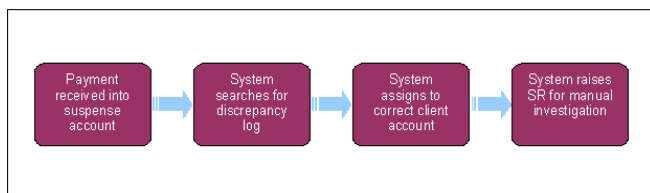




Suspense Account - Assign

When a payment is received by the Child Maintenance Group (CMG) but cannot be assigned to a paying parent, third party or employer account it will be assigned to the CMG's suspense account. This action will be carried out by the system and does not require user intervention.

As soon as the payment is posted into the suspense account, the system will attempt to match it to the correct account by checking previous discrepancy logs. The discrepancy log keeps a record of payments received into the suspense account that have been manually allocated out to client accounts as part of the [Payment From - Investigate/Escalate](#). This will allow the payment to be automatically assigned to the correct client account if the same error occurs again eg an incorrect reference number is provided.



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.

Payment received into suspense account

The system will check previous discrepancy logs to check if the payment can be automatically assigned to a client account.

If the system is unable to match the payment to the correct account after checking the discrepancy logs it will create a service request (SR) for the caseworker to manually investigate the payment. For more information refer to [Payment From - Investigate/Escalate](#).

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

[Payment From - Investigate/Escalate](#)