



## Suspend/Unsuspend Liabilities

This procedure advises users how to suspend or reinstate arrears on the CSM system. There are a number of reasons why arrears may need to be suspended, for example:

- The paying parent/receiving parent has died and someone from the estate has been in contact with the Child Maintenance Group (CMG) to request that the arrears are suspended. For more information refer to [Death - Receiving Parent](#) and [Death - Paying Parent](#)
- Prior to write off action being completed, the arrears must be suspended first. For more information refer to [Arrears - Write Off](#)
- In Scotland, when sequestration has been granted. For more information refer to [Sequestration - Scotland](#)
- In prescribed situations when dealing with Residual Arrears. For more information, refer to [Transitioned Arrears](#)

This process will either be completed locally by the case owning team or centrally by a Suspend, Write Off and Part Payment referral team, except where dealing with Residual Arrears, as above.

When clients change their service type from collect and pay to direct pay, and the receiving parent requests to have the arrears written off, these arrears must be suspended before write off can be completed. Other arrears that need to be suspended when the service type changes to direct pay are:

- Arrears owed to the Secretary of State (SoS)
- Enforcement charges
- DNA fees, court costs etc

The charges to be suspended can also be unsuspended should the service type change back to collect and pay e.g. if the receiving parent requests to change to collect and pay because the paying parent has missed payments. The arrears can also be unsuspended if the receiving parent who originally requested suspension chooses to change the service type to direct pay but at a later date asks for them to be re-scheduled along with the ongoing maintenance (OGM). For more information on service types, refer to [Change - Service Type - to Collect and Pay](#) and [Change - Service Type - to Direct Pay](#).

If a client chooses to change the service type from direct pay to collect and pay, make them aware collection fees and enforcement charges will be unsuspended. Collection fees will not accrue for the period the service type is direct pay, but in addition to any charges being reinstated, clients are liable for ongoing collection fees when the service type changes to collect and pay. For more information on collection fees, refer to [Collection Fees Summary](#).

### Identify arrears to be suspended

1. For more information on deciding on whether to suspend (or pause) arrears refer to the Policy, Law and Decision Making Guidance . If a decision is made not to suspend the arrears refer to [Arrears Negotiation and Missed Payments](#) and collect the arrears.

 When prompted to suspend arrears as part of Residual Arrears handling, these actions must be completed by the case-owning caseworker. For these cases refer to **Suspension of Residual Arrears** in procedural exceptions.

2. Discuss the case with your team leader for further guidance.
3. A Welfare of the Child Decision must be recorded in the **Case Notes**, with the reasons how and why the decision has been reached and the referral must be authorised by the Team Leader or appropriate grade. For Team Leader authorisation levels, see **step 21**. The authorisation decision must be recorded by the manager in the **Case Notes**. If the authorising manager does not have access to CMS, the case worker will record this on their behalf.
4. Complete any outstanding action on the case to ensure there are no changes to the arrears balance being considered for suspension. If a change of circumstances is outstanding, complete this action before making a referral to suspend the arrears.
5. The next action to take depends on whether the paying parent has further ongoing payments to make through a promise to pay schedule, or no ongoing payments (e.g. paying parent is in prison):
  - No ongoing payments through promise to pay schedule - go to **step 6**
  - Ongoing Payments through promise to pay schedule - go to **step 10**
6. Where no ongoing payments are due, pause the arrears action by creating the following SR:
  - **Process = CofC**
  - **Area = Change Personal Info**
  - **Sub Area = Change Address Details**
  - **Source = NRP**
  - **Subject = NRP**

7. This SR is used to pause the arrears action, do not update the paying parent's address unless this has actually changed. For more information refer to [Change - Address Details](#).
8. Update the **Subject New Address** applet in the **CofC More Info** view as follows:
  - **Additional Contact Status** = Select from the drop down menu (e.g. Hospital or Prison)
  - **Review Date** = Review date decided

