



## Suspense Account - Clear Online

This procedure explains the steps taken to clear an online suspense item after a cheque has failed.

Failed cheques will be notified to BaNCS on an electronic file from HSBC, the system processes the file and will attempt to match the failure with the original cheque received. Where a match can be made the system automatically processes the failed payment, however, where a match cannot be found it will post the failed cheque transaction to online suspense. This happens if the original payment was processed through the suspense account.

When BaNCS has posted the failed payment to online suspense, a service request (SR) is generated to clear the online suspense item. The managing exceptions team receive this work item to locate and match the online suspense item with the original receipt, which is then posted to the correct account.

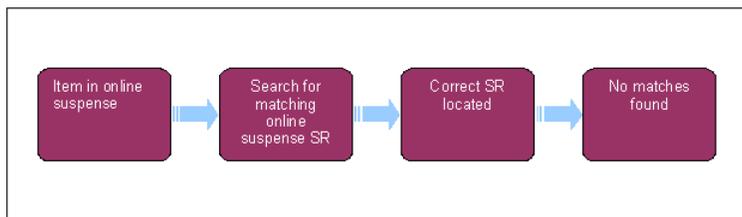
This process is completed by the managing exceptions team if the item can be cleared on the system. When BaNCS transactions are required, the banking and accounting team will deal with the BaNCS part of the process. BaNCS transactions are required if the original suspense SR has not been allocated to the correct account, both this and the online suspense SR should be cancelled and the failed payment should be reconciled within BaNCS.



Errors made within BaNCS have severe implications. BaNCS is the Child Maintenance Service (CMS) core banking engine and controls all company and client internal accounts being responsible for the movement of money between these accounts. All tasks carried out on this system should be double checked for accuracy before completion.



When completing actions in BaNCS you will need to complete the assurance actions outlines in [BaNCS - Control and Assurance](#).



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. 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

### Managing exceptions team actions



If you are searching for an online suspense item as part of [Payment From - Investigate/Escalate](#) go to **step 4**.

### Item in online suspense

- When a cheque fails, HSBC send an electronic file detailing the payment failure. BaNCS will attempt to locate the payment and when this cannot be identified the payment is placed into online suspense.
- BaNCS will create a service request (SR) for you to clear the online suspense item, the SR will be populated with:
  - **Process = Payments**
  - **Area = Payment exceptions**
  - **Sub Area = Clear Online Suspense**
- Note the cheque number in the Reference field and the amount on the SR. Go to **step 7**.

### Search for matching online suspense SR

- If you have found the correct discrepancy log SR as part of [Payment From - Investigate/Escalate](#) process, you need to check to see if the item is also in online suspense. To locate an online suspense SR complete the following steps.
- Access all clear online suspense log SR from your homepage.

- Search each SR until you find the correct one. You can also search the payments data files, these are located in a secure folder. If you locate an online suspense SR go to **step 27**, if the payment is not in online suspense, continue from **step 31** in **Payment From - Investigate/Escalate**.

### Search for matching discrepancy log SR

 You need to search through the discrepancy log SR's to locate the SR that was created when the item was put in suspense.

- Access any discrepancy log SR from your homepage.

 It does not need to be the correct one relating to the payment, you need to do this to be able to search all the discrepancy log SR's on the system.

- Select **Query** and perform a wildcard search by entering the cheque number in the **Additional Payment Details** field using an asterisk (\*) before and after it, e.g. \*12345678\*.
- The first of the search results are shown on the screen; on the right hand side of the screen you will be presented with **1** of **1+**, select the arrow next to this to show how many results have been returned.
- Only one result should be shown, but if more are displayed, search each SR until you find the correct one.
- You can also search the payments data files, these are located in a secure folder.

### Correct SR located

- Once you have found the SR, send both of the SR's to the banking and accounting team to complete the process. Banking and accounting actions will start from **step 27**.

### No matches found

 If the SR is found in the closed discrepancy log SR list, you can complete the process without handing off to the banking and accounting team.

