



## CIS - Receive Broadcast Updates

This procedure explains the interface between the Child Maintenance Group (CMG) and the Customer Information System (CIS) when a change of circumstances has been reported in a client's CIS account.

Once child maintenance interest has been registered in a client's account, CIS send notification of changes 24 hours after they have been recorded, seven days a week.

When a client changes the same thing twice in one day CIS will only send the latest change to the child maintenance systems. E.g. if a client changes their address twice in one day with CIS, CIS will only send the latest change to the CMG. If two things change in a day, such as change of address and change to contact number, CIS send two separate transactions to the CMG.



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.

### Customer information system (CIS)

1. The CIS web service sends details of all latest change of circumstances relating to clients that have a child maintenance interest registered on their CIS accounts. The interest registered would be one of the following:
  - Receiving parent /QC/ROC general interest
  - Paying parent general interest
  - Paying parent MC interest
2. The child maintenance systems attempts to match each transaction with a live enquiry, application or case.
3. Each transaction received from CIS triggers a service request (SR) within the child maintenance systems. The changes received are:
  - Change of name 1
  - Correction of name 1 or 2
  - Address changes
  - Verification of date of birth
  - Correction of verification of date of birth
  - Correction of unverified date of birth
  - Notification of date of death
  - Verification of date of death
  - Correction of unverified date of death
  - Removal of date of death
  - Correction of verified date of death
  - On/off benefit for the paying parent
  - On/off benefit for the paying parent's partner
  - Benefit claim made by the paying parent (not to be confused with benefit notification)
  - Nationally sensitive status update – this routes directly to a sensitive case team. For more information refer to [Sensitive Case- Handle](#).

For further details on how to action these service request refer to the appropriate change procedure in related items.

4. Each SR is routed to appropriate caseworkers with the correct access levels to action the change.

5. Where no caseworker action is required, the change is automatically applied by the system. E.g. when we are told there has been a claim to benefit by a paying parent no SR is triggered. Instead, an automated letter is sent to the paying parent to advise that a successful benefit claim may lead the Child Maintenance Group changing their method of payment from (MOPF) to taking their liability direct from their benefit.

[Application - Receiving Parent](#)

[Calculation - Provisional](#)

[Change - Address Details](#)

[Change MOPF - Summary](#)

[Change - Name/Gender/DOB](#)

[CIS - Receive Changes To Benefit Information](#)

[CIS - Register/Deregister Interest](#)

[Death - Paying Parent](#)

[Death - Receiving Parent](#)

[Death - QC](#)

[Death - ROC](#)

[DFB - Set Up](#)

[Identify The Non Applicant](#)

[Sensitive Case - Handle.](#)