



Employer Agent to Employer Record - Link

The aim of this procedure is for the caseworker to welcome the employer agent to the Child Maintenance Group (CMG) and to collect additional agent details for the ongoing maintenance of the CMG/employer/agent relationship (e.g. preferred method of contact).

Following initial contact with an employer by the employer team and confirmation of the employer details the employer can choose to nominate an agent. The agent would then be responsible for administering all DEOs for that employer and would be the first point of contact for the CMG. The agent could be an accountant or an outsourced payroll company. Once the agent is linked to the employer they are issued with a welcome pack.

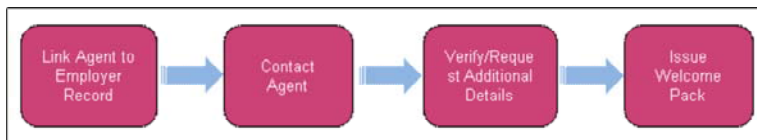
Agents will be given their own unique employer agent reference number (EARN), which will be used by the agent when contacting the CMG. This is a 12 digit number beginning 51 and is shown on the system in the **Commission Ref #** field.

Employers can terminate an agent's authorisation to act on their behalf at any time. Agents can be on the system as both an agent and an employer but with separate records.

Only the employer team can change the agent details.

Basic data about new agents will be collected by the employer payment team from the employer when the employer nominates an agent. One agent may be linked to multiple employers but an employer must only be linked to one agent.

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](#).

1. Prior to contacting the agent, confirm whether the agent is already held within CMS2012. To do this select the Employers tab located on the tool bar at the top of the screen.



Searching is case sensitive, you must search using all of the following methods to ensure a record does not already exist before creating a new record:

- Query in Title case i.e. Abc in the Name field
- Query for text in upper case i.e. ABC
- Query for text in small case i.e. abc
- Query with wild cards (*) i.e. A*b*
- Query with double quotes i.e. "ABC."
- Check for any other known information, for example a telephone number, and retry.

Select the **Query** button and input the **agent name** within the **Name** field, then select the **Search** button. Make a note of any agent already held within CMS2012.



When the agent is already linked to the relevant employer, no further action is required.

2. If you have not already done so, create a new service request (SR) by selecting the following from the drop down lists:

- **Source = Employer**
- **Process = Employer**
- **Area = Update Details**
- **Sub Area = Link Agent**



3. Update the **SR Status** to **In Progress**. This will generate an activity plan for you to follow. An activity plan is a list of activities to be completed for the change to take place.

Having previously determined whether or not there is already an agent held within CMS2012, one of the following processes is to be followed.



When an agent is already held within CMS2012, follow the process from **step 4** to **step 13**.

When there is no agent held within CMS2012, follow the process from **step 14** to **step 38**.

Agent Already Held within CMS2012



4. Select the **Link/Removed Agent MVG** button. Locate the relevant agent and select the **OK** button. All fields will now be populated within the SR details applet.
5. Update the **Resolution Code** to **Agent Linked**.
6.  Call the agent. If the agent is not contactable, schedule a callback and update the SR to show:
 - **Status = In Progress**
 - **Type = Wait**
 - **Due date = Date of the planned callback**
7.  If you are able to contact the agent explain who you are, where you are calling from and welcome them to the Child Maintenance Group (CMG). Verify the contact details supplied by the employer. Explain the agent's and employer's duty as part of their relationship with the CMG. Advise the agent that a welcome pack will be issued to them by post which will welcome them to the 2012 scheme. Check the employer record to find out if the employer is paying any existing child support deduction from earnings orders (DEOs). If they are, advise the agent that all future DEO payments (including any pre-existing 1993/2003 scheme DEO payments) should be sent to the 2012 scheme on one schedule for this Employer Link.
8. Advise the agent to:
 - Fill in the new CMG DEO schedule so it now includes any existing CSA DEOs (the new CMG DEOs should be pre-populated on the form)
 - Set their payroll software (or whichever method they use to process their payroll) to deduct the total amounts of all the DEOs and make payable to the CMG
 - Cease payments to the Child Support Agency (CSA) and make one single payment to the CMG equal to the total amount on the newly completed DEO schedule
 - Remove any deductions set up on their payroll software to pay to the CSA

Security details



9. Explain that future calls will use a security routine to confirm authorisation. This will be to ask three security questions based on the employer agent's record from the information displayed on the **Account Summary**. For a list of Security Questions refer to: [Employer/Agent - Contact](#)
 -  Prior to closing the SR, caseworker must manually generate CMSL8012 with attachment CMSL8002 including the Welcome pack, ensuring the letters are issued to the Agent and not the employer by checking the account assigned before generating letter.
10. Complete all the Activities within the **Activities Tab**.
11.  Advise the agent that the system will then automatically issue the employer written confirmation that the link has been processed. Notification CMSL8011 is issued to the employer. Notification CMSL8012, cover letter CMSL8002 and welcome pack are issued to the agent.
12. Deal with any further queries the agent may have and record the call details. Advise the agent that if they have further queries regarding the welcome pack to contact us.
13. When the agent and employer are linked, update the SR **Status** to **Closed** and **Sub Status** to **Complete**.