 Set the **Status** to **Hospital** if arrears action needs to be paused for any other reason.
9. Record your decision in the Change Address Details SR Notes, detailing the amount you're suspending and the reason. Accept the change and complete the remaining steps in the activity plan, closing all outstanding SR's that have generated from the Change Address Details SR.
10. For case owning team suspension go to step 11 and for suspension requests to a centralised Suspend, Write Off and Part Payment team continue with this step. Set the lock assignment flag, refer to [BOM - Segments Summary](#) for more information, then send an email to the **Suspend, Write Off and Part Payment referral team** to allow them to take the required action and suspend the arrears. For non enforcement clients:
  - For England Wales and Scotland referrals:
    - South East, South West and Midlands Area = **There is no SPOC team. To be completed by all caseworkers.**
    - Eastern Area = **CM 2012 Scheme Eastern Write Off and Part Payment Referrals New Case**
    - Northern and North West Area = **CM 2012 Scheme Northern Write Off and Part Payment Referrals**
    - For NI referrals: **CMS Belfast 2012 Scheme NI Write Off and Part Payment Referrals**

For enforcement clients:

- Scotland Enforcement (covering Scotland, North East and North West enforcement clients) = CM 2012 Scheme Northern ENF Write Off and Part Payment Referrals
- South West Enforcement (covering South West and Midlands enforcement clients) = CM 2012 Scheme South West ENF Write Off and Part Payment Referrals
- North West Enforcement (covering South East and Eastern enforcement clients) = CM 2012 NW ENF Write Off and Part Payment Referrals

The email must contain the following:

- Subject heading - OFFICIAL - Suspend arrears action
- Paying parent name and SCIN
- Case Number
- Details of arrears for suspension - arrears type, amount and period of debt
- Reason for arrears suspension
- Your name and telephone number
- Your Team Leader's name and telephone number

### Case Owning Team or Suspend, Write Off and Part Payment Referral Team action

#### Suspend Liabilities

11. When the receiving parent requests the arrears to be suspended, or when suspending collection fees and/or enforcement charges; select the paying parent details and create a new SR with the following values:
  - **Process = Payments**
  - **Area = Manage Liabilities**
  - **Sub Area = Suspend Liabilities**
12. Update the **Status** of the SR to **In Progress** to create an activity plan displaying the list of tasks to complete.
13. Choose **Get Suspended Arrears** to retrieve the case liabilities from BaNCS. This pulls through the liabilities not the amounts that are being suspended.
14. To suspend all liabilities go to the Suspended Liability Criteria section, select the **Suspension Level** field, from the dropdown select **Case** and **Yes** in the **Suspend All Liability** field and go to **step 16**.
15. To suspend part of the liabilities go to the Suspended Liability Criteria section, select the **Suspension Level** field and from the dropdown menu select **No**. In the NRP Suspension section select the arrears for suspension e.g. **PWC Casegroup, CMG and/or SoS**. Select the **due type** from the dropdown menu and where relevant, a **start** and **end date** to display amounts for a specific time period. Enforcement charges and receiving parent arrears can be suspended individually, when suspending ongoing maintenance (OGM) suspend the collection fees also. Once completed, proceed to **step 17**.
 

 LSDO debt cannot be suspended.
16. Select the appropriate field from the **Liability Category** dropdown menu e.g. when suspending all liabilities, choose **All PWC Suspended**.

17. Add the receiving parent BaNCS account using the **Pay to Account** MVG button. Enter the annual review date in the **Suspension Review Date** file then select **Get Liabilities**.
18. Select **Liability** and update to **Siebel box**. Complete **New Suspend Amount** field within the **Suspend Liability Applet**.
19. Update the SR **Notes** with the reason for suspending the debt and a **Welfare of The Child** decision. If the decision has come from the Receiving Parent to close the case, not collect the arrears and discontinue enforcement action, then this should be noted accordingly. A Welfare of the Child decision is not appropriate in this scenario.
20. Select the **Reason Code** from the reason dropdown box, for the suspension e.g. **Maintenance Direct Agreement, NRP Deceased, Suspend Pending Write Off, Sequestration** etc.
21. Update the **Resolution code** as **Suspend Liabilities Accepted** and save the record. The **Status/ Sub status** are automatically updated to **Pending approval/ Pending Approval TL** and the system automatically issues a work item to the Team Leader (TL) for approval. Team leader authorisation levels are:
  - £499.99 and below to be authorised at AO level
  - £500.00 to £4,999.99 to be authorised at EO level (EO2 level in NICMS)
  - £5,000.00 to £19,999.99 to be authorised at HEO level (EO1/SO level in NICMS)
  - £20,000 to £29,999.99 to be authorised at SEO level (DP level in NICMS)
  - £30,000 to £49,999.99 to be authorised by line of business director
  - £50,000 and above to be authorised by the Operations Director

