| Department for Work & Pensions | Procedures › Enforcement Of Judgements Office - Register |

Procedures > Pages > Civil-Enforcement > Enforcement-of-Judgements-Office-register

Enforcement Of Judgements Office - Register

The Enforcement of Judgments Office (EJO) is legislatively responsible for carrying out civil debt recovery in Northern Ireland (NI).

After a Liability Order (LO) has been granted by a Magistrates Court the Northern Ireland Child Maintenance Service (NI CMS) will register the debt with the EJO who will exercise their powers to recover the debt from the paying parent on behalf of the NI CMS.

While the EJO carries out civil debt recovery, a case manager with enforcement responsibilities will retain ownership of the case.

Payments received by EJO from the paying parent will be paid to the NI CMS. All costs for registering the debt with the EJO will be added to the paying parent's arrears balance only after the case is fully registered with the EJO.

The purpose of this activity is for a case manager in enforcement to complete initial and full registration with the EJO. If the paying parent does not pay the outstanding debt following initial registration, the case manager will proceed to full registration if appropriate.

Once full registration is completed, the case manager will monitor the case whilst the EJO carries out the civil debt recovery. For more information refer to Monitor case with EJO, in related items.

For further information please refer to the Policy, Law and Decision Making Guidance
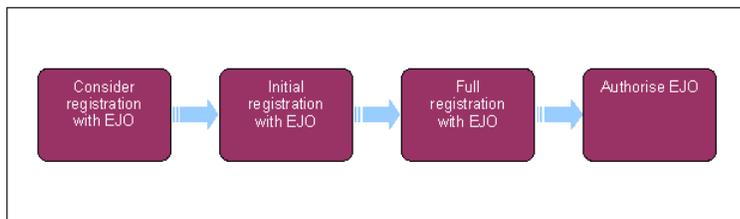
When speaking to clients always use the new terminology - for more information refer to Terminology Changes.

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.

Consider registration with Enforcement of Judgments Office (EJO) (case manager)

Some actions may require an up front payment to the service provider (eg Courts). This payment will be made using the government procurement card (GPC), for more information refer to Admin Account - Add To.

1. Check the paying parent's address. Ensure that the paying parent lives within the jurisdiction of Northern Ireland (NI) before continuing.

   Issue CMEL7055 where appropriate to the paying parent's local authority for additional information to locate the paying parent.

2. Check Customer Information System (CIS) to see if the paying parent is claiming a prescribed benefit.

   EJO action will not be appropriate if the paying parent is claiming a prescribed benefit. If this is the case the case manager should record this in case **Notes** and consider other appropriate enforcement actions.

3. Create EJO SR as follows:

   - **Process = Enforcement**
   - **Area = Take enforcement action**
   - **Sub area = EJO**
   - **Add NRP details**
   - **Add case details** (more than one case can be added if required)

4. Set the SR Status to **In Progress** and complete the steps in the activity plan.

5. You will need to associate related SR's to the new SR, to do this navigate to the **Enforcement Actions** tab and select **Related SR's**

6. Select **Add**. A list of SR's for the contact will appear and the case manager will select the SR's related to this action. This may include but may not be limited to SR **Review Case and Decide on Action** and SR **LO-Magistrates Court**.

7. Select **OK** to link related SRs to the EJO SR.

8. Navigate to the **EJO** form in the **EJO / LSDO / Disclosure Asset Forms** tab on the system. Select **New** and create a **General EJO actions** form

9. Verify the exact amount of arrears outstanding on the LO and linked costs that you're registering with the EJO:

   - Calculate the amount granted for the LO less the sum of payments received against the LO (may be across multiple LO's).
   - Calculate the amount of costs related to the LO.
   - Add the totals together to establish the exact amount of arrears outstanding.

10. Then return to the SR activity plan and update the step **Verify the exact amount of Arrears Outstanding**

11. Assess any welfare of the child/ren considerations and update the **Consider Welfare of The Child** step.

    The decision to apply for EJO action is a discretionary decision, this includes making a Welfare of the Child Decision, for more information on discretionary decisions including a verbatim statement to record in **Notes** refer to Policy, Law and Decision Making Guidance .

