

## Employer Self Service

This procedure outlines the self service functions available to employers and the role of the employer team. The Self Service Site is available here: [childmaintenanceservice.direct.gov.uk/employer](http://childmaintenanceservice.direct.gov.uk/employer)

A [video walkthrough link](#) is available to provide the employer team with a window to the Self Service Site to assist employers to navigate the screens they are viewing. The video walkthrough is web based, so after selecting it, choose save, then view downloads, by selecting the down arrow next to the Open button you can then select to view with Internet Explorer.

### Functions available to Self Service Employers:

The Self Service Site allows employers to:

- View recent changes to schedules and schedule history
- Edit, upload and view Deduction of Earnings Order schedules
- Report a leaver
- Make payments online
- View payment history
- View contact history
- Ways to pay
- Send and receive messages
- Update company contact details
- Change contact preference
- View/amend company details
- Ask a question
- Browse help topics

The Self Service Site is available to employers once they have an employer reference number (ERN). The ERN is provided when the Child Maintenance Service (CMS) first set up a deduction of earnings order (DEO) with the employer.



Employers holding more than 250 DEO with the Child Maintenance Service are unable to view all the individual details at the same time on the Self Service Site, in these cases the DEO schedule will appear blank. Advise employers all other functions are available as per usual.

### General employer information

Advise employers that there are a number of key differences from the current DEO schedule reporting, such as:

- an ERN to link the employer to an employer record
- an employee Child Maintenance Reference number to link the individual DEO to the Paying Parent record
- an optional Reason code when payments made vary from the normal deduction rate

The following documents are accepted on the Self Service Site:

- DEO schedule schema (XML)
- example report format (CSV)



For further employer information refer to DEO schedule file format

### The role of the Employer Support Team

The Employer Support Team will manage calls from employers experiencing problems including:

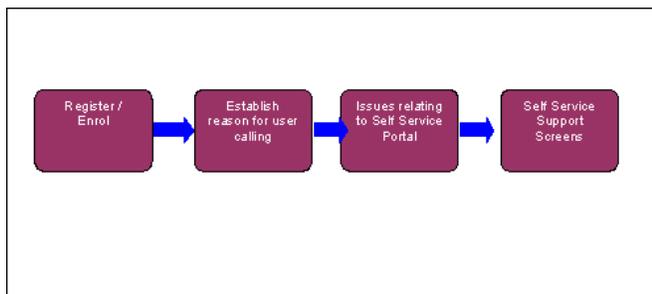
- Help to access and navigate the Self Service Site
- Forgotten Employer Reference Number (ERN)
- Queries regarding company details
- Advice on uploading DEO schedules

The Employer Team will attempt to resolve all queries however, if employers experience technical issues, the call is passed to the Self Service Support Team by warm transfer (where possible).

### The role of the Self Service Support Team

The Self Service Support Team manage calls from employers experiencing problems including:

- Access to the Government Gateway
- Forgotten ID and password
- Problems accessing screens
- Information mismatch
- Inability to upload schedules



**i** When speaking to clients always use the new terminology. For more information refer to [Terminology Changes](#).

**i** 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 Registration for the Self Service Site

### Employer Registration for the Self Service Site

If an employer wants to register for the Self Service Site they need to be registered with the Government Gateway site first.

They can access both the Government Gateway and the Employer Self Service Sites via the following website address:

**[childmaintenanceservice.direct.gov.uk/employer](http://childmaintenanceservice.direct.gov.uk/employer)**

The site will instruct the Self Service user that there are three steps that they must do to set up and access Child Maintenance Service Self Service Site. These are:

- Register and log in to the Government Gateway site.
- Once logged into the Government Gateway site enrol for the Child Maintenance Service
- When the Child Maintenance Service option is selected, the employer will then log into Self Service Site

#### Register and Log on to Government Gateway

**i** If employers are already registered for Government Gateway services they will not need to complete this step.

1. To register a Government Gateway account the employer will need to provide their company name, email address and choose a password which will be between 8-12 numbers and letters and must have at least one number and one letter.
2. A Government Gateway 12 digit user ID is displayed on the screen and the employer must tick the box to confirm they have made a note of their Government Gateway ID. They then select **continue** which takes them to the Child Maintenance Service enrolment homepage.

### Enrol for Child Maintenance Service

3. Once logged into the Government Gateway site, the employer must enrol for Child Maintenance Service by selecting the hyperlink option from the list of services available.
4. The next screen advises employers of who can use the Self Service website. The employer selects **continue** and the Child Maintenance Service enrolment details screen is displayed.
5. To complete enrolment for Child Maintenance Service employers must complete the mandatory fields with their Employer Reference Number (ERN) and PAYE reference number then select **next**.
6. Once the known facts entered are confirmed and employer details are validated with the Child Maintenance Service 2012 System, the Employer Self Service landing page is displayed.

### Logging on to Self Service Site

7. Once an employer has completed the above steps they can access the Self Service Site 24 hours a day, 7 days a week by entering the URL/web address:  
**childmaintenanceservice.direct.gov.uk/employer** this is displayed at the top of all employer correspondence.
8. On the Employer Self Service landing page the employer will need to insert their Government Gateway ID and their Government Gateway Password and then select the Log in button.
9. On the next screen the employer must enter their ERN and PAYE numbers.
10. Once the details entered have been confirmed with the Child Maintenance Service 2012 System, the employer details homepage is displayed.

#### Self Service Queries from Employers

### Self Service Queries from Employers

1. When calling to report a Self Service issue, the employer is connected to the Employer Support Team. Security questions must be completed and an inbound call activity generated to record the reason for the call.
2. If the employer has forgotten the ERN, complete three security questions based on the employer record. Give the ERN if security clearance completed accurately. Refer to **Employer/agent contact** for further details.
3. The Employer Support Team should talk to the employer to find out the reason for their call. Always attempt to resolve any client queries first before referring technical queries to the Self Service Support Team, eg:

- Unable to make a payment (take a payment by telephone)
- Unable to view or hasn't received a notification (re-send notifications)
- Reporting a leaver or adding an employee (complete the change of circumstances)
- Changing the default DEO period from monthly to weekly/two weekly (or vice versa), advise them to select on show to save the change (see step 33 for changes to default settings).

Resolve the employer query completing any action by referring to the specific procedure for the scenario. The Employer Team then need to transfer the caller to the Self Service Support Team as a normal BAU process.

4. If the employer disagrees with the data held on the Self Service Site, confirm the number of DEOs held and each deduction amount (including new DEOs). Confirm all changes have been completed eg. remove/add employee before considering transferring the call to the Self Service Support Team.
5. If the caller wants to provide feedback regarding the Self Service Site, create an inbound call activity:
  - Record the details in the notes field
  - Thank the caller for their feedback
  - Inform the caller that the feedback will be recorded

### When to transfer to the Self Service Support Team

6. Any issues that need technical help must be referred, by warm transfer (where possible) to the Self Service Support Team. For example:
  - Problems with the Employer Self Service Site
  - Enrol for Child Maintenance Service (ensure employer has correct ERN/PAYE numbers)
  - Forgotten Government Gateway ID, password or both
  - Unable to move from page/screen
  - Information on the Self Service site is different from the 2012 system (data mismatch)
  - Inability to upload the DEO order schedule

Before transferring the call, confirm that the employer has their security details including ERN/PAYE/PIN numbers.

