



Payment - Exceeds Threshold

When a **payment** to transaction exceeds the £2000 maximum, a service request (SR) is generated to allow manual authorisation to be considered.

This covers payments from paying parents, third parties and employers.

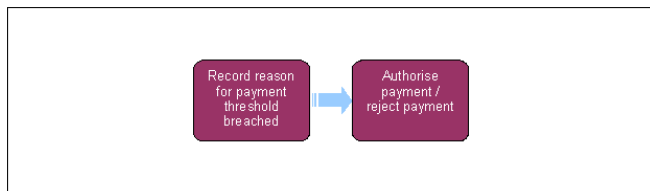
The purpose of this process is to prevent very large payments being paid out in error.

If the team leader decides the transaction is valid given the case history and payment schedule, then they should authorise the payment.

If the transaction is incorrect the team leader (TL) is required to reject the payment and record the reason.

This process is dealt with by the caseworker and team leader that has case ownership.


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.

Authorise payment - caseworker actions

- When a payment is received that breaches the payment threshold, or if there is an outstanding excess payment amount, BaNCS will generate a service request (SR):
 - **Process = Payments**
 - **Area = Approval**
 - **Sub Area = Standard Payment**
- Where the payment received is for an unexpected amount, contact the paying parent and confirm that the amount paid is correct. Where necessary, update the **Notes** explaining the reasons for the payment/any other relevant information.
- Set the **Status** to **In Progress**, update all activities and change the **Resolution Code** of the SR to **Standard Payment Accepted** and save the record.
- The system will update the **Status** to **Pending Approval** and the **Sub Status** to **Pending Approval - TL**. An approval item is created for the team leader and the system updates BaNCS with the approval request and checks the details held for method of payment to (MOPT).
 -  To ensure the payment generates and pays out, TL authorisation must be completed the day following the above action being taken by a caseworker.




If no MOPT is held, contact the relevant person to gather the details. Issue CMSL3102 and form FT2004 where applicable.

Authorise payment - team leader actions

- Upon receiving the SR, the TL checks; that the payment request is accurate, i.e. the payment amount and payment reason is correct and the correct recipient has been selected. The TL will update the **authorisation task** and add any applicable supporting documents to the SR before returning it to the caseworker.

Caseworker actions

- If the payment has been rejected, see **step 9**. Where the payment has been approved, update the **Resolution Code** to **Standard Payment Accepted**.
- Select **Submit** to send the payment to BaNCS, the payment will be processed overnight.
-  Inform the receiving parent of the payment.
- Where the payment has been rejected, complete any outstanding activities and change the **Resolution Code** to **Transaction Rejected**.

10. Change the **Status** to **Closed** and the **Sub Status** to **Complete**.

[FT2004 Your bank or building society details](#)

Form the client uses to complete their bank details

[CM3102 Please tell us how you'd like to receive payments](#)

Where a client does not have MOPT details, send a letter to them to gather details and set up MOPT.

All fields in this letter are system generated. Review the letter before sending.

[Process Payment Overview](#)

[Terminology Changes](#)