### Suspend - Team leader actions

22. Select the task to be approved from your **My Approval Inbox**, then navigate to the **Suspend Liabilities** view of the SR.
23. Confirm the correct liabilities/amounts have been suspended, update the **Action** field to **Approved**. Select Ctrl and S to save the SR and return it to the caseworker.
24. Update the **Action** field to **Rejected** if the SR is inaccurate (e.g. wrong line items selected). Enter reasons for rejecting the suspension in the **Comments** field, and Ctrl and S to save the SR to return it to the caseworker.

### Case Owning Team or Suspend, Write Off and Part Payment Referral Team caseworker actions

### Complete SR and submit to BaNCS

25. Access the SR from **My Activities**. If TL approval accepted, update the **Resolution Code** to **Suspend Liabilities Accepted**. Select **Submit Suspend Liability** to submit the suspended liabilities to BaNCS. If the TL has rejected the SR, complete the necessary amendments and resubmit the SR to the TL following **steps 13-19**.



The BaNCS response fields will be updated to SUCCESS if this has been successful.

### Owning caseworker actions

26. From the **Suspend Liabilities** SR, create a child **Perform Calculation, Case Maintenance, Change Client Data** SR via the **Create SR** drop down menu to create a new promise to pay (P2P) schedule, or expire the existing P2P schedule if there is no remaining debt left to schedule.



If the arrears are suspended as a result of a change to service type to direct pay, generate the below **Perform Calculation** child SR:

- **Process = Perform calculation**
- **Area = Payment plan only**
- **Sub Area = Suspend / Unsuspend Liabilities**

27. Follow the activities in the activity plan to issue a direct pay schedule to both clients i.e. the receiving parent or child in Scotland (CiS) and the paying parent. The direct pay schedule will include the collection charges saved as a result of choosing direct pay as the service type.
28. Once the Perform Calculation SR has been completed, complete any remaining activities in the **Suspend Liabilities** parent SR activity plan and close it by changing the **Status/Sub Status** to **Closed/Complete**.

### Unsuspend liabilities

29. Where arrears/charges are to be unsuspended, create a new SR with the following values:

- **Process = Payments**
- **Area = Manage Liabilities**
- **Sub area = Unsuspend Liabilities**



If residual arrears are being unsuspended that were added to the 2012 scheme with a due type status of Suspended contact the 1993/2003 Reassessment team to have them unsuspended. [2012.SCHEME1993-2003REASSESSMENTTEAM@DWP.GSI.GOV.UK](mailto:2012.SCHEME1993-2003REASSESSMENTTEAM@DWP.GSI.GOV.UK). Where residual arrears liabilities were suspended by 2012 scheme case worker, there is no need to contact 1993/2003 reassessment team.



The SR must be raised under the paying parent as it will cause an error if raised under the receiving parent.

30. Update the **Status** of the SR to **In Progress**. The system will then create an activity plan displaying the list of tasks which will need to be completed.
31. Navigate to the **Unsuspending Liabilities** view and select **Get Suspended Arrears** to retrieve the suspended liabilities from BaNCS.
32. To unsuspend all liability, in the Unsuspending Liability criteria section select the **Unsuspending level** field and from the dropdown menu select **Casegroup** and **Yes** in the **Unsuspend all liability** field.
33. To unsuspend part of the liabilities, in the **Unsuspending Liability** criteria section, select the **Unsuspending Level** field and **No** from the dropdown menu.  
  
