



Change - Payment Frequency/Collection Date

The purpose of this procedure is to show how to update the frequency and/or collection date of the payment plan, for Collect & Pay or Direct Pay, when a change is requested.

A payment frequency and collection date is established when the paying parent has agreed to a payment plan or has been issued a payment plan following unsuccessful contact. The paying parent can change the frequency and collection date of the payment plan at any time during the lifecycle of the case, provided that the method of payment from (MOPF) is not a deduction from earnings order or deduction from earnings request (DEO/DER).

Updating the payment frequency and/or collection date will be dealt with by caseworkers wherever the case is located.

Any change in payment frequency or collection date will be communicated to the receiving parent. The receiving parent cannot select a date or frequency on which they will receive their payments. If the paying parent has any other active MOPF i.e. they are making payments to another receiving parent, then the frequency must remain the same for all receiving parents – the paying parent cannot pay one receiving parent weekly and another monthly.

In the process of changing the collection day and frequency, the system will only allow the following MOPF to be changed:

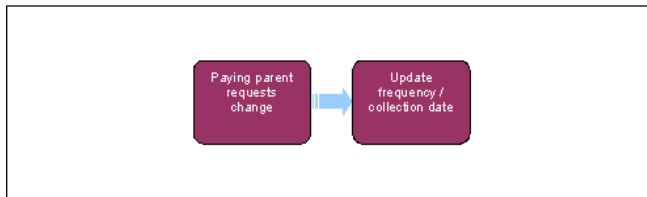
- Direct debit
- BHOCA

If the paying parent pays by Standing Order the frequency cannot be changed, caseworker to cancel and to set up new standing order.

If the paying parent pays by direct debit, the frequency will always be monthly and only the collection day can be changed.

Where there is more than one case, a Collect & Pay and a Direct Pay case the Direct Pay case must align with the Collect & Pay frequency. The collection date however can be different.

For more information on methods of payment 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](#).



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.

The guidance for changing the payment frequency/collection date varies depending on the service type. Please select the appropriate guidance below.

Collect and Pay

Paying parent requests change of frequency and/or collection date



When changing the frequency of a Standing Order, cancel the Method Of Payment From and create a new Method of Payment From and then follow from **Step 12**.

1. Create a service request (SR) using the following options:

- **Process = CofC**
- **Area = Change Method of Pymt**
- **Sub Area = Change Method of Payment From**

Link the SR to the case, then complete the **Subject Details** and **Source**, before changing the SR Status to **In Progress**. The system will generate an activity plan for you to follow.

2. Select the **Frequency Change** box within this SR.


3. Generate a child SR using the following options:

- **Process = Payments**
- **Area = Method Of Payment From**
- **Sub Area = Amend Existing MOPF**

4. Select **Internal Account Number** and choose the paying parent's **BaNCs number** and **Current Method Of Payment From**.
5. From the **Action** drop down menu select **Update MoP**. Change the **SR Status** to **In Progress** and an activity plan will be generated.

Update Frequency/Collection Date

6. Where the paying parent has requested a change to the payment frequency, select **Monthly** or **Weekly** from the drop down list, direct debits can only be paid monthly. The payment frequency cannot be changed if the paying parent has any other active method of payment from (MOPF) with the same frequency as the selected MOPF.

 Once you have entered the new payment frequency do not complete the SR straight away - you will need to work out when the new first collection will be and when the first full liability posting following the change of frequency will occur. You can work out when the next liability posting is by viewing the liability schedule in the client **Financial Accounts** screen. If the first collection occurs before the liability is posted (note that this is likely to be in exceptional circumstances) you will need to delay completion of the SR (i.e. by setting a Wait status) - The length of this delay is dependent on the MOPF:


- For direct debit, the SR must be completed no more than 14 days before the next available due date (e.g. if the due date is the 20th February, you must wait until after the 6th February to complete this, this will move the collection to the 20th March)
- For Bank Head Office Collection Account (BHOCA), wait until after the collection date has passed for that month (e.g. if this is the 20th of the month wait until the 21st)


This logic will also need to be used when looking at creating a weekly schedule.

7. Select the paying parent's preferred monthly collection date or weekly collection day from the drop down menus. The system will protect any payments that are due to the receiving parent shortly after the change has been requested, for direct debits this is 2 working days.

 If a collection is due in the next 3 days a text message may also still be sent to the paying parent.

8. Update the **Resolution Code** to **Amend Accepted**.
9. Scroll to the bottom of the applet and check that all outstanding activities listed are displayed as **Done**. The SR can only be closed when all activities are completed.
10. Change the **Status** to **Closed** and the **Sub Status** to **Complete**.

