



Debt Negotiation Support Tool
CMS 2012 version

User Guide

Step by step actions

Contents

Abbreviations	3
Updates.....	3
Case:	4
Input:.....	5
Financial:	6
Lump Sum:	7
Negotiation:.....	8
Summary:	9
Direct Debit Guarantee:.....	10
Calculations:	11
Welfare of Children:.....	12
Note:	13
When problems arise:	14

Abbreviations

Abbreviation	Description
Siebel	2012 Child Support computer system
CMS	Child Maintenance Service
ATNIC	Automated Tax & National Insurance Calculator
NDR	Normal Deduction Rate
SR	Service Request (Siebel)
DD/PDD	(Paperless) Direct Debit
DEO	Deduction from Earnings Order
DER	Deduction from Earnings Request
MOPF	Method Of Payment From
PP	Paying Parent
RP	Receiving Parent
ROC	Relevant Other Child(ren)

Updates

Date	Details
26/09/2016	Draft 1
22/11/2016	Draft 2
05/12/2016	Version 1

Case:

Debt Negotiation Support

Case

Today's date 20/09/2016

Cases (including DP) |

Children in Family Based arrangement(s)? Yes No

Children in PP household? Yes No

Next

[Email form owner](#) DNS12 Version 1.000

Fig. 1

This is the initial page that comes up when opening the tool. It shows today's date and a couple of items to fill in. These items are relevant to the Welfare of the Child requirements for Debt Negotiation.

Fields to be filled in as follows:

- *Cases (including DP)* field will have to total number of cases for the Paying Parent. This includes cases on the system which are paid direct to the Receiving Parent. If no number has been filled in, the tool assumes there is only one case.
- To make sure that the user considers children in households in Family Based arrangements, select either 'yes' or 'no' as appropriate.
- To make sure that the user considers children in the Paying Parent's household, select either 'yes' or 'no' as appropriate.

The selection buttons will open up appropriate fields in the '*Welfare of the Child*' page to fill in their names.

When you click on the '*Next*' button, a check of all required fields will be carried out before moving to the next page.

Input:

Debt Negotiation Support

Case Input

NDR Calculation

Annual Gross Income
£ *

Employed
 Employed (Scotland)
 Self Employed
 Self Employed (Scotland)

Calculate

Max Weekly NDR
£

Max Monthly NDR
£

* Input required

Arrears Management data

Annual Review Date *

FSc Maintenance Arrears £ *

Total Residual Arrears £

Paying Parent Financial Accounts

Total Accrued Balance £ *

Accrued Liability Till Date £ *

Total o/s OGM until AR £ *

Summary Case Details - Direct Pay Cases

Weekly Liability Amount (DP) £

Receiving Parent Financial Accounts - Direct Pay Cases

Total Accrued Balance (DP) £

Next

Email form owner

DNS12 Version 1.000

This page is for inserting the data from Siebel to enable calculations to be made. The details with a * are required to carry out all the calculations for you. The tool uses the existing ATNIC calculators to calculate the appropriate net income and maximum Normal Deduction Rate using the latest full tax year. The location of information in Siebel is presented when the mouse pointer is hovered over the fields in the tool.

Fields to be filled in as follows:

- Annual Gross Income figure is taken from Siebel from the *Cases Screen / Master Case View – Last Assessed Annual Income*.
- Select the appropriate ATNIC tool to use for NDR calculations.
- The 'Calculate' button will then be enabled, click this to get the NDR figures. If nothing is filled in the 'Total Residual Arrears' field, the tool will assume this amount is nil.
- Get the figures in the 3 fields in the 'Arrears Management data' frame from Siebel Arrears Management SR. The 'Annual Review Date' will be checked to see if it is within the next 12 months
- Get the figures in the 3 fields in the 'Paying Parent Financial Accounts' frame from Siebel. This screen is accessed via the Financial Accounts view within the PP contact, selecting the Account Number link, and the Payment Schedule view.

