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## Account Breakdown Tool

This procedure will show you how to complete analysis of the paying parent and receiving parent accounts to complete the Account Breakdown Tool (ABT) and identify any inaccuracies.

Only complete the ABT when:

- The paying parent has provided evidence that demonstrates the system debt balance is incorrect

- The caseworker has obvious reason to believe that the debt amount is incorrect

The ABT can be completed by any caseworker in any segment but a face to face walkthrough of the ABT functions should be had before attempting completion.

The ABT is extremely flexible in what needs to be completed. It will provide you with the platform to complete all investigations, from the very simple to the more complex.

There are 'comments' on various sections of the ABT. These can be identified by a small red triangle in the corner of a cell. Hover over the cell to read the comment.

An account breakdown is never complete until it matches the system exactly.

Any grey cells will be automatically completed for you. Any yellow cells need to be completed if you want the ABT to include the entry. White cells are not compulsory and are completed as required.

The tool allows for three cases in the same multi case group.

If the incident being raised is payment related, an account breakdown can be used to analyse allocation etc but it is not a requirement for incident purposes. Refer to the relevant procedure and liaise with your Finance SME before raising an incident.

If the incident is related to liability postings, and you have not been able to resolve the issue using the backdated adjustment procedure, AAC will expect a comprehensive summary of what the issue is and where it has occurred. An account breakdown will usually be required in this scenario.

The account breakdown tool (ABT) is available here:
Account Breakdown

⚠ This guidance should be used to complete an account breakdown following your face to face walkthrough. Please liaise with your Finance SME if you have not yet had this.

You can determine which section/s of the account breakdown tool to use based on the case and your investigation. See below for a brief description of each section and then navigate to the relevant section in the procedure for instruction on how to complete.

The account breakdown tool (ABT) is available here:
Account Breakdown

Ensure that content and editing are enabled in the ABT.

### Navigation

This provides a high level overview of the information seen in the different Siebel screens.

### Journey Map

This is a flowchart and will help you determine which parts of the account breakdown to complete. Use this in conjunction with the relevant section of the procedure.

### Calculation Details & Simple Check

The Calculation Details section allows you to note any key assessment criteria for example, income, variations, ROC. This will help to confirm the liabilities in place and the adjustments that have been completed.

The Simple Check element is for completing a quick check of the system accounts. This is best used if there are only a couple of assessments in place on the case. Go to: Case 1, Case 2, Case 3 Tabs first to determine the liabilities. The Case 1, Case 2, Case 3 Tabs can also be used to complete a simple check.

### Case 1, Case 2, Case 3

These tabs must be used for the **Totals** tab to populate with liability postings.

These tabs allow you to enter all of the SR information, adjustments and individual postings and will also allow you to record fees, costs and transitioned debt. It can also be used to complete a quick check, and if there are several **Perform Calculation** SRs on the case then using this tab is more efficient.

### Liability Postings

This section of the procedure details how you find and enter any enforcement fees, transitioned debt and costs.  It shows how to use the Case 1, Case 2, Case 3 tabs to complete a 'simple check' of posted liability and how to fully investigate liability postings where a more detailed investigation is required.

### Collection Charges

This tab must be used for the **Totals** tab to populate with collection charges.

This is where all of the collection charge information (both collect and pay and maintenance direct) is recorded. Any adjustments to charges and any allocation to collection charges are also recorded here.

### Payments

This tab must be used for the **Totals** tab to populate with payment information.

Payment dates, amounts and allocation are all completed here.  For more information refer to 2012 System Finance Overview.

### Totals

This provides an overview of all information entered in the ABT, along with the account balances.

This is where you enter amounts owed to Commission Admin, Written Off and/or Suspended debt and Excess Balances.

### Summary

This can be used to facilitate client contact if desired.

Case 1, Case 2, Case 3 tabs

1. Select **Case 1** on the ABT.

2. Go to **NRP Screen** in CMS2012 and run a query on the paying parent's SCIN then select on the paying parent's name.

3. Record the case number and effective date for each case on the associated tab on the ABT.

   ℹ️ The effective date is mandatory, all other case participant data can be populated as required. The receiving parent name will populate in the **Payments** and **Totals** tabs if completed.