7. Search **FS\_GB\_CENOP\_000\_CLIENT\_HELP\_TL005** from the group directory, this connects the call to the Self Service Support Team:
  - Warm transfer the call explaining details of the query to the Self Service Support Team caseworker including confirmation they have the ERN/PAYE/PIN
  - Record the reason for the call in the work item notes field
  - Update the status of the work item to done

If unable to transfer the call caseworkers must take call back details, arrange a time for call back where possible.

For more information refer to: [Call - Overview](#)

### Contact received by letter/fax - Self Service

8. If an employer sends a letter or fax about a Self Service issue, refer to BAU process on how to manage [Correspondence \(Inbound\)](#).
9. Attempt to contact the employer where possible to resolve the issue or warm transfer to the Self Service Support Team.

#### Screen Shots

### Screen Shots

#### Registration Process

1. To register, users enter the URL/web address: **childmaintenanceservice.direct.gov.uk/employer** available on all correspondence. The following page is displayed.

Home About this site A+ Bigger text A- Smaller text Print page Bookmark page

**Child Maintenance Service**

### Self-service website for employers

Welcome to the self service website for employers. If you deduct child maintenance from your employees' earnings, you can manage your payments online here.

#### Enrol

**Register - If you're a new user**

You need to complete three steps to get into your account for the first time.

- 1. Register and log in to the Government Gateway**  
You will be given a Government Gateway user ID and password, which you can use to log in next time.
- 2. Enrol for the self-service site on the Government Gateway**  
Once you're logged into the Government Gateway, you need to sign up to use the self-service site.
- 3. Log into your self-service account**  
When you've registered and enrolled, you'll come back to this page. Use the box next to this one to log into your self-service account.

**Not registered with the Government Gateway? [Register now](#)**

#### Log in

**Log in - if you're an existing user**

You can log in to your organisation's self-service account here.

Click the 'Log in' button below and then follow the on-screen instructions. You'll need your Government Gateway details to log in.

**Make sure you are registered with the Government Gateway and enrolled for this service before you try to log in.**

**Log in**

**Want to know more?**

To learn more about registering for the Government Gateway and enrolling for the self service website, go to our [GOV.UK pages](#).

**If you're looking for the client site, you're in the wrong place**

This site is for employers who manage their employees' child maintenance payments. If you're a client of the Child Maintenance Service, go to the [self-service site for clients](#).

**Entrust**

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2. Select the **Register now** hyperlink (above screenshot) and complete a series of mandatory fields (below screenshot):

- company name
- email
- enter a chosen password
- submit

 If employers are already registered for Government Gateway services they will not need to complete this step.

### Government Gateway Registration Page

[Home](#) | [About this site](#)

 Child Maintenance and Enforcement Commission

### Register for a Government Gateway account

To register for a Government Gateway account using a User ID enter your details below. Please ensure you create a password that you will remember in future. The details you enter will not be sent to any third parties.

**\*required information (if you only have a first name or a surname (not both), leave one of the name boxes empty)**

**\*First name(s)**

**\*Surname**

**\*Email address**

Password must:

- Contain 8-12 letters and numbers
- Contains at least one number and one letter
- Not contain the word 'password'

**Enter a password**

**Confirm password**

**Additional information (optional)**  
Information such as your organisation/department, telephone numbers, etc. could help others in your organisation identify you. This information will **not** be sent to any third parties.  
Max. 255 characters

**Please do not use the browser back button through this process as it may not function as expected.**

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[Our other sites](#)

3. A Government Gateway ID number is displayed following registration (displayed below). Employers must be advised to record this unique number as it is required each time they access the Self Service Site.

Home | About this site | Logout

**Child Maintenance Service**

### Confirmation

You have successfully registered. The Government Gateway has generated your User ID.

**Important**

- Make a note of this information or print this page

User ID:

**Government Gateway**

**2061 2145 0971**

When you complete enrolment in your first service, you will (typically) receive a letter containing a User ID card similar to the one shown above. **Please note:** some services, including those operated by HMRC, do not offer this facility.

You can download a [printable copy of your User ID](#)

Click continue to manage your services

**Continue** →

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- Employers accessing the Self Service Site for the first time select **Enrol** to complete Child Maintenance Service security and enrolment, subsequent users select **Log in**.



To access the Self Service Site employer's need an employer reference number issued with first DEO set up.

The screenshot shows the 'Child Maintenance Service' self-service website for employers. The page is titled 'Self-service website for employers' and includes a welcome message. It features two main sections: 'Register - If you're a new user' and 'Log in - if you're an existing user'. The 'Register' section contains three numbered steps: 1. Register and log in to the Government Gateway, 2. Enrol for the self-service site on the Government Gateway, and 3. Log into your self-service account. A yellow box highlights the 'Enrol' button. The 'Log in' section includes instructions and a 'Log in' button. The page also has a footer with navigation links and a search bar.

Home About this site A+ Bigger text A- Smaller text Print page Bookmark page

**Child Maintenance Service**

### Self-service website for employers

Welcome to the self service website for employers. If you deduct child maintenance from your employees' earnings, you can manage your payments online here.

#### Register - If you're a new user

You need to complete three steps to get into your account for the first time.

- 1. Register and log in to the Government Gateway**  
You will be given a Government Gateway user ID and password, which you can use to log in next time.
- 2. Enrol for the self-service site on the Government Gateway**  
Once you're logged into the Government Gateway, you need to sign up to use the self-service site.
- 3. Log into your self-service account**  
When you've registered and enrolled, you'll come back to this page. Use the box next to this one to log into your self-service account.

**Enrol** →

Not registered with the Government Gateway? [Register now](#)

#### Log in - if you're an existing user

You can log in to your organisation's self-service account here.

Click the 'Log in' button below and then follow the on-screen instructions. You'll need your Government Gateway details to log in.

**Make sure you are registered with the Government Gateway and enrolled for this service before you try to log in.**

**Log in** →

#### Want to know more?

To learn more about registering for the Government Gateway and enrolling for the self service website, go to our [GOV.UK pages](#).

#### If you're looking for the client site, you're in the wrong place

This site is for employers who manage their employees' child maintenance payments. If you're a client of the Child Maintenance Service, go to the [self-service site for clients](#).



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5. Advise employers to enter their Government Gateway ID and password details and select **Log in**.

The screenshot shows the 'Child Maintenance Service' self-service website. At the top, there are navigation links for 'Home' and 'About this site'. Below this is the service logo and the title 'The Child Maintenance Service'. A welcome message states: 'Welcome to the self-service website for customers. To log in, you will need a Government Gateway user ID and password. If you've forgotten either of these, you can request them again by clicking the links below each box.' There are three sections of text: 1. 'If you're not already registered with the Government Gateway' with a link to 'www.gateway.gov.uk'. 2. 'Don't know if you have a Government Gateway account?' with a note that users of services like Self Assessment and the DVLA likely have an account. 3. A login form titled 'Login using your Government Gateway details' which includes two input fields: 'User ID' and 'Password'. Each field has a 'Forgotten your [User ID/Password]?' link below it. There are 'Log in' and 'Cancel' buttons at the bottom of the form. A footer contains links for 'Home', 'Terms of use & disclaimer', 'Privacy policy', 'Information charter', 'Contact us', 'Help', 'Sitemap', and 'Accessibility'.

