



Chargebacks - Debit/Credit Card

A chargeback is where the paying parent, receiving parent, third party or paying parent employer has made a payment to the Child Maintenance Group (CMG) by credit or debit card, but then asks their card provider to refund the payment.

Chargebacks will be dealt with by nominated finance caseworkers with access to BaNCslink, wherever the case is located, or the employer team if the payment has been made by an employer. Case owning team action will be required for receiving parent application fee chargebacks.

When the paying parent/receiving parent/third party or paying parent employer requests a chargeback from their card provider, this will be notified to the system via an electronic file. The system will then create a chargeback service request (SR) for the caseworker to locate the original item in BaNCslink and reverse the entry.

If there are insufficient funds in the paying parent, receiving parent or third party method of payment from (MOPF) account whilst processing chargeback and reversing the payment and this results in the payment from account being overdrawn, a finance caseworker draws down the payment from the admin expense account in order to refund the bank.

If there are insufficient funds in the employer payment from account while processing charge backs and the reversal results in the employer payment from account being overdrawn you will need to create a SR for the employer team. The employer team will then need to complete the SR.

For more information refer to [DEO - Reconcile](#).

The purpose of this process is to create a chargeback to the relevant credit or debit card, or create a SR for the employer team to enable them to create a paying parent employer chargeback.

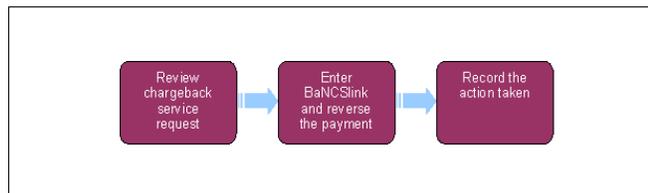


Errors made within BaNCs have severe implications. BaNCs is CMG's core banking engine and controls all company and client internal accounts being responsible for the movement of money between these accounts. All tasks carried out on this system should be double checked for accuracy before completion.



When completing actions in BaNCs you will need to complete the assurance actions outlined in [BaNCs - control and assurance](#).

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



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.



At any point in this process, if you discover the case involved is a special client record you will need to immediately transfer the service request to the SCR team who will complete the process, record any information you believe will aid the SCR team in the SR notes field. For more information refer to [Special Client Records - Request Temporary Access](#). Following completion of actions on CMS2012 the SCR team will pass the case details to CFAT to complete any BaNCs action. SCR training emulations can be accessed using the link in related items

Review chargeback service request

- The system will search for the original service request (SR) where the payment was made. For each chargeback made the system will generate a new SR:
 - **Process = Payments**
 - **Area = Payment Exceptions**
 - **Sub Area = Chargeback**
- Access the SR which will be assigned to you via my SR's.
- Update the SR **Status** to **In Progress**. The system will then create an activity plan displaying the list of tasks you will need to complete.
- Select **Review Chargeback File** to view the SR details such as transaction date, transaction type and amount.
- If the chargeback is for an application fee payment see **Step 6**. For all other chargebacks, select the **Internal Account Number** and choose the BaNCs number of the client who has requested the chargeback e.g. the paying parent, or paying parent employer. The paying parent is

issued with a BaNCS number automatically when a new case is opened on the system. The paying parent's employer is issued with a BaNCS number at the initial contact stage. You will need to make a note of the BaNCS number to access BaNCSlink.

6. When you are processing a chargeback for an application fee payment, select the **Application Admin Account Number** and then select the relevant **CMS Reference ID**. Where a receiving parent has paid their application fee by credit / debit card and then requests a chargeback once the case is at maintenance stage, you will need to contact the owning caseworker and advise them to contact the receiving parent.

