Department for Work & Pensions   Procedures ▸ RDO - Set Up, Vary, Lapse/Discharge

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RDO - Set Up, Vary, Lapse/Discharge

A regular deduction order (RDO) allows the Child Maintenance Group (CMG) to instruct a deposit taker (normally a bank or building society) to deduct amounts from a paying parent's account on a regular basis and pay these amounts to the CMG.

RDO's are a method of enforcement and cannot be specified as a MOP. They can only be used where the paying parent has failed to make a payment of child maintenance (whether ongoing liability or arrears). RDO's can only be used to collect:

- Regular maintenance (RM)

- Arrears (including collection fees)

- Both arrears and future payments of RM

Where there have been unsuccessful attempts to secure arrears of child maintenance from the paying parent, the enforcement case manager, or caseworker in Arrears, will use asset information to make a referral for disclosure. For more information refer to Disclosure For Deduction Order Action.

There is no requirement for authorisation from the court prior to pursuing an RDO. The deposit taker and the paying parent each have a right of appeal against the RDO and have 21 calendar days to submit this.

An RDO is subject to an enforcement charge of £50.00. When speaking to the paying parent prior to any enforcement action advise them that they will be liable to pay the charge as well as any other additional enforcement costs imposed by the courts. Refer to the procedure for Civil Enforcement Overview. for further information about enforcement charging.

For more information about applying an enforcement charge refer to the procedure for Enforcement Charge - Apply.

This procedure covers the process to make a referral for RDO action to the deduction order team and the steps taken by the deduction order team to:

- Set up the RDO

- Vary the amount

- Lapse

- Revive the RDO

- Discharge the RDO

Enforcement Service Requests (SR) and Activity Plans (AP) are supported by an underlying data form, in which the enforcement case manager can record specific details as the action progresses. The complete data form for this process may be found here: RDO

If an annual review generates while a RDO is in place the following guidance should be followed - Annual Review Summary. On completion the caseworker should notify the Deduction Order Team of any change to the liability to advise them that the RDO may need to be varied.

A Tactical Solution has been put in place. Pending the 2012 scheme system notifications being amended, interim LSDO appeals notices will be inserted into the deduction order notifications issued to Paying Parents.

For more information refer to the Policy, Law and Decision Making Guidance.
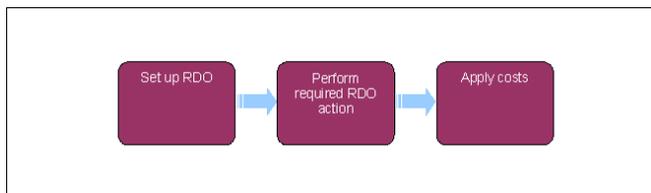
When speaking to clients always use the new terminology. For more information refer to Terminology Changes.

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.

Set up regular deduction order (RDO)

Where there is a reactive transition case, send a request for the arrears to be fast tracked onto the CMS system. For more information on fast track refer to Fast Track Legacy Arrears to CMS System. Although this speeds up the receiving parent arrears decision process, any further deferral rules will still apply. There is no set time frame for arrears to be sent to the CMS scheme and the time taken will depend on each individual case.

Once arrears are transitioned a case can only be considered for a fast track RDO if the intention is to commence arrears recovery action from the outset. Caseworkers need to check that the paying parents banking arrangements or bank details remain the same as previously held and have not substantially altered. If paying parents bank details have changed make a referral to the Deduction Order Team for disclosure to be completed. For more information refer to Disclosure for deduction order action.

If the arrears are transitioned over but there is no requirement to make a RDO or enforce the arrears from the outset, a fast track RDO is not required. Follow the steps as detailed below.

Deduction Order Team member actions

1. Create a new service request (SR) with:

   - **Process = Enforcement**

   - **Area = Take Enforcement Action**

   - **Sub area = RDO Set Up**

2. Update the **Status** to In **Progress**. An activity plan will generate.

3. Perform the validations listed in the activity plan:

   There will be a £50.00 enforcement charge associated with this action. Follow local guidance for minimum enforceable amounts.

