

SUV

Payment Plan and Direct Debit integration – v.1

Assumptions:

- CCS agents can set up a Direct Debit on behalf of PCN recipients
- Direct Debit details can not be altered after the DD has been set up
- If Direct Debit is not suitable, CCS agents can record a payment plan that they have discussed with the PCN recipient (advised monthly amount and number of payments)
- Payment Plan details can be altered if recipient contact CCS in the future

PCN screen – with Payment Plans tab

[Back to search](#)
[Lock](#)
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Business Services Authority
[Sign out](#)

Title

Mr

Address line 1

9 Hotspur street

Forename

Joe

Address line 2

Townford

Surname

Bloggs

Address line 3

D.O.B.

20/11/1988

Address line 4

NHS No.

20111988

Postcode

NE1 0LD

Email

Telephone

Save

Reset

Matches

Possible matches

Reference	Letter type	Sent	Respond	Balance	Status
123456789	PCN	28/5/17	28/6/17	£108.60	Open
323456789	PCN	28/4/17	28/5/17	£108.60	Closed

PCN 223456789: Open

Dental charge

£8.60

Balance due

£109.60

EDI

428991

Penalty

£50

PCN sent

28/06/2017

Evidence not seen?

No

Surcharge

£51

Surcharge sent

28/06/2017

Treatment band

2

Requested

£109.60

Respond by

28/07/2017

Treatment start

12/04/2017

Paid

£0

Area team

[Q55](#)

Treatment end

13/04/2017

HC3 amount

No HC3

Country

E

Exemption

Universal Credit certificate (Box 'P')

Charge received

£0

DWP checked?

No

Source

Paper

Direct Debit status

Active

Direct Debit reference

0012345678

Notes

Transactions

Payment Plans

1

2

3

4

5

[Record payment plan](#)
[Add Direct Debit](#)

Date	User	Type	Status	
27/07/2017 13:00	SYSTEM	Direct Debit	Active	View
05/05/2017 13:00	SYSTEM	Direct Debit	Pending	View
02/05/2017 13:00	SYSTEM	Direct Debit	Rejected	
18/04/2017 11:34	LOWHI	Payment plan	-	View

Record a Payment Plan or Add a DD that agent has discussed with caller

Examples of plans/DD and various statuses.

Record payment plan

Payment date

Advised payment amount

£

Advised time period

 months

Notes

0/2048

Submit

[Cancel](#)

Choose a payment date; 1-28

Caller is advised how much they should pay each month and how many months it will take to clear the PCN. Caller can pay more or less than this amount

Viewing a Payment Plan that has been added to the PCN record –

5

Payment plan

Payment date

Advised payment amount

£

Advised time period

months

Payments made

Date	Amount
24/04/2019	£10.00
22/03/2019	£15.00
23/02/2019	£15.00

[Cancel](#)

Can be altered if caller can no longer afford payments, change or circumstance etc.

Record of every payment made

Add Direct Debit

Payment date

Payment options

	Duration	First payment	Following payments
<input type="radio"/>	3 months	£118.84	£118.83
<input type="radio"/>	6 months	£59.45	£59.41
<input type="radio"/>	12 months	£29.80	£29.70

Same duration and monthly payment options as online.

Q. Can system calculate these payments?

Notes

0/2048

Submit

[Cancel](#)

Direct Debit has been set up online by the recipient and is Pending –

4

Direct Debit: Pending

Chosen payment date

26

Initial payment

£11.80

Monthly payment

£11.79

Payment duration

6 months

[Close](#)

Pending Direct Debits can't be altered

Q. should pending DD have cancel option?

Direct Debit: Active

Chosen payment date

26

Initial payment

£11.80

Monthly payment

£11.79

Payment duration

6 months

Payments made

Date	Amount	Status
26/09/2017	£11.79	Successful
26/08/2017	£11.79	Successful
27/07/2017	£11.80	Successful

[Close](#)

Active Direct Debits can't be altered

Q. should active DD have cancel option?

Record of every successful payment made