Department for Work & Pensions Procedures ▸ Payment - Reassign

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Payment - Reassign

A reassignment is required when a payment from a paying parent has been allocated in error to an incorrect Paying parent 'payment from' account. The reassignment process allows the payment to be recovered and sent to the correct payee.

This process will be carried out by the banking and accounting team.

A reassignment of a payment from can be raised for a number of reasons:

- A receiving parent enquiring on a missing payment

- A receiving parent enquiring on an unexpected payment

- A paying parent enquiry following arrears action or an account breakdown

The aim of this procedure is to raise the payment assignment error with finance for them to investigate.

The caseworker who has discovered an incorrectly assigned payment will raise a service request (SR) and populate the relevant information for the banking and accounting team to reassign the payment.
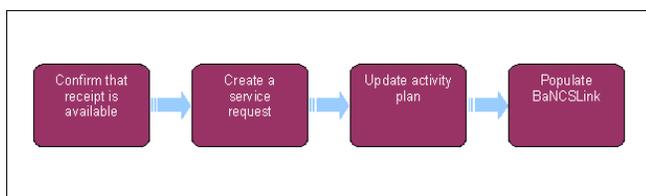
ⓘ When speaking to clients always use the new terminology. For more information refer to Terminology Changes.

ⓘ 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.

⚠ At any point in this process, if you discover the case involved is a special client record you will need to immediately transfer the service request to the SCR team who will complete the process, record any information you believe will aid the SCR team in the SR notes field. If the client states that they have provided an incorrect SCIN to reference their payment and it generates a null response in the contact list, this could indicate that the payment was incorrectly assigned to a sensitive case. For more information refer to Special Client Records - Request Temporary Access. Following completion of actions on CMS2012 the SCR team will pass the case details to CFAT to complete any BaNCS action. SCR training emulations can be accessed using the link in related items.

Confirm that receipt is available

Caseworker action

ⓘ The following actions are performed by the person/section who notices the receipt has been wrongly allocated.

1. When a receipt has been wrongly allocated, go to the account it has been allocated to and select the **Financial Transaction** tab to check that it is still in the incorrect (originating) paying parent payment from account.

   ⓘ A payment can only be reassigned when the funds have cleared.

2. If the receipt has not allocated to receiving parent/s it will be available for reallocation. This can be confirmed by checking within the system that no transaction type has been allocated to the receipt. For more information refer to 2012 System Finance Overview.

   ⓘ If the payment has allocated to the receiving parent and/or paid out, the reassign service request (SR) still needs to be raised to allow finance to investigate the payment and take necessary action.

3. Set a **Manual Allocation Flag** on the case. For more information refer to Manual Allocation Flag – Set Up.

Create a SR

4. Raise an SR against the client who has incorrectly been assigned the payment using the following values:

   - **Process** = **Payments**

- **Area** = **Payment Exception**

- **Sub Area** = **Reassign Amount**

5. Set the SR **Status** to **In Progress**. Based on the SR the system will generate an activity plan, requesting details of the case that the receipt should have been assigned to, and the amount of the receipt.

Update activity plan

6. From the **Payments** tab select **Re-Assignment**. Select **New** and input the BaNCS account details of the **Originating NRP Account** (the paying parent to whom the receipt allocated incorrectly) into the SR.

7. Input the BaNCS account details of the **Destination NRP Account** (the paying parent to whom the receipt needs to be reassigned) into the SR.

8. Enter the amount to be reassigned into the SR, and add a comment to the **Notes** field explaining why the reassignment is needed. Email the **CM 2012 Scheme CFAT Banking & Accounting** inbox, noting the SR number so the finance team can associate it to the correct SR, and include the reason for the incorrect assignment e.g. incorrect payment reference, caseworker error.

9. Select **Ctrl** and **S** to **Save** the details and then mark the activities as **Done**. Once this action is completed, if the reassignment was due to client contact return to the SR and send letter CMSL3509 to the **destination NRP** to advise them that the wrongly allocated receipt has been found. If the receipt has paid out to an incorrect receiving parent, issue letter CMSL3508 to advise we will recover the overpayment (this letter is not appropriate if the original assignment error was Official Error).

   To issue CMSL3509 correctly to the destination NRP, navigate to the **Activities** page and create a new **Letter - Outbound** activity. In the activity contacts column (if the column isn't displayed, you will need to add it) select the MVG button and remove the current contact. Search for and add the destination NRP contact. Select **OK**, this will pull through the address and contact details of the destination NRP onto the letter.

10. Once the fields are completed, change the SR **Status** to **Pending Assignment**.

   This moves the SR to the finance segment for banking and accounting to take appropriate action. If the SR has been raised by the managing exceptions team you will need to advise your segment manager to reallocate the SR to the segment hopper to allow banking and accounting to take ownership and action as necessary.

