




Change MOPT - Summary

This procedure will take you through a change of circumstances (CofC) for changing an existing method of payment to (MOPT) for a receiving parent. A CofC is a change to a client's circumstances that requires you to update the system.

The process will either be launched following a request from the receiving parent or it will be launched following a notification of a payment failure from a banking report such as Advice of Unapplied Credits Report (ARUC) and Advice of Wrong Account for Automated Credits (AWACS). The receiving parent can ask to change their MOPT at any point in an application or case. It will be carried out by the caseworkers who have ownership of the case at that point.

A change to MOPT will include contacting the receiving parent to gather the new MOPT details and updating these on the system.

When contacting the receiving parent, advise them that they can avoid any collection fees by making their own family based arrangement, or by requesting to receive maintenance via direct pay. For further information on collection fees, refer to [Collection Fees Summary](#). For further information on direct pay, refer to [Direct Pay Summary](#).

 Before setting up a method of payment, you must first verify the existing MOP to ensure that the system or another caseworker has not created/replaced the exact same MOP. To do this select the clients **Contact** then select the **Financial Accounts** view. Check for a status of **Active** or **Suspended** within the Payment Profile to confirm if a current MOP is already in place. Check the details of the MOP to determine whether action is needed, i.e. if a Suspended MOP needs to be Cancelled/Unsuspended.

If a **Change Method of Payment** SR (parent SR) is used to update the MOPT, the following process should be followed in order, as performing any of these actions out of sequences causes issues on the case:

- **Method of Payment** SR (parent SR) generated.
- **Payments** SR (child SR) must then be generated, actioned and updated to closed/complete.
- **Method of Payment** SR must be updated with a **Resolution Code** of **CoC Accepted**, as this auto generates a **Perform Calc** SR (child SR).
- **Perform Calc** SR should be progressed and updated to closed/complete.
- **Method of Payment** SR (parent SR) can then be closed/completed.

If a receiving parent requests a change of circumstances via the Self Service Portal, you will receive an SR generated by the receiving parent. The source will show as 'PWC (Self Service)'. This SR must be completed in the same way as those where the client has reported the change over the phone or by letter.

For more information on the details required for different types of accounts, e.g. current account, building society account, select the direct input guide for bank wizard in the following link <http://bankval/>.

To set up a MOPT select from the following;

[Direct Payment - Set Up](#)

[POCA - Set Up](#)

 POCA is not a preferred method of payment and should only be used in exceptional circumstances. When POCA is set up as a MOPT, a preferred MOPT should be set up to replace it at the earliest opportunity.


To cancel or replace a MOPT select from the following;

[Direct Payment - Cancel](#)

[POCA - Cancel](#)

For more information refer to the Policy, Law and Decision Making Guidance 

 When speaking to clients always use the new terminology. For more information refer to [Terminology Changes](#).

 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.

Bank Wizard Error Codes

When using bank validation, warning messages may be displayed. Most of these warning messages are only relevant to the banking industry and can be ignored, however there are some messages that do require you to take action.

Method of Payment To (MOPT)

The following codes may generate when checking a MOPT

- 007 - W - Account does not support Direct Credit transactions
- 008 - W - Sort code does not support Direct Credit transactions
- 100 - W - This bank branch does not accept FPS payments
- 101 - W - This account does not accept FPS payments
- 065 - W - Collection account requires a reference or roll account number

If you receive any one of these, confirm the details entered with the client or obtain alternative details or a different MOPT

No decision has been made as to whether charging will be applicable in Northern Ireland

[Collection Fees Summary](#)

[Direct Payment - Cancel](#)

[Direct Payment - Set Up](#)

[Direct Pay Summary](#)

[POCA - Cancel](#)

[POCA - Set Up](#)

[Terminology Changes](#)