



Paying In Slips

This procedure will take you through the steps to issue a one off set of 12 BHOCA paying in slips to a paying parent.

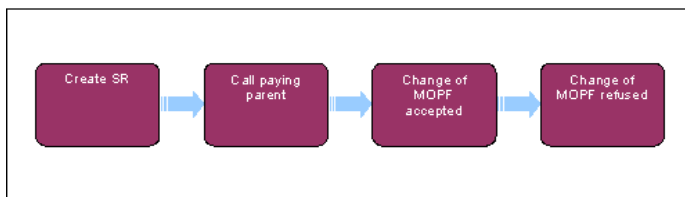
This action will be dealt with by caseworkers who own the case at the time of the request. Requests for paying in slips are made by the paying parent and can be received by telephone or by post.

BHOCA is a method of payment from (MOPF) where clients can make cash payments to the Child Maintenance Group (CMG) through their bank or building society using paying in slips.


BHOCA is a non-preferred MOPF and caseworkers should actively encourage the use of and advise the client as to the benefits of direct debit (DD), deduction from earnings order (DEO) and standing order (SO).

In this process you will create a service request (SR), call the paying parent to try and persuade them to change to a preferred MOPF and then issue the paying in slips or complete a MOPF change of circumstances (CofC).

For more 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](#).



 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.

Create SR

1. Access the **Contact Summary** screen and have the case details available.
2. Create a service request (SR) and from the drop down lists select:
 - **Process = Payments**
 - **Area = Pay In Slips**
 - **Sub Area = BHOCA Slips**
3. Update the SR with the client details: Name / national insurance number (NINO).
4. Update the **status** of the SR to **In Progress** and follow the activity plan.
5. Check the current method of payment from (MOPF)

Call paying parent


6.  Call the paying parent to try and change the MOPF to a preferred MOPF. Actively encourage the use and benefits of direct debit (DD) and deduction from earnings order (DEO). For more information on preferred methods of payment refer to the Policy, Law and Decision Making Guidance . 
7. Select the BaNCS account that you want to issue the paying in slips for.

Change of MOPF accepted

8. If the paying parent agrees to change their MOPF, cancel out of the SR using drop down reason **MOPF Change**, which will end the SR and raise a new SR to change the MOPF. For more information refer to [MOPF Change - Summary](#).

Change of MOPF refused

9. Select the BaNCS account that you want to issue the paying in slips for.

10.  If the paying parent does not agree to change the MOPF, issue the paying in slips by selecting **BHOCA Slips Accepted** and issue covering letter CMSL3511. Once the letter has been issued, set the SR **Status** to **Closed** and the **Sub Status** to **Complete**.

CMSL3511 Your payment slips are enclosed

Covering letter for BHOCA payment slips.

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

[MOPF Change - Summary](#)

[MOPF - Set Up](#)

[Terminology Changes](#)

[Do the child maintenance group still use paying in slips as a method of payment from?](#)

Yes but case workers should actively encourage the use and benefits of direct debit, deduction from earnings order (DEO) and standing order.