



Calculation - Provisional

The purpose of this procedure is to have the system perform a provisional calculation.

This process is completed by the applications or specialist caseworker.

The BaNCS account will be created for the applicant and the other party.

The system will obtain information through Her Majesty's Revenue & Customs (HMRC) about the paying parent's employer and gross earnings, access paying parent information stored on the Credit Reference Agency (CRA) and confirm the paying parent's benefit status from the Customer Information System (CIS). HMRC holds the information about a paying parent's income that they receive from the paying parent, the paying parent's employer or a third party such as an accountant.

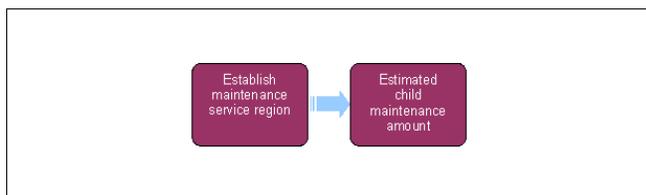
For a paying parent application this procedure is for reference only as it is completed automatically when the caseworker selects the Evaluate Shared Care button.

Once the perform calculation service request (SR) has been completed the caseworker will need to manually close the SR down.

During this process the system will set the effective date for the case based on the type of case this is. For more information on effective dates refer to the Policy, Law and Decision Making Guidance 

For more information refer to Policy, Law and Decision Making Guidance 

A guide has been developed. For information refer to HMRC/CIS interfaces in the [Fundamentals](#) site in the Enhanced Support Model.



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.

Establish Maintenance Service Region

Advise clients that using the Child Maintenance Group's (CMG) collect and pay service will incur collection fees, and that they can avoid these fees by making their own family based arrangement, or by requesting to pay by direct pay. For further information on collection fees refer to the procedure for Collection Fees Summary. For further information on direct pay refer to [Direct Pay Summary](#).



Where there are transition cases involved, you'll need to complete the steps described for **Transitional Case Action** in the **Procedural Exceptions** tab.

- Once you have confirmed the other party location in the receiving parent and child in Scotland (CIS) applications the system will complete the following steps automatically.
- The **Status** field in the **Confirm Current Location** SR will change to **Closed** and the **Sub Status** field to **Complete**.
-  If the paying parent is already a paying parent in an existing 2012 scheme case, the new application will be aligned to the current case group. **CMSL0039** will be issued to the paying parent and **CMSL0079** to the existing receiving parents informing them of the new application.
- The effective date for the case will be set. The effective date is the next working day after the letter was generated + five days. For more information on effective dates refer to the Policy, Law and Decision Making Guidance. 
-  If there is a court order/maintenance order recorded, the system will issue letter CMSF0005 to inform Her Majesty's Court Service (HMCS) that the child maintenance element in the court order/maintenance order is to be superseded, and issue CMSL0082 to the paying parent and receiving parent. For more information on court orders/maintenance orders refer to the Policy, Law and Decision Making Guidance. 

 When issuing CMSL0082, the applicants version can be issued via the system, any further copies of CMSL0082 to be issued to the non applicant must be issued using a clerical version.

6.  There are two types of estimated child maintenance amount calculation. If the paying parent is employed/self employed or in receipt of benefits a calculation amount will be returned and letter CMSL0084 sent to the paying parent. The alternative is a no income/zero calculation (where no income details are held), in which case, letter CMSL0039 will be issued. An application response due date of seven days will be set by the system for the paying parent to contact the Child Maintenance Group (CMG). For more information on estimated child maintenance

amount calculations refer to the Policy, Law and Decision Making Guidance. 

 If an HMRC Income Check SR generates for the Special Client Records (SCR) team, follow [HMRC - Unmatched Income](#) and then return to the relevant point in this procedure

 A problem has been identified where the paying parent has been identified as having no income, the SR **Status** and **Sub Status** cannot be set as **Status Closed** and **Sub Status Cancelled**. When this happens the SR will go to Error/Technical. To resolve this select the **Client** and then select the **Case**; select the **NRP** and select **Go to Service Request**. Search for the SR and without selecting the SR number change the **Status** to **Closed** and the **Sub Status** to **Cancelled**. You should always re-trigger the HMRC income interface at this stage if no income is held. For more information refer to [HMRC - Summary of Earned Income](#).