In the **paying parent unsuspension** section select those arrears being unsuspended e.g. PWC Casegroup, CMG and/or SoS. Select the **due type** from the dropdown menu and the **start** and **end dates** where applicable. Enforcement charges and receiving parent arrears are unsuspended individually. If unsuspending ongoing maintenance the system automatically unsuspends the collection fees associated with each OGM liability.
34. In the **Liability Category** field section select those arrears being unsuspended e.g. PWC Casegroup, CMG and/or SoS. Select the due type from the dropdown menu and the start and end dates where applicable. Enforcement charges and receiving parent arrears are unsuspended individually. If unsuspending ongoing maintenance the system automatically unsuspends the collection fees associated with each OGM liability. Proceed to **Step 36** if unsuspending SOS arrears/charges.
35. In the **Pay to Account** field select the PWC Bancs account
36. Update the **Notes** with the reason/s for unsuspending the liabilities e.g. change of service type from direct pay to collect and pay, receiving parent would like arrears to be collected, collection fees to be collected.
37. Select **Get Liabilities**. All the liabilities are displayed in the **Unsuspend Liabilities Action** applet. To unsuspend part of the liabilities, tick the **Update to Siebel** checkbox on the lines of those items to be unsuspended. In the **New unsuspend amount** column enter the amount for unsuspension to update the **Sum total liabilities** field.
38. Update the **Reason Code** as applicable e.g. Change of Service Type, Arrears now Collectable, Suspension Error, and change the **Resolution Code** to **Unsuspend Liabilities Accepted**. The CMS system will automatically send the SR to your TL for approval.

### Unsuspend - Team leader actions

39. Select the task to be approved from your **My Approval Inbox**, then navigate to the **Unsuspend Liabilities** view of the SR.
40. Check that the correct liabilities/amounts have been unsuspended, then update the **Action** field to **Approved**. Select Ctrl and S to save the SR and return it to the caseworker.
41. Update the **Action** field to **Rejected** if the SR is inaccurate (e.g. wrong line items selected). Enter your reasons for rejecting the suspension, then select Ctrl and S to save the SR to return it to the caseworker.

### Complete SR and submit to BaNCS

42. Access the returned SR from **My Activities**. When TL approval has been received, update the **Resolution Code** to **Unsuspend Liabilities Accepted**.  
  
Select **Submit Unsuspend Liability** to submit the unsuspended liabilities to BaNCS. If the TL has rejected the SR, complete the necessary amendments and resubmit the SR to the TL by following **steps 29 - 38**.
43. Once the unsuspended liabilities have been submitted to BaNCS, The CMS system will automatically create a new **Perform Calculation** SR. This will need to be completed by the owning caseworker, to allow them to issue a P2P schedule to the paying parent and payment plan to the receiving parent/CIS.



Select the review suspension tab and click on the send review date icon

44. Once the Perform Calculation SR has been completed, complete any remaining activities in the **Unsuspend Liabilities** parent SR activity plan and close it by changing the **Status/Sub Status** to **Closed/Complete**.

### Review Suspended Liabilities

45. On the review date the system will generate the below SR:
  - **Process = Payments**
  - **Area = Manage Liabilities**
  - **Sub Area = Review Suspended Liabilities**
46. Update the **Status** of the SR to **In Progress**. The **Review Suspension** tab will display the **Existing Suspension Review Details**, which will allow viewing of the **Existing Suspension Review Date** and the **Existing Review Date Override Reason** (if this has been set).
47. From the **More Info** tab, select the activity **Review Suspended History** from the activity plan. Review the previous suspension decisions and reasons, using the previous SR's and **Notes**, and consider whether the suspension should be extended or the liabilities reinstated. Only the original owner of this SR then will be able to access this information. Please ask your Team Leader to access this SR to check the above for the required information. For further information on suspending debt decisions, refer to the Policy, Law and Decision Making Guidance.



48. From the activity plan, mark the activities **Review Suspended History** and **Review Previous Service Requests and their Notes** as **Done**. Where it has been decided to continue with the suspension, go to **step 49**. If it has been decided to reinstate the liabilities, go to **step 55**.
49. In the **Review Suspension** tab, **New Suspension Review Details**, update the **New Suspension Review** date field with the new review date (e.g. the next annual review date). Select the **New Review Date Override Reason**:
  - Partial Pay Action Ongoing
  - Suspend Reason Still Valid
  - Write Off Action Ongoing
50. From the **More Info** tab, from the activity plan update the activity **Select Override Reason** as **Done**, and the **Reinstate the Suspended Liabilities by Creating Unsuspend Liabilities SR** activity as **Not Required**.
51. Record your decision in the SR **Notes**, and mark the **Update Notes Field** activity as **Done**.
52. Update the **Resolution Code** to **Suspension Extended**.
53. Go to the **Review suspension** tab and select **Send Review Date**.
54. Change the SR **Status** to **Closed** and the **Sub Status** to **Complete**.