- If there are any Direct Pay cases, put the total of all direct pay liabilities in the field named 'Weekly Liability Amount (DP)'. If nothing is filled in this field, the tool will assume this amount is nil.
- If there are any Direct Pay cases, put the total of all accrued balances for the direct paid cases in the field named 'Total Accrued Balance (DP)'. This can be found in the Receiving Parent Financial Accounts of any Direct Pay cases (accessed via the Financial Accounts view within the RP contact, selecting the Account Number link, and the Payment Schedule view) If nothing is filled in this field, the tool will assume this amount is nil.

When all required fields have been filled in, the 'Next' button will be enabled.

Financial:

Debt Negotiation Support

Case | Input | Financial

Arrears only case

Net Income pw £ 381.52

Total Arrears Balance £ 992.73

Pay frequency Monthly

Proposed MOPF DD / PDD

Next Collection date

Next

[Email form owner](#) DNS12 Version 1.000

Fig. 3a

Proposed MOPF Mandatory DEO/DER

Employer Name

Fig. 3b

These details are required to carry out all the calculations for you.

Fields to be filled in as follows:

- Pay frequency and proposed MOPF will enable the correct calculations for negotiation to show. *Only monthly is catered for at the moment. Weekly functionality will be targeted for a future release.*
- If any MOPF other than either DEO/DER types, the field called 'Next Collection date' will become visible. This field must be filled in before you can continue. It will compare the date with today's date so you do not insert a date before today. The tool will check that the first payment date is at least 14 days into the future for DD/PDD and 7 days for any other MOPF (except Voluntary Standing Order).
- When the pay frequency is anything other than monthly and the next collection date has been filled in, the page will show what day of the week the collection date is.
- If either of the DEO/DER types has been selected, the field called 'Employer Name' will become visible instead of the 'Next Collection date' (see fig. 3b). This is an optional field. Where there's a DEO/R the name of the employer can be found in Siebel by navigating from the Case Screen to the PP contact and then to the Employers view.
- When you click on the 'Next' button, a check of all required fields will be carried out before moving to the next page.
- The "Arrears only case" will be enabled when the tool recognizes that no Ongoing Maintenance is being charged (the amount in 'Total o/s OGM till AR' on 'Input' tab is nil). This box should be ticked if the negotiation is only for the arrears amount.

Lump Sum:

Debt Negotiation Support

Case | Input | Financial | Lump Sum

Total Arrears Balance: £

What are the Debt Steer trigger points?

1 - Request full arrears payment by one lump sum.
2 - Request a partial lump sum payment and a schedule of on-going payments.
If possible the payment should be made via debit / credit card.

Full Payment Partial Payment Not successful

Agreed: £

Payment by debit / credit card

Fig. 4a

Full Payment Partial Payment Not successful

Reason for not being able to pay lump sum

PP does not have the funds to pay.
 PP disagrees with the amount of debt.
 PP is unwilling to pay.
 No contact with PP
 Other:

Reason for no contact

No current telephone number
 Several attempts made, no success
 No response to warning letter

Negotiated Payment Amount: £

Fig. 4b

On this page the Debt Negotiation process starts by asking for full payment of all arrears, partial lump sum payment if no full payment can be made, or if no immediate payment can be made at all, the reason why no lump sum payment can be made by the PP.

Fields to be filled in as follows:

- Selecting 'Full Payment' or 'Partial Payment' will show a field for the amount and a tick box if a card payment is taken there and then (see fig. 4a).
- If a payment has been taken there and then, the total arrears balance less the payment agreed will be shown at the bottom of the page in the field marked 'Negotiated Payment Amount', otherwise the original debt amount will show there.
- If 'Not successful' is selected, a list of reasons why the PP cannot make a payment will come up (see fig. 4b).
- If no contact is made with PP a further choice of the reason will come up.
- If 'Other' is selected, a field for the reason will automatically appear for you to fill in any other reason.
- You will not be able to continue to the next tab until all details have been selected or filled in on this page.