7. A **Perform Calculation** SR will have generated and transferred to the maintenance stream. If the application is from a receiving parent or CIS the maintenance caseworker must gather the paying parent's information. For more information refer to [Gather Paying Parent Information](#). For a paying parent application the maintenance caseworker will go straight to performing the calculation. For more information refer to [Calculation - Initial](#). Change the **Status** of the Indicative SR to **Closed** and the **Sub Status** to **Complete**.
8. The system will create the BaNCS account number. When the case moves across to the maintenance service, the maintenance caseworker will be able to complete the **Set Up Initial Method Of Payment To (MOPT)** SR created earlier in the application stage.
9. Once the provisional calculation has been completed and the letter issued to the paying parent, the application is now completed. Close the Perform Calculation by setting the following:

- **Status = Closed**
- **Sub Status = Complete**

Return to the **Application** SR and set the SR as:

- **Status = Closed**
- **Sub Status = 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](#).

Transition Case Action

When there is a transition case/s involved the following steps must be completed to allow correct action to be taken.

1. Confirm the effective date for the transition case:
 - If the case-group is Reactive Transition Without Pause due to the Paying Parent having a case-group with no on-going liability on 1993/2003 Scheme, the effective date will be as normal for the 2012 Scheme
 - If the case-group is Reactive Transition With Pause due to the Paying Parent having a case-group with on-going liability on 1993/2003 Scheme, the effective date will be one day after the transition date. The transition date can be found by selecting the **Paying Parent** and selecting **More Info**.
 - Written applications - to ensure continuity for these clients, the system will consider the letter inbound activity creation date as the **Application Received** date. However, the **Letter Inbound** activity start date can be manually amended if the letter date is to be considered as the **Application Received** date.
2. Where it is identified that the effective date will be set one day after the transition date, create a **letter outbound activity** and clerically issue letter CMSL9906 notification of effective date for transition case. For more information refer to [Letters \(Outbound\) - Off System](#).
3. Complete the action required to set the receiving parent Method of Payment To (MOPT) by following **steps 10 - 13** in [Method of Payment To - Set Up Initial](#).
4. Check the Indicative Calculation Service Request (SR) for the liability amount and the number of qualifying children present. If the paying parent shows as having earned income go to **step 9**.
5. Where the paying parent shows as having no income, select the paying parent **Customer Profile** and select **Get HMRC Income**.
6. Leave the **Year** field empty and select **Earned Income**.
7. Exit the paying parent's **Customer Profile** and then go back in to it to see if new information has been provided. If there is no new information go to **step 9**.
8. Where there is new information cancel the current Indicative Calculation SR and generate a new Indicative Calculation SR.
9. Issue the CMSL0084 where the paying parent has earned income or the CMSL0039 where the paying parent doesn't have earned income.
10. Close the SR by following **Step 9** in the details tab.

[CMSF0005 Change to a child maintenance arrangement](#)

To inform the courts to cancel the court order/maintenance order following a new calculation.

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

[CMSL0039 Important information about child maintenance](#)

Letter to notify existing paying parent of new application and prompting them to contact CMG.

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

[CMSL0079 Changes to your child maintenance case](#)

Letter to existing receiving parent/CIS to inform of paying parent's liability change due to new application

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

[CMSL0082 Child maintenance and your court order/maintenance order](#)

Letter to client informing them that we have requested the court to cancel the court order/maintenance order.

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

[CMSL0084 Important information about child maintenance](#)

Notification of application to paying parent including what is meant by "flat rate".

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

[CMSL9906 Important information about child maintenance](#)

Letter to notify existing paying parent of new application of transitional case and prompting them to contact CMG.

[Application - Child in Scotland](#)

[Application - Paying Parent](#)

[Application - Receiving Parent](#)

[BaNCS](#)

[Calculation - Initial](#)

[CIS - Get Benefit Award Information](#)

[Direct Pay Summary](#)

[Fundamentals](#)

[Gather Paying Parent Information](#)

[HMRC - Unmatched Income](#)

[HMRC - Summary of Earned Income](#)

[Letters \(Outbound\) - Off System](#)

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

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

[On Benefit](#)

[Terminology Changes](#)

[What is BaNCS?](#)

The Banks Networked Computer System (shortened to BaNCS in most documentation) is the core banking system that works with the child maintenance system to provide us the functions necessary for meeting payments, collections, accounting and liability management.