



Receiving Parent/Payee Repayment Request - Create

A receiving parent repayment request needs to be created when a receiving parent has been overpaid by the paying parent, and there is no ongoing maintenance in payment. Examples of why a receiving parent may have been overpaid are:

- If the case is closed with no arrears due, but payments have been made to the receiving parent which should have been refunded/reimbursed to the paying parent
- As a result of a parentage dispute where the alleged parent has made payments but is proven not to be the father.

This list is not exhaustive. For more information refer to the Policy, Law and Decision Making Guidance 

Receiving parent repayments will be dealt with by caseworkers wherever the case is located.

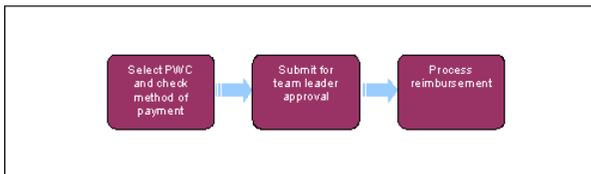
Before creating the repayment request, the paying parent should be contacted to advise them of the overpayment. Where it is established they want the funds reimbursed, you will be required to make a decision on whether the funds should be collected from the receiving parent or or paid to the paying parent via the CMG's admin account.

If the full amount is debited from the receiving parent's account, this action places the receiving parent's account into overdraft and credits funds to the paying parent's method of payment from (MOPF) account to allow the refund to take place.

On creating the repayment request a caseworker will need to contact the receiving parent to explain why a repayment needs to be made, and establish if the receiving parent will agree to repay. Repayment can be requested from receiving parents who are in receipt of income support (IS), state pension or income based jobseekers' allowance (JSA IB) at the time the overpayment was made or at the time reimbursement was made to the paying parent, however this cannot be enforced. If the receiving parent agrees to make the repayment, ask for details of how and when it can be repaid. Team leader (TL) authorisation is required when making a receiving parent repayment request.

Repayment schedules should not be issued in circumstances where the receiving parent has confirmed they will not repay due to the impact repayment would have on the welfare of the child, or if the overpayment was as a result of a CMG administrative error. For further information refer to the Policy, Law and Decision Making Guidance 

The purpose of this process is to create a reimbursement for payments made to the receiving parent in error.



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.

Check method of payment details

1. Access the **Contact Summary** screen and have the case details available.
2. Select the client who is going to receive the payment and raise a service request (SR). From the drop down lists select:
 - **Process = Payments**
 - **Area = Non standard payment**
 - **Sub Area = Client**
3. Select the **Reason** as **Maintenance Refund** and input the receiving parent as the **Source**. For more information on maintenance refunds refer to the Policy, Law and Decision Making Guidance 
4. Update the SR **Status** to **In Progress**. The system creates an activity plan displaying the list of tasks to complete.

Process Reimbursement

5.  To determine the level of authorisation required refer to [Refunds Approval Levels](#) and [Reimbursements Approval Levels](#). Complete CMSF5551 approval form for payments above team leader level and send to team leader to route to the appropriate authoriser.

6. Once authorisation is received, attach CMSF5551 to the SR. For more information refer to [Scanning - Local](#). Continue whilst awaiting the CMSF5551 to be scanned.
7. Select **Internal Account Number** and choose the **BaNCS number** of the paying parent associated to the case, ensuring this is ticked as **Primary**. Then select the **BaNCS number** of the receiving parent who has been overpaid.
8. The method of payment from (MOPF) and method of payment to (MOPT) accounts of the paying parent and receiving parent are displayed. Check that the paying parent's MOPT details are provided, as reimbursements to the paying parent will be made to this account. If there are no paying parent MOPT details, create a new SR for gathering the method of payment for the paying parent. Payment cannot be made to the paying parent until their MOPT details are entered onto the system. For more information refer to [MOPF - Set Up Initial](#) or [MOPT - Set Up Initial](#).
9. Once MOPT details are established for the paying parent and entered onto the system, select the **Payment Amount** field and enter the amount to be paid. For more information on calculating the receiving parent overpayment value refer to the [Policy, Law and Decision Making Guidance](#) .
10. Record the decision and consideration towards the welfare of the child in case **Notes**. For more information on decision making refer to the [Policy, Law and Decision Making Guidance](#) .
11. Update the **Resolution Code** to **Client Accepted**. Select **Make Payment** to submit the details to BaNCS. BaNCS overdraws the receiving parent's account and transfers the amount to the paying parent's account overnight. Once the payment has been processed, the BaNCS **Success** message should be displayed.