Home | About this site

Child Maintenance Service

## The Child Maintenance Service

Welcome to the self-service website for customers. To log in, you will need a Government Gateway user ID and password. If you've forgotten either of these, you can request them again by clicking the links below each box.

**If you're not already registered with the Government Gateway**

It's an easy process to register for the Government Gateway, but make sure you've got your personal information handy. To register, please visit [www.gateway.gov.uk](http://www.gateway.gov.uk).

**Don't know if you have a Government Gateway account?**

The Government Gateway includes many services such as Self Assessment and the DVLA. If you already use any online service from the UK government, you probably have a Government Gateway account.

**Login using your Government Gateway details**

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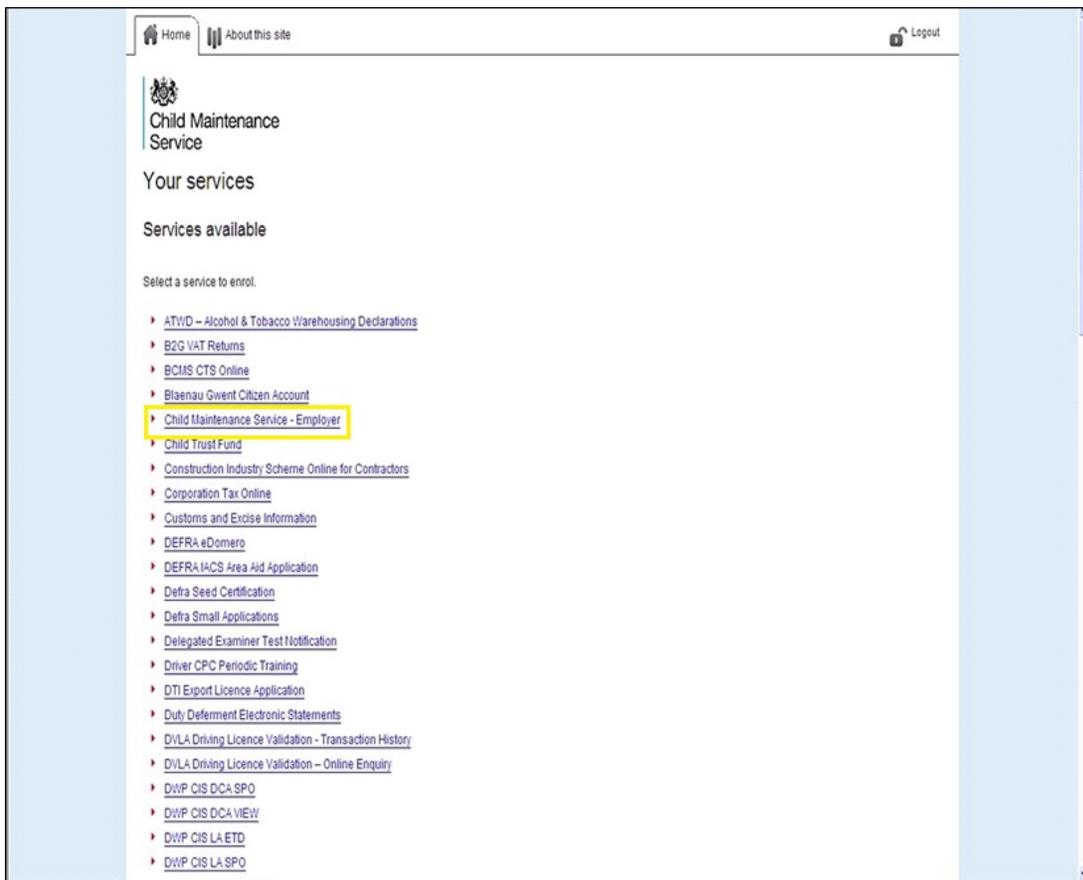
<b>User ID</b> <input type="text"/> <a href="#">Forgotten your User ID?</a>	<b>Password</b> <input type="password"/> <a href="#">Forgotten your password?</a>
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**Log in**

[Cancel](#)

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6. Following log in, employers enrol by selecting Child Maintenance Service employer from the list displayed below.



The screenshot shows the 'Child Maintenance Service' website. At the top, there are navigation links for 'Home' and 'About this site', and a 'Logout' button. Below the service logo, the page is titled 'Your services' and 'Services available'. A prompt says 'Select a service to enrol.' followed by a list of services. The service 'Child Maintenance Service - Employer' is highlighted with a yellow box. Other services include ATWD, B2G VAT Returns, BCMS CTS Online, Blaenau Gwent Citizen Account, Child Trust Fund, Construction Industry Scheme Online for Contractors, Corporation Tax Online, Customs and Excise Information, DEFRA eDomero, DEFRA IACS Area Aid Application, Defra Seed Certification, Defra Small Applications, Delegated Examiner Test Notification, Driver CPC Periodic Training, DTI Export Licence Application, Duty Deferment Electronic Statements, DVLA Driving Licence Validation - Transaction History, DVLA Driving Licence Validation - Online Enquiry, DWP CIS DCA SPO, DWP CIS DCA VIEW, DWP CIS LA ETD, and DWP CIS LA SPO.

7. An information page advises employers to enter a series of known facts for security purposes. Select **Continue** to complete enrolment.

Home About this site Logout

**Child Maintenance Service**

## Enrol for service

### Child Maintenance Service

### Enrol for the employer self-service website

If you have an employer account with the Child Maintenance Service, you can manage it online using the employer self-service website. Click 'Continue' below to go to the enrolment page.

#### Who can use the employer self-service website?

The employer self-service website is only available if you have an employer account with the Child Maintenance Service and an Employer Reference Number. Please note that you can only have one PAYE number per enrolment. This means that if you pay employees from more than one payroll office in the UK, and each office has a different PAYE reference number, you will need to enrol separately for each PAYE number.

#### How to use this service

The 'Continue' button below will take you to the enrolment page. You will need to provide your Employer Reference Number from the Child Maintenance Service, along with your Employer PAYE reference number provided by HM Revenue & Customs.

**Continue** →

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8. Employers enter the known facts: the ERN, the pay as you earn (PAYE) and select **Next**.

[Home](#) [About this site](#) [Manage password](#) [Manage details](#) [Logout](#)

  
Child Maintenance  
Service

## Child Maintenance Service - Employer - Service enrolment

**Please enter the following information**

Please note: \* indicates that an answer is required.

**Employer Reference Number (ERN) \***  
Please enter your Employer Reference Number from the Child Maintenance Service. This is the 12 digit number you can find at the top of your letters.

  
**HMRC Employer PAYE Reference Number \***  
Please enter your PAYE Reference Number from HM Revenue & Customs. You can find it on your P30BC payslip booklet. eg 123456789012345  

If you like, you can enter a description of this enrolment below, to make it easier to remember.

