

## BaNCS Enquiry

This purpose of this procedure is to explain the steps required to make a financial enquiry on BaNCSlink. An enquiry may need to take place when one of the following procedures are being carried out:

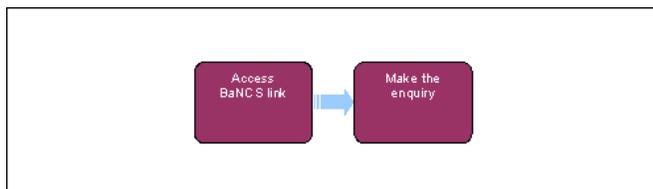
- Bank reconciliation
- Control account reconciliation
- Control of automated cash transfers
- Make CSA Payment
- Investigating payments in suspense

All BaNCS enquiries will be carried out by the banking and accounting team. Enquiries on BaNCS will be made in the following areas:

- Internal accounts
- Transactions
- Journal entries

Caseworkers will be able to navigate through BaNCS to gather information and make enquiries which are relevant to the process they are carrying out at the time.

 Errors made within BaNCS have severe implications. BaNCS is Child Maintenance Group (CMG) core banking engine and controls all company and client internal accounts being responsible for the movement of money between these accounts. All tasks carried out on this system should be double checked for accuracy before completion.



### Access BaNCSlink

 Errors made within BaNCS have severe implications. BaNCS is Child Maintenance Group (CMG) core banking engine and controls all company and client internal accounts being responsible for the movement of money between these accounts. All tasks carried out on this system should be double checked for accuracy before completion.

1.

When you need to make an enquiry on BaNCS, access the BaNCSlink icon on your desktop.

 When your enquiry is showing on the screen, to scroll through the results select the **Transmit** button.

### Account number enquiry

 Within BaNCS all transactions must be carried out against BaNCS account numbers. To search for a client account go to **step 6**. To search for a General Ledger (GL) account number go to **step 2**.

2. From the right hand navigation menu select, **Internal Accounts, Enquire** and then **Branch Acc Enquiry**.

 This screen will also display if you select **Search** in a screen which requires a GL Account number.

3. From the **Options** dropdown you can search for a GL account number by selecting either:

- **Ledger Name** – there are five main areas that identify the GL account:
  - GBFS – GB 2012 Scheme

- GBRB – GB Residuary Body
- NIFS – NI 2012 Scheme
- NIRB – NI Residuary Body
- Employer

There is also a single GL account CSA Payment Account, which holds the funds to be transferred to 1993/2003 system.

- **Mnemonic** - these codes are grouped in a similar way to the ledger names:

- GBFS accounts start **0011**
- GBRB accounts start **0012**
- NIFS accounts start **0021**
- NIRB accounts start **0022**
- Employer accounts (including the CSA Ledger) start **0003**

4. Once one of the above options has been selected, complete the **Ledger Name / Mnemonic** field with the search criteria. Once completed select **Search**.
5. The screen will show the first 10 results, to view more results select **More**.



If you carried out this search from a screen which requires a GL account number, highlight the relevant row from the search results and select **Return Account No**. This will copy the account number to the screen you are working on.

## Client enquiry

6. To carry out a client enquiry on BaNCS, from the toolbar at the top of the screen select the **Search For A Customer**  button (fourth icon).
7. The search options will be shown on the screen:
  - **Name** (last name is required)
  - **Address**
  - **Post Code**

Once one or more of these fields are completed select **Search**.

8. Search results will be shown on the screen. You can view further information by selecting the client from the list. If the search returns the correct client you can copy their internal account number by selecting **Return CIF No**.



When your enquiry is showing on the screen, to scroll through the results select the **Transmit** button.

## GL account/transaction enquiry

9. To view the balances of the CMG general ledger (GL) accounts, go to **Internal Accounts, Enquire** and then **Short Enquiry**.
10. Input the relevant account number of the account you wish to view and select **Transmit**.
11. To view the transactions that make up the account balance, within the same menu options select **Transaction Enquiry**. Input the relevant account number and select **Transmit**.



