

DCA Arrears - Identify and Allocate

The purpose of this summary is to provide a high level overview of the Identify And Allocate Debt Collection Agency Arrears and Debt Collection Agency Payment Received processes. These processes will be carried out by caseworkers wherever the case is located.

Where a case on the CSA systems has payments received from a debt collection agency (DCA) at the point of transition, these payments will need to be allocated to CMS. If payments are being received from the DCA and financial transition has not yet taken place, the CMS caseworker will need to monitor the case and set a flag for manual allocation once financial transition has been completed. For more information refer to [Manual Allocation Flag – Set Up](#).

Other types of payments can be received on the CSA systems. For more information refer to [CSA Payments To CMS – Summary](#).

DCAs will need to be set up as third party accounts on the system and a BaNCS number created to allow payments to be received and allocated. Third parties are issued with a BaNCS number automatically when their details are initially entered onto the new system. For more information refer to [Third Party - Set Up](#).

The payments from the DCA will be received onto the system via inbound contact, in the form of a schedule which will then be stored on Documentum. This schedule will need to be entered onto the system by a caseworker. For more information refer to [Manual Schedule – Create](#). Once the schedule has been added, the manual allocation flag will need to be set.

Monies will then be paid out to the receiving parent in the paying parent's case group, or the Secretary of State (SoS), until the DCA portion of the debt is satisfied, or the debt is returned to CMS for collection. The manual allocation of payments is required to ensure that any payments received from the DCA are offset against the arrears that have been outsourced.

For more information refer to [Payment - Manually Allocate](#).

The manual allocation flag should be reviewed to ensure that the flag is lifted at the earliest opportunity. The review date can be set at the caseworker's discretion. Once all arrears due to be collected from the DCA have been cleared, the caseworker can then remove the manual allocation flag.

For more information refer to [Manual Allocation Flag – Remove](#). Payments can then be allocated automatically by the system.

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.

NICMS 2012 scheme in Northern Ireland

[CSA Payments To CMS Summary](#)

[Manual Allocation Flag - Remove](#)

[Manual Allocation Flag - Set Up](#)

[Manual Schedule - Create](#)

[Payment - Manually Allocate](#)

[Terminology Changes](#)

[Third Party Set Up](#)

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