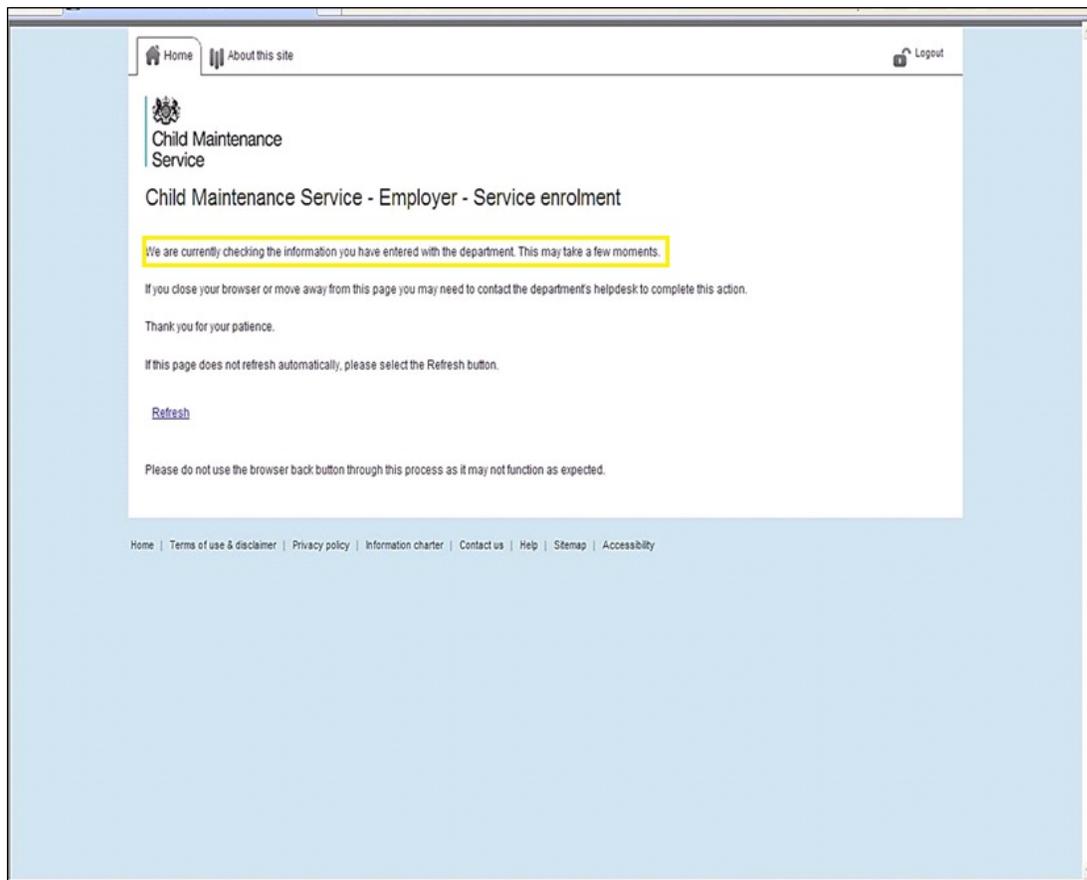
**Reference name**

[Next](#) 

[Previous](#) [Cancel](#)

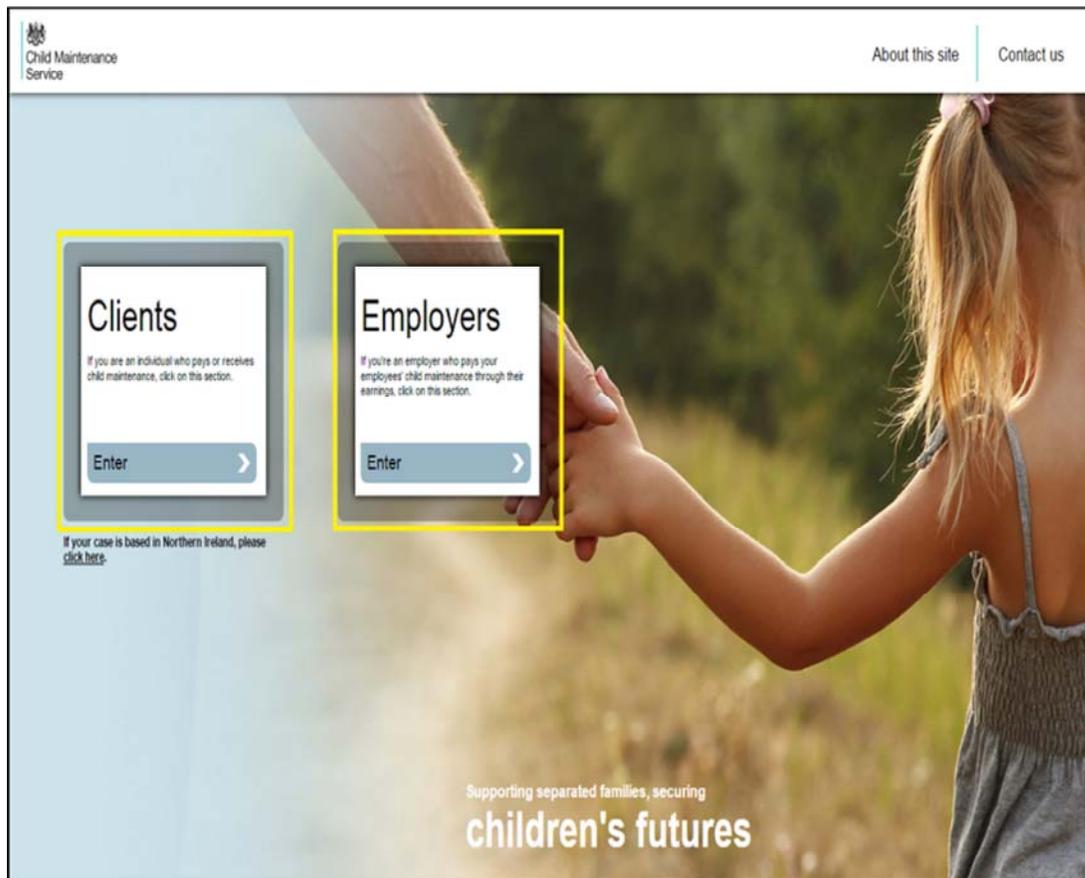
9. The following screen is displayed while the known facts are confirmed with the Child Maintenance Service database to validate the employer details entered.



10. Once the details are confirmed as being correct, the homepage is displayed.



When Employers/Clients use an internet search engine to find the self service website they will be displayed with a landing page which will direct them to the correct website.



11. Following enrolment when an employer subsequently logs in to Self Service only GG user ID and password will be required (as displayed in step 5). The Self Service homepage will then be displayed.
12. The homepage is displayed over two screenshots. The underlined words and the titles in the 'blue boxes' are hyperlinks. Advise callers to hover the cursor over the screen and select the relevant hyperlink, this takes employers into the appropriate screen where the most current schedule is displayed.

