



Voluntary Standing Order - Set Up

This procedure will take you through setting the method of payment from (MOPF) as voluntary standing order (VSO). A Voluntary Standing Order should be used where the PP has requested standing order as their MOPF. A standing order is an automated transfer service to move funds from one bank to another. It is a non preferred MOPF and caseworkers should encourage the use of a preferred MOPF where possible.

The preferred MOPFs are direct debit (DD) and deduction from earnings order (DEO) but if the paying parent does not use one of these then they can choose to pay by voluntary standing order as their initial MOPF.

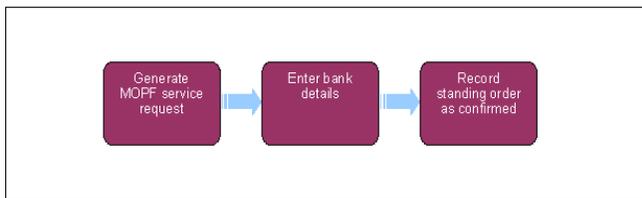
The process will be completed by caseworkers in the service that currently owns the case.

The VSO will not be finalised until the paying parent knows how much is liable to be paid.

The process will include attempting to contact the paying parent, gathering their bank details (if possible), and recording the VSO.

When contacting clients to discuss a MOPF for the first time, advise them that using the Child Maintenance Group's (CMG's) collect and pay service will incur collection fees, and that they can avoid these by making their own family based arrangements, or by requesting direct pay. For further information on collection fees, refer to [Collection Fees - Summary](#). For further information on direct pay refer to [Direct Pay Summary](#).

 You will need to consider if the paying parent is likely to pay maintenance before advising them about Direct Pay. For further 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](#).

 Throughout wider procedures, links and references to Standing Order (SO) relate to both Voluntary Standing Order (VSO) and Default Standing Order (DSO).



Throughout wider procedures, links and references to Standing Order (SO) relate to both Voluntary Standing Order (VSO) and Default Standing Order (DSO).



Before setting up a method of payment, First verify the existing MOP to ensure that the system or another caseworker has not created/replaced the exact same MOP. To do this select the clients **Contact** then select the **Financial Accounts** view. If the same MOP is already in place, take no further action. If the client has not previously had a MOPF in place and setting up a MOPF for the first time, refer to [Method Of Payment From - Set Up Initial](#).



The current profile must also be checked to determine whether a MOPF is currently suspended on the case, this will need to be unsuspended before continuing. For more information please refer to voluntary [Standing Order - Cancel](#).

Generate service requests

For change of circumstances go to Step 1, for initial voluntary standing order set up go to Step 4



Where an annual review is due and there is no MOPF in place, to create the standing order go to **step 4**.



When contacting clients to discuss a MOPF for the first time, advise them that using the Child Maintenance Group's (CMG's) collect and pay service will incur collection fees, and that they can avoid these by making their own family based arrangements, or by requesting direct pay. For further information on collection fees, refer to [Collection Fees - Summary](#). For further information on direct pay refer to [Direct Pay Summary](#).



In the unlikely event that a DSO is being replaced with a VSO, caseworkers can use the Replace MOPF action as opposed to raising a new SR.

1. Create a Change of Circumstances (CofC) SR by selecting:

- **Process = Change of Circumstances**
- **Area= Change Method of Payment**
- **Sub Area = Change Method of Payment From**
- **Source = NRP**

- **Subject = NRP**

2. Select the Case Number MVG button to link the SR to the case.
3. Update the **Status** of the SR to **In Progress**. The 2012 System will then generate an activity plan to follow. For more information on methods of payment refer to the Policy, Law and Decision Making Guidance 
4. Create an SR (a child SR where there is a change of circumstances) to set up the method of payment from (MOPF) information if it has not automatically generated. From the dropdown lists select:
 - **Process = Payments**
 - **Area = Method Of Payment From**
 - **Sub Area = Voluntary Standing Order**
5. Select Action:
 - **Replace MOP** – to amend an existing method of payment
 - **Create MOP** – to create a new method of payment

Add BaNCS account

6. Link the SR to the case then update the **SR Status** to **In Progress**. The system will generate an activity plan to follow.
7. Select the client's **Internal Account Number**.

