

Employer / Agent Contact

This procedure will guide you through the following:

- System recognition and call routing service (employer/agent)
- Perform security check
- Determine the type of service the caller (employer/agent) requires
- Provide the caller (employer/agent) with information


When setting up a new employer/agent record a 12 digit employer reference number (ERN) or employer agent reference number (EARN) is created.

Employers/agents will call the Child Maintenance Group (CMG) using a separate helpline number specifically intended for employers/agents. The employer helpline team will be able to view and update all employer records.

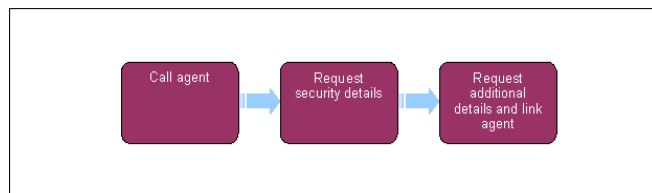
When calling the CMG the employer/agent will be asked to enter their ERN/EARN. The system interactive voice response (IVR) identifies and routes the call to an employer account manager.

Callers will need to complete a security check and will then be able to discuss the reason for their call.

This process is carried out by a caseworker from the employer payments team at any time during the life cycle of a case.

 No security is required for an outbound call to employers. Caseworkers are only required to confirm the organisation and that they are speaking to the payroll department.

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.


Employer / Agent inputs ERN/EARN

Employer / Agent reference number – valid



1.  Employer/agent rings the employer helpline and enters the employer reference number (ERN) or employer agent reference number (EARN)

 Interactive voice response system (IVR) recognises the ERN/EARN and the employer/employer agent record is successfully identified.

2. The system automatically routes the call to an employer account manager and creates an activity. The activity is linked to the employer record.
3. Complete the security check. Go to **step 7**.

 If an agent is associated with the employer, a hyperlink with the employer's name will be shown. Confirm that the agent is linked to the employer before answering any queries. For more information refer to [Employer Agent to Employer Record - Link](#) and [Employer Agent – Confirm Authority](#).

Employer/Agent reference number – invalid

4.  Employer/agent rings the employer helpline and enters the ERN/EARN. After two attempts of entering an invalid ERN/EARN the system displays a list of client contacts. After two attempts of entering an incomplete or no ERN/EARN the system displays a blank screen.
 5. The system routes the call to an available employer team member. Select **Query** and enter the employer/agent details to search for the employer/agent record. The search details include:
 - Employer/agent name
 - PAYE reference number
 - Main phone number
 6. Select Go - the employer/agent details are displayed on the screen.
-  Where no employer/agent record is found, offer general advice to the employer/agent and signpost them to the Child Maintenance Group (CMG) website.


Perform security check

7. Ask three security questions based on the employer's/agent's record from the information displayed on the **Account Summary**. For agents ask three questions from:
 - ERN
 - Employer PAYE number
 - First line of company address
 - Post code
 - Telephone number
 - Email address

If correct, progress the call as normal and go to **step 13**.

8. If the caller answers any of the security questions incorrectly, ask a further two questions, if the caller answers these correctly progress as normal and go to **step 13**.

Failed security check

9. If the caller fails to pass the security check, inform them that they have failed and that the employer/agent will receive a letter to advise them of the failed security check. The letter will ask the employer/agent to confirm all those authorised to access the account have the correct access.
 - Confirm all those authorised to access the account have the correct access
 - Advise they may wish to change their security questions regularly to keep their data as secure as possible (in the case of an agent)
10. End the call and record the call details creating a new service request (SR) as follows:
 - **Process = Employer**
 - **Area = Info Provided**
 - **Sub Area = Failed Security Check**
11. Update the SR to **In Progress**, the system will generate an activity plan.
12.  Issue letter CMSL8300: failed security check to the employer/agent and set the SR **Status** to **Closed**.
13. Go to the **Activities** applet to view the inbound call activity and select **Attach Inbound Call Activity**.

Determine employer/agent service required

14. The employer account manager determines the service the employer/agent requires (examples below) and creates a relevant SR and refers to the appropriate team:
 - Self service/IT usage – go to **step 15**
 - Update employer/agent details – for more information refer to **Employer/Agent – Edit**.
 - Remove/link agent - for more information refer to **Employer Agent to Employer Record - Link, Employer Agent – Remove**.
 - Deductions from earnings order (DEO) schedule – CMSL8100 is issued to the employer on a monthly basis to confirm how much the next payment should be. If the amount they are to pay does not match the schedule employers should return the letter with an explanation. For more information refer to **Employer Paying Parent CoC – Individual/Group** and **Employer - Handle Missed Payment SR**.
 - Paying parent – issue CMSL8201 to confirm we are verifying changes to the paying parent details

- Complaints – For more information refer to [Complaint – Third Party](#) and [Employer – Resolve Payment Related Complaint](#).
- One-off payment – For more information refer to [Employer - Manage Missed Payment SR](#).

15. The potential reason for calls from employer/agents are selected from a drop down list and include:

- DEO/payment query
- Technical/self-service issue
- Request for information (employer/case specific) (provide employer info)
- Call back or giving information (general enquiry)
- Other

[CMSL8100 DEO/DER payment schedule](#)

This schedule is sent to the employer on a monthly basis to confirm how much their next monthly payment to the Commission should be. It must be sent back to us if the amount they will pay does not match the amount on the schedule – with an explanation why.

All fields in this letter are system generated. No manual intervention is required.

Once complete review letter to check all information is correct.

[CMSL8201 We have updated your employee details](#)

This letter is sent to the employer to confirm we are verifying changes to their paying parents details.

All fields in this letter are system generated. No manual intervention is required.

Once complete review letter to check all information is correct.

[CMSL8300 Important information about your child maintenance employer account](#)

Contact employer/agent to advise someone has unsuccessfully tried to access their account over the phone.

All fields in this letter are system generated. No manual intervention is required.

Once complete review letter to check all information is correct.

[Complaint - Third Party](#)

[Employer Agent - Confirm Authority](#)

[Employer/Agent - Edit](#)

[Employer Agent - Remove](#)

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

[Employer - Handle Missed Payment SR](#)

[Employer Paying Parent CoC - Individual/Group](#)

[Employer - Resolve Payment Related Complaint](#)

[Incident Management](#)

[Self Service Overview](#)

[Terminology Changes](#)

[Who will deal with calls from employers/agents?](#)

Employers/agents will call the Child Maintenance Group (CMG) using a separate helpline number specifically intended for employers/agents. The employer helpline team will be able to view and update all employer records.

[Will the employer/agent have their own reference number when calling the CMG?](#)

Yes, the employer/agent will be asked to enter their employer reference number (ERN) or employer agent reference number (EARN). The system interactive voice response (IVR) identifies and routes the call to an employer account manager.

[Will employers/agents be required to complete a security check when they call the child maintenance group \(CMG\)?](#)

Yes, security will always need to be completed.