Change - DEO Employment Details

A change to DEO employment details is within the overall process of managing a change of circumstances.

This procedure applies when

- an employer notifies the Child Maintenance Group (CMG) that the paying parent has left employment via the DEO schedule, or
- HMRC notify CMG of a new employer when the Deduction from Earnings Order (DEO) desire flag has been set, or
- HMRC notify CMG that the employee no longer works for their employer where the current Method of Payment From (MOPF) is (DEO) or Deduction from Earnings Request (DER).

If CMG are notified of a change to employment status from the paying parent, receiving parent or third party refer to the procedure Change Employment Status.

When the paying parent's MOPF is DEO or DER an employer may advise on the schedule that the paying parent has left their employment. When this happens the Employer team manually raise the service request and assign it to the owning segment for action.

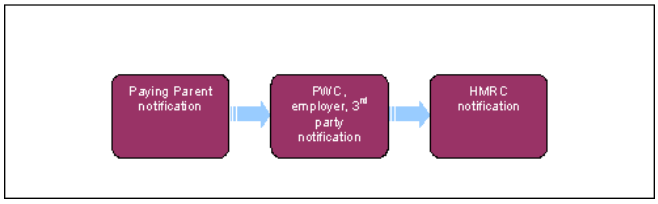
When the DEO or DER desire flag is set on a case, Her Majesty's Revenue & Customs (HMRC) will send any new employer details they hold via the interface.

When the paying parent's MOPF is DEO or DER HMRC will inform CMG via the interface of any employment end dates. For more information refer to HMRC - Employment Details DEO/DER.

An automated service request is created for the case owning segment when new information is provided.

This action is undertaken by the caseworker with ownership of the case.

For more information 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.

Change - DEO Employment Details

If CMG are notified of a change to employment status from the paying parent, receiving parent or third party refer to the procedure Change Employment Status.

When the paying parent's MOPF is DEO or DER an employer may advise on the schedule that the paying parent has left their employment. When this happens the Employer payments team manually raise the service request and assign it to the owning segment for action.

When the DEO or DER desire flag is set on a case, Her Majesty's Revenue & Customs (HMRC) will send any new employer details they hold via the interface. For more information refer to HMRC - Employment Details DEO/DER.

When the paying parent's MOPF is DEO or DER HMRC will inform CMG via the interface of any employment end dates.

An automated service request is created for the case owning segment when new information is provided.

The SR raised has the values:

- **Process = CofC**
- **Area = Change Employment/Income**
- **Sub Area = Change DEO Employment Details**
- **Subject = NRP**

To progress the SR go to the relevant section of this procedure:

- If the **Source** is **Employer** go to the **Employer Notification - End Employment** section below.

- If the **Source** is **HMRC** and the SR is notifying an Employer end date go to the **HMRC Notification - End Employment** section below.
- If the **Source** is **HMRC** and the SR is notifying a new employer go to the **HMRC Notification - Start Employment section** below.

Employer Notification - End Employment

Employer notification - End Employment

1. When the paying parent's MOPF is DEO or DER an employer may advise on the schedule that the paying parent has left their employment. When this happens the Employer payments team manually raise the service request and assign it to the owning segment for action. Open the SR raised by the Employer payments team and change the **Status** to **In Progress**.
2. The **Reason** field will be populated with **Left Employment**.

   If the reason field is blank, investigation is still need as this is a SR created from Employer payments Team as notification of end employment has been received.
3. In the **CoC More Info** view, select the **Go To DEO Employment View** button to confirm the employment end date provided by the employer.
4. Call the paying parent and explain that their employer has advised that their employment has ended. If unsuccessful telephone contact issue **CMSL9808**.

   Follow all MOPF procedures from the generate child SR steps.
5. Cancel the DEO with the old employer, refer to DEO - Cancel.
   - If contact is made and new employment details are provided, set up a new DEO. Create an **Action Missed Payment SR** to set up the DEO. Refer to Arrears - Negotiation and Missed Payment go to **step 6** once DEO has been set up and letters have been issued.
   - If contact is made and no new employer details are provided you must immediately set a weekly default standing order as the MOPF, refer to Default Standing Order . Set the DEO Desire Flag, go to thePaying Parent contact and select the **More Info** tab and update the **Desire for DEO/DER** field drop down**.** Return to **Change DEO Employment Details** SR.
   - If contact is successful with the paying parent and benefit details are provided set a weekly default standing order as the MOPF, refer to Default Standing Order. Set the DEO Desire Flag, go to the Paying Parent contact and select the **More Info** tab and update the **Desire for DEO/DER** field drop down**.** Return to **Change DEO Employment Details** SR.
   - If contact is successful and the paying parent confirms they have nil income. Set the DEO Desire Flag, go to the Paying Parent contact and select the **More Info** tab and update the **Desire for DEO/DER** field drop down**.** Go to Change - Employment Status. Return to **Change DEO Employment Details** SR.
   - If you are unable to contact the paying parent set a weekly default standing order as the MOPF. For more information refer to Default Standing Order. Set the DEO Desire Flag, go to the Paying Parent contact and select the **More Info** tab and update the **Desire for DEO/DER** field drop down**.** Return to **Change DEO Employment Details** SR.

