



Payment - Non Standard

The purpose of this procedure is to show how to issue a non standard payment to the relevant client. The term refund is used throughout the procedure however this term may apply to refunds or reimbursements.

If a special payment such as financial redress or a consolatory payment is required, these should only be made by the Complaints team. Consolatory payments above £100 and payments for financial loss above £250 are referred by the Complaints team to the National Special Payments Team (NSPT).

The only exception is when collection charges have been paid in error e.g. where there has been a delay in completing a Change of Service Type to Direct Pay and payments have continued to be made. In this instance Procedural Exception **Non Standard Payment for Collection Fees Paid in Error** should be followed for guidance on MP219 Refund of Collection Charges.

If collection charges need refunding during case closure or an application fee needs refunded, see **FAQs** for further instructions.

Sometimes payments are received when a case service type is Direct Pay. When this happens the system is unable to pay this out to the receiving parent. A check should be completed to identify whether the payment has been received in error i.e. it is not for SoS debt, costs or fees. If confirmed the payment has been received in error, it should be refunded back to the paying parent.

Where a paying parent or employer has overpaid, the action to take will depend on where the payment is. If the payment:


- Is to clear, the client should be advised this can not be refunded until the payment has cleared. Refer to **Transaction History** to confirm any clearance days. The **Clearance Days** column is not an active count and a manual count is required
- Is held in the paying parent or the receiving parent's **Cash Balance**, this can be refunded as the funds are held in the Child Maintenance Group (CMG) account
- Has already paid out, this can be viewed in the **Excess Payment Amount** field within **Financial Accounts**. If the payment still needs to be returned to the paying party, a reimbursement is necessary.

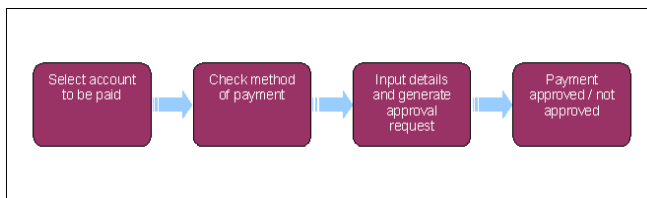
This amount does not include money allocated to collection charges, enforcement charges or SoS arrears. For this information, a check of **Transaction History** would be required.

Where there is an overpayment as a result of a backdated change of circumstances and there is an on-going liability, this is taken into consideration when scheduling future payments.

If there is no on-going liability, contact the receiving parent to repay the overpaid amount. Create a repayment request for the receiving parent. This places the receiving parent's account into overdraft and credits the paying parent's account. For more information refer to [Receiving Parent/Payee Repayment Request - Create](#).

Once the caseworker creates a **Non Standard Payment Request SR** and selects a **Reason** for the payment, the system uses this information to identify which bank account the funds are to be paid from.

When a caseworker makes a decision to make a refund or reimbursement, they need to document their decision. For more information on evidence and decision making 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 new service request (SR) at contact level of the client due to receive the refund, and select the following from the drop down lists:
 - **Process = Payments**
 - **Area = Non Standard Payment**
 - **Sub Area =** The relevant party to be paid (**Client/Employer/Non Client**)
2. Enter the **Source** then change the SR **Status** to **In Progress**.
3. Select **Go To Contact** to check **Financial Accounts** for an active method of payment to (MOPT) for the relevant party to be paid.


- If there is not a MOPT present, gather the relevant details as a payment can not be made until a MOPT is set up. For setting up a MOPT for a client refer to [Method Of Payment To – Set Up Initial](#) (during this process cancel the issue of CMSL3004 and CMSL3006).



Input Details

- Within the **Financial Accounts**, check whether there are funds available:
 - Where there are no funds held within either the paying parent or the receiving parent's **Cash Balance**, reimbursement should be considered as overpayment amount has paid out to the receiving parent. Go to **Process Reimbursement** within [Receiving Parent/Payee Repayment Request - Create](#)
 - If there are sufficient funds in the paying parent's **Cash Balance** to cover the refund amount, the **Reason** code must be **NRP Refund**, and the paying parent as the **Source**
 - If there are insufficient funds in the paying parent's **Cash Balance**, use the **Reason** code **NRP Refund** to refund what is available, using the paying parent as the **Source**. Then where there are also funds available in the receiving parent's **Cash Balance**, raise a second SR and use the **Reason** code **Maintenance Refund** to refund this amount, recording the receiving parent as the **Source**
 - If the funds are no longer in the paying parent **Cash Balance** but they are now sitting in the receiving parent's **Cash Balance**, this means they have cleared into the receiving parent's account. Use the **Reason** code **Maintenance Refund** and receiving parent as the **Source**.

See the table below for further information on selecting reason codes. For more information on overpayments, refunds and reimbursements refer to the Policy, Law and Decision Making Guidance. 

