

## Quick guide

# Blocked Maintenance Report

The Blocked Maintenance Payments Report provides details of students who have maintenance loan or grant payments blocked for an academic year, from AY 2012/13 onwards. It also includes the reasons why they have been blocked. This report enables you to encourage the students to provide the necessary information to us. We will not be able to make the payments to the students until the issues are resolved. Nominated staff at your university or college can access the report.

The data is derived from blocked maintenance payments in our customer accounting system.

Our customer accounting system creates the data in the report on a weekly basis, on a Sunday night. The data is then it's sent to the Student Information Service (SIS).

## Access

You must hold SIS Report Advisor access to the HE Gateway to see financial reports on SIS. If you need this to be added to your account, you should contact the User Administrator at your university or college.

- 1) First, go to **Financial Reports** by selecting the link on the left-side menu of the **SIS Home** page. Selecting this menu item will also display all the available reports.
- 2) Select the **Students with Blocked Maintenance Payments** from the **Financial Reports** submenu.
- 3) Select the academic year, then select **Display Results**.

The report will be generated and you will see a summary of your students with blocked maintenance payments for the selected academic year.

If data is not available for the academic year you selected, you will see the message below.

'No maintenance payments are blocked for the selected Academic Year'

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Blocked Maintenance Payment Report for 16/17 as at 06/07/2018			
Invalid/Missing NINO	Invalid/Missing Bank Details	Other Blocked Payments	Other Failed Payments
0	0	<a href="#">14</a>	0

This image above shows the hyperlink available to click on in the 'Other Blocked Payments' column.

To generate a more detailed report, select a hyperlinked number under the appropriate non-payment reason. As shown in the screen above, the value 14 under **Other Blocked Payments** is hyperlinked.

You will see a detailed breakdown of the non-payment reason including the following details:

- SSN (link to the **Detailed Student Information** screen)
- Full Name
- Date Registration Confirmed

## Maintenance Non-payment Summary section

A summary section will show the number of students with a positive registration confirmation whose maintenance loan and grant payments have not been made for the following reasons:

- **Invalid/Missing NINO** (National Insurance number)
- **Invalid/Missing Bank Details**
- **Other Blocked Payments** (for example deceased customer, account has been flagged as a suspect or an emergency stop payment notification has been actioned on the account)
- **Other Failed Payments** (for example the account has been blocked for fraud or recovery of grant overpayment)

## Details of (Non-payment Reason) section

When you select a non-payment reason hyperlink, you will see the **Details** section for the selected category. This lists all students who fall into that category and includes the following fields:

- SSN (Student Support Number) — hyperlink to the **Detailed Student Information** screen
- Full Name
- Date Registration Confirmed