



DEO - Actual Schedule

This procedure will describe how to update 2012 system when an actual deduction from earnings order (DEO) schedule is received from the paying parent employer. The 2012 system will need to be updated in circumstances where the actual schedule received is different from the target schedule originally issued.

This action will be dealt with by the employer account manager within the Employer Payments Team (EPT).

A deduction from earnings order (DEO) is one of the preferred methods of payment from (MOPF) which the Child Maintenance Group (CMG) can use to secure payments of child maintenance and/or arrears from a paying parent's wages/earnings.

When an employer has been issued with a DEO schedule, this is known as a 'target schedule' and this includes all the paying parent's payments that CMG is expecting to receive from the employer. The employer can override this target schedule by supplying an 'actual schedule' containing a different payment amount.

CMG's preferred method of payment for employers to use, is via Bulk Payment. If an employer refuses or is unable to use this method, they can also pay via Employer Reference Number (ERN) Detailed Automated Credit Transfer (DACT) and paying parent (PP) Detailed Automated Credit Transfer (DACT).

Employers paying by ERN DACT will send individual payments for each employee on the schedule to the Employer Record.

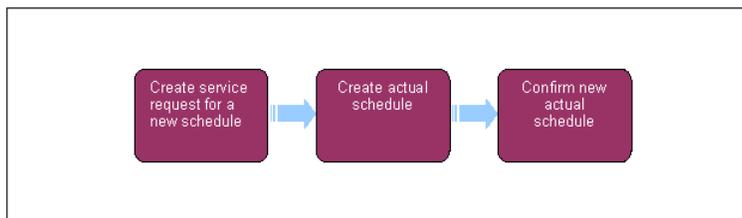
Employers paying by PP DACT will send individual payments for employees on the schedule direct to the paying parent Account. This is not the preferred payment method and is only to be used when an employer refuses or is unable to use or change, to Bulk Payment or ERN DACT.

The payment method will be agreed within the Welcome Call and will be documented within the Employer notes.

Where the employer has indicated that this change in payment amount is due to a change in the paying parent's circumstances e.g. a paying parent has left their employment, create a new schedule on the 2012 system to reflect this change.

When an Employer returns their schedule via the Self Service, and the money received matches, this money will be automatically processed without the need for EPT intervention.

For more information on DEOs refer to the Policy, Law and Decision Making Guidance: 



 This procedure uses the terms receiving parent and paying parent.

The receiving parent is the parent who receives or who is expected to receive child maintenance, known as the parent with care (PWC) or person with care (PeWC) on the system and in legislation. The paying parent is the parent who pays or who is expected to pay child maintenance, known as the non resident parent (NRP) on the system and in legislation.

Create service request for a new schedule

1. Where payment and a new deduction from earnings order (DEO) schedule has been received, view the bulk/total amount the employer has paid by selecting **Account Statement**.

 For employers with large numbers of CSA scheme paying parents, pre-build the actual schedule as soon as the target schedule has been issued, using the employer's last schedule held by Banking and Payment Assignment Services (BPAS). If BPAS do not hold this information, contact the employer to request the details. When creating the pre built schedule line entries, for each line entry add:

- First and last name
- CSA reference number
- National Insurance Number (NINO)
- Target amount = This will be pre populated with £0.00
- Actual amount = £0.00

 Where the employer was paying DEO monies for both Closed Scheme and CMS2012 employees and the only 2012 paying parent is no longer on DEO, a target schedule will not have generated and been issued to the employer. The employer is to be notified they will not receive a target schedule. In this scenario access the [Employer - Payment Reassign](#) procedure and complete the process.

2. A Create SR will auto generate when money is allocated to the employer account. If a Create SR hasn't been generated by the system, create one.
3. From the drop down lists select:
 - **Process = Employer**
 - **Area = DEO Schedule**
 - **Sub Area = Create**
 - **Source = Employer**
4. Select the **SR number** hyperlink.
5. Update the SR **Status** to **In Progress**. The system will then create an activity plan displaying the list of tasks to complete.