4. Go to **Calculation Details** in **NRP Screen** and sort the **Liability Schedule Version** column.

5. Complete the **Liability Calculations** section of the ABT e.g. the version number, effective date, calculation performed date, RP daily amount.

6. Record the details for each subsequent **Perform Calculation** SR that has a liability schedule version number, a calculation performed date and where the liability has changed or an earlier effective date for the same liability has been used.

   ⚠️ Any change to liability begins posting from the calculation performed date. If the SR is an **Initial**, **Annual Review** or a **Bulk Reschedule** move onto the next SR.
   As you move through each SR you need to consider the following:

   - **Calculation effective date** and **Calculation performed date** match

     As the new calculation has been performed on the same day as the effective date, it will begin accruing in the liability schedule from the effective date. This means that there are no required adjustments too previously posted liability expected or required. Move onto the next **Perform Calculation** SR.

     When you are recording the data for the last **Perform Calculation** SR, and all details have been recorded, go to either **Calculation Details & Simple Check Tab** or **Liability Postings**

   - **Calculation effective date** and **Calculation performed date** do not match

     As the calculation has been performed on a date other than the effective date, the new liability is only accruing in the liability schedule from the calculation date. Anything posted between the effective date and the calculation date should have been amended or adjusted to reflect the new liability.

7. Navigate to the **NRP Screen** > **Calculation Details** > **Adj/Related Service Request**.  Any system adjustments linked to the **Perform Calculation** SR are seen in the **Related Service Requests** applet.

ⓘ System adjustment SRs for variations can only be seen from the parent SR, this will not have a liability version number against it. Locate the parent SR to identify any related adjustments.  This can be seen below:

| Process | Area | Sub Area | Reason for Calculation | Calculation Effective | Calculation Perform | Daily Liability Rate | Liability Schedule Vers |
|---|---|---|---|---|---|---|---|
| Perform calculation | Case maintenance | Change Client data | Initial | 25/01/2016 | | £11.44 | 1 |
| Perform calculation | Case setup | Initial | | 18/01/2016 | 23/01/2016 | £1.00 | 1 |
| Perform calculation | Case maintenance | Change Client data (Variation) | Additional income | 25/01/2016 | 30/03/2016 | £11.44 | 2 |
| Perform calculation | Variation | Additional income | | 25/01/2016 | 30/03/2016 | | |

| ce Requests | Menu ▾ | Query | | 1 - 1 of 1 | Related Service Requests | Menu ▾ | Query |
|---|---|---|---|---|---|---|---|
| | Process | Area | Sub Area | Status | Sub | SR # | Process | Area | Sub Area |
| | Perform calculation | Case maintenance | Change Client data (Variation) | Closed | Con | > | | Perform calculation | Case maintenance | Change Client data (Adj) |

8. Drill down on the adjustment SR at the bottom of the list first.

9. Record the SR number, calculation effective date and calculation end date in the **Adjustments (Related SRs) and Manual Adjustments** section of the ABT.

10. Identify what the daily rate was before the change and enter this into the **Old Liab (Daily**) column of the ABT.

11. Note the new weekly liability amount from the SR.  This is the weekly liability that was applicable at the recorded effective date following the new change.

⚠ If a backdated change is completed and runs before other implemented changes, the **Perform Calculation** SR will show the liability as of the system date (date it was calculated) but the adjustment SRs will show the liability and complete the adjustment based on the applicable data at the effective date.

The **Calculation Details** section of the ABT, alongside the 2012 Calculator can be used to confirm the adjustment amounts where required see **Calculation Details & Simple Check Tab** of the procedure for more information.

See Procedural Exceptions for a slot in example.

12. Determine the new daily rate and complete the **New Liab (Daily)** column. The difference will populate and should match the amount shown in the **Backdated Adj Amount** field of the SR.

13. Enter the **Calculation Performed Date**, **Version Number** and **Correct Adjustment** data where applicable. The **Completed** column is populated later.

14. Once you have recorded the data from all **Related** SRs move onto the next **Perform Calculation** SR and repeat from **step 5** until all information has been captured.