   - **Activity 1**: Check the exact amount of arrears outstanding. This is found in the paying parent's **Financial accounts** tab under **Transaction History** in the **Balance** column**.** Once completed, update the activity outcome to **Done**.

   - **Activity 2**: Consider the welfare of any child/ren in the case. Once completed, update the activity outcome to **Done.** This is a discretionary decision, this includes making a Welfare of the Child Decision, for more information on discretionary decisions including a verbatim statement to record in **Notes** refer to Policy, Law and Decision Making Guidance .

   - **Activity 3**: Don't send a letter to the receiving parent at this stage as this could jeopardise the enforcement action. Generate the letter and type over the details before selecting the activity outcome as **Done.** If caseworkers select an activity outcome for this step as **Not Applicable**, this will close the SR. Please refer to the procedure for Letters outbound - Off system for further details

   If an error message is received at this stage, select letter CMSL9271 (a wholly clerical letter proforma) populate the letter with "Blank letter generated to work around enforcement validation" and Xerox will ensure that the letter is not sent.

   - **Activity 4:** Highlight the bank account to be used for the RDO in the **Contact Asset** view. Select **Promote to SR** to add the account details to the **RDO Setup** SR. Once completed, update the activity outcome to Added/validated.

   Use the **Asset** view to record assets on the system. Use the **Contact Asset** view to associate an asset to your enforcement SR. **When recording assets, only use the data fields under the applet name. Add as much detail as possible, including the sort code, account number and bank address where possible.** The full account details also populate on system generated letters which prevents the caseworker from completing them clerically.

   - **Activity 5:** Select **Continue** in the **Decide next step** line of the activity plan.

   A discretionary decision on whether to proceed with RDO action or exit the process is required. Record your decision in the **Reason** field against the **Consider Welfare of Child** activity.

4. Update the Status to **Pending Assignment**.

   If the RDO is set up successfully, it will remain in place until the paying parent has paid all of their arrears and ongoing maintenance, or until an alternative method of payment from (MOPF) can be negotiated.

   DOT will keep the RDO SR open while the deduction order is in place, this can be accessed to view notes. Check **SR notes** in the SR's for **Disclosure and Review Case** and **Decide on Action** and link the SR's to the **RDO Set Up** SR if it is in place.

   While the RDO is in place the paying parent may be subject to one or more change of circumstance or annual review. If there is a change of liability that may affect the amount of the RDO, the case owner must contact the Deduction Order Team to advise them to vary the order in line with the new assessment.

5. Update the **Status** to **In Progress**. An activity plan will generate in the **Activity Plan** view.

6. Determine the unprotected earnings for the paying parent. Select **Customer Profile** to check the paying parent's income details and also the paying parent's pay frequency. For more information refer to ATNIC Summary.

7. Review the case history to identify whether there is any existing enforcement action in progress. If there is enforcement action in progress, determine the amount being collected and update the **Reason** field. An RDO can only be imposed on a single account and 40% of gross income must not be exceeded.

   This differs from DEOs and DERs which can be set to a maximum of 40% of net income.

8. Select **Update Form** and update the **RDO Application Form** by taking the following steps:

   - Select the **EJO/LSDO/Disclosure assets** tab and select **New**

   - Highlight the line displayed in the applet in the upper half of the screen. From the drop down list select the appropriate value

Record the **RDO amount**, **RDO main assessment amount**, **RDO arrears amount** and **Frequency** of the deductions. The amount will be that calculated at **step 7**, unless there is information to suggest that a lower amount is more appropriate to secure a deduction. If the paying parent gets paid monthly, the RDO frequency should be monthly. You must target the most appropriate date that will guarantee the highest chance of a maximised payment. This date will be determined by looking at bank statements provided at disclosure stage. Also update the **Outstanding appeal** field of the data form.

Give careful consideration to RDO applications for the paying parent's current account, as the paying parent will be paying household bills from this account and so RDO may cause hardship when meeting ordinary living expenses. For more information refer to the Policy, Law and Decision Making Guidance

9. Once you have confirmed that the arrears are still payable, update the activity plan line Caseworker applies new charge if charge is effective. Select the **Outcome** of **Charge applied** and apply the enforcement charge, or **Charge not applied** if for any reason the charge is not applicable in this case.

