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CSA Scheme Case Closure Exceptions - Summary

The purpose of this summary is to provide a high level overview of the manage Case Closure exceptions process. This process is carried out by specialist teams or CSA caseworkers, depending on the exception reason.

The CSA systems generate failure reports when a case is not able to undertake Case Closure. This report will then be used to determine the best course of action to resolve the issue. Exception reasons which would prevent Case Closure taking place include:

- A transition date not being set
- The unsuccessful ending of the CSA scheme liability
- CSA scheme liability schedules not being ended
- Closure date being prior to the transition date (T-date)

This list is not exhaustive.

Reports which are deemed to qualify as technical failures (e.g. a report showing the closure date is prior to the T-date) are passed to Hewlett Packard (HP) who will establish the reason/s for the failure. Once the failure reason has been determined, HP will then progress the case in one of the following three ways:

- Technical skip – Where HP identify that a failure has been caused by a technical issue which has led to a one off Case Closure failure, the case or casegroup due for Case Closure will be returned to the business where it will be re-run with the next batch of cases, the Case Closure should then successfully take place.
- Send to AMS team – If the HP operations management centre (OMC) cannot identify the cause of, or solution to, the failure then the case will be referred on to the application maintenance and support (AMS) team. The AMS team determine the failure reason and if a fix is possible. Where possible, the fix will then be applied to the case which is then returned so that Case Closure can be completed. If an error is identified but cannot be fixed the case will then be managed through the clerical case process.
- Refer to caseworker – Where it is established that the failure does not need a technical fix and instead requires corrective action by a caseworker, HP returns the case. The case will then be processed using existing business methods to return the case to the relevant incident management team (IMT) who in turn will pass the case on to the business as usual teams so that they can complete the appropriate action.

[CSA Case Cleanse - Summary](#)

[CSA Case Closure \(Arrears\) - Summary](#)

[CSA Inhibit Case Closure - Summary](#)

[CSA Transition Request \(LTR\) - Summary](#)

[Arrears \(CSA\) - Summary](#)

[End CSA Liability - Summary](#)

[Payments - From CSA To CMS](#)

[Case Closure Arrears - Reconcile](#)

[Automated Financial Transition Arrears](#)

[Will a caseworker be notified if a case is to be transitioned to the 2012 scheme?](#)

1993/2003 scheme systems will automatically generate alert codes (CSCS) and case prioritisation work items (CS2) to prompt caseworkers.

[What is a Legacy Transition Request?](#)

This is an electronic file specific to each 1993/2003 scheme system that is sent to request transition.