15. If the necessary system adjustments cannot be seen then an error has occurred and manual intervention may be required.

⚠ Manual intervention may have already occurred. If a manual adjustment has been completed it can be seen as a child SR.  Navigate to the **NRP Screen** > **Calculation Details** > **Adj/Related Service Request** tab to identify these If the SR has not already been captured enter into the **Adjustments (Related SRs) and Manual Adjustments** section of the ABT.

16. The **True** column within the **Liability Calculations** section of the ABT can be used to mark the actual liabilities that should have been implemented.

17. The **Sort Liabilities** button can be used to put the assessments in effective date order with any marked as **True** at the top.

18. Complete the ABT before completing any corrective action.

19. Save the ABT.

20. If required, capture the liability and adjustment information for any additional cases.  The **Perf Calc** buttons can be used to copy the perform calculation SR information to the subsequent cases if desired.

21. Once all liability and adjustment information has been captured for each case refer to either the **Calculation Details & Simple Check** or the **Liability Postings** section of this procedure.

Calculation Details & Simple Check Tab

The **Calculation Details and Simple Check** tab has two functions and can be used as required, based on your investigations.

## Calculation Details

1. The tab contains fields where you can note relevant case information, and its effective dates, which affect liability, for example income used.  Used alongside the 2012 calculator, this will help confirm the correct liabilities where 'slot in changes' have been implemented.  For further information on slot in changes see Procedural Exceptions. The fields for this process can be shown or hidden as required using the 'Hide/Show Calc Details' button.

### The Simple Check

2. A simple check can be used if you are unsure if the OGM and/or charges are incorrect before having to complete in depth investigation and analysis.

   ⚠️ If a change of service type to Collect and Pay has been completed, a Simple Check will not correctly calculate the account balances. Instead a full account breakdown must be completed.

3. Enter the effective dates and daily rate for each liability.

   ℹ️ If you have more than one case, or multiple service types, use separate entries for each.

4. Navigate to the **NRP Screen** > **Financial Account** > **Payment Schedule** and locate the last posting date.  This will be the last **On Going Maintenance** or **On Going Maintenance - Arrears** entry with a line reference starting **99999**.

5. Enter a start date of the **last posting date plus one** in the next row down.

6. Navigate to **NRP Screen** > **Financial Account** > **Online Statement**. Locate and total any entries with the description '**Collect & Pay adjusted for arrears'.** Enter this total into the ''**Switched' Charges to Saved (adjusted)'** field.

7. Navigate to **NRP Screen** > **Financial Account** > **Online Statement**. Locate and total any entries with the description '**Calc & Collect Collection Charges rever'.** Enter this total into the ''**Switched' Charges from Saved (reversed)'** field.

8. Navigate to **NRP Screen** > **Financial Account** > **Online Statement** and enter the appropriate amounts into the ABT to allow comparison, e.g. **Payments Due**, **Collection Charge Applied**.

   ℹ️ Within the **Online Statement**, if the closing balance is a positive figure then there is an overpayment. If the closing balance is a negative figure then there is debt owed. On the breakdown you enter the true figure e.g. if the **Online Statement** shows 1512.34, you would enter -1512.34.

9. Save the ABT.

10. If all of the amounts match then no further investigation is required and the system has worked correctly.

11. If they do not, go to **Liability Postings**.

### Liability Postings

1. The **Liability Schedule Postings** section within the **Case 1, Case 2 and Case 3** tabs of the ABT is used to record all of the individual OGM postings from the liability schedule in the paying parent's financial accounts (not including any adjustments already recorded).

   ℹ️ It can also be used to complete a simple check of the posted liability if this is preferred to the **Calculation Details & Simple Check Tab**.

2. Navigate to the **NRP Screen** > **Financial Account** > **Payment Schedule** screen of Siebel and the **Case 1** tab of the ABT.

3. Enter the details of any **residual arrears**, **enforcement charges, fees** and **Commission Admin** found in the **liability schedule** into the associated fields of the ABT.

4. The **Start**, **Days**, **Amount Due** and **rolling balance** columns of the **Liability Schedule Postings** section are automatically calculated.