If you do need to stop the RDO action at any point prior to sending instruction to the deposit taker record your decision in **SR Notes** and update the **Status** of the SR to **Closed** and the **Sub Status** to **Cancelled**. If Rejecting the referral contact the case owning team by email to inform them of the rejection, they will decide the next action.

10. Select the **Charges** field in the **More tabs** drop down in order to access the enforcement charging applet.

For more guidance on applying an enforcement charge please refer to the procedure for Enforcement Charge - Apply.

11. Review the activity plan and confirm all of the information is in place to proceed with the RDO set up process. Select the activity plan outcome **Proceed Now** followed by **CtrL + S**. The system will create a new child SR for the payments team to action:

- If the paying parent already has a MOP of Standing order, complete **Steps 12 - 13**

- If the paying parent has a MOP other than Standing order in place go to **Steps 14 - 15**

- If the paying parent is making payments a SO needs to be set up for the RDO only go to **Step 16**

Note that due to a system problem when you first open the Standing Order child SR the activity plan will not be visible. Exit the SR and re-access it. The activity plan should then be visible.

Existing MOPF is Standing Order

If you wish to change the frequency or collection day/date of a standing order then you must first cancel the current MOPF and set up a new one. This must be carried out on the same day for continuity of payments. For more information refer to the **Cancel** section of Standing Order - Cancel. DOT will cancel the existing MOPF by raising an Amend Existing MOP SR.

12. The system will auto-generate a new child SR for the deduction order team to action, defaulting to the following options:

- **Process - Payments**

- **Area - Method of payment from**

- **Sub area - Default Standing order**

- **Action - Create MOP**

Where frequency is to be set to monthly, you will need to update the child SR **Sub area** to **Voluntary Standing Order**. This has to be done prior to setting the child SR Status to **In Progress**.

Where the MOP is already set as a Standing Order or Default standing order, consider is the current collection date and/or frequency is appropriate. If these need to be changed then an Amend Existing MOP SR needs to be used.

13. Update the **Sub Area** to **Amend existing MOP** and the **Action** field to **Update MOPF**. Update the **Status** of the SR to **In progress** and proceed to **Step 17**

This action enables you to amend the collection frequency and date to reflect the RDO.

To progress the SR, you will need to complete Activities 1-4, link the **Internal account number**, add the set up date as today's date, tick the **RDO box** and update the **resolution code** to **Default SO accepted**. You will then be able to **close** and **complete** the SR.

Existing MOP is not standing order

14. The system will generate a new child SR for the payments team to action, defaulting to the following options:

- **Process - Payments**

- **Area - Method of Payment From**

- **Sub area - Standing Order**

- **Action - Create MOP**

15. Update the **Action** field to **Replace MOP** and proceed to **Step 17**

Second MOP required for RDO only

16. Use the SR generated by the system:

   - **Process - Payments**
   - **Area - Method of payment from**
   - **Sub area - Standing order**
   - **Action - Create MOP**

17. To progress the Standing Order SR, go to the **Add BaNCS Account** section of the Standing Order - Set up procedure.

   When completing the Standing Order SR, inhibit any notifications to the paying parent, as this may give them an indication of the RDO action. Please refer to the procedure for Standing order - Set up for further guidance.

   A Standing Order can be set to collect on a weekly or monthly basis. If the Paying Parent is paid fortnightly you should set the Standing Order collection frequency to monthly. Setting the frequency to weekly would result in un-necessary missed payments SR's being generated.

18. Once the standing order SR has been completed, return to the RDO SR and prepare letter CMEL8040 to instruct the deposit taker to set up the RDO, and CMEL8045 paying parent notification.

   Ensure that the Third party account field of the SR has been populated with the correct deposit taker/organisation, and the correct TRN. This information will be used by the system when issuing letters to third party organisations.

19. Once you've checked the order for accuracy, send letter CMEL8040 prepared at **step 18** to the deposit taker and set a **Wait** period to the day after the date that the RDO is treated as served on the deposit taker.