12. Complete an offline search of the EJO register and obtain priority number.

    EJO will not accept a case when the paying parent has been declared bankrupt. We have to wait until the bankruptcy has ended. All searches etc should be completed and the information stored so action can continue when the bankruptcy ends.

13. When you've completed the search, update **Search Completed**- **EJO Search Date** in the **EJO general** form. Record the EJO Priority Number in the **Notes**.

14. Attach the relevant LO/s to the SR by going to **Enforcement Actions** tab and select **Enforcement Orders**. Choose the relevant LO/s and select **Add** to attach to the SR.

15. Update the step **Add/Validate LO** within the activity plan.

16. You will then call the receiving parent to explain the action we are taking. You should be clear and realistic about how long this action could take.

17. Send letter CMEL9271 to the receiving parent if you decided that EJO action is appropriate.

18. If you have decided that EJO action is not appropriate, update the outcome of the activity plan to **Exit** and close the SR.

19. Update the **Notf Update Issued to PWC** data field within **EJO General** form to show letter sent to the receiving parent. Then update L**etter Outbound** within the activity plan.

20. You now need to update step 5 within the activity plan. If you're proceeding to initial registration stage then update the outcome of the activity plan to Continue.

21. Complete the **Validate Registry** activity plan steps.

22. Navigate to the appropriate LO/s to confirm whether an initial registration is valid within the LO record. Select **Enforcement Action** tab and then **Enforcement Orders**. Then select the Relevant LO and check to see if an **Initial Registry date** is held within the LO details.

    i If an initial registration has been completed within the last three months it is valid. If the **Initial Registry date** field is blank an initial registration has not been completed.

23. Return to the SR and update the step **Is Initial Registry Valid for EJO** within the activity plan
    - If Yes go to **step 63** to proceed with full registration
    - If No go to **step 25** to make an initial registration

24. When the **Is initial registry valid for EJO** activity plan is updated with the outcome **No** the system will generate the **Initial Reg File** activity plan. If **Yes** is updated the **Prepare Full Reg File** activity plan will be generated.

    ## Initial registration with EJO (case manager)

25. Set the status of the SR to **Wait** and sub status to **Awaiting Info** to allow for work on initial registration to take place.

26. Navigate offline to find the EJO registration letter Form 1. Complete this form offline "Do not complete the date" on the Form 1 as this will be completed by the EJO.

27. Scan the Form 1 onto the system and attach to the paying parent contact.

28. Set the status of the case to **In Progress** and sub status to **In Progress**

29. Attach the document to the SR. To do this, take the following action;

   - In SR list select **Documents**
   - Select Correspondence document to be attached
   - Select **Link to SR**, this will link/attach documents
   - You can view these in the **SR Attachment** Tab

30. Generate letter CMEL9271 to EJO. Complete the text within the CMEL9271 as a cover note and to advise EJO of documents included.

31. Update the **Details** tab of the correspondence to show that you're sending the letter clerically.

32. Work offline to process and seek offline authorisation for the funds for the initial registration using the established Account NI process. Update the status of the SR to **Wait** and sub status to **Awaiting Info**.

33. Check to ensure that the due date is five days in the future.

34. Once payment has been sent from Account NI for the initial registration, update status of SR to In Progress and sub status to In Progress.

35. Navigate to the **EJO General** form and update the **Cost of Application** data field

    Do not apply the cost to the paying parent's payment schedule until you have completed full registration with the EJO. Refer to procedure **step 87** for more information.

36. Clerically issue two copies of the Form 1, the LO with a cover note CMEL9271 to the EJO.

    When the EJO registers the case it will send one copy of the Form 1 to the paying parent and another copy to NI CMS with a covering letter containing details of the application.