Create actual schedule

6. From the **Create Actual DEO Schedule Details** tab, choose start and end dates from the drop down calendars and then select **save** on each calendar to save the dates.
 - Input weekly dates for those employers that pay weekly, fortnightly for fortnightly pay or four weekly for four weekly either using the start of the target period as the start date or using the week number dates provided by the employer.
 - Where there are mixed periods on the schedule, e.g. both weekly and monthly, input the weekly dates for the weekly paid and use a day at the end of the period for the monthly paid.
 - Where a payment has been received and the DEO schedule has been cancelled and there are no further target schedules, use the day at the end of the period as long as there is room at the end of the last target schedule
7. Select **Create Schedule** to begin creating the schedule amounts.
8. Within the **Create DEO Schedule** tab, enter the actual amount received from the employer in the **Actual Amount** column. An amount will need to be entered for each applicable paying parent. Where the employer is making payments to the CSA scheme, enter £0.00 in the **Actual Amount** column.

The Account Summary shows any deductions paid by DACT using the ERN as single payments. Process the schedule as normal.

Where the employer has made a variation of payments, e.g. PP DACT and ERN DACT, enter a nil amount for these 2012 paying parents where the money was paid via PP DACT. This will ensure that the rest of the schedule is processed and allow the service request to be completed. Contact the employer to advise that they should only be using one payment method and request that they change for future payments. Add a note to the employer record to advise what actions have been taken.

Enter the CSA scheme paying parent details as per the schedule supplied by the employer.

9. Enter the reason for the new schedule amount in the **Reason For Revision** column e.g. NRP Change of Income. A reason will need to be entered for each applicable paying parent. The values that can be chosen to explain the discrepancy in payment are:

Employer (DEO)	Armed forces (DER)
Add stat paternity pay	Add stat paternity pay
Deceased	Deceased
Full deduction not sent	Left employment
Left employment	Minimum drawing rate applies
Multiple reasons	Multiple reasons
NRP change of income	NRP change of income
Payroll frequency not aligned	Protected earnings
Protected earnings	Redundancy
Redundancy	Statutory adoption pay
Remove - not required	Statutory maternity pay
Statutory adoption pay	Statutory paternity pay
Statutory maternity pay	Statutory sick pay
Statutory paternity pay	
Statutory sick pay	

10. When there are CSA scheme DEO's included, add these to the schedule so they are included in future target schedules issued to the employer. Select **Menu** and then **New Record**.
11. Complete the **Last Name**, **First Name** and **Nino** fields as appropriate. For 2003 scheme DEO's input the paying parent's NINO in the **CSA Ref#** field. For 2003 scheme clerical DEO's enter 'NST' followed by the NINO. If the DEO is 1993 scheme, use the 10 digit reference number.
12. The **Target Amount** field will need to be completed with **0.00** and the **Actual Amount** field with the amount received.



The above three steps will need to be completed for all CSA scheme DEOs received.

13. When the CSA scheme PP has transitioned to CMS2012, and the DEO payment received is now due to the schedule line for the CMS PP role, end/remove the CSA NRP schedule line, prior to confirming the schedule. To do this, record the following:

- Ensure the **target amount** is set as £0:00;
 - Input the **actual amount** as £0:00;
 - Update the **Reason for Revision** field to **Remove - Not required**
14. Check the schedule amount against the amount received, if they match select **Confirm Schedule** to confirm these details. If they do not match then check the paying parents **Notes** at **Contact** level as the DEO may have been cancelled by the owning segment. If the DEO has not been cancelled then contact the employer to discuss the discrepancy, refer to [Employer - Handle Missed Payment SR](#) or [Employer - Provide Refund](#).



Where the schedule has been pre-built, do not select **Confirm Schedule** until it has been validated that the pre-built schedule matches the actual schedule received from the employer.

Confirm new actual schedule

15. Select **Retrieve Account Balance** to ensure that the schedule is showing as confirmed on the system.
16. Choose **Go to Employer/Agent**, then **Employer Schedule**. View the entry or entries created in steps 6-9 in the **Schedule ID** column, the schedule **Status** should show as **Confirmed**.
17. Ensure all outstanding activities in the Activity Plan are completed by selecting the **Activities** tab.
18. Select the **SR#** hyperlinked number at the top of the screen.
19. Change the SR **Status** to **Closed** and the **Sub Status** to **Complete**. An SR will now automatically be generated within maintenance service to action the paying parent's change of circumstances.
20. Having completed the above actions, follow the [Receiving Parent Contact Call regarding DEO Payment](#) procedures.

NICMS replaces CMG in Northern Ireland

[DEO - Target Schedule](#)

[Employer - Handle Missed Payment SR](#)

[Employer - Provide Refund](#)

[Receiving Parent Contact Call regarding DEO Payment](#)

[Employer - Payment Reassign](#)