

## Transfer data between clients - Details

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**Note:** Automated process- Online application Journey ONLY- Account /Roll number, sort code captured within the online journey only if the customer has selected Collect and Pay, or if they selected Direct Pay **and** want CMS to pass the details on to the PP. If Collect and Pay was chosen, the details will be populated in CMS2012 automatically.

If Direct Pay was chosen, and the bank details have been provided to transfer to the other party, this will be completed automatically by the system. A Transfer Data Between Clients SR will be automatically created, and populated with the details. When the Initial calculation is completed, the details will automatically be issued to the other party, and the SR will be closed. No caseworker action is required.

Create service request

1. Create a service request (SR) with the following values:

- **Process = Outbound Contact**
- **Area = Send Generic Correspondence**
- **Sub-area = Send Generic Correspondence**

2. Link the case and change the SR **Status** to **In Progress**.

3. Confirm with the client if the request is to send their contact details to the other party, or if the request is to pass bank information to enable direct pay. If only bank details are being collected, refer to **Verbally or Digitally Collecting and Transferring Bank Details**.

You must inform the client that all information provided will be passed to the other party and to only complete the sections in the form that they want to be passed along.

## Sending contact details

**Warning:** Only send CMSL0405 to the client if you have informed them to only provide information which they would like to be passed on to the other party.

4. Issue **CMSL0405** to the client to obtain the information that is to be passed to the other client and a signed declaration that the customer agrees for the information to be passed on. Change the SR **Status** to **Wait** and apply a wait of 14 days.

5. When the completed form is returned by the customer:

- confirm the declaration is signed. If the declaration is not signed or information is incomplete or not legible, contact the customer using the [Contact hierarchy principles](#) to inform them which parts are missing. If they still wish to pass on their contact details, send another copy of **CMSL0405**
- confirm the information the customer wishes to send to the other customer is information we will pass on
- where it is not information we will pass on, contact the client using the [Contact hierarchy principles](#) to explain

6. Check the receiving parents bank details in Check Payment Account Details to ensure that they are correct and manually input the details returned on the form into the relevant field within the SR. If the account name is longer than 18 characters then you should enter the surname in this field.

**Note:** For more information on the details required for different types of accounts, e.g. current account, building society account, select the direct input guide for Check Payment Account Details in the following link for [Check Payment Account Details](#).

7. Change the SR **Status** to **Pending Approval** and **Sub Status** to **Pending Approval - TL**. The **CMSL0406** will not issue until approval is provided.

**Warning:** Deputies and EO caseworkers should not approve the SR as this will cause an error to occur with the SR.

8. After team leader approval is given, select **New** and **Letter - Outbound**. If the team leader has rejected the SR, the SR fields will remain editable. Apply the necessary corrections and resubmit to TL for approval.

9. Within the **Template Name** column select the **MVG** button and the **CMSL0406**, generate with the paying parent as the recipient.

10. Issue letter **CMSL0406** to send the details to the other party. CMS will generate an attachment to the letter which will automatically pre-populate with the information input into the SR.

11. **Close** and **Complete** the SR.

## Verbally or Digitally collecting and transferring bank details

1. Confirm with the client that only bank details will be collected verbally and passed in writing to the other party to enable the Direct Pay arrangement, otherwise refer to **Sending Contact Details**.

Use the following statement in conversation with the client to obtain authority to collect bank details verbally and pass these to the other party:

'Would you like us to pass your bank or building society account details on to the other parent?

If you provide me with your bank details now, I can help set up your Direct Pay arrangement more quickly. These details will not be shared with anyone other than (paying parent name). Do you (receiving parent name) consent to the Child Maintenance Service passing these details to (paying parent name) in writing? By agreeing to this consent, it will allow (paying parent name) to make payments directly into your account.'

2. Manually generate an SR with the following values:

- **Process = Outbound Contact**
- **Area = Send Generic Correspondence**
- **Sub Area = Send Generic Correspondence**

3. Change the SR **Status** to **In Progress**, link the case and record the bank details in the relevant fields within the SR.

4. Where the customer does not provide authority, refer to **Sending Contact Details** to issue **CMSL0405**. Record in the SR **Notes** that the customer's request is to share bank details and the verbatim statement was not accepted so CMSL0405 sent to gather bank details only.

5. Where the client gives authority, record in the SR **Notes** that the customer's request is to share bank details and the verbatim statement has been accepted to enable details to be transferred to the other party.