37. Complete activity plan step 1, **Letter Outbound LO and Application to EJO**.

38. Try to negotiate payment. If the paying parent makes a payment or arrears agreement, refer to procedure step 54.

39. Select **Update form/document** to access the **Enforce Form**. Select **Add** followed by **New**. Update the **Initial Registry Date** data field. This will be the date the Form 1 was issued by us to the EJO.

40. Call the paying parent to advise we have begun EJO action to attempt to enforce LO/s. Generate letter CMEL7041 and issue to the paying parent.

41. Update the activity plan step **Letter Outbound – NRP note about initial registry**. to **Done** once you have issued letter CMEL7041

42. Go to activity plan step 3 **File Prepared and Update**. The system generates the **Wait for Initial Registration** activity plan.

43. Update step 1 in the activity plan to show we are awaiting contact from the EJO.

44. Update the status of the SR to **Wait** and sub status to **Awaiting Info**. Check to ensure that the due date on activity plan step 1 is five days in the future.

45. If notification not received sooner, on the due date check if the EJO has registered the application by checking inbound correspondence for copy of the Form 1 and covering letter.

46. If no response is received from the EJO phone the EJO to ascertain the current position with the initial registry.

47. Once confirmation received from the EJO stating that initial registration successful, update the status of the SR to **In Progress** and sub status In **Progress**.

48. Navigate to the **General EJO** form and update the **Notice of Issued Dt**. and **Notice of Intent Issued** data fields.

    ⓘ Select Yes or No in the **Notice of Intent Issued** data field, please disregard the option for **N/A**

49. The EJO will provide a temporary reference number. Record this in the SR **Notes**. Don't record this in the EJO form, as this will be used for the full registration number.

50. Update the R**ecord Date of Initial Registration** step within the activity plan. System will generate activity plan **Wait for Full Registration**.

51. Update the status of the SR to **Wait** and a sub status of **Awaiting info**. Ensure that the due date on activity plan step 1 is 10 days in the future

52. Update step 1 within the activity plan to advise that we are awaiting information from the EJO.

    ⓘ The paying parent has 10 days from the date of initial registration to either pay the arrears in full or come to a suitable arrears agreement ⚖

53.

    🌙 Call the paying parent if they have not responded after 10 days, and give them a final chance to pay. Change the SR status to In Progress.

Agreement reached/full registration not appropriate

54. If the paying parent makes an arrears agreement, monitor payments for three months, if they comply proceed to manually close the SR. Update the **EJO General** form on the system to confirm that the paying parent has agreed to pay. When the information is available, record whether the schedule has been fulfilled.

The initial registration will remain open with the EJO for three months from the initial registry date. If the paying parent becomes non-compliant during that period proceed to full registration at **Step 57**

55. Call the receiving parent if the paying parent makes a payment or arrears agreement and keep them informed of any progress on the case.

56. Send a confirmation letter to the paying parent if they make a payment or arrears agreement during the initial registration period. If the paying parent pays the arrears on the LO in full, select **Full Registration not Appropriate** in the **Wait for Full registration** activity plan. The CMS System will take you to the Apply Costs activity plan. Please refer to the procedure for Apply costs for further guidance.

Letter	Information
CMEL9268 (NRP)	Acknowledgement of the paying parent's offer to pay
CMEL9267 (NRP)	Arrears agreement letter confirming agreement but continuing LO still in force
CMEL9269 (NRP)	Acknowledgement of arrears agreement, but legal action to continue due to repayment not being made quickly enough
CMEL7050 (NRP)	Acknowledgement of the paying parent's payment - full payment of arrears received.
CMEL7067 (NRP)	Acknowledgement of the paying parent's payment – partial payment of arrears received.
CMEL7068 (NRP)	Acknowledgement of arrears agreement.

Full registration appropriate

57. If agreement has not been reached within the 10 days, Case manager updates the status of the SR to **In Progress** and sub status to **In Progress**.