20. The date of service for a regular deduction order will depend on the method of communication used to issue it. For more information on deduction orders refer to the Policy, Law and Decision Making Guidance

   - If the order was issued by email/fax, it is treated as served one working day after the day it was issued
   - If the order was issued by post, it is treated as served two working days after the date it was posted (not including Saturdays, Sundays and Bank Holidays)

21. Activate the **Disable missed payments monitor** to stop the CMS system monitoring for missed payments. For more information refer to **Steps 75** to **80** of Case Routing - Enforcement.

22. To ensure the RDO is reviewed after the next Annual Review date, create a new activity in the open **RDO Set up SR**:

   - Go to the **Activities** view in the SR
   - Select **New** to create a new activity
   - Select the **Description** field and insert text "Annual review passed, review RDO"
   - Update the **Status** of the activity to **In Progress**
   - Select the **Due Date** icon and highlight the reminder date to choose the day after the next Annual Review date. E.g. in the next Annual Review is due 04/05/2017 set the reminder activity for 05/05/2017
   - Tick the **Alarm** box
   - Select **CTRL** + **S** to save the record
   - The system will display a pop-up reminder on the day the activity is due. Once the review (refer to **Step 30**) is complete, the Due Date must be updated for the day after the next Annual Review date unless the RDO is to be lapsed or discharged, in which case the activity must be closed by updating the activity **Status** to **Done**

     Ensure that the **Case #** field is blank. Failure to do so can lead to the Annual Review reminder activity allocating to the case owner instead of the **RDO Set Up** SR owner.

23. Send letter CMEL8045 prepared at **Step 18** to inform the paying parent of the RDO once the date of service has been reached.

24. Set a **Wait** period based on the collection frequency of the RDO to hear back from the deposit taker or the paying parent. Set the SR **Status** to **Wait**, and the **Sub status** to **Await confirmation of RDO set up**.

   The deposit taker and the paying parent each have 21 calendar days to appeal against the making of the RDO directly to court. Use the RDO timelines to check when to start counting the 21 calendar days.

   If you set a Wait period of less than 21 days to monitor for payment in **Step 24**, you will need to set a further Wait period to allow for the paying parent/deposit taker to appeal (e.g. if you set an initial Wait period of 9 days, set a further Wait period of 21 days)

25. Within the 21 day wait period, you may receive a response from the deposit taker or the paying parent:

   - If contact has been received from either the paying parent or bank (where the payment is failing), select the activity plan outcome **Contact Received** and vary go to **step 35**, lapse or discharge the RDO as appropriate go to **Step 39**

- If contact has not been received, select the activity plan outcome Contact Not Received and continue to **Step 26**

If the deposit taker is unable to make the deduction at any point they are required to contact the CMG to advise us of this. The £50.00 RDO charge will remain, and will show on future payment schedules sent to the paying parent. A further charge would be appropriate if another RDO is imposed.

Deduction Order Team monitor for payments

26. Monitor the next three scheduled payments:

    - If less than 90% of a scheduled payment is received notify the case owner. They will contact the paying parent, negotiate payment of the shortfall and consider a new schedule. If the case owner notify that the negotiation outcome was unsuccessful, deactivate the **Disable missed payments monitor**. For more information refer to **Steps 75** to **80** of Case Routing - Enforcement.

    - If the third full payment is received deactivate the **Disable missed payments monitor**. For more information refer to **Steps 75** to **80** of Case Routing - Enforcement and notify the case owner. For more information refer to Arrears Consider Action, **Disclosure successful authorise RDO/LSDO**.

    Case owners will set a reminder to contact the Deduction Order Team about payment compliance after the date the third scheduled payment is due.

Consider RDO Variation

27. Consider whether there is any variation required. For example, new information may be received that the paying parent's income has changed

    - If variation is required, select the activity plan outcome **Yes** and go to **step 35**.

    - If variation is not required, leave the activity plan outcome blank and continue to **step 46**.

28. Keep the RDO SR open while the RDO is in place. Set the SR **Status** to **Wait** and the **Sub Status** to **Awaiting Case maintenance action**. When the RDO ends, go to **Step 46**.

29. Contact from the paying parent or deposit taker will indicate whether there is an appeal or an application for review.

    - If the paying parent or deposit taker is appealing, select the activity plan outcome **Appeal**. The CMS System will generate a child SR for **NRP appeal** at this point. Refer to the procedure for Deduction Order Appeals for further guidance.