### Reinstate liabilities

55. From the activity plan, mark the activities **Update Suspension Review Date** and **Select the Override Reason From the Drop Down Menu** as **Done**. Select the override reason from the drop down menu, and mark the activity **Click Send Review Date** as **Not Required**. Change the **Resolution Code** to **Suspension Reinstated**.
56. From the activity **Reinstate the Suspended Liabilities**, manually create an **Unsuspend Liabilities SR**:
  - **Process = Payments**
  - **Area = Manage Liabilities**
  - **Sub Area = Unsuspend Liabilities**
57. Update the activity as **Done**.
58. Record your decision in the SR **Notes** and mark the **Update Notes Field** activity as **Done**.
59. Change the SR **Status** to **Closed** and the **Sub Status** to **Complete**.

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### Suspension of Residual Arrears

#### Identify arrears to be suspended



When suspending Residual Arrears balances that are over £65.00 and owed to the SoS as part of Write off actions, caseworkers should make referrals to centralised suspend, Write Off and Part Payment teams who will continue to follow Arrears - [Suspend, Write Off Tracker](#).

For more information on deciding on whether to suspend (or pause) arrears refer to the Policy, Law and Decision Making Guidance.  If a decision is made not to suspend the arrears refer to [Arrears Negotiation and Missed Payments](#) and collect the arrears.

This procedure advises users how to suspend or reinstate arrears on the 2012 system when dealing with Residual Arrears.

This process will be completed by owning caseworkers when handling cases with Residual Arrears balances.

1. Discuss the case with your team leader for further guidance.
2. A Welfare of the Child Decision must be recorded in the **Case Notes**, with the reasons how and why the decision has been reached documented and the referral must be authorised by the Team Leader or appropriate grade. For Team Leader authorisation levels, see **step 13**. The authorisation decision must be recorded by the manager in the **Case Notes**. If the authorising manager does not have access to CMS 2012, the case worker will record this on their behalf.
3. Complete any outstanding action on the case to ensure there are no changes to the arrears balance being considered for suspension. If a change of circumstances is outstanding complete this action before making a referral to suspend the arrears.

#### Suspend Liabilities

4. When the receiving parent requests the arrears to be suspended, or when suspending collection fees and/or enforcement charges; select the paying parent details and create a new SR with the following values:
  - **Process = Payments**
  - **Area = Manage Liabilities**
  - **Sub Area = Suspend Liabilities**
5. Update the **Status** of the SR to **In Progress** to create an activity plan displaying the list of tasks to complete.

6. From **Suspend Liabilities** dropdown choose **Get Suspended Arrears** to retrieve the case liabilities from BaNCS.
7. To suspend all liabilities go to the **Suspended Liability Criteria** section, select the **Suspension Level** field, from the dropdown select **Case** and **Yes** in the **Suspend All Liability** field and go to **step 9**.
8. To suspend part of the liabilities go to the **Suspended Liability Criteria** section, select the **Suspension Level** field and from the dropdown menu select **No**. In the **NRP Suspension** section select the arrears for suspension e.g. **PWC, Casegroup, and/or SoS**.
9. Select the appropriate field from the **Liability Category** dropdown menu e.g. when suspending all liabilities, choose **All PWC Suspended**. Proceed to **Step 11** if suspending SOS arrears/charges.
10. Add the Receiving Parent BaNCS account using the **Pay to Account** MVG button, Enter the annual review date in the **Suspension Review Date** field then select **Get Liabilities**.
11. Select the due type from the dropdown menu and where relevant, a start and end date to display amounts for a specific time period. If the only due type is residual arrears-PWC/SOS you can skip this step.
12. Update the SR **Notes** with the reason for suspending the debt and a **Welfare of The Child** decision. Select the **Reason Code** from the reason dropdown box, for the suspension e.g. **Maintenance Direct Agreement, NRP Deceased, Suspend Pending Write Off, Sequestration** etc.
13. Update the **Resolution Code** to **Suspend Liabilities** and save the record. The **Status** and **Sub Status** are automatically updated to **Pending Approval** and **Pending Approval TL** and the system automatically issues a work item to the Team Leader (TL) for approval. Team leader authorisation levels are:
  - £499.99 and below to be authorised at AO level
  - £500.00 to £4,999.00 to be authorised at EO level (EO2 level in NICMS)
  - £5,000.00 to £19,999.99 to be authorised at HEO level (EO1/SO level in NICMS)
  - £20,000.00 to £29,999.00 to be authorised at SEO level (DP level in NICMS)
  - £30,000.00 to £49,999.00 to be authorised by line of business director
  - £50,000.00 and above to be authorised by the Operations Director