11.  From the parent SR, issue letter CMSL4438 to inform the receiving parent that the payment frequency has changed and that a new expected payment plan will be sent, and issue CMSL4439 to inform the paying parent that the payment frequency has changed and that a new promise to pay schedule will also be sent.

 If the amount are also changing do not issue these letters, a new payment schedule will include the new dates and amounts. Make every attempt to call the clients to inform of the outcome.

12. Check the **Change Frequency** check box and update the **Resolution Code** to **CoC Accepted**. A child SR is automatically generated, check the promise to pay schedule is correct by selecting **Payment Schedule** tab and confirming **Payment Arrears** and **MOP Payment Details** applets are populated. If so, select **Generate Promise to Pay** button. If not, go to the **More Info / Liability Calculation** tab and select **Promise to Pay** from the **Create Schedule** drop down and select **Go**.


If the promise to pay schedule is incorrect, raise an incident and cancel all outbound letters generated. If the promise to pay schedule is correct the 2012 system will automatically issue a new promise to pay schedule. For more information refer to [Calculation - Post Initial](#).


 If the P2P schedule contains debt not owed to the receiving parent, letter CMSL4081 must be clerically issued.

13. Update the child SR (where the promise to pay schedule is correct) and parent SR as follows:

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

Direct Pay

 If there is no setup clearance time for changes to direct pay collection types, consideration must be given where a reported change may result in two collections being scheduled in the same period, refer to Procedural Exceptions: **No setup clearance time for changes to Direct Pay collection dates**

1.  Explain to the client that the frequency/collection date held by CMG is a guideline and that as long as both parties agree the frequency/collection date and keep evidence of payments made/received then CMG are content to leave these unchanged. Added flexibility is one of the benefits of direct pay. If the client insists on a new P2P with the new frequency/collection date continue with **step 2**.
2. Once in the paying parent's contact record, select the SR tab. From the drop down lists select:

- **Process = CofC**
- **Area = Change method of pymt**

- **Sub Area = Change MD payment details**
- **Source = NRP**

Link the SR to the case, then complete the **Subject Details**, before changing the SR Status to **In Progress**. The system will generate an activity plan for you to follow.

3. Select the **New Frequency** drop down and **Frequency Change** box within this SR.
4. Selecting **Get MD Cases** lists all the paying parent's linked cases. Selecting the relevant case in the **Select Case** column by changing **N** to **Y** activates the **Select Case** option. This generates the **New Payment Day** drop down allowing the choice of the required collection day.
5. Select the **Resolution Code** drop down box and choose **CoC Accepted**. If there are no active Direct Pay cases, choose **CoC Rejected**.
6. The system generates a **Perform Calculation child SR**. Issue CMSL4080 to the paying parent and CMSL4081 to the receiving parent. Do not close the perform calculation SR until the process is complete i.e. the new P2P schedule has generated.
7. Navigate to view and confirm the changes made to the P2P schedule using the **More Tabs** drop down. Once the letters have been generated the SR can then be closed as completed.
8. On completing all associated activity plans, select **Closed** from the **Status** drop down and **Complete** from the **Sub Status** drop down.

No setup clearance time for changes to Direct Pay collection dates

If there is no setup clearance time for changes to Direct Pay collection types, consideration must be given where a reported change may result in two collections being scheduled in the same period. For example, where a Direct Pay arrangement has a collection date of the 28th and a request to change the collection date to the 1st of the month is received on the 30th of April:

- The system has scheduled a payment for the 28th of April, where a change is actioned on the 30th of April, this will result in the new Promise to Pay schedule expecting a payment to be made on the 1st of May.
- Caseworkers must consider delaying completion of the change until after the 1st of May to prevent two payments being scheduled within days of each other. Completing the change on or after the 2nd of May will mean that the first collection on the new Promise to Pay schedule will be scheduled for the 1st of June.

CMSL4438 Important information about your payments

Inform receiving parent that a paying parent's request to Change the payment frequency from X to Y has been processed and explain how this will impact your payments.

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

CMSL4439 Important information about how often you make your payments

Confirm to the paying parent that their request to change payment frequency from X to Y has been processed and explain how this will impact their payments.

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

[Calculation - Post Initial](#)

[Change MOPF - Summary](#)

[Standing Order - Cancel](#)

Terminology Changes

[Can the receiving parent request a change in payment frequency?](#)

No, the receiving parent cannot select a date or frequency on which they will receive their payments.

[Can Direct Debit have a weekly payment frequency?](#)

Banking rules mean that we wouldn't receive notification of any direct debit failures until 5 days after the payment was due. The timing of this would mean that we would then attempt to take subsequent direct debit payments.