



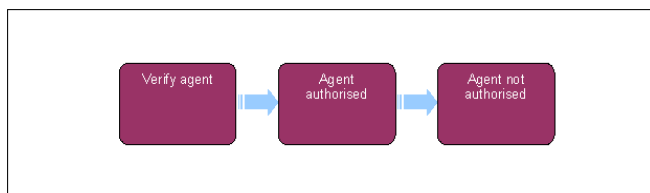
Employer Agent - Confirm Authority

This procedure will take you through the steps to determine an agent's authenticity when they call on behalf of an employer. Agent refers to the individual/organisation who administers an employer's payroll and is only authorised to deal with deduction from earnings orders (DEOs). One agent may be linked to multiple employers but an employer may only be linked to one agent.

This action is dealt with by caseworkers within the employer team. An agent can contact the Child Maintenance Group (CMG) at any point in the case lifecycle and contact can be made by letter or by telephone.

In this process you will select the employer from the agent record and check that the agent has authority to act on behalf of the employer. The process comes after security has been completed and before the agent query is answered.

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](#).


Verify agent

1. Select **Linked Employers** tab in the agent account record. If the agent is associated with the employer, a hyperlink with the employer's name will be shown.

Agent authorised

2. Select the hyperlink for the relevant employer, this will take you to the employer record.
3. In **Account Summary** view of the employer record, create **Call – Inbound** from the **Activity** list and record the call.

Agent not authorised

 When an agent is not linked to an employer, inform them that you are unable to proceed with the call. The employer must contact the Child Maintenance Group (CMG) to link the agent before the agent can act on the employer's behalf.

[Employer/Agent Contact](#)

[Employer/Agent - Edit](#)

[Employer Agent to Employer Record - Link](#)

[Employer Agent - Remove](#)

[Security Check](#)

[Terminology Changes](#)