

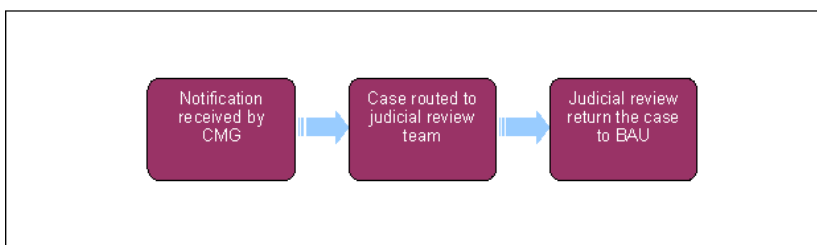
CIS - Send Update

This procedure explains the interface between the Child Maintenance Group (CMG) and the Customer Information System (CIS) when 2012 systems send an update to a client's CIS account.

You have to be very careful and use due diligence before updating CIS with any new information, as these updates are applied to the client's records, in real time. Changes are made to the following personal details:

- Name change
- Change of address
- Notification of a date of birth - verified
- Notification of a date of birth – not verified
- Notification of a date of death – verified
- Notification of a date of death – not verified

Updates can be sent to CIS once CMG have registered an interest with the client. CMG is responsible for ensuring that there are sufficient controls in place to verify the change before the update is sent to CIS, therefore, caseworkers must ensure changes are correct before applying them.



Change made to personal details

1. You are unable to send an update to the customer information system (CIS), until the Child Maintenance Group (CMG) registers an interest in a client's CIS account. For more information on this refer to [CIS - Register/Deregister Interest](#).
- 2.

Changes can be made to the following personal data on CIS:

- Name change
- Change of address
- Date of birth
- Date of death

Update CIS

3. During application, changes are made to client's CIS records in the **CIS/CRA Search** view. Select **Update CIS** and this triggers the interface to update the CIS record.
4. If there are changes to the above details during maintenance they must be updated in CIS. When you create a change of circumstances (CoC) work item to update any of the information listed above, **Update CIS** is enabled when validations are complete and the **Sub Status** is updated to **CoC Accept**. For more information on the necessary validations needed to implement the individual change of circumstances, refer to the appropriate change procedure in related items.
- 5.

When **Update CIS** is selected in either applications or maintenance, this triggers the CIS interface and sends the new updated information to the client's CIS record.

CIS Response

6. CIS send an update response to the 2012 system, which you will see on your monitor.
7. You may receive an error code 1, which updates the nationally sensitive flag on the case and if you do not have access to deal with sensitive cases, an error message is displayed stating **Insufficient Access**, caseworkers with access to sensitive records have to deal with the case, while it is classified as sensitive.
8. Once the CIS web service identifies the national insurance numbers (NINOs)/child reference numbers (CRNs), it accepts the changes and sends an update response code, which you will see on your monitor.

[Application - Receiving Parent](#)

[Calculation - Provisional](#)

[Change - Address Details](#)

[Change - Contact Details](#)

[Change - Name/Gender/D.O.B.](#)

[CIS - Register/Deregister Interest](#)

[Error Handling](#)

[Identify The Non Applicant](#)