**Department for Work & Pensions**  Procedures ▸ Payment Amount – Apply Release

Procedures > Pages > Process-Payment > Payment-amount-apply-release

## Payment Amount – Apply Release

The process is carried out by all caseworkers in all areas of the Child Maintenance Group (CMG).

When a payment or payments have been placed on hold, they are displayed on the system in the payment from account. For more information refer to Payment Amount - Apply Hold.

When this hold is no longer required then the hold request can be removed. There may be a number of reasons to release a payment hold, such as to re-assign the payment, cancel/retry a refund or following the outcome of an investigation.

For more information refer to the Policy, Law and Decision Making Guidance
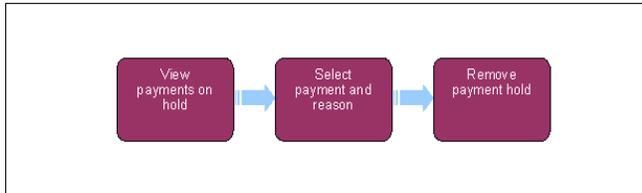


### View payments on hold

1. When a hold needs to be removed from a payment, create a service request (SR) against the client that the hold was applied to:

   - **Type = Payments**

   - **Area = Payment Exceptions**

   - **Sub Area = Take Amount Off Hold**

2. Update the SR **Status** to **In Progress**.

### Select payment and reason

3. From within the activity plan select the relevant client for which the payment hold is to be removed.

   ⓘ The system displays the payment from account, which shows where individual amounts are on hold in a payment from account.

4. Select the figure to remove the hold from, selecting a reason from the drop down list:

   - Retry Refund

   - Cancel Refund

   - Amount To Be Re-assigned

   - Other

   ⓘ The system checks to ensure that this action can be taken and has not previously been requested, as a held amount cannot be released twice.

### Request team leader approval

5. Manual approval from team leader (TL) is required.  Refer case details to TL for check.

#### Team Leader Approval

6. Check the reason for release of payment, the amount and case to ensure this is correct. Update the case Notes field with **approval** or **rejection** and refer the case back to the caseworker for action.

#### Caseworker Action

7. Determine the action to take depending on whether the release request has been accepted or rejected:

   - **Rejected** - If the TL rejects the request to hold the payment, look at the **Notes** tab for the reason given. If another request is to be submitted refer, complete corrective action then repeat actions for approval

   - **Accepted** - When the release request is accepted proceed to **step 8**

### Remove Payment Hold

8.  Once release approved select **Update BaNCS** to release the hold on the payment and update the **Status** to **Closed** and the **Sub Status** to **Complete.**

9.  If there is more than one payment that requires a hold to be removed then return to **step 1** and complete the appropriate actions for each required payment.

Payment Amount - Apply Hold