

Payment - Recall

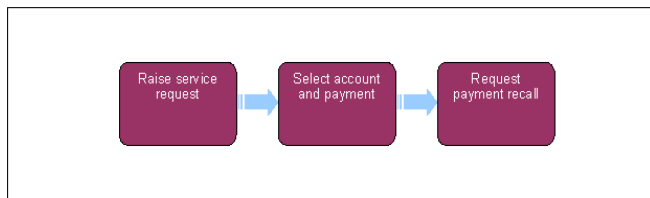
The payment recall will have already been completed in another application/system (Bankline) by the client fund accounting team (CFAT) and now needs to be registered in the 2012 system as being recalled. The available reasons for recalling the payment to are:

- Payment Made To An Incorrect Bank Account
- Client Deceased
- Original Receipt Failed After The Payment's Release
- Payment Has Been Made To The Incorrect Client
- The Commission Request Stoppage
- System Fault

This procedure will only be necessary where the payment was successfully manually recalled by CFAT before the payment could be paid out to the client, this will be very rare as the system will generally pay out instantly. If CFAT were unable to recall the payment in time then corrective action will be taken by CFAT and there will be no action to take for the caseworker.

CFAT will advise the CFAT caseworker of the reasons for recall and provide all the necessary information. If the reason for recall initiated a change of circumstance, for example, a change in bank details, CFAT caseworkers must check to see that the change of circumstances has been completed. If not they should set the method of payment to (MOPT) On Hold to ensure that details are corrected before future payments are issued.

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



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.

Raise service request (SR)

1. Raise an SR with the following values:
 - **Area = Payments**
 - **Sub Area = Payments Exceptions**
 - **Process = Recall A Payment**
2. Update the **Status** of the SR to **In Progress**. This will create an activity plan with steps for you to follow in order for you to recall the payment.

Select Account and Payment

3. From within the activity plan select the relevant client and payment to account that the recall is for.
4. Enter the amount of the payment that is to be recalled, selecting the recall reason from the drop down list
5. Update the **Resolution Code** to **Recall Accepted**.

Request payment recall

6. Select the **Submit to BaNCS** button to send the data to BaNCS. The system now initiates the processing of registering the amount recalled.
7. If the recalled payment was to the paying parent, then the amount being recalled needs to be put on hold so that when it comes back into the system it is not paid out to the receiving parent. For more information refer to [Payment Amount - Apply Hold](#).
8. If the reason for recall initiated a change of circumstance (CofC), e.g. a change in bank details, check that the CofC has been completed. If not, set **Method Of Payment To (MOPT)** to **On Hold** to ensure that the details are updated before future payments are issued. For more information refer to [Change MOPT - Summary](#).
9. Add any comments and update the **Status** of the activity plan to **Closed**. On closure of all associated activities the caseworker updates and closes the SR. Once all outstanding activities have been completed, the money can be released. For more information refer to [Payment Amount -Apply Release](#).

NICMS to replace CMG in Northern Ireland

[Change MOPT - Summary](#)

[Payment Amount - Apply Hold](#)

[Payment Amount -Apply Release](#)

[Payment - Non Standard](#)

[Terminology Changes](#)