

How to notify DWP of a change of payment reference

1. There are 2 ways to do this:

- Via the Portal if you verified the case on the Portal;
- Complete a form for cases verified by SRS via the UC in box.

2. Portal

- a. Go to the 'Tenants' tab
- b. Use the search function to search by name or pay ref (this is the same place you go to for managed payment requests)

Search

Your tenant's name, address and pay reference will appear with an option to change it on the right-hand side. Select 'change' and the tenant's details will be repeated with the question: [Do you have a new reference number for this tenant?](#) Select yes and you will be prompted to enter it in the box. You'll then be asked to [check and confirm details](#), after which you should select the green [continue](#) box. The Portal will be updated immediately. Note that if you to do this as a managed payment is in transit from DWP to Camden, you may have to wait until the next payment for it to take effect (in which keep an eye on where that payment in transit goes)

- c. Rarely, you will see the option to 'add' instead of change. This could happen if there is no pay ref registered. Simply follow the same steps as above to add the pay ref.

3. On-line form for SRS verified cases

If you verified your UC case by SRS form via the UC in box, you cannot change the pay ref via the Portal. You should complete the form ePRS03 'Amending customer reference numbers' (copy on the Hub) and email it to the DWP Third Party Payments team at prs.customerreferencetm@dwp.gov.uk. Note that the form asks for our creditor name (London Borough of Camden) and our creditor ID (18803).