### Homepage 1

13. From the homepage employers can see recent changes to schedules, recent notifications issued and hyperlinks to edit and upload schedules, make payments and report leavers.

The navigation panels (blue box hyperlinks) allow employers to drill down for details.

Home
About this site
A+ Bigger text
A- Smaller text
Print page
Bookmark page
Logout



**Child Maintenance Service**

Welcome .

Not ? [Logout](#)

This is the first time you have logged in.

You're logged in securely 

**My schedules**

- Edit payment schedule
- Upload a schedule
- View schedule history

**My payments**

- Make a payment online
- View payment history
- Ways to pay

**My messages**

- Send and receive messages
- View contact history

**My company details**

- View company details
- Edit company details

**Need help?**

- Ask a question
- Browse help topics

**Recent changes to your schedule**

Payment received : £ 4.00 on 24 July 2012

9 DER(s) added

[View details](#)

**Recent messages**

You have no recent messages to show.

[View all messages](#)

**I want to**

- [Edit payment schedule](#)
- [Upload my own payment schedule](#)
- [Make a payment](#)
- [Report a leaver](#)

**BUPA payment schedule for August 2012**

Due on 19 September 2012, in 14 day(s).

These are your monthly amounts due. If you need to change anything or add a new employee with a DER from the Child Support Agency, you can either edit it online or upload your own version.

CSA?	First name	Surname	NI number	Employee's ref number	Monthly amount due (£)
	Charly	Richardson	AA1****3B	128676466466	201.00
	John	mathew	AA1****3D	128974864646	200.40
	Craig	Richardson	AB1****3C	128764666464	201.20
	Johnson	Miles	AB1****3D	128748646464	200.80
	Dave	Johnson	AC1****3C	128798986466	200.60
	Kate	Williams	AC1****3D	127979764646	200.20

## Homepage 2 (lower half of homepage)

14. Target schedule is displayed

**Recent changes to your schedule**

Payment received : £ 4.00 on 24 July 2012

9 DER(s) added

[View details](#)

**Recent messages**

You have no recent messages to show.

[View all messages](#)

**I want to**

[Edit payment schedule](#)

[Upload my own payment schedule](#)

[Make a payment](#)

[Report a leaver](#)

**BUPA payment schedule for August 2012**

Due on 19 September 2012, in 14 day(s).

These are your monthly amounts due. If you need to change anything or add a new employee with a DER from the Child Support Agency, you can either edit it online or upload your own version.

CSA?	First name	Surname	NI number	Employee's ref number	Monthly amount due (£)
	Charly	Richardson	AA1****3B	128676466466	201.00
	John	mathew	AA1****3D	128974864646	200.40
	Craig	Richardson	AB1****3C	128764666464	201.20
	Johnson	Miles	AB1****3D	128748646464	200.80
	Dave	Johnson	AC1****3C	128798986466	200.60
	Kate	Williams	AC1****3D	127979764646	200.20
	Chris	Parle	AD1****3C	128786464646	201.40
	Chris	Parle	AD1****3D	127897646464	201.80
	ALBINAF	GoldsmithA	CA1****2A	121000382456	958.74
	YXAlanT	AndersonTR	NR9****7A	121000384250	100.10
<b>Total amount paid (£)</b>					<b>2666.24</b>

Employee(s) 1 - 10 of 10

Upload my own schedule

Edit payment schedule

## My Schedules Landing Page

15. The following screen gives guidance to assist employers to:

- Submit a schedule no change
- Submit schedule with change
- Upload own schedule

Home About this site Bigger text Smaller text Print Logout

Child Maintenance Service

Welcome . Not ? Logout

You're logged in securely

**My schedules**

- Change payment schedule
- Upload a schedule
- View schedule history

**My payments**

- Make a payment online
- View payment history
- Ways to pay

**My messages**

- Send and receive messages
- View contact history

**My company details**

- View company details
- Edit company details

**Need help?**

- Ask a question
- Browse help topics

**Recent changes to your schedule**

Payment received: € 400.00 on 07 January 2016

1 DEO(s) changed

[View details](#)

**Recent messages**

You have no recent messages to show.

[View all messages](#)

**I want to**

- [Change payment schedule](#)
- [Upload my own payment schedule](#)
- [Make a payment](#)
- [Report a leaver](#)

**Lenovo payment schedule for April 2016**

Due before 19 May 2016, in 14 day(s).

These are your monthly amounts due. If you need to change anything or add a new employee with a DEO from the Child Support Agency, you can either edit it online or upload your own version.

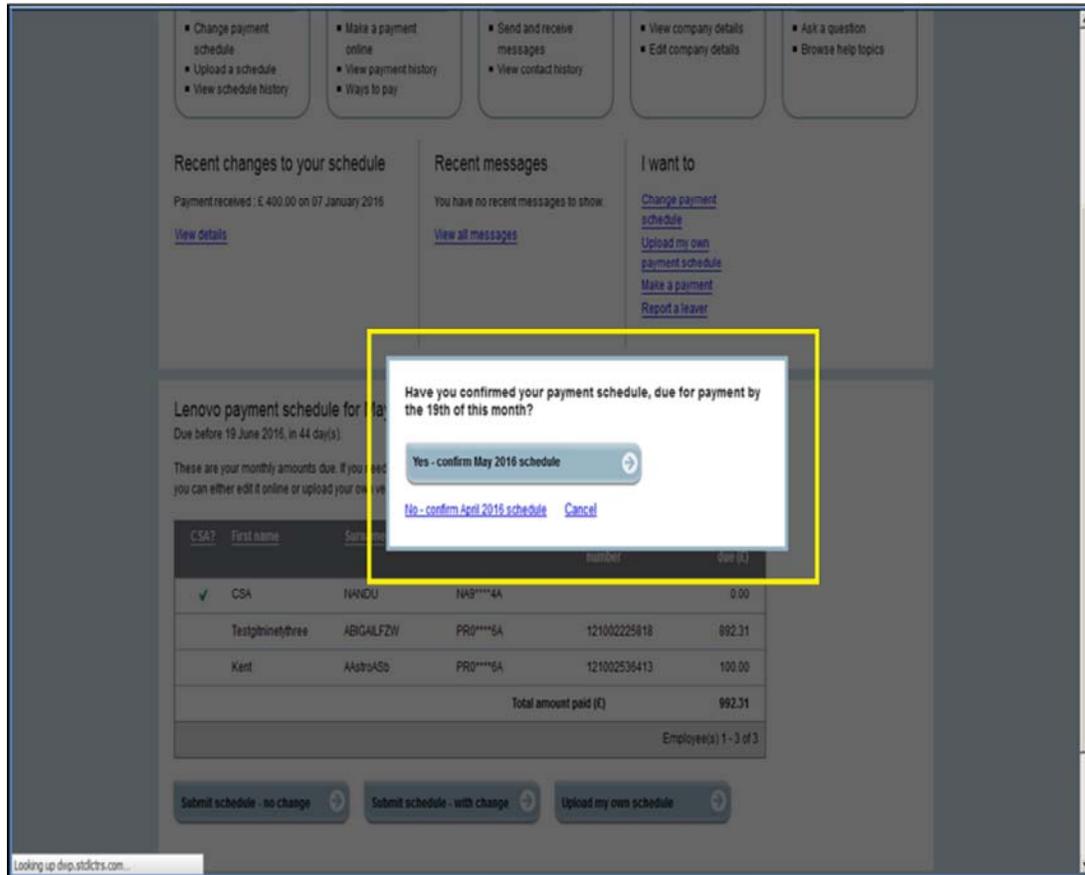
CSA?	First name	Surname	NI number	Employee's ref number	Monthly amount due (£)
✓	CBA	NANDU	NA6****4A		0.00
	Test@thirtythree	ABIGAILFZW	PR0****6A	121002225818	892.31
	Kent	AAstroASb	PR0****6A	121002536413	100.00
<b>Total amount paid (£)</b>					<b>992.31</b>

Employee(s) 1 - 3 of 3

Submit schedule - no change Submit schedule - with change Upload my own schedule

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16. Advise employers to use the [Deduction from earnings for employers](#) link for further help.

