Arrears - Suspend, Write Off Tracker

Caseworkers in the Suspend, Write Off and Part Payment referral team use the Suspend, Write Off Arrears Tracker to record transitioned arrears and/or arrears that include an element of CSA debt owed to Secretary of State that is greater than £65.00 and/or arrears that have been suspended, written off or left over from a part payment agreement. Each record requires team leader authorisation. Following the introduction of arrears write off on the CMS system, information on the tracker is used to update the case.

This process is for a referral team caseworker to record a Suspend, Write Off or Part Payment decision on the tracker. Team leader authorisation steps are also included. For further information on arrears write off refer to the Policy, Law and Decision Making Guidance

Caseworkers will follow this procedure alongside the relevant arrears procedures. For more information, refer to Suspend/Unsuspend Liabilities, Arrears – Write Off and Arrears – Part Payment.

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.

Tracker menu

1. Open the tracker, the Menu screen displays the following options:
   - **Get A List of Your Cases** – View or edit an existing case
   - **Create a New Case** – Create a case for an paying parent and add receiving parent records
   - **Search For A Case** – To search for an existing record enter the paying parent's NINO or surname
   - **Get A List Of Cases To Authorise** – Team leader (or higher) to authorise cases
   - **Quit** – Exit the tracker

   Create a new case on the tracker
2. Consider the due types for suspension. Select **due types** to display the amount, date period and type of liability. Suspend arrears that have an element of CSA SofS debt where the amount is greater than £65.00 before recording on the manual tracker. These types of arrears are identified by the term Residual arrears or Res Arrears and includes Residual Arrears SoSGB-LO
3. Select **Create A New Case**. The tracker displays the **Main** record screen.
4. Select **Add** within **NRP Details**.
5. Update the **NRP Details** fields. The **Annual Review** date is pre-populated with 01/04/2014. Change this information in **PWC Details** later on if required.

   Create a new record on the case
6. Create a new record for each decision made on the case. Records are displayed as line items in the **Main** record screen. Create multiple records when there are:
   - Multiple arrears types – when the decision covers receiving parent, SofS or CMG arrears
   - Multiple decision types – when suspend and write off is needed for one receiving parent case
   - Multiple receiving parents
   - Multiple periods of debt
7. Select **Add** within **Details** in the **Main** record screen. The tracker displays the **Edit Case** screen.
8. Update the **PWC Details** fields.
9. Update the **Arrears Details** fields:
   - **Arrears Start** – start date of the arrears for suspension or write off
   - **Arrears End** – end date of the arrears suspension or write off
   - **Arrears Amount** – the total arrears balance on the case
   - **Owed To** – arrears type – receiving parent, CMG, SofS

When recording dates, use DD/MM/YYYY format.

Suspend arrears

10. Update the Action fields:
    - **Action Taken** – select **Suspend**
    - **Action Amount** – the amount included in the decision
    - **Action Date** - the date completing all of the system action and updating the tracker
    - **Reason** – select the relevant reason code
11. Record the decision in the free text field selecting **Add Comment**.
12. Select **Update** to save the record.
13. For multiple decisions, create a new record by referring to **step 5**. Once the decision has been recorded, select **Save & Exit** to return to the **Menu** screen.

    The record can be amended if required by selecting **View / Edit** before exiting to the **Menu** screen. For example when correcting an error before team leader authorisation.
14. Once the decsion has been recorded ask your team leader to authorise them. Pass on the paying parent's name and NINO so that you team leader can access the case.

    Don't make any further amendments to the record/s once your team leader has authorised them. If a decision needs to be changed refer to **step 27** and resubmit for team leader authorisation.
15. Once the decision/s have been authorised, send the details to the Finance team by referring to **step 64**.

Write off arrears

16. Update the Action fields:
    - **Action Taken** – select Write Off
    - **Action Amount** – the amount included in the decision
    - **Action Date** - the date of completion of all the system action and update to the tracker
    - **Reason** – select the relevant reason code
17. Record the decision in the free text field by selecting **Add Comment**.
18. Select **Update** to save the record.
19. For multiple decisions, create a new record by referring to **step 5**. Once the decison has been recorded, select **Save & Exit** to return to the Menu screen.

    The decison can be amended if required by selecting **View / Edit** before exiting to the Menu screen. For example when correcting an error before team leader authorisation.
20. Once the decison has been recorded ask your team leader to authorise them. Pass on the paying parent's name and NINO so that you team leader can access the case.

    Don't make any further amendments to the record/s once the team leader has authorised them. If the decision needs to be changed on, refer to **step 27** and resubmit for team leader authorisation.
21. Once the decision/s have been authorised, send the details to the Finance team by referring to **step 64**.

Part payment

22. Update the Action fields:
    - **Action Taken** – select Part Payment
    - **Action Amount** – the amount included in the write off decision
    - **Part Pay Amount** – the amount of the part payment
    - **Action Date** - the date of completion of all system action and update to the tracker
    - **Part Pay Date** - the date of the part payment
    - **Reason** – select the relevant reason code
23. Record the decision in the free text field by selecting **Add Comment**.
24. Select **Update** to save the record.

