Department for Work & Pensions Procedures ▸ Employer/Agent - Edit

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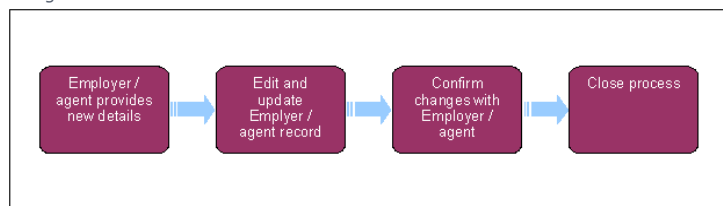
Employer/Agent - Edit

Following verbal or written contact with an employer or employer agent this procedure will explain how to make updates to employer or employer agent records.

Employers who have a responsibility for paying child maintenance on behalf of their employees will have an employer record set up and maintained by the employer payments team.

Employers may nominate an agent to act on their behalf (e.g. an accountant or payroll company). These agents will then have an employer agent record set up and maintained by the employer payments team.

Updates to records will be made by an allocated account manager within the employer payments team. Calls will be routed to them via the employer helpline. If they are not available the call will be directed to an appropriate member of the account manager team to perform the action.

This process will show you how to make updates when an employer or employer agent informs us of changes to their own record, for example, a new correspondence address or a new contact, this procedure will explain how to edit and update this information and record and confirm the 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.

Identify records to be changed

1. When a service request (SR) is already open for this change, use this to complete the action. Where there is not, create an SR with the following values:

   - **Process = Employer**

   - **Area = Update Details**

   - **Sub Area = Update Employer Details** or **Update Agent Details**

2. Change the SR **Status** to **In Progress**, the **Sub Status** will also automatically change to **In Progress**. An activity plan will generate in the activity plan view and will detail the steps you need to take to carry out the required change.

Edit and update employer/agent records

3. If an agent is calling to report a change to employer details, advise them that, for security purposes, we are unable to update employer records reported by the agent, only changes to paying parent records. Advise them that the employer would need to call to update their own change. Record call details in the case **Notes**.

4. If an employer is calling to report a change to an agent's personal details (other than if they are calling to remove an agent from the employer record) advise them that, for security purposes we are unable to update agent records reported by the employer, only removal of an agent or changes to paying parent details. Advise them that the agent would need to call to update their own change. Record call details in the case **Notes**. For more information refer to Employer Agent - Remove.

   ⓘ This procedure will allow you to make updates to employer or agent accounts with the exception of employer name, employer address

   or PAYE number as these details will be updated automatically from the fortnightly Her Majesty's Revenue & Customs (HMRC) batch update. Advise the employer that the information that we hold is based on information they have provided to HMRC, however if an employer or agent advises of a change of address this can be added as a correspondence or preferred address until the batch update is made. Case **Notes** should be updated to reference this change.

Confirm changes with employer/agent

5. Once the Activity Plan has been completed and all changes updated, thank the employer/agent for their call and confirm actions taken.

6. Record the call details in the SR. If the employer/agent advises you that they have further changes to report, a further SR would be needed. Refer to step 1 and take action to raise the relevant SR. You would need to repeat this process for each required change.

7. On completion of the required actions if an employer or agent advise that they require further services you should signpost them to the relevant area.

Close process

8. Once all actions are completed, update the SR **Status** to **Closed** and the **Sub Status** to **Complete**. If any further SRs have been generated during this procedure, action as needed.

DEO - Reconcile

Employer Agent - Remove

Employer Agent to Employer Record - Link

Employer Paying Parent CoC - Individual/Group

Can an employer change an agent's details?

No, they can remove an agent but may only amend their own details and the paying parent's.

Can an agent change an employer's details?

No, they can only amend their own details and the paying parent's.