



Employer Overview

The purpose of this summary is to provide a high level overview of the manage employer process which complements the more detailed procedures linked to the topic.

The manage employer overview will cover employer information, account management, deduction from earnings order (DEO) scheduling, payments, missed payments, further information, changes, complaints and security details.

In most circumstances the employer payments team will deal with employers. When an employer is registered for the first time they will be given a twelve digit employer reference number (ERN) and a BaNCS account for payments. Employers can nominate an agent to represent them. An employer agent will be given a twelve digit employer agent reference number (EARN) when they are first registered.

Employers or agents can be assigned an employer account manager if they meet certain criteria, for more information refer to [Employer Account Manager - Allocate/Change/Remove](#).

The employer payments team will deal with payments received from employers. The team will also look to resolve missed or underpaid DEOs. In certain circumstances an employer account manager may use the employer overdraft to cover underpayments.

Employers will be sent a deduction from earnings order (DEO) target schedule showing all the DEOs they are expected to pay in the next month. If they use the employer self service then an alert will be sent instead.

The employer payments team will handle and resolve complaints about DEOs and payments from employers.

If an employer needs further information or requires a statement, the employer payments team will provide this.



Any transactions made by the employer that are over 90 days old are not automatically viewable on the system. You will therefore need to run a query to display transactions for the period you require. For further information refer to [Employer - Provide Statement](#).

For 2012 scheme employers paying by DEO (or a combination of 2012 and 1993/2003 scheme) detailed automated credit transfer (DACT) payment facility is not available.

The employer may report a change of circumstances (CofC) for either an individual paying parent or for multiple paying parents. The employer payments team will collect this information and raise a service request (SR) which will then go to the segment currently dealing with the individual paying parent.

For more information refer to Policy, Law and Decision Making Guidance 



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.

[DEO - Actual Schedule](#)

[DEO - Reconcile](#)

[DEO - Target Schedule](#)

[DEO - Update](#)

[Employer Account Manager - Allocate/Change/Remove](#)

[Employer Agent - Confirm Authority](#)

[Employer/Agent Contact](#)

[Employer/Agent - Edit](#)

[Employer Agent - Remove](#)

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

[Employer - Handle Missed Payment SR](#)

[Employer - Manage Contact](#)

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

[Employer - Provide Refund](#)

[Employer - Provide Statement](#)

[Employer - Refer To Enforcement](#)

[Employer - Resolve Payment Related Complaint](#)

[Employer - Review Payment related Complaint](#)

[Employer - Send Literature](#)

[Employer - Use Overdraft](#)

[Employer - Payment Reassign](#)

[Set Up New Employer](#)

[Employer - Pre Payment Call](#)

[Receiving Parent Contact Call Regarding DEO Payment](#)