 BaNCS (internal account) numbers are required by the system in order to process payments. Every client has a BaNCS number generated by the 2012 system at the initial application stage.

 Where the paying parent has a closed case on CMS, contact CFAT 2012SCHEMECFAT.BANKING-ACCOUNTING@DWP.GSI.GOV.UK to confirm BaNCS account is active.
8. Select the **Current Payment Method** MVG to check for an existing MOP. If a MOP exists, consider whether it should be cancelled before continuing to set up a new one.

 Applications caseworkers undertaking a Paying Parent application are not able to assign BaNCS numbers. They will only partially complete the Set Up VSO procedure. New Case caseworkers will then complete the process.

Enter and validate bank details

9.  Ask the paying parent for their bank details and enter them onto the system. Select the **Bank Validation** button to validate the bank details.

 Having the paying parent bank details on the system will allow any unallocated payments to be traced and paid to the correct case/s without unnecessary delay, e.g. if the paying parent pays their VSO under the receiving parent or qualifying child (QC) name rather than their case reference or national insurance number (NINO), having bank details will allow us to identify the owner of the paying account and allocate the payment appropriately without further investigation.
10.  Review whether the new details pass verification and update the Sub Status to Verified or Not Applicable. If the new details fail verification and the paying parent is still on the telephone, ask for the correct details. If unable to contact the paying parent, update the SR with Failed Validation and set up the MOPF as default standing order, for info see [Default Standing Order](#) procedure.
11. Enter the **Payment Frequency** and **Payment Collection Day**.

 This should be agreed with the paying parent.
12. Update the **Resolution Code** to **VSO Accepted** and **Save the SR**. In some circumstances TL authorisation is needed. When this is the case, the SR will automatically seek approval.

 When approval of the SR has been complete, repeat **Step 12**.
13. The activity in the **Voluntary Standing Order** SR to send CMSL2002 SO mandate and covering letter should be marked as **Not Required**, as this is issued automatically later in the process.
14. Once the bank details have been validated, complete the **Set up Date** field, Set up date should always be the date the SR is completed. Select the **Send MOP** button. The BaNCS success message should be displayed.

 When BaNCS returns a **Success** message, the correct **Resolution Code** must be selected and not set to **Transaction Rejected**.

 Even if there are no bank details present, select the **Send MOP** button to complete the SR.
15. Update the activity plan.
16. Close the SR by updating the **Status** to **Closed** and **Sub status** to **Complete**. If changing an existing MOPF return to the CoC SR, if setting up an initial MOPF return to **Method Of Payment From - Set Up Initial**.

17. Update the **Outcome** field with either **Verified new MOP** or **Failed Verification** and then updated the SR **Sub status** to **COC Accepted** or **COC Declined**.

Create Perform Calc SR and complete CofC SR

18. Complete the **activity plan** in the parent CofC SR and update the **Resolution Code** to **CoC Accepted**.
19.  A Perform Calc SR will automatically generate. If setting up another MOPF a P2P and liability schedule will generate, if cancelling the SO and not set up another MOPF only a liability schedule will generate. Check the notifications and close the **Perform Calc SR**.
20. Return to the CofC SR and close it by changing the **Status** to **Closed** and the **Sub status** to **Complete**.

NI Exceptions

The Charging Warm-Up lines to take for NICMS can be accessed by selecting the following link: [NICMS Charging Warm-Up Lines to Take](#).

CMSL2002 Paying child maintenance by standing order

Covering letter to accompany standing order mandate.

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

[Change - Payment Frequency / Collection Date](#)

[Change MOPF - Summary](#)

[Collection Fees - Summary](#)

[Default Standing Order - Set](#)

[DEO - Set Up](#)

[Direct Pay Summary](#)

[Method Of Payment From - Set Up Initial](#)

[Standing Order - Cancel](#)

[Terminology Changes](#)