 - **Source = PWC**
3. Change the SR status to **In Progress**. The system will generate an activity plan for you to follow.
4. Create a child SR using:
 - **Process = Payments**
 - **Area = Method Of Payment To**
 - **Sub Area = Amend MOPT**

Cancel POCA and complete SRs

5. Choose **Cancel MOPT** from the drop down in the **Action** field, then set the **SR Status** to **In Progress**.
6. Choose a suitable date of expiry to cancel the POCA from. You can not use a past date so select today's date, as the notified and effective date for this change.
7. Add the **Internal account number** and current method of payment to the SR.
8. Update the **Resolution Code** to **Amend Accepted** and then select the **Send Update** button.
9. Once you have received the success message, close the child SR by updating the **Status** to **Closed** and **Sub Status** to **Complete**.



When BaNCS returns a **Success** message, the correct **Resolution Code** must be selected and not set to **Transaction Rejected**.

10. The cancelled MOPT will show as **Inactive** under the receiving parent.
11. Now the POCA has been cancelled you need to return to the **CofC SR**.
12.   If the receiving parent is still due to receive maintenance and have not verified their MOPT ask for their new bank details. If the call is unsuccessful, send CMSL3251 and form FT2004 to the receiving parent.
13. To set up a new MOPT you need to create a child SR for the new MOPT. Follow the relevant procedure e.g. Direct Payment - Set Up and then return to this procedure to close the **CofC SR**. For more information refer to [Change MOPT - Summary](#).
14. Complete the activity plan in the parent **CofC SR** and update the **Resolution Code** to **CoC Accepted**.
15. Return to the **CofC SR** and close it by changing the **Status** to **Closed** and the **Sub Status** to **Complete**.

NI Exceptions

The Charging Warm-Up lines to take for NICMS can be accessed by selecting the following link: [NICMS Charging Warm-Up Lines to Take](#).

FT2004 Your bank or building society details

Form the client uses to complete their bank details

CMSL3251 Please take urgent action so we can make payments to you

If no active MOP exists, and there is ongoing maintenance or arrears, include an urgent reminder to set up a new MOP.
All fields in this letter are system generated, no manual intervention is required.

[Change MOPT - Summary](#)

[MOPT - Set Up Initial](#)

[POCA - Set Up](#)

[Terminology Changes](#)