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Procedural Content

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Identify The Non Applicant

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Client Contact Overview

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Client Representative - Power of Attorney

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Correspondence (Inbound) - Receive Originals

Correspondence (Inbound) - Request Originals/Rescan

Correspondence (Inbound) - Scanning

Correspondence (Inbound) - Summary

Correspondence (Inbound) - Unlinked

Correspondence (Inbound) - Exceptions

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Face to Face - Carry Out

Face to Face - Consider

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Security Set Up

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Letters (Outbound) - Financial Information

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Change - Benefit Status/Details

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Child Leaves Full Time Education - QC

Child Leaves Full Time Education - ROC/CIFBA

Child Turns 20 - QC

Child Turns 20 - ROC

Confirm Current Location

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Death - Receiving Parent

Death - QC

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Death - ROC/CIFBA

Existing Case - Add Paying Parent Partner

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Maintain Client Details Overview

Maintenance Orders Overview

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Third Party - Contact

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Third Party - Set Up

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Universal Credit

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DEO - Self Selected - Set Up

DER - Cancel

DER - Self Selected - Set Up

DFB - Cancel

DFB - Change Amount

DFB - Change Type

DFB - Set Up

Direct Debit - Set Up

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Direct Payment - Set Up

Method of Payment From - Set Up Initial

Method of Payment Overview

Method of Payment To - Set Up Initial

MOPF Set Up - Multiple

Paying In Slips

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POCA - Cancel POCA - Set Up Simple Payment Standing Order - Cancel Standing Order - Set Up

Maintain Case Maintain Case Overview **Annual Review Summary** Arrears (Paused) - Review Calculation - Backdated Adjustments Calculation - Non HMRC Calculation - Post Initial Case Surveillance - Maintenance Segment Change - Carer Status - Paying Parent Not Carer of ROC/CIFBA Change - Carer Status - Receiving Parent Not Primary Carer of QC Change - Service Type - To Collect and Pay Change - Service Type - To Direct Pay Change - Shared Care of QC Close Case (Collect and Pay) Close Case (Direct Pay) Close Case - Reverse/Revise Correction - Contact Address Correction - Personal Details **Direct Pay Liability Correction** Direct Pay - Overpayment/Underpayment **Direct Pay Summary DMD** Review Enforced DEO - Review HMRC - Unmatched Income Income - Current - Periodic Check Initial Effective Date - Revise Non Standard Case - Refer Non Standard Case - Process Parentage Dispute - Alleged Parent Is Not The Parent Parentage Dispute - DNA Testing Parentage Dispute - Evidence Parentage Dispute - Log Parentage Dispute - Record Outcome Pensions QC/ROC Adopted Reconciled - Receiving Parent/Paying Parent

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Revision/Correction - Carer Status - Paying Parent Not Carer of ROC

Revision/Correction - Carer Status - Receiving Parent Not Primary Carer of QC

Revision/Correction - Change to Benefit Details/Status

Revision/Correction - Change to Employment Status

Revision/Correction - Change to Income

Revision/Correction - Change to Shared Care

Revision/Correction - FTE Status (QC)

Revision - FTE Status (ROC/CIFBA)

Revision/Correction - New QC

Revision/Correction - New ROC/CIFBA

Revision/Correction - Paying Parent Not The Father

Segment 5 Compliance Opportunity

Sensitive Case - Handle

Split Care and Role Reversal

Unlikely To Pay Check

Variation - Additional Income

Variation - Cancel

Variation - Review Existing

Variation - Special Expense

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Process Payment Overview

Admin Account - Add To

BACS - Investigate Failed Payment Out

BHOCA - Daily File

Chargebacks - Debit/Credit Card

Cheque - Failed

Create Cost

Credit/Debit Card - One Off Payment

Direct Debit Represent

Direct Non-Scheme Payments (Collect And Pay)

