



Exceptional Case - Set Up Standing Order

The purpose of this summary is to show you how to complete and issue a standing order mandate for an exceptional case. The standing order mandate you will need is a CMSL 2002, and this can be located in the **2012 Scheme letters and leaflets** list on the intranet. Select this hyperlink, then choose **Letters** and **Payments** to access the CMSL2002 template. For Northern Ireland (NI) exceptional cases, access the CMSL2002NI.

The letter template will firstly need to be sent to the Small Systems team to be amended for ECH purposes (e.g. so that it contains an ECH team telephone number and address). The e-mail address that you will need to send the template to is **BUSINESS.TOOLS@DWP.GSI.GOV.UK**.

Once the template has been returned to you, enter the ECH reference number in the **Your reference number** field on page 1 of the letter. The reference number will also need to be entered in the **This order cancels any other order under the reference number** field at the bottom of the last page of the template. Do not enter any information in the **Our Reference** field. You will also need to complete several sections of page five of the template:

- **Your full name** - Enter the paying parent's first name/s and surname
- **Reference Number (from Child Maintenance Service)** - Enter the ECH reference number
- **Instruction to your Bank or Building Society** - Enter the monthly amount to be paid, in numbers and block capitals, then the day and month e.g. 15th of June

Once you have completed the above fields in the template, print this off, then include a copy of the P2P schedule and put both the schedule and the mandate in an envelope and submit this to your team leader (TL) for checking and approval. For further information on completing the P2P schedule, refer to **Exceptional Case - Create Payment Schedule**. Once the TL has approved both documents, pass the completed letter to the correspondence assurance team (CA team) for assurance:

- Enter the letter details into the C1 Micro Management data capture tool, which will be available as an icon on your desktop
- Pass the envelope, unsealed, to the CA team who will assure, seal and dispatch the letter
- Save a copy of the schedule and mandate in the ECH shared folder. For more information on the shared folder refer to [Exceptional Case - Information Gathering](#)

The CA team will then:

- Check the content and format of the letter
- Discuss any discrepancies with you, which will either result in a new letter being produced or confirmation that the supplied letter is correct
- Check that the correct inserts/factsheets have been included
- Despatch the letter to the paying parent
- Update the C1 Micro Management data capture tool record for this letter.



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.

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[CMSL2002 Paying child maintenance by standing order](#)

Standing order mandate to be sent to paying parent

[Content Editor \[1\]](#)

[Exceptional Case - Create Payment Schedule](#)

[Exceptional Case - Information Gathering](#)