58. Proceed to full registration action. Navigate to the **EJO General** form and update the **Has NRP Agreed to Pay** data field

59. Before deciding if full registration is appropriate, check CIS to confirm whether the paying parent has started claiming a prescribed benefit since the initial registration with the EJO.

60. Record your decision in **Notes**. Then navigate to the EJO General form and update the **Full Registration Approp** data field.

61. Complete activity plan step **Full Registration Appropriate**.

If case is to be monitored, change the status of the SR to **Wait** and sub status to **Awaiting Info**. For more information refer to **Monitor case with EJO** in related items.

Full registration appropriate

(i) If the paying parent has defaulted on an arrears agreement and EJO action is still appropriate, apply for full registration with the EJO.

62. If we are unable to continue with this action due to child welfare or other reason, issue CMEL7048 to the receiving parent and CMEL7052 to the paying parent.

Prepare full registration file

case manager

63. Prepare the full registration file after 10 days but within three months of the initial registration.

(i) If more than three months have passed, close the SR and start this process again.

64. Change the status of the SR to **Wait** and sub status to **Wait**.

65. Complete the Form 3 offline. Scan the Form 3 into the system and attach it to the paying parent's contact. Then attach the document to the EJO SR.

66. Once you have completed Form 3 update line 1 **Letter Outbound (Application for full registry of LO)** of the activity plan to **Done**

67. Ask your team leader (TL) to authorise the action before fully registering the case. Approval should also include the approval of associated costs of the action. This step will be completed offline. You should send an e-mail to the TL outlining the position of the case and requesting approval for the costs and to proceed with full registration.

Team Leader

68. You will receive an e-mail request from your case manager asking for approval to proceed with full registration and for the associated costs. Consider the request and advise the case manager as appropriate via e-mail.

    Case Manager

69. Once your team leader has approved the application, process the costs via the established Account NI process. The case manager will also record in the SR Notes that they have received approval to proceed for the TL

70. Once you have progressed the costs through Account NI, update the status of the SR to In Progress and sub status to In Progress.

71. Generate letter CMEL9271 to EJO. Complete the text within the CMEL9271 as a cover note and to advise EJO of documents included for full registration. Update the **Details** tab of the correspondence to show that the letter is being sent clerically.

72. When full registration with the EJO is not appropriate or not approved complete procedure **steps 73 - 75** to complete this process.

73. Call the paying parent and give them an update on the final outcome of the EJO action. Send letter CMEL7051 to the paying parent to advise them of the final outcome.

74. Call the receiving parent and give them an update on the final outcome of the EJO action. If the call is unsuccessful, send CMEL9271 to the receiving parent to update them on the outcome.

75. Record any relevant information in the **Notes** and close the EJO SR

Send full registration to EJO

76. Clerically issue two copies of the Form 3, the Form 1 and the relevant LO/s with the cover note CMEL9271 to the EJO

77. Navigate to the **EJO general** form and update the **Date of Full Registration**, **Full Registration Issued** and **Cost for Registration** with EJO data fields

78. Update the **File Prepared** step in the activity plan

79. The system will generate wait for authorise activity plan

80. Change the status of the SR to **Wait** and a sub status of **Awaiting Info**. Check to ensure that the due date on activity plan step 1 is 10 days in the future.

81. Update step 1 within the activity plan to record we are awaiting information from EJO.

82. If no contact received from EJO within 10 days, contact EJO to confirm full registration.

83. When confirmation received, change the status of the SR back to **In Progress** grand sub status to **In Progress**.

84. Navigate to the **EJO general** form and update the F**ull Reg. Accepted Date** and **EJO Registration Number** data fields

85. Call the paying parent and receiving parent to update them on the case.

86.

Generate letter CMEL7051 to the paying parent and CMEL9271 to the receiving parent.