Banking and accounting action

11. On clearance day access the reassign SR, change the **Sub Status** to **In Progress**. Review any notes added and check if the funds are still available in the paying parent's payment from account. You can also search the payment data files, these are located in a secure folder. This is to ensure that the payment will be assigned to the correct client. If the payment is available to be reassigned go to **step 12**. If the payment has allocated or paid out to the incorrect receiving parent/s refer to the following procedures:

   - Payment Recall (If the payment has allocated, but not yet paid out – this is only required when the destination account does not belong to a client)

   - Client Fund Account Team (CFAT) to credit the payment from account of the correct paying parent

   - Create Cost to make a charge due to admin in the payment from account of the incorrectly paid receiving parent (creating a cost is not appropriate if the original error was Official Error)

   If funds are to be drawn down from the admin account you must also make sure you create a cost so the funds will be paid back to admin unless the original error was Official Error.

   If any of the above are applicable Close/Cancel the reassignment SR at this point.

12. From the **Payments** tab select the **Re-Assignment** tab and enter the following:

   - **Cleared/Not Cleared** = Select **Cleared** from the dropdown

   - **Payment Reference** = Enter the SR number

   - **Journal Number**

   Select the relevant **Reason** from the dropdown then set the **Resolution Code** to **Reassign Amount Accepted**. Select **Ctrl** and **S** to save the details. You are presented with a message stating that the reassignment needs authorised, select **OK**. The SR is forwarded to your line manager to authorise the reassignment.

Team Leader action

13. The TL checks in their **My approval inbox** to view the SR and check that the reassignment request is correct. They will also check the note that is attached to this SR by navigating to the **Notes** screen.

14. The TL will update the **Action** field with **Approved** or **Rejected** and add any additional comments to the **Comments** box. The reassignment SR is then returned to the banking and accounting caseworker.

Banking and accounting action

15. The reassignment SR will appear back in your my SR list. If the TL has approved the request, the **Status** is set to **In Progress** and **Sub Status** set to **Approved**, go to **step 17**.

16. If the TL has rejected the request, select **Cancel** to close the SR. If appropriate you can then go back to **step 4** and create a new SR to make any amendments that the TL has advised.

17. Once approved set the SR **Resolution Code** to **Reassign Amount Accepted** then select the **Submit To BaNCS** button, the **BaNCS Status** will show a **Success** message.

18. Set the **Status** to **Closed** and the **Sub Status** to **Complete**.

19. Advise the case owning team you have done the action and that they must cancel the manual allocate SR created the next day (with resolution code transaction rejected plus notes).

Caseworker action

20. Take the manual allocation flag off the case. For more information refer to Manual Allocation Flag - Remove.

21. The clients need to be contacted to inform them of the action taken. Email **CM 2012 Scheme Managing Exceptions** with the details, if the query originated from the managing exceptions team they will be responsible for contacting the clients. If the original query came from an operational caseworker the managing exceptions team will pass the details to them to perform the client contact.

CMSL3508 Important information about your child maintenance payments

Advising the receiving parent that we have overpaid child maintenance amount/s and will be recouping the overpayment/s from future payments.

Complete the free text field explaining the reason the overpayment has been made.

If you have previously attempted to contact the receiving parent by phone use paragraph **TM_11067_E** 'We tried to call you to talk about this, but we couldn't contact you'

Under the subheading 'You do not need to send us any money' complete the free text fields with the overpayment date and the overpayment amount.

Once completed review the letter to ensure the correct information is provided.

CMSL3509 Important information about your child maintenance payment

Confirmation to the paying parent that misallocated payment has been found and transferred to the correct place, and asking that they change MOP in future

Under the sub heading 'Important information about your child maintenance payment', select one of the following:

- If the misallocated payment is due to Child Maintenance Group error, use paragraph **TM_03049_E** 'We are sorry for not allocating it correctly before and apologise for any inconvenience caused'

- If you have not been able to contact the paying parent by telephone, use paragraph **TM_02332_E** 'We tried to call you to talk about this, but we couldn't contact you'.

Under the sub heading 'What this means for you', select one of the following:

- If the amount has now been allocated correctly, use paragraph **TM_13064_E** 'This amount has now been paid to the correct account'

- If the payment amount has been identified but not yet allocated, use paragraph **TM_02299_E** 'We can now confirm receipt of this payment from you'

- If any follow up letters have been sent, use paragraph **TM_03050_E** 'If you have received any follow up letters regarding this payment you can now ignore them'

- If there are still any outstanding arrears, use paragraph **TM_01311_E** 'Our records show there is an outstanding amount still to be paid'

Under the sub heading 'What happens next'

- If the paying parent's method of payment is not direct debit, use paragraph **TM_03052_E** 'However, you may wish to set up a direct debit to make sure your payments get to the right place, on time, every time'

Once completed review the letter to ensure the correct information is provided.

BaNCS - Control and Assurance

Create Cost

Payment Amount - Apply Hold

Terminology Changes

SCR Training Emulations, must be opened in Internet Explorer:

http://intralink/1/commission/human-resources/people-development-services/training-resources/learning-portals/dwp_t763718.asp#TopOfPage

Will the caseworker need to complete any action to reassign the payment to the correct person?

Yes, the caseworker who has discovered an incorrectly assigned payment will raise a service request (SR) and populate the relevant information for the banking and accounting team to reassign the payment using banks network computer system (BaNCS).