Clicking on the Debt Steer Trigger Points symbol will call up the relevant section of the Policy, Law and Decision Making Guidance.

Negotiation:

Debt Negotiation Support

Case | Input | Financial | Lump Sum | Negotiation

Total arrears balance £ [] Lump sum payment £ [] Negotiated payment £ [] Collection frequency []

Collection Dates: First [] Last [] No. of Collections on remaining Schedule: []

Proposed Amount

OGM	Charges	Arrears	Total	Number of months to clear debt	
£ []	£ []	£ []	£ []	[] %	[]

Include charges Select for Arrangement

Arrears paid at maximum NDR (including charges)

OGM	Charges	Arrears	Total	Time to clear debt	
£ []	£ []	£ []	£ []	[] %	[]

Select for Agreement

Amount required to clear debt within 2 years (including charges)

OGM	Charges	Arrears	Total		
£ []	£ []	£ []	£ []	[] %	

Select for Agreement

Next

[Email form owner](#) DNS12 Version 1.000

Fig. 5

If a partial lump sum or no lump sum has been taken, the 2 standard options in line with the Debt Steer will come up, based on the pay frequency selected earlier. You can select one of the 2 standard options.

The 'Proposed Amount' frame enables you to negotiate with the PP using different figures. You can fill in any of the 3 yellow fields and the proposal will calculate the other 2 figures. A warning message will show if the agreement is higher than the maximum NDR.

Fields to be filled in as follows:

- 'Arrears' allows you to fill in an arrears amount to be paid each time as per frequency shown in the 'Collection frequency'.
- 'Number of weeks/months to clear debt' can be used if you want to negotiate the debt to be paid off in a certain time period.
- 'Total' can be used if an amount is proposed which includes the OGM amount.
- 'Select for Arrangement/Agreement', select one of 3 arrangements as appropriate
- You will not be able to continue to the next page unless you have selected an option on this page. A warning message will show if you have not made a selection.

Summary:

Debt Negotiation Support

Case | Input | Financial | Lump Sum | Negotiation | Summary

Summary of agreement/arrangement based on details filled in on this form:

Method Of Payment from Frequency Lump Sum paid Total Arrears
£ £

Payment Plan for /2016 to /2017

Collection Date	OGM	Collection fee	(Including collection fees)	
			Arrears	Total
/2016	£	£	£	£

I have advised PP of the consequences of default on this agreement

Next

[Email form owner](#) DNS12 Version 1.000

This page shows the summary of the discussion with the PP or the decision made by you if you have had no contact. This can be used to summarise with the PP what has been agreed.

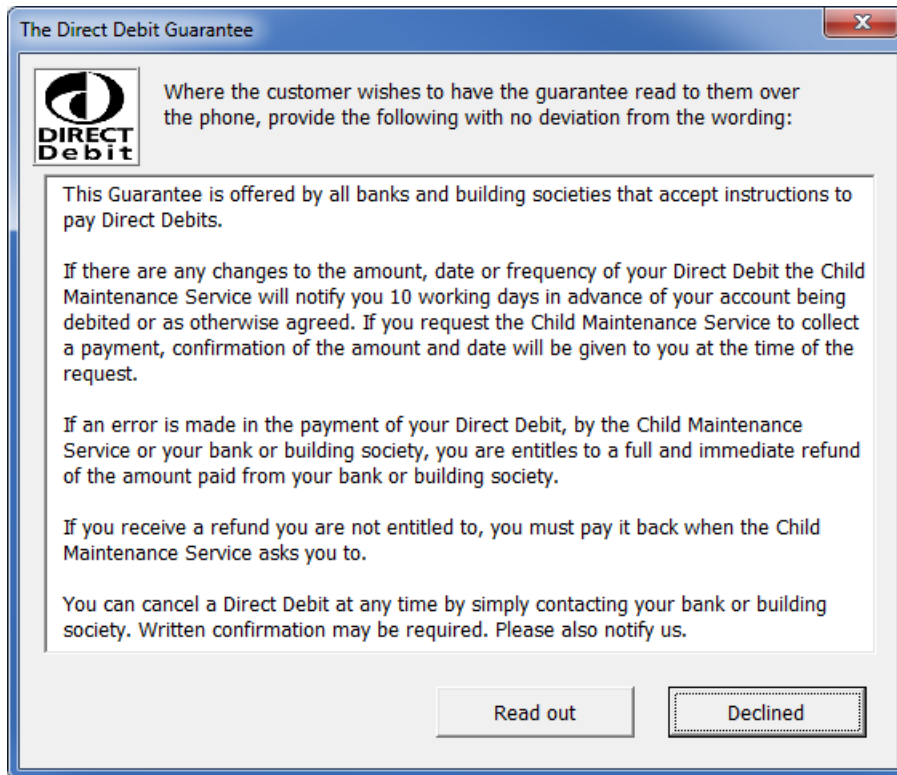
Fields to be filled in:

- Advise of consequences, to be ticked if you have explained to the PP what the consequences will be of non-payment. This checkbox will only show if you have spoken to the PP, unless the MOPF is DEO/DER.


There is also a button which will show if Direct Debit has been selected as MOPF. This will give the mandatory Direct Debit Guarantee text if the PP wants you to read it out over the telephone. See the next page for details of this form.

Fig. 6a

Direct Debit Guarantee:



The Direct Debit Guarantee

 Where the customer wishes to have the guarantee read to them over the phone, provide the following with no deviation from the wording:

This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.


If there are any changes to the amount, date or frequency of your Direct Debit the Child Maintenance Service will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request the Child Maintenance Service to collect a payment, confirmation of the amount and date will be given to you at the time of the request.

If an error is made in the payment of your Direct Debit, by the Child Maintenance Service or your bank or building society, you are entitled to a full and immediate refund of the amount paid from your bank or building society.

If you receive a refund you are not entitled to, you must pay it back when the Child Maintenance Service asks you to.

You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.

Fig. 6b

This form comes up when you click on the DD button  on the 'Summary' page and shows the mandatory Direct Debit Guarantee text if the PP wants you to read it out over the telephone. If you select either 'Read out' or 'Declined', an appropriate note will be added to the 'Note' page.

Calculations:

Debt Negotiation Support

Case | Input | Financial | Lump Sum | Negotiation | Summary | Calculations

Amounts to be fed back into CMS system:

Employer name

Annual Gross Income £ Copy (Ctrl+C)

Maximum Monthly NDR £

Monthly NDR Amount £

Till Date Accrued Liability £

Negotiated Payment Amount £

Time to clear debt

Negotiated Arrears per month £

Next

[Email form owner](#) DNS12 v 1.1.0

Fig. 7

This page shows the figures to be put into the Siebel system to finish the SR.

The first 4 fields are used to complete the Service Request List SR in 'Payment Schedule – DEO NDR details'.

The next 3 fields need to be put in the Arrears SR under the heading 'Arrears Negotiation'. The last field is to check that the amount calculated by Siebel system is the same as calculated by this tool.

By using the 'Copy' button the field this button is next to will be copied into the clipboard ready to be pasted into Siebel. The button will briefly change colour whilst copying the data into the clipboard. To paste into Siebel, use 'Ctrl + V'.

Welfare of Children:

Debt Negotiation Support

Case | Input | Financial | Lump Sum | Negotiation | Summary | Calculations | **Welfare of Child** | Notes

NOTE Children who's welfare have been considered - remember first name and surname for each child, seperate each child with a comma.

Children in case 1

Children in case 2

In Family based arrangement(s)

In PP household

Welfare of Child consideration is not restricted to QC(s) and ROC(s). Others may include:

- other children of the Receiving Parent
- children of PP's/RP's new partner who live in the same household

It is important to identify all children that are potentially affected by a discretionary decision and to consider the impact it will have in relation to them each individually.