- From your home screen select the **Service tab**, go to **Saved Queries** and from the drop down select **Discrepancy Log SRs Closed**.

 All closed discrepancy log SR's will populate the screen.

- Access any closed discrepancy log SR.

 It does not need to be the correct one relating to the payment, you need to do this to be able to search all closed discrepancy log SR's on the system.

- Select **Query** and perform a wildcard search by entering the cheque number in the **Additional Payment Details** field using an \* before and after it, e.g. \*12345678\*.
- The first of the search results will be shown on the screen; on the right hand side of the screen you will be presented with **1** of **1+**, select the arrow next to this to show how many results have been returned.
- Only one result should be shown, but if more are displayed, search each SR until you find the correct one. Once found, return the client details to the caseworker to complete the process.
- Once you have found a match, note down the client details the closed discrepancy log SR has been assigned to.
- Go into the Online Suspense SR and manually search for that client using the **Last Name** multi value group (MVG), select the **Search Criteria** as either **Nino** or **Name** and input the information in the appropriate box. Select **Go**. From the list choose the correct client and then select **Ok**.
- Select the **Case Number** MVG and from the left hand list select the clients case the payment was assigned to, move this to the right hand list and select **Ok**.
- Set the SR to **In Progress**, an activity plan will be generated. Press **Ctrl+S** to save the data.
- Update the **Notes** field, detailing that the payment failure was successfully allocated. For more information refer to [Notes - Freetext/Case](#).
- Access the **Payments** dropdown and select **Online Suspense**, this will take you to the **Resolved Account Number** screen. Select the **Last Name** MVG and update this with the clients last name.
- Update the **Resolution Code** to **Transaction matched**, this will enable the **Submit To BaNCS** button.
- Select the **Submit To BaNCS** button to initiate the approval request and clear the item from the online suspense account.
- Ensure all activities are updated on the SR and then close it by updating the **Status** to **Closed** and the **Sub Status** to **Complete**.

### Banking and accounting team actions

 Note, you will need to use financial reports for certain information. On a daily basis all financial reports on BaNCS will be saved into a secure shared folder, for further information refer to [Finance and GL Overview](#).

 When a payment failure has been matched with an item in suspense, the banking and accounting team will be allocated both the Discrepancy Log and the clear online suspense SR's. They will post a correction in BaNCS and cancel both SR's.



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When completing actions in BaNCS you will need to complete the assurance actions outlines in BaNCS - Control and Assurance.

27. From the right hand navigation in the BaNCS menu select **Payments & Collection, Back Office Transactions** and then **Manual Receipting – Bank Account Posting**.
28. In Transfer From complete the fields:
  - **G/L account number** – this is the FS suspense account number the funds are currently sitting in
  - **Amount** – the sum of the funds to be moved
29. In Transfer To complete the fields:
  - **G/L account number** – enter the online suspense account number
  - **Tran type**: this is always manual credit (**MCR**)
  - **Ref no.** – complete with a suitable reference, this must be easily identifiable for reconciliation purposes.
30. To post the journal, select **Transmit**. In the bottom left hand corner of the screen you will be presented with a green dot to indicate the transaction has been posted.
31. Go into the **Discrepancy Log** SR and the **Clear Online Suspense** SR to cancel them. In each SR set the **Status** to **In Progress** and then change the **Status** to **Closed** and the **Sub Status** to **Cancelled**.

[BaNCS - Control and Assurance](#)

[Cheque – Failed](#)

[Notes - Service Request/Case/Contact](#)

[Payment From - Investigate/Escalate](#)

[Suspense Account - Assign](#)

SCR Training Emulations, must be opened in internet explorer:

[http://intranlink/1/commission/human-resources/people-development-services/training-resources/learning-portals/dwp\\_t763718.asp#TopOfPage](http://intranlink/1/commission/human-resources/people-development-services/training-resources/learning-portals/dwp_t763718.asp#TopOfPage)