### Select Upload a Schedule

17. The following page is displayed. Employers must complete the following:

- select the browse option
- select a file from their laptop/computer
- select send to upload a new schedule

The Self Service Site displays a schedule from BaNCS based on the current month by default. Employers can change the date as follows:

- select the drop down menu or other period option and enter the required date range (e.g. weekly/two weekly/monthly)
- select show for the system to bring forward the new template
- make the necessary changes
- select next to go to the confirmation page and display the modified schedule
- once the employer is happy with the modified schedule they must select send to submit to BaNCS

The schedule is created in BaNCS with the amended data and a success response sent back to the Self Service Site. A PDF is generated simultaneously from the new data the employer has provided, this is stored with an activity in the system. In certain instances, change of circumstances are created as a result of the changes made by the employer.

Once completed a message confirms, We've saved your changes. Return to the homepage or select a page from the history trail. Ensure employers have saved their DEO schedules correctly, for further information refer to [DEO schedule file format](#).

The screenshot displays the 'Child Maintenance Service' user interface. At the top, there is a navigation bar with links for 'Home', 'About this site', and utility icons for text size, printing, and logging out. A user status box indicates the user is logged in as 'Not ? Logout' and notes it's their first login. A 'You're logged in securely' badge is also present. Below this is a menu with 'My schedules', 'My payments', 'My messages', 'My company details', and 'Need help?'. The main content area is titled 'Upload a schedule' and features a progress indicator with three stages: 'Upload a schedule', 'Confirm details', and 'Details sent'. The 'Upload a schedule' stage is currently active. Instructions below the progress bar state: 'You can upload your payment schedule here. For more about how to save your file and which format to use, look at our information on [saving your payment schedule](#). Select the file on your computer, then click 'Next' to upload it and move to the next step. Details marked \* must be completed.' A form box contains a 'Select a schedule \*' label, a text input field, a 'Browse...' button with a green checkmark icon, and a 'Next' button with a right arrow. A 'Cancel' link is also visible. A 'Upload a schedule' button is positioned to the right of the form. At the bottom of the page, there is a footer with various links and a 'GOV.UK' search bar.



Employers are able to include 1993/2003 scheme DEO's during the transitional period. Refer to [DEO schedule file format](#) for further guidance.

18. If 1993/2003 employee details are included on CMS2012 DEO schedule with a reason code of **left employment** or **deceased** an SR generates. As the employee does not exist on CMS2012 an error status appears. Change the error status as follows:

- Select the **account** tab and **query**
- Enter the employer name (or the first two letters and \*) and select **Go** to run a search
- Highlight the employer name from the list and drill down into the account
- Select the **more** tab and **errors** tab
- Highlight the 1st log ID and scroll down the screen to view more detail
- From the **exception status** drop down, choose **Ignored** from the three options (open/resolve)
- Repeat for each log ID until all errors are closed

To complete this action remove the 1993/2003 employee details from the employer target schedule, for guidance follow steps 37 to 41 in [DEO reconcile](#).

### [View Schedule History - Landing Page](#)

- Guidance on accessing this page can be found via the history trail. Enter the dates and select the show button to view previous schedules.

The screenshot shows the 'Child Maintenance Service' Employer Self Service interface. At the top, there are navigation links for Home, About this site, and options for text size (Bigger, Smaller), Print page, Bookmark page, and Logout. A user is logged in, with a 'Logout' link and a 'You're logged in securely' indicator.

The main navigation area includes 'My schedules', 'My payments', 'My messages', 'My company details', and 'Need help?'. The breadcrumb trail is 'Home > My schedules > View schedule history'. The 'Schedule history' link is highlighted with a yellow box.

A message states: 'No schedules match those dates. Please change the dates and try again.' Below this, a note explains that the list shows all company schedules from previous months and that clicking on a received date will view an individual schedule.

The section is titled 'Schedule history for BUPA'. It shows 'Your latest account balance is £ 0.00' and a 'View payment history' link. The date range is set to 'From date: 06/09/2011' and 'To date: 05/09/2012', with a 'Show' button. Below this is a table with the following structure:

Received date (dd/mm/yyyy)	From date (dd/mm/yyyy)	To date (dd/mm/yyyy)	Actual deduction (£)
No schedules available			

At the bottom, there are links for Home, Privacy policy, Terms of use & disclaimer, Information charter, Contact us, Help, Sitemap, and Accessibility. A search bar contains 'GOV.UK' and a 'Go' button.

## Report a Leaver

20. This is the landing page showing all the available hyperlinks to report a leaver.

Home About this site A<sup>A</sup> Bigger text A<sup>S</sup> Smaller text Print page Bookmark page Logout

You are logged in as .  
Not ? Logout  
This is the first time you have logged in.

You're logged in securely

**My schedules**

- Edit payment schedule
- Upload a schedule
- View schedule history

**My payments**

- Make a payment online
- View payment history
- Ways to pay

**My messages**

- Send and receive messages
- View contact history

**My company details**

- View company details
- Edit company details

**Need help?**

- Ask a question
- Browse help topics

Home > Report a leaver

**Report a leaver**

If an employee with a DER is leaving, you'll need to inform us and HMRC. This is because we use employee data from HMRC, and we can only update our records once HMRC confirm the changes.

**1 - Reporting a leaver to us:**  
When you submit your schedules to us, tell us the reason why you are not paying the employee's DER in the end column.

**2 - Reporting a leaver to HMRC:**  
Go to the [HMRC online service](#). You may already be registered with the service and using it to report leavers, either directly or through your payroll software. For more information on what to do, see the [HMRC help pages](#).

Alternatively, if you use an agent or payroll bureau, they can report the leaver to HMRC on your behalf. For more information on what to do, see the [HMRC help pages](#).

**What happens next?**  
We'll update our records as soon as HMRC let us know they've processed the change. The employee will appear on your pre-populated schedules until HMRC pass on the information to us.

**HMRC online service**

Clicking this button will open the HMRC website in a new window.

Home | Privacy policy | Terms of use & disclaimer | Information charter | Contact us | Help | Sitemap | Accessibility

GOV.UK Go

## My Payments

21. From the **My Payments** landing page employers can view payment history or make card payments. Select the following hyperlinks: **My payments>Pay by card**

Home About this site A+ Bigger text A- Smaller text Print page Bookmark page Logout

You are logged in as .  
Not ? [Logout](#)  
This is the first time you have logged in.