25. For multiple decisions, create a new record by referring to **step 5**. Once the decision has been recorded, select **Save & Exit** to return to the **Menu** screen.

    The decision can amended if required by selecting **View / Edit** before exiting to the **Menu** screen. For example when correcting an error before team leader authorisation.

26. Once the decision has been recorded ask your team leader for authorisation. Pass on the paying parent's name and NINO so that you team leader can access the case.

    Don't make any further amendments to the record/s once the team leader has authorised them. If the decision needs to be changed refer to **step 27** and resubmit for team leader authorisation.

27. Once the decision/s have been authorised, send the details to the Finance team by referring to **step 64**.

Supersede a record

28. If a decison needs to be changed or needs to be recorded at a later date it can be done on the tracker. Refer to the relevant procedures before taking this action.

29. Open the relevant case on the tracker by selecting **Get A List of Your Cases** in the **Menu** screen. Select **Open Case** to see the **Main** screen.

30. Select the line item with the decision that needs to be superseded. Then select **Supersede**.

Supersede – suspended arrears

31. A record for suspended arrears can be amended. For example when you need to unsuspend the arrears or change some details within the decision.

32. When **Supersede** is selected, the tracker will display the **New Case** screen with the original decision. Update the **Action fields** to reflect the new decision.

33. To unsuspend the arrears, update **Action Taken** to **Unsuspend**.

34. Record the decision in the free text field by selecting **Add Comment**.

35. Select **Update** to save the record.

36. Once the suspend decision has been superseded, a new record will be created, and the original will become read only. In the **Main** screen, the **Superseded By** column will display the line item with the current decision.

37. Ask your team leader to authorise the decision. Pass on the paying parent's name and NINO so that your team leader can access the case.

    Don't make any further amendments to the record once the team leader has authorised it. If you need to change the decision, supersede it by following the previous steps.

38. Once the decision/s have been authorised, send the details to the Finance team by referring to **step 64**.

Supersede – arrears write off

39. A write off decision can be reversed in some rare circumstances, if the write off is no longer valid. For more information refer to Policy and Decision Making Guidance.

40. When **Supersede** is selected, the tracker will display the **New Case** screen with the original decision. Update the **Action** fields to reflect the new decision.

41. To reverse write off, update **Action Taken** to **Reversal of Write Off**.

42. Update the **Reason** with the relevant reason code.

43. Record the decision in the free text field by selecting **Add Comment**.

44. Select **Update** to save the record.

45. Once the write off decision has been superseded, a new record will be created, and the original will become read only. In the **Main** screen, the **Superseded By** column will display the line item with the current decision.

46. Ask your team leader to authorise the decision. Pass on the paying parent's name and NINO so that the team leader can access the case.

    Don't make any further amendments to the record once the team leader has authorised it. If you need to change the decision, supercede it by following the previous steps.

47. Once the decision/s have been authorised, send the details to the Finance team by referring to **step 64**.

Supersede – part payment

48. A part payment record can be amended if the details are incorrect.

49. When **Supersede** is selected, the tracker will display the **New Case** screen with the original decision. Update the **Action fields** to reflect the new decision.

50. Record the decision in the free text field by selecting **Add Comment**.

51. Select **Update** to save the record.
52. Once the decision has been superseded the decision, the original record will become read only. In the **Main** screen, the **Superseded By** column will display the line item with the current decision.
53. Ask your team leader to authorise the decision. Pass on the paying parent's name and NINO so that the team leader can access the case.

    Don't make any further amendments to the record once the team leader has authorised it. If you need to change he decision, supersede it by following the previous steps.
54. Once the decision/s have been authorised, send the details to the Finance team by referring to **step 64**.

Authorise a decision - Team leader

55. Select **Get A List Of Cases To Authorise**.
56. Search **All** records or **By Staff Number** and open a case to authorise.
57. Select **View / Edit** to view the record. When finished, select **Cancel**.
58. To authorise the decision, select **Authorise**. Select **No** when the system asks "Do you want to update the file owner to your staff number".
59. Select **Save & Exit** to save the decision to the record.
60. To reject the decision, select **Cancel** to exit the record. Explain to the caseworker that the decision has been rejected so that they can record your decision in the **Notes** against the NRP **Contact**.

    There is no functionality to record rejected decisions on the tracker.

Transfer a case

61. Each case in the tracker will have a case owner. Only the case owner can edit the records in that case.
62. Ownership of a case can be transferred to yourself when necessary, to edit a case.
63. Select **Search For A Case** and locate the relevant case. Select **Open Selected File** to view the case.
64. Select **Save & Exit** and **Yes** to transfer case ownership to yourself.

Send decision details to Finance team

65. Send the details of each decision that is recorded on the tracker to the Finance team. If more than one decision is made per case, this will be recorded as multiple line items.
66. For each line item, email the following details to **CMS 2012 Scheme CFAT Banking & Accounting**, using subject heading **OFFICIAL - write off / suspend**:
    - Transaction Date
    - Amount
    - Description
    - Teller ID
    - Branch Number
    - Journal Number
    - Status
    - Transaction Type

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Arrears – Part Payment

Arrears – Write Off

Suspend/Unsuspend Liabilities