

Approving payments on the Central Payments System

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Introduction

It is important that Universal Credit pays the correct amount of money to the right persons on time, every time. This could be either a claimant or a landlord.

Every payment issued through the Central Payment System (CPS) must be approved to the standards set out in this guidance.

Approving agents

An approving agent is responsible for authorising payments in CPS. They must have the correct user access and they cannot authorise their own payments.

The approving agent is responsible for approving all CPS payment cases including:

- payment to more than one party (for example, claimant and landlord)
- monthly assessment period payments
- payments of arrears (for example, underpayments)
- retrospective payments
- hardship payments on an ad-hoc basis

This is not a complete list.

Approving payments

Every payment in CPS must be approved.

The approving agent is not performing quality checks when approving payments. They are making sure that the correct amount of money is paid to the right person on time, every time. The approving agent must ensure that:

- the details provided by the claimant and/or landlord in the Service match those on CPS
- any notes made by submitting agents are clear and understandable for those looking at the claim in the future
- the most appropriate payment method has been used

These checks are performed to prevent:

- fraud
- payment to the wrong person
- complaints and reputational damage for DWP

For further guidance, see Central Payment System (CPS).