 When the **Maintenance Refund** SR is generated the system should also create a Financial Approval work item for CFAT to complete. This currently isn't happening. If the use of this SR requires the draw down of funds from the admin account (i.e. where there is an insufficient cash balance to refund the PP) email CFAT on CM 2012 Scheme CFAT Banking and Accounting and include the following information:

- Reason for refund
- The client's scheme identification number (SCIN) Internal BaNCs account numbers
- Internal BaNCs account numbers

Submit for team leader approval

12. Select **Submit For Approval - TL**.

 Set the **Lock Assignment Flag** to prevent the casegroup moving segments while awaiting TL authorisation. For more information on how to do this refer to [BOM - Segments Summary](#).

13. Change the **Status** of the Activity to **Pending Approval** to send the Activity to the TL's approval queue.

Team Leader Approval

14. Confirm the **Non Standard Payment 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
- Correct receiving parent selected
This list is not exhaustive

15. Select the **Outcome** as **Approved** or **Rejected**.

16. If the payment request is **Rejected**, enter the reasons for rejection in the **Notes** field.

Caseworker Action

17. If the repayment request is **Approved**, the system will change the **Status** of the SR to **In Progress**. Continue from **step 19**.
18. If the payment request is **Rejected**, read the **Notes** field to confirm why. 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.

Contact the receiving parent if required

19.  Contact the paying parent to advise them that the reimbursement has been approved and will be paid to their MOPF account. If the paying parent advises they do not want the payment refunded to them, the funds will remain on the paying parent's account and they will be in credit.
20.  Contact the receiving parent to advise them that they have been overpaid and ask how they propose to pay this overpayment back to us. Refer to the [Call Handling guidance](#) when making this call to make clear to the receiving parent that this money must be repaid. If the receiving parent agrees to repay, follow the process for taking a one off payment or creating a repayment schedule. For more information

refer to [Credit/Debit card - one off payment](#) or [Repayment Schedule - Set Up](#). If a one-off payment is taken to clear the overpayment ensure that the SR notes are updated to reflect this.

21.  If the receiving parent cannot be contacted by telephone, issue CMSL3211 to inform them about the overpayment.
22. If the receiving parent does not agree to make the repayment or does not respond, consider whether it is appropriate to issue a schedule. If:
 - The decision is to issue a repayment schedule, refer to [Repayment Schedule - Set Up](#).
 - The decision is that recovery is unlikely eg the receiving parent is in receipt of a prescribed benefit and the overpayment is £65.00 or less this can be written off, refer to CFAT to write this amount off. Email CFAT at **CM 2012 Scheme CFAT Banking & Accounting** with the following details:
 - Paying parent name and SCIN
 - Receiving parent name and SCIN
 - Amount of the overpayment
 - The reason why the amount is not being recovered.
 - The decision is that recovery is currently unlikely eg the receiving parent is in receipt of a prescribed benefit and the overpayment is more than £65.00, the case will need to be reviewed every three months to establish if any recovery action can be started. For more information refer to [Repayment Schedule - Set Up](#).

For further guidance on deciding whether it is appropriate to request that the receiving parent repays the overpayment, and whether a repayment schedule should be issued, refer to the Policy, Law and Decision Making Guidance 

 A review will need to be manually created using the calendar functionality on Outlook.

 If this action is due to completion of the Close Case procedure and recovery of the overpayment is unlikely, refer to either the [Close Case \(Collect and Pay\)](#) or [Close Case \(Direct Pay\)](#) procedural exception: **Close Case Holding Queues** to check if the case meets the essential criteria for movement to the segment holding queue.

23. Scroll to the bottom of the applet and check that all outstanding activities listed are displayed as **Done**. The SR can only be closed when all activities are completed.
24. Change the SR Status to **Closed** and the Sub Status to **Complete**.

NICMS to replace CMG in Northern Ireland

[CMSL3211 Please contact us as soon as possible about an overpayment](#)

To advise a receiving parent with no on going maintenance (OGM) that an overpayment has been made and for them to contact us - issued clerically.

[BOM - Segments Summary](#)

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

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

[Direct Payment - Set Up](#)

[MOPF - Set Up Initial](#)

[MOPT - Set Up Initial](#)

[Payment - Non Standard](#)

[Terminology Changes](#)