	SR "Reason" Description	Source Account (From)	Destination Account(To)	Process
1	DNA Cost Refund	Admin	Paying parent	Parentage
2	Maintenance Refund	Receiving parent	Paying parent	Payment To Exceptions
3	NRP Refund	Paying parent	Paying parent	Payment To Exceptions
4	Non Client Refund	Suspense	Non Client	Payment To Exceptions
5	Third Party Refund	Third Party	Third Party	Payment To Exceptions
6	Financial Redress NRP	Admin	Paying parent	Escalated Enquiries Refer to the procedural exception Referring a case to National Special Payments Team (NSPT) For more information on determining the level of award refer to Financial Redress for Maladministration
7	Financial Redress PWC	Admin	Receiving parent	Escalated Enquiries Refer to the procedural exception Referring a case to National Special Payments Team (NSPT) For more information on determining the level of award refer to Financial Redress for Maladministration
8	Financial Redress Employer	Admin	Employer	Manage Complaints DEO Reconciliation Refer to the procedural exception Referring a case to National Special Payments Team (NSPT) For more information on determining the level of award refer to Financial Redress for Maladministration
9	Consolatory Payment NRP	Admin	Paying parent	Escalated Enquiries Refer to the procedural exception Referring a case to National Special Payments Team (NSPT) For more information on determining the level of award refer to Financial Redress for Maladministration
10	Consolatory Payment PWC	Admin	Receiving parent	Escalated Enquiries Refer to the procedural exception Referring a case to National Special Payments Team (NSPT) For more information on determining the level of award refer to Financial Redress for Maladministration
16	Employer Refund	Employer	Employer	DEO Reconciliation
17	App Charge Refund - Excess Only	Admin	Applicant	Refund of Application Fee
18	App Charge Refund - Late Payment	Admin	Applicant	Refund of Application Fee

-  To determine the level of authorisation required refer to [Refunds Approval Levels](#) and [Reimbursements Approval Levels](#). An approval form needs to be completed for payments that require approval from a workgroup leader and above. Complete CMSF5551 and send to team leader to route to the appropriate authoriser.


7. Once authorisation is received, attach CMSF5551 to the SR. For more information refer to [Scanning - Local](#). Continue from **step 8** whilst awaiting the CMSF5551 to be scanned.
8. Record notes to support the decision in the **SR notes** field, including the level of authorisation required, that the CMSF5551 has been sent to be scanned and any welfare of the child decision made. For more information on discretionary decision making refer to the Policy, Law and Decision Making Guidance 
9. Select the **Internal Account Number** and the **Payment Method**. Select both the client account and the account from which the payment is being made.
 -  If the **Reason** is **Financial Redress PWC** or **Financial Redress NRP**, the client account number must be set as **Primary** and the admin account as **Secondary**.
10. When funds are being refunded from the admin account select one of the following internal account numbers:
 - For general non-standard payment refunds - 1000710031580016
 - For refunding application fees or collection charges - 1000710031580016
 - For collection fees paid in error (MP219) - 1000710031580016 for Great Britain
 - For account numbers for use by NICMS, refer to the **Procedural Exceptions** tab

For client refunds, go to **step 14**. For non client refunds, continue from **step 11**.

Non Client Refunds

11. For a non client enter the bank details and select the **Bank Validation** tab. If the person has been paid before, the contact doesn't need to be created. If you need to create a contact, go to [Third Party - Set Up](#).
12. Open the **Non Standard Payment SR** and assign the third party contact.
13. When a refund needs to be made to an account that isn't the paying parent's, e.g. an employer, select **Add Employer** and then **Add Admin** with admin as the primary account.

Generate Approval Request

14. Input the refund amount into the **Payment Amount** field within the **Payments with Approval** tab. If the payment is from a suspense account the field is already populated with the payment amount.
 -  Check the **Tasks** tab to see if a previous approval task has already been sent. If it has, close and cancel the SR as raising another approval task will cause the SR to go into an error/critical-technical state, requiring an incident to be raised.
15. Update the **Resolution Code** with one of the following:
 - **Client Accepted**
 - **Employer Accepted**
 - **Non Client Accepted**

The **Status** and **Sub Status** of the SR will automatically update to **Pending Approval**, the **Resolution Code** field will turn blank and the activity will be sent to the team leader's (TL) Approval Inbox.

 All team leaders in the segment will receive an approval task, once one approval task has been actioned, the others will disappear.

Team Leader Approval

16. Confirm the **Payment Non Standard SR** is accurate, e.g. by checking the following:
 - The SR sub area reflects the relevant party
 - Payment amount
 - A MOPT is present
 - The correct **Reason** has been selected
 - The correct accounts have been selected
 - This list is not exhaustive
17. Update the **Authorisation task** and return to the caseworker.