### Quick Check

1. If you are completing a quick check enter the **end date** and **daily rate** for each liability period.

2. Navigate to **NRP Screen** > **Financial Account** > **Payment Schedule** and locate the last posting date. This will be the last entry with a line reference starting **99999**.

### Detailed Check

1. If you are completing a detailed check, enter the **Posted Dates** as shown in the liability schedule for this case. This section is to capture all daily rate postings only, therefore there should only be one entry for each date.

2. Refer to the **Liability Calculations** section to determine what the daily liability would have been at the time of each posting.

   ⚠️ When a new Perform Calculation is run a posting is made to the liability schedule. e.g. if you run a Perform Calculation on the 20/01/2010 there will be a posting on the 19/01/2010.  This will help identify when the changes in the daily liability amount have occurred in the system.

⚠️ Adjustments will also be listed in the liability schedule but are not entered in this section of the ABT as they are already listed in **Adjustments (Related SRs) and Manual Adjustments**.

3. Use the **Other** section on this page to temporarily note any entries in the liability schedule that don't appear to be the original daily rate posting.  These can then be matched up with the **Adjustments (Related SRs) and Manual Adjustments** section of the ABT to confirm all adjustments have been completed.

4. Once an adjustment has been located in the liability schedule, the **Completed** column of the **Adjustments (Related SRs) and Manual Adjustments** section needs to be updated to **Yes** for it to be included, and the associated entry in the **Other** section deleted.

ℹ️ An adjustment period may run across more than one posting.  You may need to total the adjustments within the given adjustment period.  For example

| Calculation Effective Date | Calculation End Date | Old Liab (Daily) | New Liab (Daily) | Difference | Days | Total | Calculation Performed Date |
|---|---|---|---|---|---|---|---|
| 12/10/2015 | 24/10/2015 | £1.83 | £1.00 | -£0.83 | 12 | -£9.96 | 24/10/2015 |
| | | | | £0.00 | 0 | £0.00 | |
| | | | | | | £0.00 | |

| OTHER (DUPLICATE POSTINGS ETC) | | | |
|---|---|---|---|
| Comment/Line Ref | Posted date | Total | Correct? |
| | 14/10/2015 | (2.49) | |
| | 23/10/2015 | (7.47) | |

5. Any postings that cannot be deemed as normal postings or adjustments can remain in the **Other** section.

6. The **Service Type**, **Version Number**, **Line Reference** and **Correct** columns are not compulsory and have no impact on the ABT totals but can be used to help in investigations where required.

7. Repeat these steps for any additional cases on the **Case 2** and **Case 3** tabs.

8. Save the ABT.

9. If the total postings now match the system go to Charges.

If they do not, go back and review the data entered, remember you are completing the ABT to reflect the system. Liaise with a Finance SME if you cannot locate the issue.

Charges

ℹ️ The Hide/Show buttons above will allow you to hide irrelevant templates when you only have 1 or 2 cases to action.

ℹ️ Charging was introduced on 11/08/2014.

ℹ️ The entry will not be considered unless a service type is provided.

### No change to service type

1. Enter the required information for each case into the **charges** tab.  You can use the **Transfer Postings** button, located within the **Case 1, Case 2, Case 3** tabs to transpose the information from the **Liability Schedule Postings** section and, where required the **Transfer Adjustments** button to transpose the information from the **Adjustments (Related SRs) and Manual Adjustments** section.

ℹ️ **Transfer Postings** will take you into the **Collection Charges** tab of the ABT so where required use the **Transfer Adjustments** button first.

2. The **Days**, **%**, **Difference** and **Amount Due** columns will automatically complete.

3. Enter the relevant **Service Type**. If the charge has been suspended use this option regardless of the service type. Use **PRE 11/08/14** for any periods prior to the date charging commenced (11/08/2014).

4. The **Allocated amount** column can be completed as shown in the **Liability Schedule** where applicable or as a total amount after looking at the payments.

5. The **Correct Adjustment**, **Correct** and **Completed** columns have no impact on the ABT but may help with investigations.

### Change to service type has occurred

(i) The **transfer** buttons can be used here if you have already listed the individual postings and any adjustments. Check against the liability schedule when a change to service type has occurred.

