



## Employer - Manage Contact

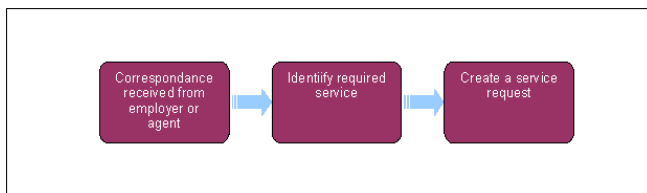
This procedure takes you through how to deal with a request made from an employer or agent, detailing the actions you may need to take to resolve their request.

This process is carried out by a member of the employer payments team when correspondence from an employer or agent is received. You need to identify from this, the type of service they require. Correspondence could be in the form of a telephone call, letter, fax or email.

This procedure also covers what action to take when using email to validate who we say we are when contacting a paying parent's employer as part of the information gathering process. This action can be carried out by caseworkers in Maintenance, Arrears Enforcement, Complaints and Appeals teams in all areas.

In order to help with the employer or agents enquiry you will identify the system action that is needed to perform the change, creating a service request (SR). You will follow the Activity Plan created in the SR to resolve this. Some actions are only available to an employer and not an agent, in cases where the SR can be raised for either, it will be raised in the same way selecting agent or employer in the SR.

For more information refer to 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.

There are a number of reasons why an employer or agent may call. This procedure has tried to cover each scenario, providing guidance for you to follow and steps you would take to create a service request (SR) in order to help with each different reason.



If you are contacted by an employer who wish to be spoken to in Welsh please liaise with the Welsh Language Unit to arrange a call-back to the employer.

### Contact received

If telephone contact is received from an employer or agent, you need to ensure that security questions are complete before you can take any further action. Employers and agents are asked three general questions about their account from their account summary

For employers ask three questions from:

- Additional telephone numbers
- Fax number (update the preferred fax flag if required)
- Email address
- Contact name/s
- Pay date and payroll cut off date
- Voicemail authorisation
- Payroll address (as Her Majesty's Revenue & Customs (HMRC) may not provide this)

For agents ask three questions from:

- Employer Agent Reference Number (EARN)
- First line of company address
- Post code
- Telephone number
- Email address



Note, if the employer enters a TRN into the IVR instead of their ERN, the system will not populate with the employers details. When this happens you will need to manually select the employer from the system.

## Identify service required

1. Identify the reason for the employer/agent contact and how you can help them.

## Create an SR

2. You may need to create an SR in order to resolve their enquiry. This provides you with an activity plan to follow, detailing the actions for you to follow in order to complete the SR.



You must raise any SR through the main **Service Request** view. Once raised, link the correspondence to the SR.

3. Some actions are only available to employers and this has been highlighted in the scenarios below.
4. When an SR is raised for either employer or agent you will select the appropriate option for the process in the SR.
5. Once you have created an SR, use the guidance for this procedure to enable you to complete all required actions, updating the case with changes made.

## Potential contact reasons

- **General enquiry** - If the contact is for a general enquiry, establish information needed and provide an update. To create an SR select:

- **Process = Employer**
- **Area = Info Requested**
- **Sub Area: Send Literature or Update Procedures**, depending on the reason for call.

For more information refer to [Employer - Send Literature](#)

- **Self service problem** An employer may call to advise that they are experiencing problems with the self service system, you would need to raise an SR under:

- **Process = Employer**
- **Area = Info Requested**
- **Sub Area = Self Service Usage Or Self Service IT**

This can only be instigated by an employer. For more information refer to [Self Service Overview](#).

- **Update Employer/Agent Details** - If an employer or agent calls to update a change to their own records, create an SR under the following:

- **Process = Employer**
- **Area = Update Details**
- **Sub Area = Update Employer Details or Update Agent Details**

For more information refer to [Employer Or Agent - Edit](#).

- **Responding to communication for a payment** - An employer or agent may call, responding to notification from the Child Maintenance Group (CMG) for a payment. You would create an SR depending on if the employer or agent are calling to make a payment or to provide information. Create the SR with one of the following:

- **Process = Employer**
- **Area = Info Provided**
- **Sub Area = Capture and Route Client Details**

or

- **Process = Payments**
- **Area = One Off Payment**
- **Sub Area = Employer Credit/Debit Card**

For more information refer to [Employer/Agent Contact](#) or [Employer - Handle Missed Payment SR](#).