Caseworker Action

18. Check whether the funds need to be drawn down from the admin expense account. If so, update **Resolution Code** with one of the following:
 - **Client Accepted**
 - **Employer Accepted**
 - **Non Client Accepted**

This will generate an approval task for colleagues in CFAT who will check to ensure that sufficient funds are available to cover the payment. Once approved go to **step 19**. If the request has not been approved, go to **step 26**.

If funds do not need to be drawn down from the admin expense account, go to **step 19**.

Payment Approved

19. Check the **Tasks** tab for CFAT approval. The **Payments Admin Approval Test** line will show **Approved**.
20.  Call the client, non client or third party to inform them the payment request has been approved. Advise the client that this does not mean that the payment has been made yet and once payment has been made, normal bank clearance times apply. For more information refer to [Call - Overview](#).
21. Update **Resolution Code** with one of the following:
 - **Client Accepted**
 - **Employer Accepted**
 - **Non Client Accepted**
22. In the **Payments with Approval** tab select the **Make Payment** button.
 -  The **Make Payment** button shouldn't be selected after 5:45pm to ensure the payment correctly generates and pays out.
23. Update the activity **Submit to BaNCS** as **Done**. The payment details are submitted to BaNCS for further processing and to verify that the refund amount does not exceed the balance in the account.
24.  Create an activity and send letter CMSL3212 to confirm to the client/non client/third party the reason that the refund has been made and the amount it is for. For consolatory payments mark the letter as **Not Required**.
25. Once the letter is issued, change the SR **Status** to **Closed** and the **Sub Status** to **Complete**.

Payment not approved

26. Navigate to the **Payment Non Standard SR** to view the reason for rejection held within the **Tasks** tab.
27. Update the **Status** to **Closed** and the **Sub Status** to **Cancelled** to close the SR. This will allow a new SR to be opened so any caseworker amendments can be made. Refer to **Step 1** to create the new SR.

NI Exceptions


NICMS replaces Child Maintenance Group (CMG) in Northern Ireland.

Special payments issued in Northern Ireland aren't subject to referral to the National Special Payments Team (NSPT) and have separate approval levels. Caseworkers should refer to local guidance.

Step 10 - The account numbers for use by NICMS are:

- general non-standard payment refunds – 3000710032580047
- refunding application fees or collection charges – 3000780032561033
- For collection fees paid in error (MP219) - 3000710032580047

Non Standard Payment for Collection Fees Paid in Error



1. For each client, identify the amount of collection fees paid in error. Check for allocation that has occurred after the payment was received:
 - For each receiving parent, select **Financial Accounts**, then **Online Statement**. In the **Online Statement** look for the collection fee allocation that occurred after the payment was received. To do this, look under the **Description** column for any entry called **Collect and Pay Fee Deducted** - this will be the amount of the receiving parent's collection fees incorrectly paid. Make a note of this amount.
 - For the paying parent, select **Financial Accounts**, then **Transaction History**. Check the collection fee allocation that occurred after the payment was received. To do this, check the **Description** column for any **CSH ALLOCATE 72** entries created since the payment was received. Make a note of the collection fee allocation recorded in the **Amount** column of that entry.
2.  Call both clients to advise them of the collection fee error, and confirm that direct payments are still being made. For further information, refer to the [Lines to Take Fundamental](#).
3. Allocate the collection fee amounts due to both clients by following **Step 1** onwards, ensuring that at **Step 5** reason codes **Financial Redress PWC** for the receiving parent and **Financial Redress NRP** for the paying parent are selected.
4. Update the **Non Standard Payment SR Notes** with the following - "MP219 it is a user error during a workaround and Finance have been informed". Include details of the amount to be refunded to both clients.
5. Once all of the above actions have been completed, send an e-mail to CM 2012 Scheme CFAT Banking & Accounting, containing the following:
 - Subject heading - OFFICIAL - Sensitive - MP219
 - Paying Parent's full name

- Receiving Parent's full name
- SCIN
- Amount
- Date
- Notes

Referring a case to National Special Payments Team (NSPT)

Refer the case to NSPT

Complaints caseworker actions

1. Check the [2012 Special Payment Approvals levels](#). Where the value of the consolatory payment or financial loss payment is above the limit (or if the case is defined as an exceptional case by the Complaints, Redress and Stewardship Team (CReST)) NSPT make a decision on the payment. Where the value is below the limit return to **Step 7** in Details.
2. Record notes to support the decision in the SR **Notes** field, including any welfare of the child decision made. For more information on discretionary decision making refer to the Policy, Law and Decision Making Guidance .
3.  Complete and send [form SPR](#) via e-mail to NSPT (Special Payments DWP Operations [SPECIALPAYMENTS.OPERATIONS@DWP.GSI.GOV.UK]). NSPT decide how much will be paid where this is higher than internal limits.
4. NSPT return their decision via email. Update the SR **Notes** to record this decision. Standard referrals are handled within 15 days and urgent referrals are handled within five days.
5. If a payment is to be made, record the amount of the payment and include in the SR **Notes** that this decision has been made by NSPT, and return to **Step 8** in Details.
6. If NSPT decide there are no grounds for a payment return to **Step 27** to cancel the SR.