Apply costs

87. Apply the costs incurred for registration to the paying parent/s account. The figure to be added will be the total of the following data fields within the EJO General form. Update the following fields in the **EJO General** form:

- **Cost for Registration with EJO**

- **Cost of Application**

88. In the **Costs** tab, create a new record by selecting **New**.

When you're creating a new record, select the account you're attaching it to. There may be more than one account depending on how many cases/roles the paying parent has. For example if the paying parent has accounts as a receiving parent and paying parent, apply the costs against the paying parent account

89. Update the fields within the cost record as follows:

- **Cost type** – this will always be Enforcement Costs

- **Due date** – today's date

- **Amount due** – The amount of the costs totalled above - £x

- **Payable to** – this will always be Admin Account NI

- **Payable to type** – Commission admin A/C

90. Select the **Send Costs** button

91. This adds the costs to BaNCS and auto updates the BaNCS response message to OK

92. Complete the **Update Full Registration** details step within the activity plan. The system will then generate the **Authorisation Check** activity plan.

93. Complete step 1 in the activity plans to show we are awaiting information from the EJO

94. The TL approval was previously received clerically. However to progress the case on the system the following steps must be completed.

⚠️ To prevent the casegroup moving segments whilst you are awaiting TL authorisation, set the **Lock Assignment Flag**. For more information on how to do this refer to **BOM - Segments Summary** in related items.

95. Select **Initiate** in the activity plan to request team leader authorisation. Then change the SR status to **Pending Approval** and the sub status to **Pending Approval – TL**.

ⓘ Select **Initiate** before updating the SR status. Failure to do this will result in a system error.

Team Leader

ⓘ This action is required to allow the system activities to proceed and allow the case manager to continue with action on the case. The approval for full registration will already have been actioned by the TL at **step 89**. This will have been cleared via email correspondence with the case manager. The steps below are the considerations that the team leader will have clerically applied prior to full registration.

96. Go to your Inbox and open the EJO SR created by the case manager. View the case details and case manager notes and decide whether:

   ▪ The case is suitable for EJO action to continue

   ▪ Any corrective action is needed prior to authorising EJO action

97. Update the **Notes** field to confirm whether you are authorising EJO action. If you are not authorising EJO action, record your reasons in the Notes. Record whether re-authorisation is needed and any corrective action you want the case manager to complete.

   Re-authorisation is when a case is resubmitted for TL authorisation following corrective action by a case manager.

   Case manager

98. Check the EJO SR for your TL's decision.

   ▪ EJO not authorised – complete **step 99**

   ▪ EJO authorised – go to **step 101**

99. When EJO action is Not Authorised, read your TL's notes to see if re-authorisation is required.

   ▪ Re-authorisation required – go to **step 100**

   ▪ Re-authorisation not required – go to **step 72**

100. Complete any corrective action and update the **Notes** to confirm that you are asking for re-authorisation. Set a **Wait** period in the SR for one day and change the status to **Pending Approval** and the sub status to **Pending Approval – TL**.

101. The system will auto complete the **Authorise** activity plan when the TL approves the action on the system. This will generate the Authorised activity plan.

102. Change the status of the SR to **Wait** and the sub status to **Awaiting Info**.

103. Update step 1 within the activity plan and set the wait date to one month in the future.

104. Case is now registered with the EJO, for actions to be taken by EJO. For more information refer to Enforcement of Judgements Office - Actions or Enforcement of Judgements Office - monitor.

CMEL7041 We are referring your case to the Enforcement of Judgments Office

Tell the paying parent that we're referring case to Enforcement of Judgments Office.

All fields in this letter are system generated. No manual intervention required.

CMEL7043 Please resume action – child maintenance

Ask EJO to resume action that we'd previously asked to be stopped.

Select paragraph **TM_09390_E** - Please resume action

Select paragraph **TM_09391_E** and enter the EJO reference number

Select paragraph **TM_09392_E** - We have now been told that the circumstances around the case have changed.

Select paragraph **TM_09393_E** - Please let us know if there are any problems with this request.

All remaining fields in this letter are system generated. No manual intervention required.

CMEL7044 Please suspend action – child maintenance

Tell Enforcement of Judgments Office to suspend action (following phone call).