- **Change of circumstances for a single paying parent** - The employer or agent may call to advise of a change of circumstances (CofC) for a paying parent. To update this change create an SR and populate:

- **Process = Employer**
- **Area = DEO Schedule**
- **Sub Area = Update**

For more information refer to [Employer Paying Parent COC - Individual/Group](#).

- **Change of Circumstances for multiple paying parents** - When an employer or agent calls to advise of a CofC for more than one paying parent raise a SR under:
  - **Process = Employer**
  - **Area = DEO Schedule**
  - **Sub Area = Update**

For more information refer to [Employer Paying Parent COC - Individual/Group](#).

- **Request employer statement** - Employers or agents may call to request an employer or agent statement, create an SR and populate with the following:
  - **Process = Employer**
  - **Area = Info Request**
  - **Sub Area = Statement Request**

For more information refer to [Employer - Provide Statement](#).

- **Capture employer complaint** - In the event that an employer wants to make a complaint, a SR would need to be created for this and populated with:
  - **Process = Employer**
  - **Area = Complaints**
  - **Sub Area = Resolution Or Review**

This can only be performed by an employer. For more information refer to [Employer - Resolve Payment Related Complaint](#) or [Employer - Review Payment Related Complaint](#).

- **Employer nominates an agent** - When an employer advises that they would like to add an agent an SR needs to be created under:
  - **Process = Employer**
  - **Area = Update Details**
  - **Sub Area = Link Agent**

This can only be performed by an employer. For more information refer to [Employer Agent to Employer Record - Link](#).

- **Employer changes or removes agent** - Employers may call to remove an agent acting for them or to change the agent, an SR would need to be created under:
  - **Process = Employer**
  - **Area = Update Details**
  - **Sub Area = Remove Agent**

This can only be performed by an employer. For more information refer to [Employer/Agent - Remove](#).

- **Input DEO schedule** - Employers receive a copy of their target DEO schedule either via the self service option or a paper copy (whichever they are set up for). They need to report any changes they have.
- Depending on the outcome of the call, more investigation may be needed. For more information refer to [DEO - Set Up](#).

## Re-issue CMSL2040

 A request to re-issue the CMSL2040 can be made to the case owning caseworker in the following scenarios:

- when the employer is refusing to adhere to the DEO Schedule following a CofC, as the amount shown on the schedule differs from the amount shown on the CMSL2040;
- when the Initial CMSL2040 was issued with incorrect or no information;
- when the employer is being considered for referral to the Financial Investigation Unit (FIU);

A note is to be added to the employer record to advise why the request to re-issue the CMSL2040 was made.

## View CMSL2040

If you need to view the CMSL2040 issued for a particular PP, obtain the **PP NINO** from the employer record and select the **NRP Screen** tab from **CMS2012 Home page**. Perform **Query** using the **PP NINO** and **select** the relevant **case number** hyperlink to access case details. Select the **Activities** tab to enable you to Query for the required CMSL2040. Where the PP is involved in more than one case you may need to repeat the process for each case until you find the required CMSL2040.

[Confirming our Identity to Employers](#)

If the employer will not provide any information over the phone, ask them if they have access to email as you can send them an email immediately to confirm our identity. If the employer agrees, while you're on the call, complete the following actions:

1. Open up a new blank email from your designated **Employer Information Request** inbox.
2. Add the following subject line '**Child Maintenance Service – Important Information – Do Not Reply via Email**'.
3. Locate the standardised message template which will be held in a shared team folder. You will be shown the location of the folder by your team leader and copy and paste the text into the email. Only the wording on the template should be used.
4. Add the employer's email address and send the email to them.
5. Once the employer receives the email, if they are content, continue the call and gather the necessary information.

If the employer doesn't agree, ask them to:

1. call us back with the information
2. send it to us by post or
3. explain we'll send them a letter for them to complete and return to us.

[Complaint - Third Party](#)

[DEO - Enforced](#)

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

[DEO - Target Schedule](#)

[Employer/Agent Contact](#)

[Employer/Agent - Remove](#)

[Employer Agent to Employer Record - Link](#)

[Employer - Handle Missed Payment SR](#)

[Employer Paying Parent COC - Individual/Group](#)

[Employer Or Agent - Edit](#)

[Employer - Provide Statement](#)

[Employer - Resolve Payment Related Complaint](#)

[Employer - Review Payment Related Complaint](#)

[Employer - Send Literature](#)

[Self Service Overview](#)

[Terminology Changes](#)

What methods of contact can an employer/agent use?

A telephone call, letter, fax or e-mail.

Will the correspondence from employer/agents affect the number of service requests required?

Yes different service requests may be required.