You're logged in securely

My schedules My payments My messages My company details Need help?

My payments [accesskey = p]

Home > My payments

### £ My payments

Make a payment now, or just take a look at the payments you've made to us in the past.

#### View your payment history

Details of when you paid us and how much your payments were.

Payment history →

#### Make a payment online

Pay online with credit or debit card. If you don't want to pay online, take a look at the other [ways to pay](#).

Pay by card →

Home | Privacy policy | Terms of use & disclaimer | Information charter | Contact us | Help | Sitemap | Accessibility

GOV.UK Go

### Make a Payment Online by Debit/Credit Card

The screenshot displays the 'Child Maintenance Service' website interface. At the top, there are navigation links for 'Home', 'About this site', and utility icons for 'Bigger text', 'Smaller text', 'Print page', 'Bookmark page', and 'Logout'. The user is logged in, with a 'Logout' link and a 'You're logged in securely' indicator. A horizontal menu contains 'My Schedules', 'My payments', 'My messages', 'My company details', and 'Need help?'. The main content area shows a breadcrumb trail: 'Home > My payments > Make a payment online'. A yellow box highlights the heading 'Pay online with a debit or credit card'. Below this, instructions state: 'You can use this form to pay online with a debit or credit card. We won't charge you extra for paying by card. Please complete the form and then click 'Next' to continue. Details marked \* must be completed.' The form includes a 'Payment amount (£) \*' field, a checkbox for 'I accept the terms of use', a green 'Next' button, and a 'Cancel' link. Security information mentions 'VeriSign' and 'verified by visa and Mastercard SecureCode'. At the bottom, there is a 'Terms of use for payments' section with a 'Print terms of use' link and a scrollable area containing the text: 'The Child Maintenance Service takes internet security extremely seriously.'

## My Messages

22. When selecting **My Messages** from the homepage, employers should select the hyperlinks to access further screens. The following screens show employers how to access and view messages and contact history, edit company details, including contact preferences and send messages via Self Service.

Home About this site A+ Bigger text A- Smaller text Print page Bookmark page Logout

Child Maintenance Service

You are logged in as .  
Not ? [Logout](#)  
This is the first time you have logged in.

You're logged in securely

My schedules My payments My messages My company details Need help?

Home > My messages

### My messages and contact history

You can use this secure messaging service to send us messages in complete confidence. We'll use it to send you messages too, and you can tell us if you want it to be the main way we contact you in your [contact preferences](#).

We keep a record of your messages along with any other contact between us so you can see your entire contact history at a glance.

#### Messages and contact history

You can read new correspondence here, as well as seeing your full contact history with us. This includes records of all phone calls, letters, faxes and messages through the self-service website.

[View contact history](#)

#### Send a message

Send us a secure message about your employees with DERs.

[Send a message](#)

Home | [Privacy policy](#) | [Terms of use & disclaimer](#) | [Information charter](#) | [Contact us](#) | [Help](#) | [Sitemap](#) | [Accessibility](#)

GOV.UK Go



Resolve all queries and complete any action for employers where applicable. Remind employers to access the frequently asked questions (FAQ) section for answers to common queries.

### Send a Message

23. Select the drop down menu from the message subject line (mandatory field). Options for sending a message include:
- provide feedback
  - schedule query
  - make a complaint
  - general query
  - problem with the Self Service Site

Compose a free text message and select **send**. Once completed successfully, a pop up thank you message confirms the message is sent.

The screenshot shows the 'Send a message' page within the Employer Self Service portal. At the top, there are navigation tabs for 'My schedules', 'My payments', 'My messages', 'My company details', and 'Need help?'. The 'Send a message' tab is active and highlighted with a yellow box. Below the navigation, the breadcrumb path is 'Home > My messages > Send a message'. The main heading is 'Send a message'. The page contains several paragraphs of text: 'Before you send us a message, take a look through our [FAQs](#) in case we've already answered your question.', 'When you send us a secure message, we'll confirm we've received it, and then keep you up to date with the progress we're making. We try to answer every question within 48 hours.', and 'The more information you give us, the faster we'll be able to get back to you, so please provide as many details as possible. If your message is about a specific employee or a letter we've sent you, please include the details in your message.' Below this is a note: 'Details marked \* must be completed.' The form area includes a dropdown menu for 'Message subject \*' with 'Select' as the current option, and a text area for 'My message \*'. Both fields have a green question mark icon to their right. At the bottom of the form are 'Send' and 'Cancel' buttons. The footer contains a list of links: 'Home | Privacy policy | Terms of use & disclaimer | Information charter | Contact us | Help | Sitemap | Accessibility' and a search bar with 'GOV.UK' and a 'Go' button.

## Company Details

 Advise employers that currently there is no functionality for agents to be registered on the Self Service Site.

Home About this site A+ Bigger text A- Smaller text Print page Bookmark page Logout

You are logged in as .  
Not ? [Logout](#) You're logged in securely

[My schedules](#) [My payments](#) [My messages](#) **[My company details](#)** [Need help?](#)

[Home](#) > [My company and agents](#)

### My company and agents

Please make sure all your company details and agent details are up to date. If your company has any changes, you can tell us about them here.

#### My company details

Use this section to:

- Check your company name and address
- Check your postal address and contact details
- Change your contact preferences

[View my company details](#)

#### My agent details

We're currently creating a website for agents and payroll bureaus, so please [contact us](#) if you want to use an agent in the meantime.

[Home](#) | [Privacy policy](#) | [Terms of use & disclaimer](#) | [Information charter](#) | [Contact us](#) | [Help](#) | [Sitemap](#) | [Accessibility](#)

GOV.UK Go

### Company Contact Details Including Contact Preference

The screenshot shows the 'Change contact preferences for my company' page. At the top, there is a navigation bar with links for Home, About this site, Bigger text, Smaller text, Print page, Bookmark page, and Logout. Below this, the user is logged in as 'Child Maintenance Service' and is notified that they are logged in securely. A menu bar contains links for My schedules, My payments, My messages, My company details, and Need help?. The main content area shows a breadcrumb trail: Home > My company and agents > My company details > Change contact preferences. The title 'Change contact preferences for my company' is highlighted in yellow. Below the title is a progress bar with three steps: 'Make changes' (active), 'Confirm changes', and 'Changes sent'. The page instructs the user to 'Choose whether to receive letters by post' and provides information about paper-free options. It also states that 'Details marked \* must be completed'. The 'Current contact preferences' section shows that the user currently wants to 'send all my letters by post' and 'only send letters to my self-service account', with an email address of 'test@tcs.com'. The 'New contact preferences' section offers the same two options, with the first option selected. It also includes a section for 'Send email notifications to this email address' with explanatory text.

