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Tags & Notes

Procedures > Pages > [Exceptional-Case-Handling](#) > [Exceptional-Case-Payments-Investigate-Escalate](#)

Exceptional Case Payments - Investigate/Escalate

When a payment is received from a paying parent that cannot be identified by CMS2012, it is posted to the suspense account. A discrepancy log SR is automatically generated whenever a payment goes into suspense.

When the payment is found to be for an exceptional case as part of the [Payment from – investigate/escalate](#) procedure, the payment must be paid to the client via the **non standard payment** process. For more information refer to [Payment - Non Standard](#).

This procedure explains the steps the client fund accounts team (CFAT) take to record the payment and send the payment to the exceptional case handling team (ECHT) who assign and allocate the payment.

Daily reports are produced for all allocated and cleared receipts, the ECHT use these reports to issue payments to each receiving parent.

ECHT caseworkers must use the off system link [2012 scheme letter](#), [Exceptional case - letters \(outbound\)](#) and the relevant procedure to identify and issue the correct notifications.



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.

Complete exceptional case spreadsheet

1.

Once you have identified that the discrepancy log service request (SR) is for an exceptional case, open the shared spreadsheet (The spreadsheet is held in the following shared folder [RPCfat\CFAT\CMS2012\Exceptional Case Handling](#)).

2. Enter the following details from the SR onto the spreadsheet:

- Discrepancy log SR number
- Receipt Bank Date
- GB/NI Jurisdiction
- Method of Collection
- Receipt Amount
- SCIN – If available
- ECH Reference number
- NRP Name
- Other Information – If available
- Receipts Interface Date – Today's date

3. Select **Ctrl + save** to save the details to the spreadsheet. Enter notes onto the discrepancy log SR to ensure that the receipt is not entered onto the spreadsheet more than once.

4.

Leave the discrepancy log SR open to allow it to be identified once the receipt has been processed by the exceptional case handling team (ECHT).



Send the SR back to the team leader whilst the receipt is being processed and returned.



The spreadsheet, with the receipts added that day, is saved on a daily basis into a shared folder to allow the ECHT to access and process the receipts.

Process / issue payments



The ECH team save the daily assigned receipts report (this is the BACS file) in a shared folder by 12:00 each day.

5. Access the daily payment report and note the paying parent ECH reference number, use this to locate the payment on the spreadsheet.
6. Locate the discrepancy log SR in the hopper and ask the TL to allocate the SR to you.
- 7.

When you receive the SR, complete a non standard payment process before closing the discrepancy log SR. Refer to **Payment - Non Standard** to make the payment.



If there is more than one receiving parent on the case repeat the non standard payment for each receiving parent.

- 8.

Once the non standard payment process is completed for each receiving parent on the case and all funds have been allocated, complete the discrepancy log SR using the following values:

- Status = Closed
- Sub status = Cancelled

Payment - Non Standard

Payment From - Investigate/Escalate