   For more information on MOPF please refer to Policy, Law and Decision Making Guidance
6. Update the **Resolution Code** to **CofC Accepted.**
7. If contact was:
   - successful with the paying parent and new employment details provided, a **Perform Calculation** SR is completed through arrears negotiation and a DEO set up, the **Perform Calculation** SR generated from the **Change DEO Employment Details** SR is not required, update the **Status** to **Close** and **Sub Status** to **Cancel**.
   - successful with the paying parent and no new employment details provided, complete the **Perform Calculation** SR generated from the **Change DEO Employment Details** SR and issue the relevant notifications to the clients, refer to Calculation - Post Initial.
   - successful with the paying parent and benefit details are provided complete the **Perform Calculation** SR generated from the **Change DEO Employment Details** SR and issue the relevant notifications to the clients, refer to Calculation - Post Initial. Refer to On Benefit
   - successful with the paying parent and there is nil income, check if a **Perform Calculation** SR has been completed as part of the **Change To Employment Status** SR, if:
     - the **Perform Calculation** SR has been completed, the **Perform Calculation** SR generated from the **Change DEO Employment Details** SR is not required, update the **Status** to **Close** and **Sub Status** to **Cancel**.
     - the **Perform Calculation** SR has not been completed, complete the **Perform Calculation** SR generated from the **Change DEO Employment Details** SR and issue the relevant notifications to the clients.
   - unsuccessful with the paying parent, complete the **Perform Calculation** SR generated from the **Change DEO Employment Details** SR and issue the relevant notifications to the clients, refer to Calculation - Post Initial.
8. Return to the **Change DEO Employment Details** SR, update the **Status** to **Closed** and **Sub Status** to **Complete** .

HMRC only hold the information that is provided to them from the client, the client's employer or accountant. If a client has a dispute with the information held by HMRC, they need to discuss this with their employer or accountant and not HMRC. For more information refer to the Policy, Law and Decision Making Guidance

HM Revenue & Customs (HMRC) notification - End Employment

HM Revenue & Customs (HMRC) notification - End Employment

As part of the DEO Employment interface with HMRC, as well as updates for new employments, ended employments or updates to existing employments we can also receive a request to delete an employment record which HMRC have previously sent in error. This will result in the creation of a blank Change Employment Income SR as CMS2012 deletes the employment record before creating the SR, (so there is no employment to display). If you are unsure if it is a valid deletion, from within the SR navigate to CoC More Info tab > DEO Employment (this may be in your dropdown list of further options), from here the delete indicator box should be checked. These SR's can be closed as normal as per standard guidance.

1. When the paying parent's MOPF is DEO or DER HMRC will inform CMG via the interface of any employment end dates. An automated service request is created. Open the system generated service request and change the **Status** to **In Progress**.
2. In the **CoC More Info** view, select the **Go To DEO Employment View** button to confirm the employment end date provided by HMRC.

   If the automated service request generates from HMRC, check the **Employers** tab at contact level to see if any new details have been received from HMRC. If there are no new employer details, close and error the service request and continue from **Step 3**.
3. Call the paying parent and explain details have been provided by HMRC stating their employment has ended. If unsuccessful telephone contact issue **CMSL9808**.

   Follow all MOPF procedures from the generate child SR steps.
4. Cancel the DEO with the old employer, refer to DEO - Cancel.
   - If contact is made and new employment details are provided, set up a new DEO. Create an **Action Missed Payment SR** to set up the DEO. Refer to Arrears - Negotiation and Missed Payment returning to **step 5** once DEO has been set up and letters haven been issued.
   - If contact is made and no new employer details are provided you must immediately set a weekly default standing order as the MOPF, refer to Default Standing Order. Set the DEO Desire Flag, go to the Paying Parent contact and select the **More Info** tab and update the **Desire for DEO/DER** field drop down**.** Return to **Change DEO Employment Details** SR.
   - If contact is successful with the paying parent and benefit details are provided set a weekly default standing order as the MOPF, refer to Default Standing Order Set the DEO Desire Flag, go to the Paying Parent contact and select the **More Info** tab and update the **Desire for DEO/DER** field drop down**.** Return to **Change DEO Employment Details** SR.
   - If contact is successful and the paying parent confirms they have nil income. Set the DEO Desire Flag, go to the Paying Parent contact and select the **More Info** tab and update the **Desire for DEO/DER** field drop down**.** Go to Change - Employment Status. Return to **Change DEO Employment Details** SR.
   - If you are unable to contact the paying parent set a weekly default standing order as the MOPF. For more information refer to Default Standing Order. Set the DEO Desire Flag, go to the Paying Parent contact and select the **More Info** tab and update the **Desire for DEO/DER** field drop down**.** Return to **Change DEO Employment Details** SR.