6. Navigate to **NRP Screen** > **Financial Account** > **Payment Schedule** and use the **liability schedule** to record the charges.

7. For each case enter the **posted dates** and **daily rate** of liability as shown in the **liability schedule** into the **Collection Charges** tab.

8. The **Days**, **%**, **Difference** and **Amount Due** columns will automatically complete.

9. Enter the relevant **Service type**. If the charge has been suspended use this option regardless of the service type. Use **PRE 11/08/14** for any periods prior to the introduction of charging (11/08/2014).

10. The **Allocated amount** column is never changed in the **Liability Schedule.** Therefore, when a change to service type has occurred the allocated amount column may not correctly reflect what has allocated to specific postings. Where applicable enter the amounts paid as per payment allocation or as a total amount against an entry of relevant service type.

11. The **Correct Adjustment**, **Correct** and **Completed** columns have no impact on the ABT but may help with investigations.

At the time of a service type change, you will be able to see where the system has changed the service type of all, or an element of a posting. In the example below we can see that £35.65 posted as maintenance direct on the 14/02/2015. However, £4.72 of the Maintenance Direct posting has been reversed and reposted as Calc and Collection.



This figure isn't a daily amount because the £4.72 is the amount associated with the unpaid MD receipt/receipts. This is correct. These can be reflected accurately in the **Other** section by taking it off as the original service type and putting back on at the new one.

| OTHER (DUPLICATE POSTINGS ETC) AND SERVICE TYPE ADJUSTMENTS | | | | | |
|---|---|---|---|---|---|
| Comment/Line Ref | Posted date | Total | Service Type | Allocated Amount | Correct? |
| | 14/02/2015 | £4.72 | MD | | |
| | 14/02/2015 | £4.72 | C&C | | |
| | | | | | |

If a whole posting has been reversed and reposted, so in this example the whole £35.65, just enter the new service type against the original posting.

### Collect & Pay adjusted for arrears

This is where the service type has changed to Maintenance Direct, and Collect & Pay arrears are now being paid directly. As the arrears are being paid directly, the associated collection charge no longer needs to be paid through CMG.

These show in the **Online Statement**. The **Collection Charge Remaining** is reduced and the **Collection Charge Saved** is increased. **Collection Charge Applied** is not affected.

To reflect this on the ABT we want to show the amount as a negative figure. It is coming off the Collection Charge Reamining.

1. Enter the Calculation Posted Date as the Transaction Date in the Online Statement.
2. Enter the Collect & Pay fee adjusted for arrears amount as a **negative** figure e'g -£124.49 in the **'Total'** field.
3. Enter the service type of '**Switch**'.
4. Enter the Collect & Pay fee adjusted for arrears amount as a **positive** figure e.g. £124.49 in the **'Allocated Amount'** field.

| OTHER (DUPLICATE POSTINGS ETC) AND SERVICE TYPE ADJUSTMENTS | | | | | |
|---|---|---|---|---|---|
| Comment/Line Ref | Posted date | Total | Service Type | Allocated Amount | Correct? |
| | 14/02/2015 | £124.49 | Switch | £124.49 | |
| | | | | | |

### Collection fee adjusted for split care

These entries occur when offset action has been completed. The only impact these have is on the Collection Charge Remaining. These are entered onto the breakdown as shown below:

| OTHER (DUPLICATE POSTINGS ETC) AND SERVICE TYPE ADJUSTMENTS | | | | | |
|---|---|---|---|---|---|
| Comment/Line Ref | Posted date | Total | Service Type | Allocated Amount | Correct? |
|  | 01/01/2012 | £52.32 | Switch |  |  |
|  |  |  |  |  |  |

### Calc & Collect Collection Charges reversed

When a change to service type to maintenance Direct has been completed and 'Collect & Pay adjusted for arrears' has occurred, and then an overlapping change back to Calc & Collect occurs, reversing out a payment, the original collection charge adjustment is reversed. This is reflected on the ABT as shown here:

| OTHER (DUPLICATE POSTINGS ETC) AND SERVICE TYPE ADJUSTMENTS | | | | | |
|---|---|---|---|---|---|
| Comment/Line Ref | Posted date | Total | Service Type | Allocated Amount | Correct? |
|  | 14/02/2015 | £124.49 | Switch | £124.49 |  |
|  |  |  |  |  |  |

Follow the steps as shown for 'Collect & Pay adjusted for arrears' but note that the **'Difference'** is now a positive figure and the **Allocated Amount'** is negative.