    - If the paying parent or deposit taker is applying for a review, select the activity plan outcome **Review** The CMS system will generate an activity plan for **RDO review**. Go to **step 30**.

    - If the deposit taker is unable to make the deductions (e.g. if the target account has been closed) select **None**. The CMS system will generate an activity plan for **Costs applied**. Go to **step 46**.

Review RDO

30. The deposit taker or the paying parent may ask the Child Maintenance Group (CMG) at any point whilst the RDO is in force to review the amount, start date, frequency or account being targeted. The RDO can also be reviewed as a result of a change of circumstance or Annual Review. For more information on the circumstances in which the deposit taker or the paying parent can ask for a review, refer to the Policy, Law and Decision Making Guidance

    You must contact the case owner/manager to advise them if an Application to Review Payments is made and also discuss/agree the decision and next actions with the case owner.
    The RDO remains in place throughout a review, which does not prevent deductions from being made.
    If a Review case & decide on action SR reminder appears on the day after the Annual Review date update its **Status** to **Closed** and **Sub Status** to **Cancelled**, review the new liability and consider if the RDO needs to be varied.

31. Review the information gathered in the system. Select **Go To Contact** to view the **Contact Summary**, to locate all the previous actions for the paying parent

    - If, as a result of the review, the RDO will remain unchanged, go to **step 32** to inform the deposit taker/paying parent

    - If, as a result of the review, the RDO will be changed, go to **step 35** to vary the RDO or **step 39** to lapse / discharge the RDO

32. Send the appropriate letter to the deposit taker/paying parent (depending on who asked for the review):

    - CMEL8050 informs the paying parent that you have reviewed the RDO at their request and decided not to change it

    - CMEL8051 informs the deposit taker that you have reviewed the RDO at their request and decided not to change it

33. The paying parent and the deposit taker each have a right to appeal the CMG's decision following review, and have 21 calendar days, from the date of the decision, to submit the appeal to court. Contact from the paying parent or deposit taker will indicate whether there is an appeal:

    - If the paying parent or deposit taker is appealing, select the activity plan outcome **Appeal** and go to **Step 29** to contribute to the appeals process. Refer to the procedure for Deduction Order Appeals for further guidance

    - If the paying parent is not appealing, select the activity plan outcome **No Appeal** and go to **step 24** to monitor the case.

34. Update the Enforcement data form with the following information:

    - Bank resp Rcv'd Dt

    - Bank Response

    - RDO imp by bank date

    - RDO payt dte

    - RDO start date

Vary RDO

Vary, lapse and discharge action can be taken within the **RDO Set Up** SR. The same SR can be kept open for all actions until the RDO action is deemed unsuccessful and the RDO discharge is issued. If the order is to be varied more than once, a new line can be added to the current activity plan. The SR to raise in this circumstance will be:

   - **Process = Enforcement**

   - **Area = Take Enforcement Action**

   - **Sub Area = RDO Vary** or **RDO Lapse/Discharge**

35. To vary the RDO, select the activity plan outcome **Initiate RDO Variation**. The system will create a new child SR for the calculations team to action:

   - **Process = Perform calculation**

   - **Area = Payment Plan Only**

   - **Sub Area = Arrears RDO**

36. Update the **RDO Form** with the relevant details

37. Send letter CMEL8041 to instruct the deposit taker to set up the varied RDO.

38. Send the appropriate letter to the paying parent (depending on whether the variation is a result of their request for review). Go to **step 24** to monitor the case.

    - CMEL8046 informs the paying parent of the varied RDO

    - CMEL8049 informs the paying parent that we have reviewed the RDO at their request and decided to vary it

Revive RDO

If an agreement is made with a paying parent to pay by a preferred method of payment the RDO can be lapsed for up to 3 months, which will allow the caseworker to monitor for compliance. If the paying parent fails to pay the RDO can be revived.

39. Vary, lapse and discharge action can be taken within the **RDO Set Up** SR. The same SR can be kept open for all actions until the RDO action is deemed unsuccessful and the RDO discharge is issued. If the order is lapsed and needs to be revived a new activity can be added to generate the revival letters to the bank/paying parent.