   For more information on MOPF please refer to Policy, Law and Decision Making Guidance
5. Update the **Resolution Code** to **CofC Accepted.**
6. If contact was:
   - successful with the paying parent and new employment details provided, a **Perform Calculation** SR is completed through arrears negotiation and a DEO set up, the **Perform Calculation** SR generated from the **Change DEO Employment Details** SR is not required, update the **Status** to **Close** and **Sub Status** to **Cancel**.
   - successful with the paying parent and no new employment details provided, complete the **Perform Calculation** SR generated from the **Change DEO Employment Details** SR and issue the relevant notifications to the clients, refer to Calculation - Post Initial.
   - successful with the paying parent and benefit details are provided complete the **Perform Calculation** SR generated from the **Change DEO Employment Details** SR and issue the relevant notifications to the clients, refer to Calculation - Post Initial. Refer to On Benefit
   - successful with the paying parent and there is nil income, check if a **Perform Calculation** SR has been completed as part of the **Change To Employment Status** SR, if:
     - the **Perform Calculation** SR has been completed, the **Perform Calculation** SR generated from the **Change DEO Employment Details** SR is not required, update the **Status** to **Close** and **Sub Status** to **Cancel**.
     - the **Perform Calculation** SR has not been completed, complete the **Perform Calculation** SR generated from the **Change DEO Employment Details** SR and issue the relevant notifications to the clients.
   - unsuccessful with the paying parent, complete the **Perform Calculation** SR generated from the **Change DEO Employment Details** SR and issue the relevant notifications to the clients, refer to Calculation - Post Initial.

7. Return to the **Change DEO Employment Details** SR, update the **Status** to **Closed** and **Sub Status** to **Complete**.

   HMRC only hold the information that is provided to them from the client, the client's employer or accountant. If a client has a dispute with the information held by HMRC, they need to discuss this with their employer or accountant and not HMRC. For more information refer to the Policy, Law and Decision Making Guidance

HM Revenue & Customs (HMRC) notification - Start Employment

HM Revenue & Customs (HMRC) notification - Start Employment

As part of the DEO Employment interface with HMRC, as well as updates for new employments, ended employments or updates to existing employments we can also receive a request to delete an employment record which HMRC have previously sent in error. This will result in the creation of a blank Change Employment Income SR as CMS2012 deletes the employment record before creating the SR, (so there is no employment to display). If you are unsure if it is a valid deletion, from within the SR navigate to CoC More Info tab > DEO Employment (this may be in your dropdown list of further options), from here the delete indicator box should be checked. These SR's can be closed as normal as per standard guidance.

1. When the DEO or DER desire flag is set on a case, HMRC will send any new employer details they hold via the interface. Open the SR generated by the system, change the **Status** to **In Progress** and check the **Employers** tab at contact level to see if any new employer details have been received from HMRC. If the service type of the paying parent's case/s are :
   - Direct Pay, update the SR **Status** to **Closed**, **Sub Status** to **Error** and remove the DEO desire flag.
   - Collect and Pay, continue to **step 2.**
2. From the **CoC More Info** view, select the **Go To DEO Employment View** button to confirm the employment start date provided by HMRC. Record this date in the **Effective Date** box in the **CoC More Info** view.

   As part of the DEO Employment interface with HMRC, as well as updates for new employments, ended employments or updates to existing employments we can also receive a request to delete an employment record which HMRC have previously sent in error. This will result in the creation of a blank **Change Employment Income SR** as CMS2012 deletes the employment record before creating the SR (so there is no employment to display). To check whether it is a valid deletion, navigate to **CoC More Info tab** > **DEO Employment** (this may be in the dropdown list of further options) from within the SR and from here the delete indicator box should be checked. These SR's can be closed as normal as per standard guidance.
3. Check the latest **Calculation** SR to see if a **DMD** has been imposed. If there is, continue from **step 4**, and if not, continue from **step 7**.
4. Attempt to contact the paying parent by telephone to gather income information. If contact is successful and the paying parent provides income details, record the details in the SR notes. The details are confirmed with the employer in **step 5**. Whether contact with the paying parent is successful or not, continue from **step 5**.