No Agent Held within CMS2012

14. Select the **Link/Removed Agent MVG** button.
15. Select the **New** button.
16. Input the name and select the **Save** button followed by the **Ok** button.
17. Select the **Main Phone # MVG** button.
18. Select the **New** button and populate the **Contact Telephone Number** and **Phone Type** fields.
19. Select the **Save** button followed by the **OK** button.
20. Select the **Contact Last Name MVG** button.
21. Select the **New** button and populate the **Name** and Title fields.
22. Select the **Save** button followed by the **Ok** button.
23. Select the **Go To Agent** button.
24. Locate the **Address Line 1** and select the **MVG** button.
25. Select the **Search Address** button.
26. Select the **Query** button and input the **Post Code**.
27. Select the relevant address.

28. Select the **Save** button followed by the **Ok** button.
29. Select the SR number on the thread bar.
30. Select **More Info** and update the **Resolution Code** to **Agent Linked**.
31.  Call the agent. If the agent is not contactable, schedule a callback and update the SR to show:
 - **Status = In Progress**
 - **Type = Wait**
 - **Due date = Date of the planned callback**
32.  If you are able to contact the agent explain who you are, where you are calling from and welcome them to the Child Maintenance Group (CMG). Verify the contact details supplied by the employer. Explain the agent's and employer's duty as part of their relationship with the CMG. Advise the agent that a welcome pack will be issued to them by post which will welcome them to the 2012 scheme. Check the employer record to find out if the employer is paying any existing child support deduction from earnings orders (DEOs). If they are, advise the agent that all future DEO payments (including any pre-existing 1993/2003 scheme DEO payments) should be sent to the 2012 scheme on one schedule for this Employer Link.
33. Advise the agent to:
 - Fill in the new CMG DEO schedule so it now includes any existing CSA DEOs (the new CMG DEOs should be pre-populated on the form)
 - Set their payroll software (or whichever method they use to process their payroll) to deduct the total amounts of all the DEOs and make payable to the CMG
 - Cease payments to the Child Support Agency (CSA) and make one single payment to the CMG equal to the total amount on the newly completed DEO schedule
 - Remove any deductions set up on their payroll software to pay to the CSA

Security details

34. Explain that future calls will use a security routine to confirm authorisation. This will be to ask three security questions based on the employer agent's record from the information displayed on the **Account Summary**. For a list of Security Questions refer to: [Employer/Agent - Contact](#)
 -  Prior to closing the SR, caseworker must manually generate CMSL8012 with attachment CMSL8002 including the Welcome pack, ensuring the letters are issued to the Agent and not the employer by checking the account assigned before generating letter.
35. Complete all the **Activities** within the **Activities Tab**.
36.  Advise the agent that the system will then automatically issue the employer written confirmation that the link has been processed. Notification CMSL8011 is issued to the employer. Notification CMSL8012, cover letter CMSL8002 and welcome pack are issued to the agent.
37. Deal with any further queries the agent may have and record the call details. Advise the agent that if they have further queries regarding the welcome pack to contact us.
38. When the agent and employer are linked, update the **SR Status** to **Closed** and **Sub Status** to **Complete**.

NICMS replaces CMG in Northern Ireland

[CMSL8002 Your new employer agent account](#)

This should be the first letter an employer's agent receives from the CMG – it will be the covering letter for the welcome pack. It will be sent after the employer account is set up over the phone.

All fields in this letter are system generated, no manual intervention is required.

[CMSL8011 Your agent](#)

Letter to employer to acknowledge that we've linked them with an agent.

All fields in this letter are system generated, no manual intervention is required

[CMSL8012 You're now registered to act on an employer's behalf](#)

Letter to an existing agent telling them another employer has nominated them to handle their account with us.

All fields in this letter are system generated, no manual intervention is required.

[Employer/Agent - Contact](#)

[Employer/Agent - Edit](#)

[Terminology Changes](#)

[Third Party Employer - Set Up](#)

Third Party - Set Up