NI legislation

[Email form owner](#) DNS12 Version 1.000

Fig. 8

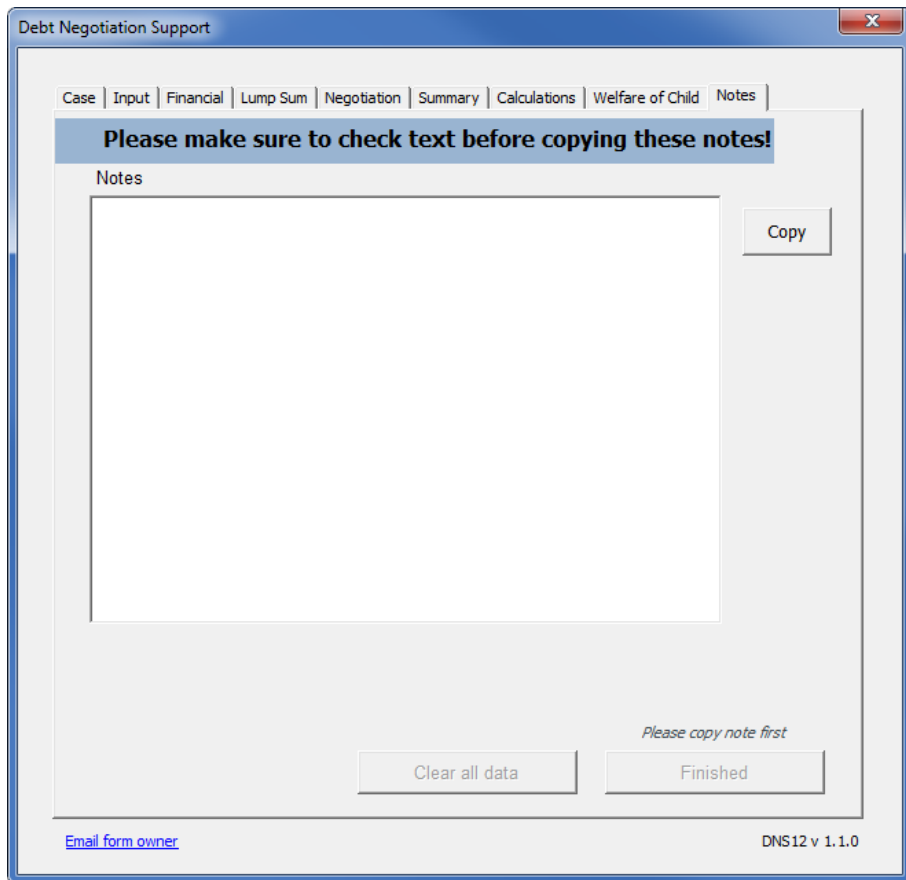
Welfare of the Children needs to be considered whenever a new agreement or arrangement is put in place. This page allows you to put the name of all the children in, whilst considering how their welfare will be affected by the schedule you have set.

Fields to be filled in:

- '*Children in case x*': Fill in the name(s) of the child(ren) in this case. Multiple fields will show if you have put 2 or more case on the 'Case' page.
- If the PP has ROC's and the box is ticked on Case details, the '*In PP household*' field will be visible and the ROC's will have to be named as well.
- If the PP has a family based arrangement and the box is ticked on Case details, this field will be visible and the children related to the family based arrangement will have to be named as well.
- If you are using the form in Northern Ireland, tick the box "NI legislation". This will put in the appropriate reference to the CS (NI) Order 1991.
- You will not be allowed to go to the 'Notes' page unless all fields have been completed.

When filling in more than one child's name per field, separate each name by a comma, i.e. "*Tom Smith, Harry Smith*". The fields will automatically tidy the text up by using capital letters where appropriate.