### Collect & Pay adjusted for arrears (Direct Pay)

These entries occur when a Direct Pay Overpayment is processed and allocation has been made against Calc & Collection liability postings. The system recognises that we have advised that the Paying Parent has paid the Calc & Collection On Going Maintenance directly and therefore the associated collection fee is no longer payable.

These should be recorded on the Account Breakdown in the same way as the 'Collect & Pay adjusted for arrears', as above.

1. Check against the **Online Statement** for any **Calc and Collect** collection charges.

2. Save the ABT.

Payments

If payment allocation needs investigating go to **step five**.

1. Navigate to **NRP Screen** > **Financial Account** > **Online Statement** and the **Payments** tab of the ABT.

2. The **Payments made** field in the online statement contains anything paid through CMG since the start of the case, and anything paid directly since the introduction of charging on 11/08/2014.

3. Total the **amount of maintenance direct payments prior to the introduction of charging** and subtract any amounts with the description **Direct Pay payment adjusted**. Subtract any amount showing in the **Cheque Returned** field of the online statement from the **payments made** amount and then total these two balances.

4. Enter this figure into the first **Credit Amount (payment)** field located within the **payments** tab of the ABT.

   The amount will sit in the **cash balance** of the **Totals** tab, and within the **Unallocated** column of the **Payments** tab until you have told the ABT where the money has been allocated, but this does not impact the overall paying parent balance.

## Payment allocation

5. Navigate to **NRP Screen** > **Financial Account** > **Online Statement**.

6. List all of the **transaction dates** and **amounts** in the **Payments** tab of the ABT.

7. If a payment has been reversed or returned enter the reversed/returned amount in the **Payment reversed/unpaid** column of the ABT. If you are unsure which receipt has been impacted refer to the original SR.

8. If a refund has been made enter the amount from the receipt in the **Payment Issued (refund)** field.

9. Navigate to the **Online Statement**.

10. Enter the **Transaction dates**, **Payment Amount Issued (OGM)**, **Payment Amount Issued (Residual debt)** and **Collect & Pay Fee Deducted** amounts in line with the receipts.

    ℹ You can enter any payments issued to the receiving parent as a whole figure in the **Payment Amount Issued (OGM)** field. The additional column for **Payment Amount Issued (Residual debt**) has only been added in case you need to break it down.

11. The **Unallocated** column will show any remaining balance of the receipt and totals the amount allocated to the paying parent's collection charges.

12. If the amount in the **Unallocated** column of the ABT and the **Collection Charge Paid** field of the **Online Statement** do not match, navigate to **NRP Screen** > **Financial Account** > **Transaction History** to locate and trace the receipt allocation. Refer to Transaction History in Related Items for further information. (DQ - doesn't exist)

13. Save the ABT.

### Totals

1. The **Totals** tab collates all the information entered into the ABT.

2. Navigate to **NRP Screen** > **Financial Account** and enter any **written off**, **suspended**, **excess payment amounts**. Enter any amounts owed to the Commission.

3. Navigate to **Online Statement**, gather the **Closing Balance** and enter in the **Total Accrued Balance** field of the ABT.

    ⚠ The end figure of the ABT should always match the system. If it doesn't, go back and review the information entered in the ABT. If you are unable to find the difference liaise with a Finance SME.

4. Once the ABT is complete and matches the system, review what has happened.
    ℹ It may help to save a system version and a correct version to allow easier comparison.

5. Any inaccuracy needs to be found and the originating cause identified.

    If the cause of the inaccuracy is due to an incorrect system adjustment then correct this. For more information refer to Calculation - Backdated Adjustments.

    If it doesn't, or the cause is unknown, refer to a Finance SME. For more information refer to Incident Management – Manage Incident Locally.

