![Department for Work & Pensions] Procedures ▸ Repayment Schedule - Set Up

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Repayment Schedule - Set Up

Following an overpayment to a receiving parent we may need to set up a repayment schedule in order to recover the overpayment (known as an overdraft). The overpayment may have been caused by:

- Case is closed with no arrears due, but payments have been made to the receiving parent and the paying parent has been reimbursed.

- As a result of a parentage dispute where the alleged parent has made payments but is proven not to be the father and the paying parent has been reimbursed.

This list is not exhaustive.

If, after contact with the receiving parent, the receiving parent agrees to make the repayment, the caseworker will need to gather details of how and when it can be repaid. An offline (clerical) schedule needs to be completed and sent to the receiving parent - this will be done by local printing.

The receiving parent's repayment schedule and method of repayment will not be held in the 2012 system. The available methods of payment for the repayments currently are:

- Cheque

- Credit/debit card

- Referenced standing order

The receiving parent will use their scheme client identification number (SCIN) when making repayments. If the receiving parent is also a paying parent you will need to provide them with their BaNCS account number to use when making payments, in order to prevent repayments being assigned to their paying parent payment from account. If the receiving parent has two or more overpayments to different paying parents they will need to make separate payments for each paying parent.

Once the schedule has been completed, a copy will be sent to Documentum, so that it can be scanned onto the system for future reference. For more information refer to Policy, Law and Decision Making Guidance ⚖
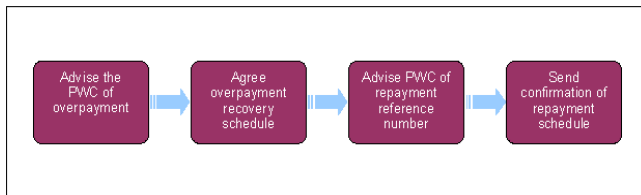
ⓘ When speaking to clients always use the new terminology. For more information refer to Terminology Changes.

ⓘ 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.

Agree overpayment recovery schedule

1. Where you have made contact with the receiving parent as part of the Receiving Parent/Payee Repayment Request - Create procedure, you will need to discuss the options available for overpayment recovery. Ask the receiving parent if they are willing to make a full payment - if they are unable to pay in full establish a monthly or weekly schedule for repayments, and agree payment dates and amounts. If the receiving

parent agrees to make a credit/debit card payment refer to Credit/Debt Card - One Off Payment.

For more information refer to Overpayments Overview in the Policy, Law and Decision Making Guidance ⚖

Advise receiving parent of repayment reference number

2. In order for the payments from the receiving parent to allocate to the suspense account (so they can be allocated by operational finance to the correct recipient's account) ie the paying parent or the Child Maintenance Group (CMG) you will need to advise the receiving parent of their BaNCS account number to use as a reference when making payment. To find the BaNCS number:

- Go to **Contact Screen**

- Select **Query** button

- Enter scheme client identification number (**SCIN**) or national insurance number (**NINO**) as a query parameter

- Select **Go** button. This will return the client record

- Select **Last Name** of the client record

- Select **Financial Accounts** sub tab

The Financial account record which has the case number (in Case Num) is the BaNCS account number which needs to be provided to the client. Record the amount and dates of agreed repayment on the schedule.

Send confirmation of repayment schedule

3. 📧 Clerically issue the agreed repayment schedule, using local printing on CMSL3512 – clerical schedule for receiving parent repayments. A copy of the CMSL3512 will need to be sent to Documentum to be scanned onto the system. For more information on overpayments refer to the Policy, Law and Decision Making Guidance ⚖

Repayments from the receiving parent will be monitored. For more information refer to Receiving Parent Repayments - Monitor.

NICMS to replace Child Maintenance Group (CMG) in Northern Ireland

CMSL3512 Your child maintenance repayment schedule

(Off system letter)
Clerical schedule for receiving parent repayments.
• Complete the freetext repayment number, date and amount fields. Ensure you have entered the full repayment schedule.
Once completed review the letter to ensure the correct information is provided.

Credit/Debit Card - One Off Payment

Receiving Parent/Payee Repayment Request - Create

Receiving Parent Repayments - Monitor

Scanning - Local

Terminology Changes

When the receiving parent makes a payment, will the payments assign to the correct case if the receiving parent is also a paying parent?

The caseworker will need to provide them with their BaNCS account number to use when making payments.

Can the receiving parent make one lump payment if there is an overpayment to more than one paying parent?

If the receiving parent has two or more overpayments to different paying parents, they will need to make separate payments for each paying parent.

How will the caseworker send a schedule to the receiving parent?

An offline (clerical) schedule needs to be completed and sent to the receiving parent - this will be done by local printing.