Select paragraph **TM_09394_E** - Please suspend action

Select paragraph **TM_09395_E** and enter the EJO reference number

Select paragraph **TM_09396_E** - We are writing to confirm that we do not want you to take any further action

Select paragraph **TM_09393_E** - Please let us know if there are any problems with this request

All remaining fields in this letter are system generated. No manual intervention required.

CMEL7048 Your child maintenance update – we can't carry on with our action

Tell the receiving parent that enforcement action isn't suitable at the moment for various reasons

Under the sub-heading 'Your child maintenance update' select one of the optional paragraphs to inform the PWC we cannot carry on with the action at the moment as:

- **TM_09401_E** - The NRP doesn't fit the criteria that we need to commit them…or to send them to prison
- **TM_09402_E** - If we do, it is likely to affect the welfare of the children
- **TM_09403_E** - If we do, it is likely to affect the welfare of the children connected to the NRP
- **TM_09404_E** - This is because the NRP's circumstances have changed. We can't give you any more information about this because it is confidential
- **TM_09405_E** - This is because [enter free text]

All other fields in this letter are system generated. No manual intervention required.

CMEL7049a Enforcement of judgments office – update

Update the paying parent about what's going on with their suspended enforcement action – restarted action

All fields in this letter are system generated. No manual intervention required.

CMEL7050 Enforcement of Judgments Office action - update

Update the paying parent on payments received during EJO action. Full payment of arrears received.

Select paragraph **TM_25324_E** - We are writing to confirm that you have paid £ which is the amount of the arrears paid in full and enter the

amount paid in the freetext field.

- If all arrears have been cleared and you need freetext to explain what will happen next select paragraph **TM_25326_E** - Your child maintenance arrears have been cleared and you have no other child maintenance payments to make, so we will ...and enter freetext to advise what will happen next.
- If the NRP no longer has any arrears but still has regular maintenance to pay select paragraph **TM_25328_E** - Your child maintenance arrears have been cleared, but you still need to make regular child maintenance payments. If you want to stop us from taking action against you in future, you must make your child maintenance payments in full and on time.
- If the NRP no longer has these arrears but does have other arrears, select the paragraph **TM_25329_E** - The child maintenance arrears related to the liability orders above have been cleared, but you still need to make payments for other arrears. We will take further action against you to collect these arrears if you don't pay in full and on time.
  - If the NRP still has arrears and has come to an arrangement with us select paragraph **TM_25331_E** - You must keep to the arrangement that we have made with you, if you don't we will take further action against you.

All other fields in this letter are pre-populated by the system. Once complete, review the content to ensure the correct information is provided.

CMEL7051 Enforcement of Judgments Office action –update

Update the paying parent on action taken by EJO

Under the sub heading 'Enforcement of Judgments Office action – update'

- If the EJO cannot collect the debt at this time, use the paragraph 'The Enforcement of Judgments Office has completed its initial check and found that it can't collect your debt at this time. It will put the action on hold for the moment, but it will resume it as soon as it can.'
- If the EJO has tried to take any unsuccessful action against the NRP, use the paragraph 'The Enforcement of Judgments Office has tried to take action against you, but it hasn't been successful. It is now deciding which other enforcement action it will take to try to recover the amount that you owe'
- If the EJO has suspended action, use the paragraph 'The Enforcement of Judgments Office has suspended action on your case, because (free text to enter reason). It has passed your case back to us and we will review it regularly.'
- If the EJO has resumed the action it was taking, use the paragraph 'The Enforcement of Judgments Office has resumed the action that it was taking against you. It will contact you shortly with more details.'
- If the EJO hasn't been able to resume its action, use the paragraph 'The Enforcement of Judgments Office hasn't been able to resume its action on your case. It has passed your case back to us, and we are now decising which action we will take to try and recover the amount that you owe'.

Once completed review the letter to ensure the correct information is provided.

CMEL7052 Action against you is on hold

Tell the paying parent initially that we're suspending enforcement action through the EJO.