    Once an RDO is lapsed or discharged refer to enforcement case routing

40. To lapse/discharge the RDO, select the activity plan outcome **Done** against the **Lapse/Discharge RDO** activity. The system will create a new child SR for the case owner to complete, with the values:

   - **Process - Payments**

   - **Area - Method of payment from**

   - **Sub area - Amend existing MOPF**

   - **Action - Cancel MOP as standing order**

    Refer to the procedure for Standing Order - Cancel for further guidance

41. Set up a new **MOPF** (Default SO if no contact with PP but remember that DSO is the least preferred MOPF), create a new SR using the values:

   - **Process - Arrears**

   - **Area - Arrears management**

   - **Sub area - Action missed payment**

    Enter the arrears agreement negotiated with the paying parent. Once the Action Missed payment SR has been completed, a new promise to pay schedule will be generated. Refer to the procedure for Arrears Negotiation and Missed Payments for further guidance on completing this SR.

42. Generate an ad hoc activity plan line and send the appropriate letters to inform the deposit taker and the paying parent of the changes to the RDO:

   - CMEL8042 instructs the deposit taker to lapse the RDO (stop making deductions for the time being)

   - CMEL8047 informs the paying parent of the lapsed RDO

   - CMEL8044 instructs the deposit taker to discharge the RDO (stop making deductions)

   - CMEL8048 informs the paying parent of the discharged RDO

   Go to **Step 46** to complete this process.

   ⚠️ When discharging a deduction order as a result of a successful paying parent appeal you should also reverse the associated enforcement charge. For more information refer to Enforcement Charge - Reversal

43. Send letter CMEL8043 to inform the deposit taker to revive the RDO (restart instructions). For more information refer to Letters (Outbound) - Third Parties/Forward.

44. Set a **Wait** period to the day after the date that the RDO is treated as served on the deposit taker. Set the SR **Status** to **Wait**. Use the RDO Timelines to check when the RDO is treated as being served (dependent on the method of communication).

45. Send letter CMEL8052 to inform the paying parent that we are reviving the RDO.

Complete RDO action

46. There are no process costs to apply for RDO action, complete the **Apply cost** activity plan in order to complete the SR. Update the **Cost Applied** line in the activity plan to **not applied**. An outcome letter is not required for the receiving parent. Mark the step as **not applicable**.

47. Close the SR once RDO action has been completed by updating the **Status** to **Closed** and the **Sub status** to **Completed**. The existing MOPF should be left in place as the ECM will decide the replacement MOPF.

48. If arrears remain on the case once the RDO has been lapsed/discharged, generate a **Review case and decide on action SR** for the case owner to consider their next action, using the values:

   Process - **Enforcement**
   Area - **Assess next action**
   Sub area - **Review case and decide on action**
   Reason code - Asset Disposed

49. Call the case owner and explain the outcome of RDO action. The case manager will contact the clients when necessary to update them. If further enforcement action is needed, the case manager will decide the next appropriate action. For more information refer to Case Routing - Enforcement.

Content Editor

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

CMEL8040 Statutory requirement please set up regular deduction order

Please set up and maintain the RDO Under the sub heading 'What you need to do now' complete the free text fields required. Set the Service date and the Deductions date, the service date is the same as the effective date and the deductions date is seven days after this. These are editable freetext fields

CMEL8041 Statutory requirement – variation of regular deduction order

We're varying the RDO – please change deductions. Under the sub heading 'Statutory requirement – variation of a regular deduction order' complete the free text fields required. Under the sub heading 'What you need to do now' complete the free text fields required.

CMEL8042 Statutory requirement – lapse of regular deduction order

We're lapsing the RDO – please stop deductions Under the sub heading 'Statutory requirement – lapse of a regular deduction order' complete the free text fields required.

CMEL8043 Statutory requirement – revival of regular deduction order

We're reviving the RDO – please restart deductions

Under the sub heading 'What you need to do now' complete the free text fields required.

CMEL8044 Statutory requirement – discharge of a regular deduction order

We're discharging the RDO – please stop deductions

Under the sub heading 'Statutory requirement – discharge of a regular deduction order' complete the free text fields required.

