

## DER - Cancel

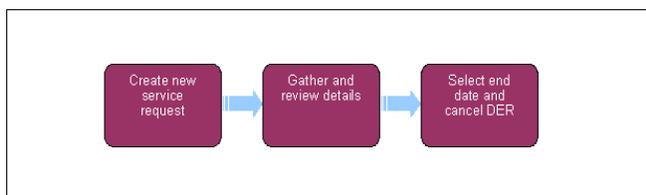
A deduction from earnings request (DER) is one of the preferred methods of payment from (MOPF) that the Child Maintenance Group (CMG) can use to secure payments of child maintenance and/or arrears directly from a paying parent who is a member of the Armed Forces.

To process a cancellation of a DER a paying parent must provide a valid reason and a new MOPF. In some circumstances the request may be refused.

Cancellation of a DER is processed as a change of circumstances (CofC) by a caseworker at any stage in the life of a case. A request for cancelling a DER can be received from a paying parent or an employer. A paying parent must provide a new MOPF unless a secondary MOPF is already held in the system.

A paying parent is subject to a fixed charge of £50.00 when the child maintenance group (CMG) impose an enforced DER. If an existing DER is cancelled at the paying parent's request in favour of another preferred MOPF, and subsequently re-imposed due to non payment the paying parent will incur a further £50.00 charge. Please refer to the procedure for [Civil Enforcement Overview](#) for more information about enforcement charging.

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.

### Create Service Request

1. Create a change of circumstances (CofC) service request (SR) in order to update the method of payment from (MOPF) information. From the drop down lists select
  - **Process = Change Of Circumstances**
  - **Area = Change Method of Payment**
  - **Sub Area = Change Method Of Payment From**
  - **Source = NRP**
2. Populate the **Subject** details applet with the paying parent details.
3. Update the Status of the SR to In Progress, the system will generate an activity plan for you to follow. For more information on methods of payment refer to the Policy, Law and Decision Making Guidance 

### Generate Child SR

#### Replace

4. Generate a child SR which will allow you to replace the Deduction of Earnings Request. From the drop down lists select
  - **Process = Payments**
  - **Area = Method of Payment From**
  - **Sub Area = Select the replacement MOPF**, e.g. direct debit

Choose **Replace MOPF** from the drop down in the **Action** field before setting the SR **Status** to **In Progress**. Go to **step 11**.

#### Cancel

5. Generate a child SR which will allow you to cancel the Deduction of Earnings Request. From the drop down lists select:

- **Process = Payments**
- **Area = Method of Payment From**
- **Sub Area = Amend Existing MOPF**

If you are cancelling the MOPF choose **Cancel MOPF** from the drop down in the **Action** field or **Unsuspend** if you are unsuspending a MOPF, then set the SR **Status** to **In Progress**.

6. Select the client's **Internal Account Number**, then select **Deduction From Earnings Request** in the **Current Method of Payment** field.



If the cancelled DER information is received via the MOD employer a work item will be generated to cancel the DER immediately. If a paying parent requests to cancel a compulsory DER this must be reviewed and a valid reason provided. If the paying parent has a compulsory DER the request to change the MOPF is initially declined. Things to be considered are;

- Whether there are any arrears on the case the paying parent's compliance with the payment schedule
- whether the paying parent previously had a DER imposed within the last two years
- if the paying parent is providing new MOPF details whether the new payment details are the Child Maintenance Group (CMG)'s preferred MOPF, such as direct debit (DD) or direct pay (DP)
- review of a compulsory DER can only take place at least six months after the date it has originally been imposed



If removing an enforced DER at the paying parent's request in favour of another preferred MOPF, please ensure that they realise that if they default on payments the DER will be reinstated and they will incur a further £50.00 charge. Please refer to the procedure for [Civil Enforcement Overview](#) for more information about enforcement charging.

7. Update the **Resolution Code** to **Amend Accepted**, this will then automatically update the **Status** and **Sub Status** and send for **Approval**. It will then appear in the approver's work queue. In some circumstances TL authorisation is not needed. When this is the case, the SR will not automatically seek approval.



To prevent the casegroup moving segments whilst you are awaiting TL authorisation, set the Lock Assignment Flag. For more information on how to do this refer to [BOM - Segments Summary](#).

For more information on preferred methods of payment refer to the Policy, Law and Decision Making Guidance 

8. Once authorised by the TL, update the **Resolution Code** to **Amend Accepted**, then choose an appropriate end date, this must be a future date to allow the notifications to be issued to the employer to process the change. Select **Send Update** to complete the process of cancelling the DER.
9. Once you have received the success message, close the child MOP SR by updating the **Status** to **Closed** and **Sub Status** to **Complete**.



When BaNCS returns a **Success** message, the correct **Resolution Code** must be selected and not set to **Transaction Rejected**.

10. Issue CMSL2020 to advise the employer that the DER has been cancelled.

11. Now that the DER has been cancelled you need to return to the CofC SR.

12. If the client has an on-going maintenance liability you will need to set up a new MOPF to ensure that payments continue. To do this you need to create a child SR for the new MOPF type, follow the relevant procedure e.g. Direct Debit - Set Up and then return to this procedure to close the CofC SR. For more information refer to [Change - MOPF](#).

## Create Perform Calc SR and complete CofC SR

13. Complete the activity plan in the parent CofC SR and update the **Resolution Code** to **CoC Accepted**.

14. A **Perform Calc SR** will automatically generate. If you have set up another MOPF a P2P and liability schedule will generate, if you have cancelled the DER and not set up another MOPF only a liability schedule will generate. Check the notifications and close the **Perform Calc SR**.

15. Return to the CofC SR and close it by changing the **Status** to **Closed** and the **Sub status** to **Complete**.  If the paying parent is on active duty and the DER is cancelled, issue CMSL3503 to the receiving parent (the parent who receives or who is expected to receive child maintenance, known as the parent with care and CMSL3504 to the paying parent to advise that payments are on hold for a limited number of special circumstances.

NICMS replaces CMG in Northern Ireland

### CMSL2020 Cancel Deduction from Earnings Request

Letter to the MOD Payroll when a Deduction from Earnings Request is to be cancelled.

### CMSL3503 Your child maintenance payments have been put on hold

Confirmation to the receiving parent that payments are on hold for a limited set of special circumstances.

All fields in this letter are system generated, no manual intervention is required.

### CMSL3504 Your child maintenance payments have been put on hold

Confirmation to the paying parent that child maintenance payments are on hold – for a limited number of special circumstances.  
All fields in this letter are system generated, no manual intervention is required.

#### Change MOPF - Summary

[DEO - Cancel](#)

[DEO - Self Selected - Set Up](#)

[DER - Self Selected - Set Up](#)

[Method Of Payment From - Set Up Initial](#)

#### Terminology Changes

When a paying parent requests to cancel the DER and change to an alternate MOPF and the decision is declined, which letter is issued to the paying  
CMSL4430 which is an appeal form.