

DEO - Update

This procedure will take you through the steps to update an employer deduction from earnings order (DEO). This action will be dealt with by the employer account manager within the employer payments team.

When advised by the employer, the DEO schedule will be updated to ensure that when the target schedule is issued to the employer, it is as up to date as possible, ensuring the reconciliation does not become a time consuming process.

A reconciliation is the process of checking the DEO amount received against the schedule to ensure the correct payment value has been made by the employer. When the amounts do not match, further investigation will be required to determine the reason this has occurred. For more information refer to [DEO - Reconcile](#).

When an employer updates a schedule via self service, this will automatically update the DEO schedule held on the employer account. When written or telephone confirmation of a schedule update is received from the employer, the employer account manager will manually update the schedule held on the employer account.

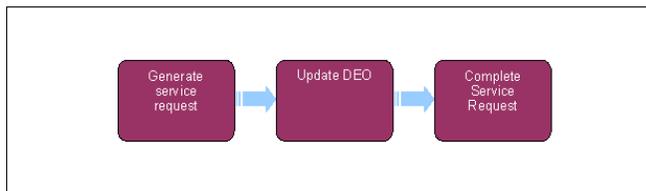
Employer account managers are able to:

- Update the monetary amount the employer will be sending for an individual paying parent
- Remove paying parents that have been incorrectly placed on the schedule
- Prompt the system to generate a Change Of Circumstances (CofC) service request SR when a paying parent has left employment.

They can also add a paying parent to a schedule. For more information refer to [DEO - Target Schedule](#).

 An enforced DEO is subject to an enforcement charge of £50.00. No charge applies for voluntary DEO's. If a paying parent has more than one employer and enforced DEOs are in place, only one DEO charge will be imposed for the action. When speaking to the paying parent during debt management action, please advise them that they will be liable to pay a charge for enforcement action the CMG takes, as well as any additional costs. Refer to the procedure for [Civil Enforcement Overview](#) for further information about enforcement charging.

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



 When speaking to clients always use the new terminology. For more information refer to [Terminology Changes](#).

 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.

Generate service request

1. Generate an Employer service request (SR) to update the DEO schedule.
2. From the drop down select:
 - **Process = Employer**
 - **Area = DEO Schedule**
 - **Sub Area = Update**
3. Within the SR select **Status** and change to **In Progress**. This will generate an activity plan for you to follow. An activity plan is a list of activities to be carried out to enable the completion of the update. For more information on DEO please refer to the Policy, Law and Decision Making Guidance. 

Update DEO

4. Select the **Go To Employer** button and then select each paying parent National Insurance Number (NINO).
5. When a NINO is selected you will be able to view the paying parent's DEO breakdown. From here you can check for any previous updates received from the employer.

6. Amend the DEO schedule to reflect the changes reported by the employer. To do this, select the original SR and select the **Amend DEO Schedule/s** view. For more information on DEO please refer to the Policy, Law and Decision Making Guidance 
7. Select the checkbox for any paying parents that require updates and then select **Update Selected NRP/s**.
8. This will take you to the **DEO Schedule Updates** view. In this view you can make updates to the schedule as per information received from the employer. To update the amount to be received for each paying parent, amend the **Actual Amount** box. For paying parents that have been incorrectly added to the schedule or are no longer in employment update this box to zero.
9. For paying parents remaining on the schedule and paying parents no longer in employment, update the **Reason For Revision** as updated successfully against the DEO schedule records.
 If a paying parent is removed due to having left the employer, and they have not advised the CMG of the change a new DEO may be set up once they have been traced. If the method of payment from (MOPF) was changed while the Paying parent was traced, a further charge will be applied for re-imposing the DEO. Please refer to the procedure for **Enforcement charge - Apply** for further guidance.
 The entered reason for revision and the zero amount will prompt the system to automatically create a CofC service request for the caseworker to update the paying parent's employment details.
10. For paying parents that are being removed from the schedule due to them being incorrectly added, update the **Reason For Revision to Remove – Not Required**.
11. Once the schedule is updated with all changes select **Commit Updates**.

Complete service request

12. Once all updates are completed, update the **Status** of the SR to **Closed**, **Sub Status** to **Complete**.

[Civil Enforcement Overview](#)

[Credit/Debit Card - One Off Payment](#)

[DEO - Enforced](#)

[DEO - Reconcile](#)

[DEO - Self Selected - Set Up](#)

[DEO - Target Schedule](#)

[Employer - Provide Refund](#)

[Employer - Use Overdraft](#)

[Enforcement charge - Apply](#)

[Terminology Changes](#)