All fields in this letter are system generated. No manual intervention required.

CMEL7055 We need some information

Ask the paying parent's local authority to give us some additional information.

Audience: Body administering housing benefit (NIHE/RCA)/Heath and Social Services Board/ Health & Social services Trust.

If you are asking for details of an occupational pension select paragraph **TM_25893_E** and enter the year ending date for the occupational pension.

Select paragraph **TM_25892_E** and choose which boxes you wish the LA to complete.

All remaining fields in this letter are system generated. No manual intervention required.

CMEL7065 Enforcement of judgments office – action reviewed

Update the paying parent about what's going on with their suspended enforcement action – reviewed, staying the same

All fields in this letter are system generated. No manual intervention required.

CMEL7066 We are taking action against you – update

Update the paying parent about what's going on with their suspended enforcement action – give seven days to get in touch or we will restart action

All fields in this letter are system generated. No manual intervention required.

CMEL7067 Enforcement of Judgments Office – part payment received

Update the paying parent on payments received during EJO action – part payment, seven days to arrange to pay the rest

All fields in this letter are system generated. No manual intervention required.

CMEL7068 Enforcement of Judgments Office – payment agreement

Update the paying parent on payments received during EJO action – payment agreement

Select paragraph **TM_25182_E** - You have agreed to pay this towards your debt and enter the amount that the client has agreed to pay.

Under the sub heading 'Enforcement of Judgments Office – update'

- If the arrears contain no Legacy dues, use the paragraphs for 'If arrears contain no legacy dues'.
- If the arrears contain legacy dues, use the paragraphs for 'If arrears contain Legacy dues'.

Once completed review the letter to ensure the correct information is provided.

CMEL9267 You... agreed new payment schedule... liability order ...continuing

Tell the paying parent that, although we've agreed a payment schedule, we're continuing with a liability order application

Under the sub heading 'we are continuing with our liability order application'

- If the arrears contain no Legacy dues, use the paragraphs for 'If arrears contain no legacy dues'.
- If the arrears contain legacy dues, use the paragraphs for 'If arrears contain Legacy dues'.

Once completed review the letter to ensure the correct information is provided.

CMEL9268 You have agreed a new payment schedule with us

New payment schedule agreed with the paying parent – must pay in full and on time

Under the sub heading 'You have agreed a new payment schedule with us'

- If the arrears contain no Legacy dues, use the paragraphs for 'If arrears contain no legacy dues'.
- If the arrears contain legacy dues, use the paragraphs for 'If arrears contain Legacy dues'.

Once completed review the letter to ensure the correct information is provided.

CMEL9269 You have agreed new payment schedule ...legal action... continuing

Tell the paying parent that although we've agreed a new schedule with him/her our legal action is continuing

- If the arrears contain no Legacy dues, use the paragraphs for 'If arrears contain no legacy dues'.
- If the arrears contain legacy dues, use the paragraphs for 'If arrears contain Legacy dues'.

Under the sub heading 'What happens next'

- Use the free text field to enter the reason why the Commission is still continuing with legal action

Once completed review the letter to ensure the correct information is provided.

CMEL9271 Child maintenance update

Generic free text letter template

- Use the free text field to enter the information/details you require or provide the client with an update.

Once completed review the letter to ensure the correct information is provided.

CMEL7068   Update the paying parent on payments. Arrears agreement made

CMEL9268   The paying parent acknowledgement of offer to pay

CMEL9267   The paying parent arrears agreement letter confirming agreement but continuing to get LO

CMEL9269   The paying parent arrears acknowledgement of offer to pay, acceptance, but confirming legal action still to be taken (arrears not being paid quickly enough).

Admin Account - Add To

Arrears - consider action

Apply costs

BOM - Segments Summary

DEO - Enforced

DEO - Self Selected - Set Up

DER - Enforced

DER - Self Selected - Set Up

Enforcement of Judgements Office - actions

Enforcement action - consider (NI)

Enforcement of Judgements Office - monitor

Terminology Changes