Department for Work & Pensions Procedures ▸ Payment Amount - Apply Hold

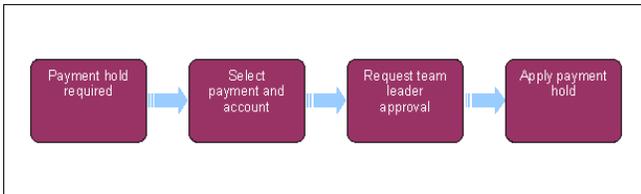Procedures > Pages > Process-Payment > Payment-amount-apply-hold

Payment Amount - Apply Hold

All case officers in every area may need to complete this action.

Caseworkers make a manual request to hold a payment or payments held within a payment from account. A hold request may need to be put in place for a number of reasons, from an error, ongoing investigation relating to the payment or if the incorrect amount has been released or assigned.
This procedure confirms the actions needed in order to place a hold on the payment/s while investigation takes place.

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

ℹ 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.

Payment hold required

1. When it is identified that a payment needs to be put on hold, create a service request (SR) against the SCIN/NINO that the payment was incorrectly assigned to.

2. Create the SR by selecting:

     - **Type = Payments**

     - **Area = Payment Exceptions**

     - **Sub Area = Put Amount On Hold**

3. Update the SR **Status** to **In Progress**.

Select payment and account

4. Select the **New** button in the **Manual Hold** applet and this will activate the **Payment From** and **Account** fields.

5. From within the activity plan select the relevant client and payment from account that the hold is for.

6. Enter the amount that is to be put on hold, selecting a hold option from the following drop down options:

     - **Amount To Be Re-assigned**

     - **Amount Released In Error**

ℹ The system will validate the amount entered against the balance in the payment from account to ensure the balance is sufficient. If the balance is insufficient the system will reject the amount and allow the caseworker to input a new amount.

Request team leader approval

7. Team leader approval to hold the payment is required. Update the **Resolution Code** to **Amount On Hold Accepted.** The SR will assign to TL for approval.

8. The TL checks the reason for the hold payment, the amount and case to ensure this is correct. They will then either accept or reject the hold request. They do this by selecting the **Accept** or **Reject** option within the SR and updating the case **Notes** field.

9. Once their action is complete they will reallocate the SR to the caseworker for the next action or to make any changes.
For more information refer to Work Management.

10. On receipt of the SR you will determine the action to take depending on whether the hold request has been accepted or rejected:

     - **Rejected** - If the TL rejects the request to hold the payment, look at the **Notes** tab for the reason given. If another request is to be submitted refer to **step 5** and repeat actions for approval

■ **Accepted** - When the hold request is accepted you will submit the hold on the system by completing the following steps

Apply payment hold

11. Confirm the payment to be held, re-input the **Resolution Code** of **Amount On Hold Accepted** then select the **Submit BaNCS** button. This sends the hold request to BaNCS, updating it and placing the payment on hold.

12. Ensure all actions have been completed within your activity plan and close the SR by changing the **Status** to **Closed**.

13. If you have more than one payment that must be placed on hold you will need to return to **step 1** and complete this action for each required payment.

i The system will create a report of payments from accounts with amounts on hold in order to record all accounts that have these payments on hold. For more information refer to Payment Amount - Apply Release.

NICMS to replace Child Maintenance Group (CMG) in NI.

Payment Amount - Apply Release

Terminology Changes

Work Management