### Suspend - Team Leader Actions

14. Select the task to be approved from your **My Approval** Inbox, then navigate to the **Suspend Liabilities** view of the SR.
15. Confirm the correct liabilities/amounts have been suspended, update the **Action** field to **Approved**. Select **Ctrl and S** to save the SR and return it to the caseworker.
16. Update the **Action** field to **Rejected** if the SR is inaccurate (e.g. wrong line items selected). Enter reasons for rejecting the suspension in the **Comments** field then **Ctrl and S** to save the SR and return it to the caseworker.

### Complete SR and Submit to BaNCS

17. Access the SR from **My Activities**. If TL approval accepted, update the **Resolution Code** to **Suspend Liabilities Accepted**. Select **Submit Suspend Liability** to submit the suspended liabilities to BaNCS. If the TL has rejected the SR, complete the necessary amendments and resubmit the SR to the TL following **steps 7-13**.
18. From the **Suspend Liabilities** SR, create a child **Perform Calculation** SR via the **Create SR** drop down menu to create a new promise to pay (P2P) schedule, or expire the existing P2P schedule if there is no remaining debt left to schedule. If the arrears are suspended as a result of a change to service type to direct pay (e.g. where SoS arrears are suspended as they can only be scheduled via a Collect & Pay service type), generate the below **Perform Calculation** child SR:
  - **Process = Perform Calculation**
  - **Area = Payment plan only**
  - **Sub Area = Suspend/Unsuspend Liabilities**

This SR is only used when changing the service type to Direct pay agreement

19. Follow the activities in the activity plan to issue a direct pay schedule to both clients i.e. the receiving parent or child in Scotland (CIS) and the paying parent. The direct pay schedule will include the collection charges saved as a result of choosing direct pay as the service type.
20. Once the **Perform Calculation** SR has been completed, complete any remaining activities in the **Suspend Liabilities** parent SR activity plan and close it by changing the **Status** to **Closed** and the **Sub Status** to **Complete**.

### Unsuspend Liabilities

21. Where arrears are to be unsuspended, From the **Suspend Liabilities** SR, create a child **Perform Calculation** SR via the **Create SR** drop down menu to create a new promise to pay (P2P) schedule:
  - **Process = Perform Calculation**
  - **Area = Payment plan only**
  - **Sub Area = Suspend/Unsuspend Liabilities**
22. Update the **Status** of the SR to **In Progress**. The system will then create an activity plan displaying the list of tasks you will need to complete.
23. Navigate to the **Unsuspending Liabilities** view and select **Get Suspended Arrears** to retrieve the suspended liabilities from BaNCS.

24. To unsuspend all liability, in the **Unsuspending Liability Criteria** section select the **Unsuspending Level** field and from the dropdown menu select **Case** and **Yes** in the **Unsuspend All Liability** field.
25. To unsuspend part of the liabilities, in the **Unsuspending Liability Criteria** section, select the **Unsuspending Level** field and **No** from the dropdown menu. Select pay to account and chose case from which arrears are to be unsuspended
26. In the paying parent unsuspension section select those arrears being unsuspended e.g. PWC or SoS.
27. Select the due type from the dropdown menu and the start and end dates where applicable.
28. Update the **Notes** with the reason/s for unsuspending the liabilities e.g. change of service type from direct pay to collect and pay, receiving parent would like arrears to be collected, SofS arrears to be collected.
29. Select **Get Liabilities**. All the liabilities are displayed in the **Unsuspend Liabilities Action** applet. To unsuspend part of the liabilities, tick the **Update to Siebel** checkbox on the lines of those items to be unsuspended. In the **New Unsuspend Amount** column enter the amount for unsuspension to update the **Sum Total Liabilities** field.
30. Update the **Reason Code** as applicable e.g. Change of Service Type, Arrears now Collectable, Suspension Error, and change the **Resolution Code** to **Unsuspend Liabilities Accepted**. The 2012 system will automatically send the SR to your TL for approval.

