



Armed Forces Overview

The purpose of this procedure is to help caseworkers accurately deal with clients who are members of the Armed Forces.

This procedure will give caseworkers an overview on:

- Active Duty Flag
- Adding a British Forces Post Office (BFPO) address
- Adding a United Kingdom based forces address, where the client has a "common" surname
- Contact Joint Personnel Administration Centre (JPAC) Process Team
- Deduction from Benefits (DFB)
- Deduction from Earnings Order (DEO)
- Deduction from Earnings Request (DER)
- Forces Focal Points (FFP)

This procedure doesn't replace any procedures but acts as a 'one stop' location to link to other procedures and provides some useful guidance.

For more information 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.

Active Duty Flag

The Active Duty Flag is located in the more info section of the contact screen. This flag can be set to show that the client is on active duty in a recognised war zone. For more information, refer to [Active Duty Flag](#)

Adding a British Forces Post Office (BFPO) address

To record a BFPO address you will need to confirm whether the client considers the BFPO address to be a residential address or a correspondence address, set the new address as a correspondence address. If the paying parent insists on using the BFPO address as a residential address, check if the paying parent is on active duty and update the country code field with the country the paying parent is in.

If this is a new application, the address can be added straight to the record, If the case is held in any other segment the change will have to be completed via the change address details service request (SR) For more information refer to [Change - Address Details](#). Fill in the address fields as shown below:

- **Address Line 1 - Service Number**
- **Address Line 2 - Unit/Regiment**
- **Address Line 3 - Leave Blank**
- **City - BFPO Number (BFPO XXXX)**
- **Postcode - BFPO Postcode**
- **Country - Not Known or BFPO** if a Correspondence address
- **Type - Residential or Correspondence**

If you have added the address as a Residential address, you'll need to add the same address again as a correspondence address, unless there is already a different correspondence address (you may need to confirm with the client whether the correspondence address is still valid)

Adding a United Kingdom based forces address, where the client has a "common" surname

Where the client provides an address to contact them at a barracks, air base or naval base, and they have a common surname eg Smith, the client will need to provide their service number as well, this will ensure that the letters are delivered to them correctly. Complete the address as follows:

- **Address Line 1 - Service Number and Name eg 123456789 Smith**

- **Address Line 2 - Complete as part of standard UK address**
- **Address Line 3 - Complete as part of standard UK address**
- **City - Complete as part of standard UK address**
- **Postcode - Complete as part of standard UK address**
- **County - Complete as part of standard UK address**
- **Type - Residential or Correspondence**

For more information on changing an address refer to [Change - Address Details](#).

Armed Forces Flag



Under no circumstances should the Armed Forces flag be set. Setting this flag can cause future problems with the running of the case.

Contacting Joint Personnel Administration Centre (JPAC)

If you need to contact JPAC the address to use is:

JPAC Process Team MP335

DBS

Kentigern House

65 Brown Street

Glasgow

G2 8EX

Helpline: 0141 224 3600



When contacting JPAC to establish whether a paying parent is employed with Her Majesty's armed forces issue form **CMSF0088**.



Child Maintenance Calculations are based on gross weekly taxable income, the Child Maintenance Group treats payments made by MOD to Volunteer Reserve Forces as earnings as long as they are taxable earnings.

Deduction from Benefits (DFB)

War Pension and War Disablement Pension are treated as a prescribed benefit. However rather than being dealt with by Jobcentre Plus, they are dealt with by the Defence Business Services (DBS) previously known as Service and Personnel Veterans Agency's (SPVA). The deduction request is sent directly them using Form **CMSF2014** via external post or by email.

DBS

Veterans UK

Payments Team

R6311

FY5 3WP

Email: veterans-uk@defence.gsi.gov.uk

For more information refer to [DFB - Set Up](#).

Deduction from Earnings Order (DEO)

A DEO is one of the preferred methods of payment from (MOPF) which the Child Maintenance Group (CMG) can use to collect payments of child maintenance and/or arrears.

You can only set up a DEO if the client is receiving a pension from the Armed Forces (Royal Navy, Army or Royal Air Force) If the client is receiving regular wages from the Armed Forces, use a Deduction from Earnings Request (DER) instead. For more information refer to [DEO - Self Selected - Set Up](#).

DER

A DER is one of the preferred MOPFs from which the CMG can use to collect payments of child maintenance and/or arrears.

Unlike a DEO the Ministry of Defence (MOD) is under no legal obligation to make deductions from the clients earnings. It is however MOD policy that all such requests are complied with except in exceptional circumstances.

Where the client is currently on operations and a new or increased DER is submitted, the MOD may not implement the DER until the client returns from operations. Where the DER is already in place before the client is deployed for operations the DER will continue. For more information on DER's refer to [DER - Self Selected - Set Up](#).

Forces Focal Points (FFP)

This contact information is for internal use only and must not be provided to clients.

The FFP acts as a general point of contact for caseworkers providing specialist advice, guidance and support in the administration of Forces cases.

You would normally contact an FFP with complex issues such as clarification of wage slip abbreviations, operational issues, jurisdiction queries, reserve forces issues, pension queries, DER problems, missing payments and complaints. The FFP has a single point of contact (SPOC) in the JPAC process team.

There are two FFPs in CMG:

BA	Name	Telephone	Email	Office	Fax Number
National	Martin Hunt	01482 584519 07884 116206	martin.hunt@dwp.gsi.gov.uk	Hull	01482 584495
Belfast	Peter McQuillan	02890 414052 78385 4052	peter.mcquillan@cms.gsi.gov.uk	Belfast	

[CMSF0088 Trace NRP Letter to MOD Paymaster General](#)

This form is issued to the JPAC Processing Team or Xafinity to obtain information on a Paying Parent. The form can be found in 2012 Scheme Forms and Leaflets on the Intranet or by opening this [link](#) in Internet Explorer.

Select the recipient you are issuing the form to and select the team it is being sent by. Fill in the remainder of the information required and issue directly to JPAC.

Related Items

[Active Duty Flag](#)

[Change - Address](#)

[DEO - Enforced](#)

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

[DER - Enforced](#)

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

[DFB - Set Up](#)

[Off Benefit](#)

[Outbound Contact - Suppress](#)

[On Benefit](#)