Manual Allocation Flag - Remove

Manual Allocation Flag - Set Up

Manual Schedule - Create

Overpayment Recovery - Official Error

Payment - Exceeds Threshold

Payment - Make to 1993/2003 Scheme

Payment - Manually Allocate

Payment - Non Standard

Payment - Reassign

Payment Amount - Apply Hold

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Payment From - Investigate/Escalate

Payment Hierarchy Summary

Payment Recall

Payments - JCP - Negative

Payment To - Reversal Exceptions

Receiving Parent Repayments - Monitor

Receiving Parent/Payee Repayment Request - Create

Receipting - Manual

Repayment Schedule - Set Up

Suspense Account - Assign

Suspense Account - Clear Online

Suspense Account - 1993/2003 Scheme Payment

Third Party - Offset

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Arrears

Arrears Overview

Arrears Classification And Categorisation

Arrears - Consider Action

Arrears (Negotiated Payment Schedule) - Calculate

Arrears Negotiation and Missed Payments

Arrears - Part Payment

Arrears (Proposed Payment Schedule) - Calculate

Arrears Recovery - Paying Parent Estate

Arrears Recovery - Receiving Parent Estate

Arrears - Reversal Of Write Off

Arrears - Suspend, Write Off Tracker

Arrears - Write Off

DEO - Enforced

DER - Enforced

DFB - Failure

Liability Order Referral - TL

LSDO - Authorise

Promise To Pay Exceptions

RDO - Authorise

Suspend/Unsuspend Liabilities

Civil Enforcement

Apply Costs

Bailiff

Case Routing - Enforcement

Charging Order

Civil Enforcement Overview

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Court Presentation - County Court

Court Presentation - Magistrates Court

Court Presentation - Sanctions

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Enforcement Action - Consider (E and W)

Enforcement Action - Consider (NI)

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Enforcement of Judgements Office - Monitor

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Liability Order - Magistrates Court

Liability Order - Registers in County Court

Liability Order - Register With The Register of Judgement, Orders and Fines

LO/LSDO - Stamping

LO Stamping 1993/2003 Scheme Arrears

LSDO - Set Up/Amend

LSDO Final - Set Up/Amend

Paying Parent Appeals

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Order For Sale - Northern Ireland

RDO - Set Up, Vary, Lapse/Discharge

RIPA - Apply For Information

RIPA - SPOC Considers Referral

RIPA - Information Returned

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RIPA - SPOC Issues Notice

RIPA - Weed Applications

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DEO - Target Schedule

DEO - Reconcile

DEO - Update

Employer - Handle Missed Payment SR

Employer - Manage Contact

Employer - Provide Refund

Employer - Provide Statement

Employer - Refer to Enforcement

Employer - Resolve Payment Related Complaint

Employer - Review Payment Related Complaint

Employer - Send Literature

Employer - Use Overdraft

Employer Account Manager - Allocate/Change/Remove

Employer Agent - Confirm Authority

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Employer Agent to Employer Record - Link

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Complaint - Review

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Complaint - Dissatisfaction - Log

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Self Service Overview

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Interfaces Interface Overview CES - View Benefit Info CIS - Get Benefit Award Information CIS - Receive Broadcast Updates CIS - Receive Changes to Benefit Information CIS - Register/Deregister Interest CIS - Retrieve Personal Data Form CIS - Send Update CIS - Verify NINO/CRN Credit Risk Score CRA - Case Surveillance **CRA Interface Overview** Deduction Decision (non automated) - Receive Financial Data - Enforcement Financial Data At Arrears HMRC - Breakdown of Income Summary HMRC - Employer Details DEO/DER HMRC - Locate Paying Parent Employer Records HMRC - Paying Parent Employment Status HMRC - Request CHB End Date HMRC - Summary of Earned Income **HMRC** - Unearned Income Variation

Use the System

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Account Breakdown Tool
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ATNIC Summary
BaNCS
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Call - Overview
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Incident Management - Manage Incident Locally

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ECH Transition Contingency

ECH - Account Breakdown Tool

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