



Employer - Provide Statement

This procedure will take you through the steps to issue a statement following contact from a paying parent employer or agent. An employer statement is a list of past payments made by the employer.

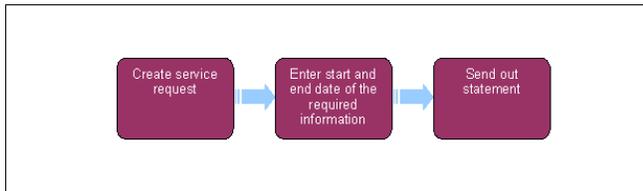
This action will be dealt with by a member of the employer payments team.

The employer or agent will provide their reference number through the computer telephony interface (CTI), this will allow the employer team member to view the employer record.

The system will provide the caseworker with an activity list to follow once the statement period has been established.

A service request (SR) will be created. The caseworker completes the options, gathers the information and issues the statement via the employer's preferred method of contact. The caseworker then updates the SR to Statement Request Submitted.

For more information refer to Policy, law and Decision Making Guidance. 



When speaking to clients always use the new terminology - for more information refer to [Terminology Changes](#) in related items.



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.

- Once you have performed a security check, ask the employer/agent for the start and end dates of the statement they require, to allow the system to generate the statement. For more information on performing security checks refer to [Employer/Agent Contact](#) in related items.
- To establish preferred method of contact, if not available in **Contact Preference** screen, ask the employer/agent at point of contact.

Create service request (SR)

- Create an SR to issue the statement by following the process below:
- From the drop down list select:
 - **Process = Employer**
 - **Area = Info Request**
 - **Sub Area = Statement Request**
- Within the SR, select **Account** and link it to the employer. Once linked, set the SR **Status** to **In Progress**. This will generate an activity plan for you to follow. An activity plan is a list of activities which you will need to complete to allow the statement to be sent.

Enter start and end date of the required information

- Record the start and end date of the statement in the SR **Details** tab, as per the employer request, using the format **dd/mm/yyyy**. Select **Save** within the calendar for each date entered.
- Update the **Resolution Code** to **Statement Request Submitted**.
- The system then creates an activity of Type = Letter Outbound (Auto).

Send out statement

-  The letter CMSL8203 will be generated. Select this letter to send it to the employer via the system.
- If further services or information are required the process to follow depends on if the caller is an employer or an agent. For more information refer to the [Employer/Agent Contact](#) in related items.

11. When all activities in the activity plan are completed, change the **Status** of the SR to **Closed** and the **Sub Status** to **Complete**.

[CMSL8203 - Your DEO payments statement](#)

This will be sent to employers upon request – to serve as a record of their payments made to the Child Maintenance Service.

- All fields in this letter are system generated, no manual intervention is required.

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

[Employer/Agent Contact](#)

[Employer - Manage Contact](#)

[Terminology Changes](#)