HMRC - RM3316 - How To Prepare And Issue Payable Order: Payable Order Not Collected

Use the table below to find out how long you keep the payable order if it is not collected. An Inspector must keep it under lock and key at all times.

send a letter to the claimant saying that the payable order is being posted under separate cover

cancel the payable order

place it in the cancelled payable order establishment file

use OLDC to notify FAO (Payments) that the payable order has been cancelled.

If the claimant contacts you again about the repayment

Previous page