### Unsuspend - Team Leader actions

31. Select the task to be approved from your **My Approval Inbox**, then navigate to the **Unsuspend Liabilities** view of the SR.
32. Once you have checked that the correct liabilities/amounts have been unsuspending, update the **Action** field to **Approved**. Select **Ctrl and S** to save the SR and return it to the caseworker.
33. Update the **Action** field to **Rejected** if the SR is inaccurate (e.g. wrong line items selected). Enter your reasons for rejecting the suspension, then select **Ctrl and S** to save the SR to return it to the caseworker.

### Complete SR and submit to BaNCS

34. Access your returned SR from **My Activities**. Where you have received TL approval, update the **Resolution Code** to **Unsuspend Liabilities Accepted**.
35. Select **Submit Unsuspend Liability** to submit the unsuspending liabilities to BaNCS. If the TL has rejected the SR, complete the necessary amendments and resubmit the SR to the TL by following **steps 23 - 30**.
36. Once the unsuspending liabilities have been submitted to BaNCS, The 2012 system will automatically create a new **Perform Calculation** SR. This will need to be completed by the owning caseworker, to allow them to issue a P2P schedule to the paying parent and payment plan to the receiving parent/CIS.

### Review Suspended Liabilities

37. On the review date the system will generate the below SR:
  - **Process = Payments**
  - **Area = Manage Liabilities**
  - **Sub Area = Review Suspended Liabilities**
38. Update the **Status** of the SR to **In Progress**. The **Review Suspension** tab will display the **Existing Suspension Review Details**, which will allow you to view the **Existing Suspension Review Date** and the **Existing Review Date Override Reason** (if this has been set).
39. From the **More Info** tab, select the activity **Review Suspended History** from the activity plan. Review the previous suspension decisions and reasons, using the previous SR's and Notes, and consider whether the suspension should be extended or the liabilities reinstated.  
For further information on suspending debt decisions, refer to the Policy, Law and Decision Making Guidance. 
40. From the activity plan, mark the activities **Review Suspended History** and **Review Previous Service Requests** and their **Notes** as **Done**. Where you have decided to continue with the suspension, go to **step 41**. If you have decided to reinstate the liabilities, go to **step 47**.
41. In the **Review Suspension** tab, **New Suspension Review Details**, update the **New Suspension Review date** field with the new review date (e.g. the next annual review date). Select the **New Review Date Override Reason**.
42. From the **More Info** tab, from the activity plan update the activity **Select Override Reason** as **Done**, and the **Reinstate the Suspended Liabilities by Creating Unsuspend Liabilities SR** activity as **Not Required**.
43. Record your decision in the SR **Notes**, and mark the **Update Notes Field** activity as **Done**.
44. Update the **Resolution Code** to **Suspension Extended**.
45. The **Send Review Date** button will be enabled - select this button.
46. Change the SR **Status** to **Closed** and the **Sub Status** to **Complete**.

### Reinstate Liabilities

47. From the activity plan, mark the activities **Update Suspension Review Date** and **Select the Override Reason From the Drop Down Menu** as **Done**. Select the override reason from the drop down menu, and mark the activity **Click Send Review Date** as **Not Required**. Change the **Resolution Code** to **Suspension Reinstated**.
48. From the activity **Reinstate the Suspended Liabilities**, manually create an **Unsuspend Liabilities** SR:

- **Process = Payments**
- **Area = Manage Liabilities**
- **Sub Area = Unsuspend Liabilities**

49. Update the activity as **Done**.

50. Record your decision in the SR **Notes**, and mark the **Update Notes Field** activity as **Done**.

51. Change the SR **Status** to **Closed** and the **Sub Status** to **Complete**.

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[Arrears \(Negotiated Payment Schedule\) - Calculate](#)

[Arrears Negotiation and Missed Payments](#)

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