CM3212 We've made a refund payment to you

Inform client or third party that the Child Maintenance Service has made a refund payment to them.

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

CM5551 Non Standard payment authorisation

To complete this form for refunds and reimbursements, complete the following:

- Complete the **To, From** and **Client Details** section
- Complete the **Case Details** section if it is relevant to the case
- In the **Referral Details** section:
 - Only complete the **What's Happened?** section
 - In capital letters state whether this is a Refund or Reimbursement
 - Explain why the Refund or Reimbursement is needed
- Only fill out the rest of the sections if they relate to the case
- Complete the **Declaration & Authorisation** section

Once completed refer to the relevant authoriser.

Appeals

[Application Fee Complaints and Returns](#)

[BOM - Segments Summary](#)

[Close Case \(Collect and Pay\)](#)

[Close Case \(Direct Pay\)](#)

[Close Case - Reverse/Revise](#)

[Complaint - Resolution](#)

[Complaint - Review](#)

[Correction - Personal Details](#)

[Correction - Contact/Address](#)

[DEO - Reconcile](#)

[Direct Payment - Set up](#)

[ICE](#)

[Parentage Dispute - Record Outcome](#)

[Payment From - Investigate/Escalate](#)

[PHSO](#)

[Receiving Parent/Payee Repayment Request - Create](#)

[Refund Approval Levels](#)

[Reimbursement Approval Levels](#)

[Revision/Correction – Carer Status – Paying Parent Not Carer Of ROC](#)

[Revision/Correction – Carer Status – Receiving parent Not Carer Of QC](#)

[Revision/Correction – Change To Benefit Details/status](#)

[Revision/Correction – Change To Employment Status](#)

[Revision/Correction – Change To Income](#)

[Revision/Correction – Change To Shared Care](#)

[Revision/Correction – FTE Status \(QC\)](#)

[Revision/Correction – FTE Status \(ROC/CIFBA\)](#)

[Revision/Correction – New QC](#)

[Revision/Correction – New ROC/CIFBA](#)

[Revision/Correction – Paying Parent Not The Father](#)

[Special Payments](#)

[Standard Payment - Exceeds Threshold](#)

[Terminology Changes](#)

[There is a cash balance on a direct pay case, what do I do?](#)

If a payment has been received but the case service type is direct pay, the system is unable to pay this out to the receiving parent. Complete a check to establish whether the payment is required. This will include checking for any outstanding SoS debt, costs or fees and checking whether the payment should be allocated to a linked case with the service type collect and pay. It may be that a linked case has a manual allocation in place. If so, the reason for this should also be established. Once all potential options have been exhausted and it is confirmed the payment has been received in error, the cash balance amount should be refunded to the paying parent.

[When are payments made from the suspense account?](#)

Examples of payments which come from the suspense account are DNA test fee refunds, complaints special payments, payments to non clients (who do not require a BaNCS account).

[When is the Non Client Reason code used?](#)

The Non Client Reason code can be used for an organisation, a third party rep or an employer when they have made a payment to the incorrect scheme. It is also used for any payments received which cannot be assigned e.g. because the paying parent's national insurance number (NINO) is incorrect. These payments are held in the suspense account until they are identified.

[What if collection charges are paid in error?](#)

When collection fees have been paid in error as a payment has been received while the service type should have been changed to Direct Pay, a MP219 Collection Fee Refund needs to be made. Refer to the **Procedural Exceptions** tab for further guidance.

[What if an application fee needs refunded?](#)

When refunding a duplicate application fee card payment because it has been taken twice in error, do not follow this process, refer to [Chargebacks - Credit/Debit Card](#).

If you are making an application fee return for any other reason, this should be referred to the Complaints team. For further information refer to the **CMS 2012 Scheme Application Fee Returns Fundamental** and [Application Fee Complaints and Returns](#) procedure.

[What if collection charges need refunded during case closure?](#)

If collection fee refunds are being completed as part of case closure, e-mail **Client Funds Account Team** (CFAT) on CM 2012 Scheme CFAT Banking & Accounting 2012SCHEMECFAT.BANKING-ACCOUNTING@DWP.GSI.GOV.UK in order for an admin drawdown to be completed. A refund can then be made to the client using the Reason code **NRP Refund**, once CFAT action has been completed.

Who can make consolatory payments?

Consolatory payments can only be made by complaints caseworkers