### Company Address Details Including Adding/Changing Address

The screenshot shows the Child Maintenance Service Employer Self-Service portal. At the top, there is a navigation bar with links for Home, About this site, Bigger text, Smaller text, Print page, Bookmark page, and Logout. Below this, the user is logged in as 'Not ? Logout' and is notified that this is their first login. A 'You're logged in securely' indicator is also present. The main navigation menu includes 'My schedules', 'My payments', 'My messages', 'My company details', and 'Need help?'. The current page is 'My company's address details', which is highlighted with a yellow box. The breadcrumb trail is 'Home > My company and agents > My company details > My company's address details'. The page content includes an introduction to company addresses, a section to 'Add a new address' with a button, and two columns for existing addresses: 'Postal address' and 'Other address'. Each column displays the address details for a specific company.

**Child Maintenance Service**

You are logged in as .  
Not ? [Logout](#)  
This is the first time you have logged in.

You're logged in securely

My schedules | My payments | My messages | My company details | Need help?

Home > My company and agents > My company details > My company's address details

**My company's address details**

Here are the addresses we have for your company. We've included your main postal address and any other company addresses you've told us about.

If any of them are wrong or if you want to delete or add an address, you can make the changes here.

**Add a new address**

Your company can have as many addresses as you want, but only one postal address. Add a new address for your company here.

[Add a new address](#)

Postal address		Other address	
This is your company's DLO address and we'll send all your mail here.		This is your company's address.	
<b>Address</b> Apartment 44 McClinbock House, The Boulevard		<b>Address</b> Bupa Care Services, Addr Line 2	
<b>Town / City</b> LEEDS	<b>County</b> West Yorkshire	<b>Town / City</b> LONDON	<b>County</b> Select
<b>Postcode</b> LS10 1LP		<b>Postcode</b> LS18 4UP	
<b>Country</b> England		<b>Country</b>	

## Help Section

24. Remind employers of the following:

- access the help section for answers to frequently asked questions
- select the [video walkthrough link](#)
- select the screen hyperlink, need help?

The screenshot shows the 'Child Maintenance Service' website. At the top, there are navigation links for 'Home', 'About this site', 'Bigger text', 'Smaller text', 'Print page', 'Bookmark page', and 'Logout'. A user is logged in as 'Not ? Logout', with a note that this is their first time logging in. A 'Need help?' button is highlighted in yellow. Below the navigation, there are buttons for 'My schedules', 'My payments', 'My messages', and 'My company details'. The main content area is titled 'Home > Help and FAQs' and 'Help and frequently asked questions'. It includes a search bar with the text 'change my circumstances' and a 'Show' button. There is also a 'View all questions' button. Below this, there are tabs for 'Most popular questions', 'Task / topic', and 'Saving your payment schedule'. The first question is '1. How do I upload my payment schedule?' with a 'Hide' button and a minus sign. The text below the question explains that if payroll software is used, the schedule should be saved in CSV format, and provides a link to 'Download the CSV template now'. A second question, '2. How do I save a CSV file?', is partially visible. At the bottom, there is a link to 'Return to upload schedule'.

## Help and Frequently Asked Questions

25. Employers can find answers to common tasks or view all questions.

Home > Help and FAQs

## Help and frequently asked questions

If you have got questions on how to use this website, you can find the answers here. Just scroll through our list of frequently asked questions or search to find the information you're looking for.

Why not learn more about this site on our [walkthrough video](#)?

**I want to:**  
Find the information on common tasks.

**Show**

**View all questions**  
Browse through all our frequently asked questions.

**View all questions**

**Most popular questions** | **Task / topic** | **Saving your payment schedule**

- 1. How do I upload my payment schedule?** Hide
- 2. How do I save a CSV file?**

[Return to upload schedule](#)

[Send an enquiry](#)

Home | [Privacy policy](#) | [Terms of use & disclaimer](#) | [Information charter](#) | [Contact us](#) | [Help](#) | [Sitemap](#) | [Accessibility](#)

GOV.UK **Go**

## Further Help Screens

Home About this site A+ Bigger text A- Smaller text Print page Bookmark page Logout

You are logged in as .  
Not ? [Logout](#)  
This is the first time you have logged in.

You're logged in securely

My schedules My payments My messages My company details Need help?

Home > Help and FAQs > View all questions

[View all questions](#)

Here's a list of all our FAQs. Select the category you want to find information on, then just click on the question to show the answer

**About DEOs**

Accessibility  
Contact us  
General  
[How to use this site](#)  
[Making payments](#)  
[My details have changed](#)  
[My employees](#)  
Security  
Terms explained  
[Uploading my schedule](#)

1. **What information do I need to tell my employee when setting up a DEO?** [Hide](#)

You will need to tell your employee the following four things:

1. how much you are deducting from their salary
2. how often you are deducting it
3. the amount of their earnings that is protected
4. How much you are deducting for administration costs

We will send your employee a copy of the same Deduction from Earnings Order that you received.

2. Processing a DEO costs me money, how do I reclaim it?

3. How to set up a direct debit?

4. My employee is threatening to leave if I administer the DEO. What should I do?

5. When do I need to submit or enter a schedule by?

6. I am processing DEOs for several companies. How do I access the self service website for more than one company?

7. I already have DEOs from the Child Support Agency. Can I use this site to submit information about them?

8. I pay my employees weekly but this system displays a monthly schedule. What should I do?

### Content Editor [1]

Northern Ireland employers will access the Self Service Site via NI Direct (the NI version of Gov.UK)

[Correspondence \(inbound\) -scanning](#)

[Client Self Service](#)

[Call- Overview](#)

[Deduction from earnings for employers](#)

[DEO schedule file format](#)

[Employer/agent contact](#)

[Self Service Support Team](#)

[Terminology Changes](#)

[Video walkthrough link](#)

[Why can't the employer log into the Self Service Site when they have registered with Government Gateway and enrolled for Child Main](#)

The employer must follow the key steps to register for Self Service:

Navigate to [childmaintenanceservice.direct.gov.uk/employer](http://childmaintenanceservice.direct.gov.uk/employer)

Click to register with the Government Gateway (GG)

Enrol in Child Maintenance.

An incident was raised when an employer attempted to register for GG before accessing Child Maintenance Service. The link directed client Self Service Site. The link has now been fixed but employers should be advised to always access the GC [childmaintenanceservice.direct.gov.uk/employer](http://childmaintenanceservice.direct.gov.uk/employer) when registering for Child Maintenance Service.

#### Why won't the employer's Government Gateway ID and PAYE reference number let them access the Self Service Site?

Check the Employer is using the correct ERN by asking the three security questions based on the employer record and that they are using a reference number shown on P30BC payslip booklet.

If the employer still can't access the Self Service Site warm transfer to the [Self Service Support Team](#)

#### What format can the employer use to upload their payment schedule to the Self Service Site?

The following documents are accepted on the Self Service Site:

DEO schedule schema (XML)

Example report format (CSV)

#### Why won't the Self Service Site accept the dates the employer is entering onto their payment schedule?

Ask the employer which date they are entering-the date on the payment schedule has to exist on the target schedule. Target schedule date after payroll is ran.

#### Why can't the employer make a payment on the Self Service Site?

Advise the employer you can take a payment over the telephone and take relevant details. If the employer has received a time out follow the process to Raise an incident, see [Incident Management - Manage Incident Locally](#) for further guidance.