9991 is the Batch ID and will be present in the **Teller ID** column against batch transactions.



When your enquiry is showing on the screen, to scroll through the results select the **Transmit** button.

## Client account/transaction enquiry

12. To view client account balances go to **Client Accounts, Enquire** and then **Short Enquiry**.
13. Input the clients BaNCS account number and select **Transmit**.
14. To view the transactions that make up the balances, within the same menu options select **Transaction Enquiry**. Input the relevant BaNCS account number and select **Transmit**.



When your enquiry is showing on the screen, to scroll through the results select the **Transmit** button.

## Suspense enquiry

15. From the right hand navigation menu select **Internal Accounts, Enquire** and then **Unmatched Items Enquiry**.
16. The search options will be shown on the screen:
  - **Bank Account Number** – complete with either the GB, NI or Employer Suspense account number
  - **Matching Reference Number**
  - **Start Date**
17. Enter **Y** into the **Unmatch Only** field. This will return only unmatched items that are still sitting in suspense.
18.
 

Select **Transmit**, the search results will be shown on the screen.
19.
 

If the item you are looking for has **0.00** showing in the **Unmatched Balance** column, this means the payment is no longer in the suspense account. To find where this payment has gone, note down the **Matching Reference Number**.
20. Rerun the search this time completing the **Matching Reference Number** field with the reference you have noted down and leave the **Unmatch Only** field blank.
21. Select **Transmit**, the search results will be shown on the screen. The second line will have **RE** in the **Type** column with the amount showing as a minus, this indicates the payment has been reassigned. If further investigation is required, note down the Journal Number and complete a **Transaction** search (go to **step 11**).

## Enquiry report

22. If you are unable to locate a transaction whilst viewing the accounts you can run a report providing search criteria. BaNCS will run an overnight search and produce a report to be viewed the following working day.
23. From the right hand navigation menu select **Suspense Account Processing** and then **Payment Query**.
24. In the **Action** field select **Create**, in the **Type** field input either **Suspense** or **Client**, once these fields are completed select **Transmit**.
25. Complete the search criteria fields, the yellow boxes are mandatory fields. The number input into the **Date Range** field will inform BaNCS how many days before and after the date input you require BaNCS to search for the transaction.
26. If you know the reference number for the transaction (client, scheme identification number (SCIN) input this in the **Ref** field, BaNCS will search for a transaction that contains this reference. To search for near matches to this reference, complete the **Ref Match** field with the number of digits you want BaNCS to disregard from the search, for example if you input **2** into this field BaNCS will disregard the last two digits whilst carrying out the search.
27. Once the search criteria has been completed, select **Transmit**. You will receive an **OK** message in the bottom left hand side of the screen.
28. You will need to request the report from the service provider the following day to be able to view it.
 

 All queries ran on a day will be on the same report the following day. Each query will be assigned a unique reference on the report.
29. To identify your query you will need to get the unique reference from BaNCS. Go back to the **Payment Query** screen. In the **Action** field select **Enquire**, input the date of the query in the **Date** field and **Created** in the **Status** field. Once these fields are completed select **Transmit**.
30. The screen will now show the queries for that day, the unique reference number is displayed against each query.

## Journal enquiry

31. To enquire on journals in BaNCS, from the toolbar at the top of the screen select the **View Journals** button  (third icon).
32. The search options will be shown on the screen:
  - **Branch Number**
  - **Date**
  - **Account Number**
  - **Transaction Amount**

Once one or more of these fields are completed select **Execute**.

33. Search results will be shown on the screen.



When your enquiry is showing on the screen, to scroll through the results select the **Transmit** button.

[Payment – Make To Legacy](#)

[Reconcile Admin Current Accounts](#)

[Reconcile Bank Accounts](#)

[Reconcile Control Accounts](#)