



## Receiving - Manual

Most payments from, such as direct debits, standing orders into the Child Maintenance Group (CMG) bank account, are supported by an electronic file and these payments go directly into the system.

There are some exceptions to this as not all payments from are supported in this way. Some payments from require manual intervention, such as:

- Employers who pay their deduction from earnings orders by CHAPS
- Paying parent pays direct to Jobcentre Plus (JCP)

The cashier passes all details onto the CMG via a voucher, which lists the paying parent's case number, national insurance number, amount and date received.

- Paying parent pays in at bank without using the correct paying in slip

Known as a manual credit or single payment. This means the payment does not go through the post opening contract.

- BACS invalid report received

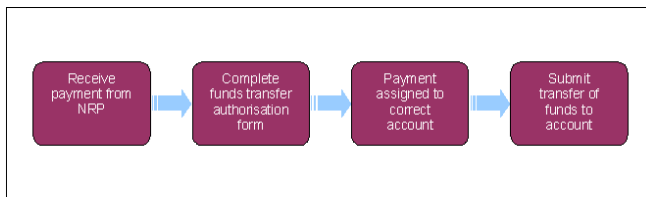
A BACS invalid report will be received when a client has set up a standing order using the incorrect sort code.

These payments from are exceptions known as manual receipts. Each manual receipt has a manual supplementary file in the form of a voucher, schedule or a scanned file. The user can view the file in order to assign each payment from to the correct account.

Manual receipts are dealt with by colleagues in operational finance.

The purpose of this process is to show how to record a manual receipt onto the system.

For more information on payments refer to the 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.



At any point in this process, if you discover the case involved is a special client record you will need to immediately transfer the service request to the SCR team who will complete the process, record any information you believe will aid the SCR team in the SR notes field. For more information refer to [Special Client Records - Request Temporary Access](#). Following completion of actions on CMS2012 the SCR team will pass the case details to CFAT to complete any BaNCS action. SCR training emulations can be accessed using the link in related items.

### Receive payment from the paying parent

1. Where the paying parent has paid direct to Jobcentre Plus (JCP) or used the wrong paying in slip at the bank, the manual supplementary file (JCP voucher or scanned image of paying in slip) is sent to you. If an incorrect sort code has been used on a standing order a BACS invalid file will be received. Use the case number and national insurance number detailed on the manual supplementary file to identify the paying parent account details.



If a JCP voucher is received but does not show on the bank statement, you need to wait for it to appear before continuing this process.

2. Access the paying parent's **Contact Summary** screen in the 2012 system to confirm you have identified the correct paying parent. The paying parent details on the manual supplementary file should match the paying parent details in the 2012 system.
3. Create an SR with the following values:
  - **Process = Payments**
  - **Area = Payment Exceptions**
  - **Sub Area = Manual Receiving**
4. Select the relevant reason from the **Reason** field dropdown then set the SR **Status** to **In Progress**.

5. From the **Payments tab** select **Manual Receiving**, then select the paying parents BaNCS account from the **BaNCS Account Number** MVG. Once you have selected the BaNCS account the following fields can now be populated:

- **Receipt Reference Number**
- **Method of Payment** - This will automatically update to Manual Receipt
- **Payment Amount**
- **Clearance Days** - The number of clearance days if required
- **Original Transaction Date**

6. Enter the reason the SR was raised in the **Notes** field then set the **Resolution Code** to **Manual Credit Amount Accepted**. Select **Ctrl** and **S** to save the details. You are presented with a message stating that the manual receipt needs authorised, select **OK**. The SR is forwarded to your line manager to authorise.

### Team Leader action

7. The TL checks in their my approval inbox to view the SR and check that the manual receiving request is correct. They will also check the note that is attached to this SR by navigating to the **Notes** screen.
8. The TL will update the **Action** field with **Approved** or **Rejected** and add any additional comments to the **Comments** box. The manual receiving SR is then returned to the originating caseworker.

### Caseworker action

9. The Manual Receiving SR will appear back in your my SR list. If the TL has approved the request, the **Status** is set to **In Progress** and **Sub Status** set to **Approved**, go to **step 11**.
10. If the TL has rejected the request, make any amendments advised from the TL and resubmit the SR for approval at **step 6**.



If the SR was rejected because an incorrect reason code had been selected, the SR will need to be cancelled. If appropriate you can then go back to **step 3** and create a new SR

11. Once approved set the **Resolution Code** to **Manual Credit Amount Accepted** then select **Submit To BaNCS**, the **BaNCS Status** will show a **Success** message.
12. Set the **Status** to **Closed** and the **Sub Status** to **Complete**.



Physical Jobcentre Plus (JCP) vouchers should be stored for audit purposes. Send the voucher, via internal post, to the manual handling team, who will have the document scanned and stored on the system.

SSA Northern Ireland

[BaNCS - Control and Assurance](#)

[Correspondence \(Inbound\) - Scanning](#)

[Correspondence \(Inbound\) - Summary](#)

[Payment From - Investigate/Escalate](#)

[Suspense Account - Clear Online](#)

[Terminology Changes](#)

SCR Training Emulations, must be opened in internet explorer:

[http://intranlink/1/commission/human-resources/people-development-services/training-resources/learning-portals/dwp\\_t763718.asp#TopOfPage](http://intranlink/1/commission/human-resources/people-development-services/training-resources/learning-portals/dwp_t763718.asp#TopOfPage)

[What is a manual receipt?](#)

This is when payments from require manual intervention. If the paying parent pays in at bank without correct paying in slip, paying parent uses wrong sort code when setting up a standing order or paying parent pays direct to Jobcentre Plus.