Note:

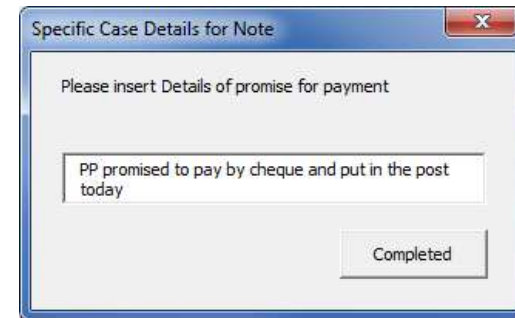


The screenshot shows a window titled "Debt Negotiation Support" with a menu bar containing "Case", "Input", "Financial", "Lump Sum", "Negotiation", "Summary", "Calculations", "Welfare of Child", and "Notes". A blue banner at the top of the main area reads "Please make sure to check text before copying these notes!". Below this is a "Notes" section with a large text area and a "Copy" button. At the bottom of the window, there are "Clear all data" and "Finished" buttons, along with the text "Please copy note first". The footer includes "Email form owner" and "DNS12 v 1.1.0".

Fig. 9a

The note here is generated based on all the details filled in on the form.

Before the note is generated, if there are any details for which more information is required, a box will pop up requesting for your input. For example, if a lump sum has been promised, but no immediate card payment has been taken, it will ask what arrangements have been made for the payment of the lump sum. The box looks like this (fig. 9b):



The dialog box is titled "Specific Case Details for Note" and contains the text "Please insert Details of promise for payment". Below this is a text input field containing the text "PP promised to pay by cheque and put in the post today". A "Completed" button is located at the bottom right of the dialog.

Fig. 9b

You have the option to add or delete parts of the note. The field has a 'Copy' button. This will copy all the text in the note field into the clipboard, ready to be pasted into Siebel note.

There are no required fields to be filled in.

The 'Finish' and 'Clear all data' buttons will be disabled until the note has been copied to make sure user doesn't forget to copy it.

'Clear all data' will reset the tool to the first page ready for the next case.

If there are no further cases, 'Finish' will close the tool.

When problems arise:

If an error occurs or any problem arises, the form has an option to send an email to the owner of the tool. Please click on the link in the bottom left hand corner as shown below in *fig. 10*:

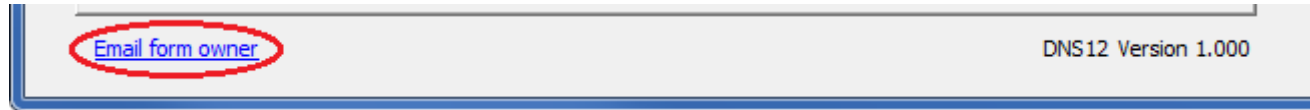


Fig. 10

A message box will come up asking you if you would like to add the data you have filled in. If there is an error then it is useful to add the data. This data does not include any sensitive information, i.e. children's names etc. The message box looks like this (*fig. 11*):

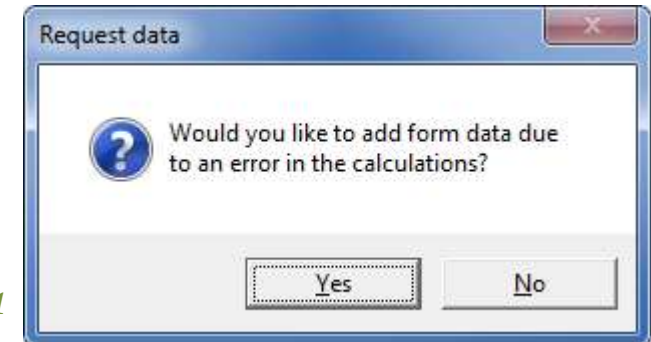


Fig. 11



Fig. 12

An email will come up with, at the top of the body, the words "Comments:" (see *fig. 12*). Please fill in any additional information regarding what you were doing when the error or problem occurred and any other information to help us rectify the issue.