Owning caseworker action - receiving parent application fee

7.  Call the receiving parent to discuss their issues and reasons for the chargeback. Advise them that the application fee will need to be repaid, and that the case will be placed on hold until they make the payment, or if the payment is not made consider closing the case.
 -  The Application Fee exemption criteria should be considered at this stage as there may be an exemption that we were unaware of at the Application stage. For more information refer to [Application - Fees](#).
8. Where the receiving parent:
 - Agrees to make a repayment, take a card payment. For more information refer to [Credit/Debit Card - One Off Payment](#)
 - Refuses to make a repayment and the application fee exemption isn't appropriate, suspend their MOPT until the fee is repaid or consider closing the case, for more information refer to [Change MOPT - summary](#)
9. In order for the payment from the receiving parent to allocate to the suspense account (so it can be allocated by operational finance to the CMG's account) you will need to advise the receiving parent of their BaNCS account number to use as a reference when making payment. To find the BaNCS number, go to the **Contact** Screen and select **Query**. Enter the Scheme Client Identification Number (SCIN) or National Insurance Number (NINO) as a query parameter. Select **Go** - this will return the client record. Select the **Last Name** of the client record, then the **Financial Accounts** sub tab. The financial account record which has the case number (in Case Num) is the BaNCS account number which need to be provided to the client.

Finance caseworker action

10. Check if the payment originally made has been allocated and paid out by selecting **Payments With Approval** and then **Transaction History**:
 - If the payment was made by the paying parent and has not been paid out, reverse the payment by following **steps 11 - 16**
 - If the payment was made by the paying parent and has paid out to Secretary of State arrears, the arrears will need to be adjusted on the paying parents case, for more information refer to [Arrears \(1993/2003 Scheme\) - Add/Correct Balance](#)
 - If the payment was made by the paying parent, receiving parent or third party and has paid out then you will need to create a **New Admin Liability** for the amount paid. The paying parent will also need to be issued with a new promise to pay schedule (P2P) to reflect that their chargeback amount will need to be added to their arrears

For more information refer to [Create Cost](#). To make the payment from the admin account, contact the Client Account Fund Team (CFAT).
 - If the payment was made by the paying parent's employer you will need to create an Employer Overdraft SR for the employer team to investigate the payment. For more information refer to [DEO - Reconcile](#). Go to **step 17**

Enter BaNCSlink and reverse the payment

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11. Access BaNCSlink via your desktop BaNCSlink single sign on icon, and copy and paste the required BaNCS account details – this will prevent errors in copying information manually between systems. Choose **Client Accounts** from the caseworker menu.
12. Select the **Payments and Collection** tab, then **Card Charge Back** from the **Back Office Transactions** options list.
13. Enter the BaNCS number of the paying parent/receiving parent/ third party or the paying parent's employer in the **Deposit Account** text box.
14. Enter the **payment amount** to be reversed.
15. Access the internal accounts list and enter the **bank mirror account number** into the **G/L Account** text box.
16. Press **Transmit** to submit the payment. An **OK** message will be displayed in the bottom left hand corner of the screen, and the payment will be reversed. The paying parent/ receiving parent/third party's card provider will refund the money to them and a payment will be made from the Child Maintenance Group (CMG) to the relevant payee's card provider. Go to **step 21**.
17. To create an Employer Overdraft SR, select the **Service Requests** tab, then select **New**.
18. Select **Accounts** and then select the paying parent's employer which will be displayed as a hyperlink.
19. Enter the process, area and sub area as shown below:
 - **Process = Employer**
 - **Area = DEO schedule**
 - **Sub Area = Exception**

20. Change the **Sub Status** to **Pending Assignment** and then save. A new SR will be generated and sent to the employer team for further action.

Record the action taken

21. Select the **Notes** field and record the actions taken e.g. payment reversed, journal number and date.
22. Where the chargeback has been successfully completed, update the **Resolution Code** to **Chargeback Accepted**.
23. Scroll to the bottom of the SR and check that all outstanding activities listed are displayed as **Done**. The SR can only be closed when all activities are completed.
24. Update the SR **Status** to **Closed** and the **Sub Status** to **Complete**.

[Application - Fees](#)

[BaNCS - control and assurance](#)

[Create Cost](#)

[DEO - Reconcile](#)

SCR Training Emulations, must be opened in internet explorer:

http://intranlink/1/commission/human-resources/people-development-services/training-resources/learning-portals/dwp_t763718.asp#TopOfPage

Who will deal with chargebacks?

Chargebacks will be dealt with by nominated finance caseworkers with access to BaNCS link, wherever the case is located, or the employer team if the payment has been made by an employer.

What is a chargeback?

A chargeback is where the paying parent, receiving parent, third party or paying parent employer has made a payment to the Child Maintenance Group (CMG) by credit or debit card, but then asks their card provider to refund the payment.