



## Direct Payment - Cancel

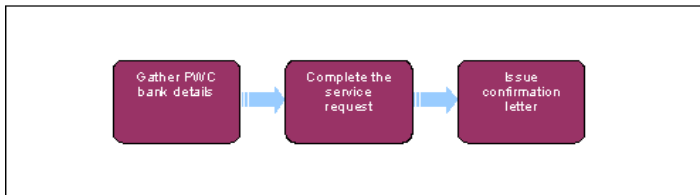
This procedure guides you through cancelling direct payment as a method of payment to (MOPT) for a receiving parent.

The MOPT is when the Child Maintenance Group (CMG) transfer child maintenance payments to the receiving parent. Direct payment is when the payments are sent to a receiving parent's bank or building society account.

The process can be launched following a client request, or can be launched automatically following a change of circumstances. The receiving parent can ask to change their MOPT at any point in an application or case. The action is carried out by the owning caseworker.

Cancelling direct payment includes cancelling the current MOPT and updating this on the system. The receiving parent must provide new direct payment or post office card account (POCA) details. Clients' applications cannot be progressed if they are unable to obtain a bank account or building society.

For more information refer to Law and Policy Handbook. 



When speaking to clients always use the new terminology. For more information refer to the [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) to update the method of payment to (MOPT) information. Record the **status** and **sub status** of the SR as below. For more information on methods of payments refer to the Policy, Law and Decision Making Guidance



2. From the drop down lists select:
  - **Process = CofC**
  - **Area = Change Method of Payment**
  - **Sub Area = Change Method of Payment To**

The **Source** is the person reporting the change in the **Last Name** and **First Name** fields of the SR, from the **Source** dropdown select their role on the case e.g. NRP or PWC.



In the **CoC More Info** tab enter the details of the person that the change relates to in the **Subject Details** field and select their role from the Subject Type dropdown e.g. NRP or PWC.

3. Change the SR status to **In progress**. The system generates an activity plan for you to follow.

4. Create a child SR using:
  - **Process = Payments**
  - **Area = Method Of Payment To**
  - **Sub Area = Amend existing MOPT**

### Cancel Direct Payment and complete SRs

5. Choose **Cancel MOP** from the drop down in the **Action** field and set the SR Status to **In Progress**.
6. Choose a suitable date of expiry to cancel the direct payment from and enter into the **Action Date** field. A past date can not be used, select today's date as the notified and effective date for this change.
7. Within the SR enter the client's **internal account number**.

8. Select **Current Payment Method**.
9. Update the **Resolution Code** to **Amend Accepted** and **Send Update** button.
10.  Update the **Reason for Change** field. If the receiving parent is still due to receive maintenance and have not verified their MOPT ask for their new bank details. If the call is unsuccessful, send CMSL3250 and form FT2004 to the receiving parent.
11. Once the success message is received, close the child SR 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**.
12. The Direct Payment is cancelled, return to the **CofC SR**.
13. To set up a new MOPT create a child SR for the new MOPT. Follow the relevant procedure e.g. POCA - Set Up and return to this procedure to close the **CofC SR**. For more information refer to [Change MOPT - Summary](#).
14. Complete the activity plan in the parent **CofC SR** and update the **Resolution Code** to **CoC Accepted**.
15. Close the **CofC SR** by changing the **Status** to **Closed** and the **Sub status** to **Complete**.

The Charging Warm-Up lines to take for NICMS can be accessed by selecting the following link: [NICMS Charging Warm-Up Lines to Take](#).

[FT2004 Your bank or building society details](#)

Form the client uses to complete their bank details

[CMSL3250 Please take urgent action so we can make payments to you](#)

(To the receiving parent – request for bank or building society details when no active method of payment to (MOPT) exists)

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

Accompanying letter FT2004 – bank account details form

[Change MOPT - Summary](#)

[Direct Payment - Set Up](#)

[POCA - Set Up](#)

[Terminology Changes](#)