



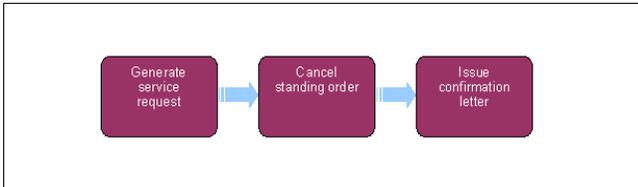
## Standing Order - Cancel

This procedure will take you through cancelling a standing order (SO) as the method of payment from (MOPF). SO is an automated transfer service to move funds from one bank to another.

This action will be dealt with by whoever owns the case at the time of the change.

You can receive a request to cancel an SO from the paying parent or third party, where there is one being used. You will need to advise the paying parent to cancel their SO with the bank, once it has been ended as a MOPF. This request for change can be received at any point in the lifecycle of the case. Caseworkers should not cancel a MOPF without having a different MOPF to replace it with, if there is ongoing liability.

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.

### Generate CofC Service Request

- To replace the SO with another method of payment from (MOPF), create a change of circumstances (CofC) service request (SR) in order to update the MOPF information. From the drop down lists select:
  - **Process = Change Of Circumstances**
  - **Area = Change Method Of Payment**
  - **Sub Area = Change Method Of Payment From**
  - **Source = NRP**
  - **Subject = Select the appropriate option from the dropdown**
- Update the status of the SR to **In Progress** - the system will generate an activity plan for you to follow. For more information on methods of payment refer to the Policy, Law and Decision Making Guidance 



The activity plan shows that Team Leader authorisation is needed. This is incorrect and not appropriate for this process. Mark this activity as **Not Required** at the appropriate stage.

- If cancelling the standing order (SO), go to **step 5**.
- Generate a child SR which will allow you to cancel the standing order, and replace it with another MOPF e.g direct debit. From the drop down lists select:
  - **Process = Payments**
  - **Area = Method of Payment From**
  - **Sub Area = Select the replacement MOPF, e.g. direct debit**

Choose **Replace MOPF** from the drop down in the **Action** field, then set the SR **Status** to **In Progress**. Go to **step 7**.

### Cancel

- Choose a suitable date of expiry to cancel the SO from. You cannot use a past date so select today's date, as the notified and effective date for this change.
- Generate a child SR which will allow you to cancel the standing order. From the drop down lists select:
  - **Process = Payments**

- **Area = Method of Payment From**
- **Sub Area = Amend Existing MOPF**

If you are cancelling the MOPF choose **Cancel MOPF** from the drop down in the **Action** field or **Unsuspend** if you are unsuspending a MOPF, then set the SR **Status** to **In Progress**.

7. Select the **Internal Account Number** and select the standing order within the **Current Method of Payment** field. Update the **Action Date** field with today's date. Where you are not replacing the standing order with another MOPF, go to **step 9**.
8. If replacing the standing order with another MOPF, input the MOPF details by following the steps in the relevant setup procedure, including the **MOP Type** and **Reason for Change** fields (only follow the steps to input the information and issue any relevant notifications), eg **Direct Debit - Set Up**.



Attempting to update BaNCS on more than one occasion from an SR will result in an Error/Critical state which will require an incident to be raised. Check if a BaNCS update request has been sent by selecting the **Show More** button then the internal account number **MVG**. If an update has already been requested from that SR there will be an integration message on the right hand side of the screen. A new SR will need to be raised for any additional updates.

9. Depending on whether the standing order is being replaced or cancelled complete one of the following:
  - **Replacing the standing order** - Update the **Resolution Code** to (Replacement MOPF e.g. Direct Debit) **Accepted**. Save the SR then select the **Send MOP button**
  - **Cancelling the standing order** - Update the **Resolution Code** to **Amend Accepted** and then select **Send Update**.
10. Once you have received the success message, close the Payments SR by updating the **Status** to **Closed** and **Sub Status** to **Complete**.



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

11. The cancel standing order process is now complete, navigate back to the **CofC SR**.



Ensure that the paying parent is aware that they will need to cancel their SO with their bank by calling them if necessary.

12. If the client has an ongoing maintenance liability you will need to set up a new MOPF to ensure that payments continue. To do this you need to create a parent Payments SR for the new MOPF type, follow the relevant procedure e.g. **Direct Debit - Set Up** (following the steps to progress the **Payment SR**) and then return to this procedure to close the **CofC SR**. For more information refer to **Change MOPF - Summary**.

## Create Perform Calc SR and complete CofC SR

13. Complete the activity plan in the parent **CofC SR** and update the **Resolution Code** to **CoC Accepted**.
14. A **Perform Calc SR** will automatically generate. If you have set up another MOPF a P2P and liability schedule will generate, if you have cancelled the SO and not set up another MOPF only a liability schedule will generate. Check the notifications and close the **Perform Calc SR**.
15. 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](#).

### CMSL4435 The way you pay child maintenance has changed

Confirm to the paying parent that a change to Payment From type has been processed. New payment schedule sent separately.

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

[Change MOPF - Summary](#)

[Terminology Changes](#)