

## CHAPTER 10 - PAYMENT SYSTEMS

1001. **Introduction.** FLCs/TLBs are required to negotiate with the Industry Partner (IP) for the most appropriate type of payment system for each individual unit. Officers, Warrant Officers & SNCOs' Mess Committees may elect to use a mess bill payment system administered through the IP. Needs of the consumers, cost and technology are also important considerations and advice should also be sought from single Service Personnel Branches on the best system for each Service that meets the needs of funding meals for those unable to pay.

1002. **Service Personnel Unable To Pay.** Service Personnel who claim financial hardship are to be investigated through the Chain of Command (CoC). A Service Person will be provided with the Core Meal subject to approval by the unit's Authority staff. The procedures for providing Service Personnel with meals and the subsequent recovery of monies will be directed by respective FLCs in accordance with the subsequent paragraphs.

1003. **Service Personnel Unable To Pay – Payment Recovery.** For Core Meals provided the individual's name, rank and service number are to be entered onto the Core Meal Repayment Voucher (Annex A). Once completed the voucher is forwarded to the unit's catering manager and unit Pay Office for accounting action. The pay Authority will credit the Defence Food Vote RLB 013 Local Project Code [S900574300 UIN D4817C](#) for the total amount of each CRL Core Meal Repayment Voucher and take appropriate action to debit the Service Person's pay account. The unit's pay Authority is to certify that monies have been recovered to the DFV. Under no circumstances is the IP to be paid in cash.

1004. **Service Personnel Reverting To The Daily Food Charge.** Service Personnel, with exceptional authority through the Chain of Command, may be charged for food on a daily basis by the Authority until such time that they are next due funds or can be reasonably expected to correct their financial situation. Service Personnel who request such action will be required to pay the DFC for the duration. There is to be no refund for meals not taken. The CoC will instruct the unit Pay Office/HR Admin staff to commence food charges for an authorised period and the IP is to provide the individual with the Core Meal, only during the specified period. The facility to revert to a daily food charge arrangement exists to provide a mechanism for Service Personnel who are genuinely without funds. It is not to be misused or to become the accepted custom and the CoC is to ensure that this facility is not abused.

1005. **Recovery of Payment to the Industry Partner.** Core Meals provided by the IP are to be entered daily onto the Crown-Account Forms (Ch 2 Annex A) by the IP. At the end of the trading period the information is to be transferred onto BX164 (Ch 2 Annex C) and then presented to the unit Authority for certification.

1006. **Chain of Command Responsibilities.** The HR Admin staff/OOD (RN/RM) will pass a list of individuals requiring financial assistance to pay for food to the unit CoC for investigation into the reasons for Service Personnel having insufficient funds to pay for meals. This investigation should result in an action plan to prevent the provision of meals on repayment becoming the norm and to ensure that the number of Service Personnel with insufficient funds to pay for meals is kept to the minimum. The effectiveness of the CoC in educating Service Personnel to budget for food will be subject to comment on the SPS/AFI.

1007 – 1099. Reserved.

**ANNEX A – CRL CORE MEAL REPAYMENT VOUCHER**

UNIT:

This proforma once approved is to be signed by the individual as having received the core-meal for a **period of 24 hours**.

Name:  Rank/Rate:  Service No:

I have insufficient funds to purchase a Core Meal and agree to recovery action from my pay account.

Signature:  Parent Unit:

To be completed by the Officer of the Day/Duty Officer:

Date Issued	Authorising Officer	Rate/Rank	Signature

Once completed this proforma is to be forwarded to the Catering Contract Manager where a copy is to be retained to support the Crown account, JSP 456 Pt.2 Vol 4 Ch 2 Annex A refers. The original is then forwarded to the Unit's pay authority to debit the individual's pay account and credit to the Defence Food Vote. **(RLB 013)**

**To be completed by Unit's Pay Authority:**

I certify that this individual's pay account has been debited the value of 1 days Daily Food Charge (DFC).

Unit Stamp	Name	Signature
	24 hours Food Costs (1 x DFC)	£

Name:  Rank/Rate:  Service No.

This is to certify that the named individual is entitled to the Core menu.

Breakfast	Lunch	Evening Meal	Authorising OOD Signature and Unit Stamp

## GUIDANCE NOTES FOR OFFICER OF THE DAY/DUTY OFFICER

### Personnel Unable to Pay for Food

If a person finds themselves in a position that they are unable to pay for meals once CRL stands up, the following procedure will be implemented:

- a. In the first instance the person reports to the Officer of the Day (OOD)
- b. OOD issues the person with a meal voucher, stamped and authorised for 24 hours.
- c. The voucher will have 3 boxes on it that equate to 1 x core breakfast, lunch and evening meal.
- d. The voucher can **not** be used as payment for food and drinks from any retail outlet apart from the core meal.
- e. OOD's follow up action is to report the situation to the ratings Divisional Officer and log the incident in the Daily Occurrence Book/Unable to Pay Log.
- f. The voucher can be presented at the point of payment and each portion of the voucher appertaining to the meal taken is annotated by the Industry Partner (IP).
- g. The IP is paid for the full 1 days of core meals regardless of which meals are actually consumed. Their authority to claim for meals taken by personnel unable to pay, is taken from the information recorded by the Officer of the Days in the appropriate log and is reported on the IP's monthly report.
- h. The individual will be debited from his pay 1 whole day of core meals, again regardless of whether or not all meals are consumed.
- i. This discourages any means of fraud from both parties.
- j. IPs are paid for meals against the food vote alongside other free feeder categories.
- k. Individual's pay accounts are debited using a one time debit transaction for a fixed sum of money, similar to the cash clothing system.
- l. Chain of Command will need to interview personnel unable to pay for meals to establish any fiscal long term solutions.