6. Check the receiving parents bank details in Check Payment Account Details to ensure that they are correct.

**Note:** For more information on the details required for different types of accounts, for example, current account, building society account, select the direct input guide for [Check Payment Account Details](#).

**Note:** Where this process is used at Application stage, no further action is required by the Applications caseworker. New Case caseworker will complete action from **Step 7**.

7. Contact the paying parent using the [Contact hierarchy principles](#) to advise that the receiving parent has requested Direct Pay and inform the paying parent that the banking information will be confirmed in writing.

8. Change the SR **Status** to **Pending Approval** and **Sub Status** to **Pending Approval - TL**. The **CMSL0406** will not issue until approval is provided. TL should check SR notes that the verbatim statement has been provided verbally or digitally to the customer. This will highlight cases where the customer has stated they only wish to pass on bank details. TL's should ensure only bank details are included on the SR to generate the CMSL0406.

9. To pass on these details to the other party, issue letter **CMSL0406**.

10. After TL approval is given the SR will become read-only and the letter and form will be issued to the client by the system.

If TL has rejected the SR, the SR fields will remain editable. Apply the necessary corrections and resubmit to TL for approval.

Transferring bank details in an online application

1.If the receiving parent has made an online application and has requested a Direct Pay arrangement they will have been asked if they want us to pass on their bank details in order for the paying parent to pay them.

Where this is the case, they will have supplied their bank details to us and these will be available in the html attachment within the attachments tab.

2. Open the html attachment and check the service type is Direct Pay. If the bank details have been supplied this indicates that the client has given authorisation to pass these details to the paying parent.

**Note:** You do not need to gain verbal authorisation to pass on the client's bank details or read out the verbatim statement when the client has made an application online. If the client has supplied their bank details you can proceed to pass these onto the paying parent as the authorisation has been provided by the client within the online service.

Manually generate an SR under the RP contact with the following values:

- **Process = Outbound Contact**
- **Area = Send Generic Correspondence**
- **Sub Area = Send Generic Correspondence**

3. Change the SR Status to In Progress, link the case and record the bank details in the relevant fields within the SR.
4. Record in the SR Notes that the customer has made an online application and has requested us to share bank details with the other party.
5. Check the receiving parent's bank details in Check Payment Account Details to ensure that they are correct.
6. Change the SR Status to Pending Approval and Sub Status to Pending Approval - TL. The CMSL0406 will not issue until approval is provided.
7. To pass on these details to the other party, issue letter CMSL0406.
8. After TL approval is given the SR will become read-only and the letter and form will be issued to the client by the system.
9. If TL has rejected the SR, the SR fields will remain editable. Apply the necessary corrections and resubmit to TL for approval.

Passing information between clients when the receiving parent has notified CMG of domestic violence

10. Where a receiving parent expresses a concern about passing bank account details to the paying parent due to domestic violence, discuss the other money transferring options available to them such as PayPal or MoneyGram, without promoting any particular service.

Advise them of the availability of bank accounts with a `central` or `national` sort code. This option gives clients the opportunity to proceed with a service level of Direct Pay without giving information on their whereabouts. Whichever option they choose, advise the receiving parent that they should call in with the details within the next 14 days.

Confirm with the receiving parent what specific information they require to be transferred to the other party to facilitate payment using an alternative payment method.

**Note:** If a customer elects to use an alternative payment method, advise them that if they encounter issues making or receiving payments, they must contact the relevant company (for example PayPal or MoneyGram) directly to resolve any issues.

**Note:** In this scenario a signed declaration from the receiving parent is not required. Take the bank details over the phone and pass them on to the paying parent.

11. When the receiving parent calls with or returns the bank details, record the information in contact notes. To pass on these details to the other party issue letter **CMSL0406**.

12. If the receiving parent fails to return or respond within 14 days, call them and advise that without the information, they cannot receive payments. If unsuccessful, contact the paying parent using the [Contact hierarchy principles](#) and advise that payments should be put aside as per the promise to pay schedule.
13. Where information has been provided, contact the receiving parent using the [Contact hierarchy principles](#) to confirm that the details provided have been passed on. If you are unable to contact the receiving parent using the [Contact hierarchy principles](#) issue **CMST0001** via outbound contact. Go to the **contact summary screen** and set the contact identifier flag. For more information on direct pay and the use of bank accounts with a `central` or `national` sort code, refer to [Child Maintenance Decision Maker's Guide](#).