CMEL8045 Action update - regular deduction order

We've set up an RDO on your account.

Under the sub heading 'What this means for you' complete free text field TM_09661_E and select the following optional paragraphs applicable:

If the order covers regular maintenance, use paragraph TM_09662_E 'the deductions are for £(Data entry box) in regular maintenance'.

If the order covers arrears, use paragraph TM_09662_E 'The deductions are for £(Data entry box) in arrears'.

Set the Service date and the Deductions date, the service date is the same as the effective date and the deductions date is seven days after this. These are editable freetext fields.

CMEL8046 Action update – regular deduction order varied

We're varying an RDO on your account

Under the sub heading 'We are changing the child maintenance payments we take from your account' complete the free text fields required.

Under the sub-heading 'What this means for you' complete the free text fields required and select one of the following optional paragraphs:

If the order covers regular maintenance and arrears, use paragraph TM_09661_E 'The deductions are for £(Data entry box) in regular maintenance and for £(Data entry box) in arrears you owe'

If the order covers regular maintenance, use paragraph TM_09662_E 'The deductions are for £(Data entry box) in regular maintenance you owe'

If the order covers arrears, use paragraph TM_09662_E 'The deductions are for £(Data entry box) in arrears you owe'

CMEL8047 Action update – regular deduction order stopped for time being

We're lapsing an RDO on your account.

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

CMEL8048 Action update – regular deduction order stopped

We're discharging an RDO on your account

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

If the paying parent still has these arrears, use paragraph 'NRP still has these arrears'.

If the paying parent no longer has any arrears, use paragraph 'NRP no longer has any arrears'.

If the paying parent no longer has any arrears but does have regular maintenance, use paragraph 'NRP no longer has any arrears but does have regular maintenance'.

If the paying parent no longer has these arrears but does have other arrears, use paragraph 'NRP no longer has these arrears but does have other arrears'.

If the paying parent no longer has these arrears but does have ongoing maintenance and other arrears, use paragraph 'NRP no longer has these arrears but does have ongoing maintenance and other arrears'.

CMEL8049 Action update – regular deduction order reviewed – varied

Action update – regular deduction order reviewed - varied

Under the sub heading 'We have looked again at regular deduction order' complete the free text field required.

Under the sub heading 'What this means for you' complete the free text fields required.

Under the sub heading 'What happens next' complete the free text field required.

CMEL8050 Action update – regular deduction order reviewed – not changed

We've reviewed your RDO and have not changed the amount.

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

CMEL8051 Action update – regular deduction order reviewed – not changed

We've reviewed an RDO and have not changed the amount

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

CMEL8052 Action update – regular deduction order revived

We've revived an RDO on your account.

Under the sub-heading 'What this means for you' complete the free text fields required and select one of the following optional paragraphs:

If the order covers regular maintenance and arrears, use paragraph 'If the order covers regular maintenance and arrears'

If the order covers regular maintenance only, use paragraph 'If the order covers regular maintenance only'

If the order covers arrears only, use paragraph 'If the order covers arrears only'

Under the sub heading 'What happens if you don't pay' complete the free text field required.

Admin Account - Add To

Arrears Negotiation and Missed Payments

ATNIC Summary

Case Routing - Enforcement

Civil Enforcement Overview

Create Costs

Deduction Order Appeals

Disclosure For Deduction Order Action

Enforcement Action - Consider (E&W)

Enforcement Action - Consider (NI)

Enforcement Action - Consider (Scotland)

Enforcement Charge - Apply

Fast Track Legacy Arrears to CMS System

Letters outbound - contingency summary

Letters outbound - Off system

Letters (Outbound) - Send To Client

LSDO Final - Set Up/Amend

Method of Payment Overview

Paying Parent Appeals

RDO - Authorise

Standing Order - Cancel

Standing Order - Set Up

Terminology Changes

If the RDO lapses, can it be brought back (if required)?

Yes, you can revive the RDO if you receive new information that an amount has been paid into the account after the RDO has lapsed.

When should we advise the receiving parent of RDO action against the NRP?

We should only advise the receiving parent after the action has proven either successful or unsuccessful, as earlier discussion may jeopardise the deductions success.