6. Save the ABT.

### Summary Tab

1. The **Summary** tab provides a snap shot view and can be used where required. Enter the relevant liability details and the rest is populated for you.

2. Save the ABT.

### Content Editor [1]

Initial effective 15/12/2013, calculated 15/12/2013   £28.34

    based on 1 QC with Band A Shared Care, 0 ROC and HMRC income £14,368.99

AR     effective 15/12/2014, calculated 15/12/2014     £40.18

    based on 1 QC with Band A Shared Care, 0 ROC and HMRC income £20,367.18

AR     effective 15/12/2015, calculated 15/12/2015     £22.03

    based on 1 QC with Band A Shared Care, 0 ROC and HMRC income £11,169.66

ROC   effective 21/11/2015, calculated 09/01/2016   £18.51

    based on 1 QC with Band A Shared Care, 3 ROC and HMRC income £11,169.66

The SR for the final ROC inclusion change will show £18.51 effective 21/11/2015, which as of the 09/01/2016 is correct. However, on the 21/11/2015 the income was £20,367.18 not £11,169.66 so the liability from the 21/11/2015 would not have been £18.51.

The system adjustments will account for this. You will see an adjustment SR that relates to each period affected by this new change and it will show you what the liability would have been.

The actual liabilities would have been:

Initial    effective 15/12/2013, calculated 15/12/2013    £28.34

    based on 1 QC with Band A Shared Care, 0 ROC and HMRC income £14,368.99

AR        effective 15/12/2014, calculated 15/12/2014    £40.18

    based on 1 QC with Band A Shared Care, 0 ROC and HMRC income £20,367.18

ROC       effective 21/11/2015, calculated 09/01/2016    £33.75

    based on 1 QC with Band A Shared Care, 3 ROC and HMRC income £20,367.18

AR        effective 15/12/2015, calculated 15/12/2015    £18.51

    based on 1 QC with Band A Shared Care, 3 ROC and HMRC income £11,169.66

2012 System Finance Overview

Account Breakdown Tool

Calculation - Backdated Adjustments

Calculation – Post Initial

Incident Management – Manage Incident Locally

Direct Non Scheme Payment (Collect & Pay)

Direct Pay – Overpayment/Underpayment

What if there is a missing liability version number?

Check for additional Perform Calculation SR's at case level.

If no additional SRs are seen, multiple versions were run in the same SR, e.g a liability schedule has been manually trigged when the system had already generated one.

What if there are several entries under the same liability version number?

When a backdated change is completed an additional entry will be produced. When capturing the Perform Calculation data focus on the entries with a **Calculation Performed** date.

The adjustment amount isn't what I was expecting

Has the effective date of the change preceded another change? Check you are considering the correct factors such as income, ROCs, and variations at the effective dates.

What if there is more than one entry in the liability schedule with the same posted date?

This can be because of:

- A change to service type

  You will see the original posting, the reversal and then the new posting. Check the service type column to confirm.

- An adjustment

  Adjustments can be negative or positive. Work out which entry is for the daily rate posting then match the other/others with the adjustment amounts recorded in the **Adjustments (Related SRs) and Manual Adjustments** section of the account breakdown.

- A duplicate posting

  If you cannot locate the amount in the adjustments, it doesn't relate to a change to service type and the amount is an exact duplicate the amount should be recorded in the **Other** section. This relates to a known defect which has now been fixed. Previously affected cases should be reported to AAC.

What if I have more than three cases in a multi case group?

Speak to a finance SME.

Why are all of the amounts in the online statement inaccurate?

The default view for the online statement is 250 days.  Run a query using a start date prior to the master case effective date.

Why is the Payments Made amount different to the total payments seen in the online statement?

Any maintenance direct payments made prior to the introduction of charging are not included in the **Payments made** field and will need to be totalled and added separately.

Do I include missed direct payments which haven't been impacted on the system yet?

If it's shown as a payment made on the system then yes. An account breakdown is always competed to match the system. If the payment needs to be reversed, or an additional payment added, the relevant procedure should be followed.  For more information refer to Direct Pay - Overpayment/Underpayment.