   When calling the paying parent to request employment information, ask if they can make a one off card payment to cover any periods of arrears. For more information refer to Credit/Debit Card - One Off Payment.
5. Contact the employer and gather income information and confirm contact information which was either provided by the paying parent or held in the **DEO Employment View** for the employer i.e. payroll contact. If the employer asks that the request is issued in writing, issue CMSL4001 to the employer.
6. Once the information has been obtained, create a **Change Income SR** and input the new information.

   It's important that you determine when the employment started: if it's on or before the effective date of the DMD calculation then the DMD can be replaced; if it's after, then a new calculation (supersession) will be required for the case and the caseworker will still need the paying parent to provide information for the period covered by the DMD, to replace it. The effective date of such a "later" change will be; the date the change to income is reported by the client; the date information is provided to us, if received from a third party (e.g. employer), or; the date the decision is made if the change was not reported by a client or a third party. For more information on completing this SR refer to Change - Income.

   The information provided by the paying parent and receiving parent may not be sufficient to obtain actual income information, where this is the case, consider replacing the DMD with a best evidence decision. Best evidence can replace a DMD and you can use the original DMD effective date. For more information refer to Calculation - Non HMRC.
7. To set up a DEO refer to Arrears - Consider Action where there is an open **Arrears Review** SR on the Case, otherwise create an **Action Missed Payment** SR and refer to Arrears - Negotiation and Missed Payment. Where there has been no missed payments and there are no arrears please refer to DEO - Self Selected - Set Up return to step 4 once the DEO has been set up and letters have been issued.
8. Where DEO set up has been successful, remove the DEO desire flag. Go to the Paying Parent contact and select the **More Info tab** and update the **Desire for DEO/DER** field drop down. Return to the **Change DEO Employment Details** SR.
9. Update the **Resolution Code** to **CofC Accepted.**
10. A **Perform Calculation** SR is completed through arrears negotiation and a DEO set up, the **Perform Calculation** SR generated from the **Change DEO Employment Details** SR is not required, update the **Status** to **Close** and **Sub Status** to **Cancel**.
11. Return to the **Change DEO Employment Details** SR, update the **Status** to **Closed** and **Sub Status** to **Complete**.

HMRC only hold the information that is provided to them from the client, the client's employer or accountant. If a client has a dispute with the information held by HMRC, they need to discuss this with their employer or accountant and not HMRC. For more information refer to the Policy, Law and Decision Making Guidance

CMSL9808 Keeping you informed about your child maintenance case

To the receiving parent or the paying parent - We've been advised that the paying parent has/you have changed employment. However, because HMRC is the 'master' of this data when paying parent's are on DEOs, we haven't updated our records and will await an update. For now, payments will remain the same.

Under the heading 'Keeping you informed about your child maintenance case' select the paragraph specific for the role of the recipient of the letter i.e. paying parent or receiving parent:

- If the letter is for the paying parent select the paragraph: 'We found out recently that you had changed jobs and have a new employer. We're now writing to keep you informed about what changes you can expect in your child maintenance case for: (QC name/s)'
- If the letter is for the receiving parent select the paragraph 'We found out recently that (paying parent name) had changed jobs and has a new employer. We're now writing to keep you informed about the changes you can expect in your child maintenance case for: (QC name/s)

Under the heading 'Keeping you updated' select the paragraph specific to the role of the letter recipient:

- If the letter is for the paying parent select the paragraphs starting from 'We cannot update your child maintenance case details or change your child maintenance payments until HMRC have confirmed the change to your employment. You pay child maintenance through a deduction from earnings order (DEO). We can't set up your DEO with your new employers until HMRC have given us some essential information about them. This could take up to three months depending on how long it takes your new employer to provide the information.'
- If the letter is for the receiving parent select the paragraphs starting from 'We cannot update your child maintenance case details or change your child maintenance payments until HMRC have confirmed the change to (paying parent's name) employment. This is because they pay child maintenance through a deduction from earnings order (DEO). We can't set up a DEO with (paying parent name) new employers until HMRC have given us some essential information. This may take up to three months, depending on how quickly their new employers pass the information to HMRC.

Change Employment Status

HMRC - Employment Details DEO/DER

Change MOPF - Summary

DEO - Cancel

DEO - Enforced

DEO - Self Selected - Set Up

Standing Order - Set Up

Terminology Changes

What action do I take on the SR if HMRC sends benefit details through the interface?

If the automated service request generates from HMRC with benefit details only and no new employer details been received. Close and error the service request. Check outstanding SRs on the case, benefit details will be sent via the Customer Information System (CIS) interface. Refer to On Benefit

If there is no outstanding Change Benefit Details SR, ensure the DEO Desire Flag is left on the case for HMRC notifications to be received for new employer details.