

Employer - Triage

This procedure will advise you of the actions to take before a deduction from earnings order (DEO) payment is received from an employer who has cases on both the 1993/2003 and 2012 schemes. The purpose of this process is to ensure that delays in clients receiving their maintenance are kept to a minimum.

All employers in Northern Ireland in the above scenario will need to be transitioned across to the 2012 scheme - once the employer has been transitioned use call script A in the below **Employer call scripts** section to welcome the employer to the 2012 scheme.

For all other employers, the steps that need to be taken will vary according to the following employer criteria:

- The number of paying parents the employer currently collects DEOs for
- How the employer currently makes payment to the 1993/2003 scheme
- Whether or not the employer supplies the 1993/2003 scheme with an electronic schedule of collections made

Depending on which of the above criteria is satisfied by the employer, they will be asked to make payments to either the 1993/2003 or the 2012 schemes.

Determine Employer Status

In order to determine whether payments should be made to 1993/2003 scheme or the 2012 scheme, you will need to check how the employer makes their DEO payments. Access the **employer exception list** to check if the employer's details are already held - this list will also advise you which scheme the employer is currently making payments to. For further information on the exception list, see **Employer exception list** below.

If the employer details are not held in the exception list, contact Banking, Payments and Assignment Service (BPAS) to gather the employer's details. Use the criteria in the first four columns of the below table - the fifth column will then advise you which scheme the payment should be made to:

Bulk payment?	Does the employer currently supply an electronic schedule?	Is payment DACT?	Does employer have 50+ DEOs?	Pay to	Use script
Yes	Yes	No	N/A	1993/03	B
Yes	No	No	No	2012	A
Yes	No	N/A	Yes	1993/03	E
No	No	No	No	2012	A
No	No	No	Yes	1993/03	C

Where the employer does not make bulk payments and pays by Detailed Automated Credit Transfer (DACT), you will need to contact the employer and advise them that we will require bulk payments on the 2012 system. Depending on how willing they are to switch to bulk payments, use the table below to establish whether payments should be made to the 1993/2003 scheme or the 2012 scheme:

Will employer convert to bulk payment?	Will employer supply an electronic schedule?	Does employer have 50+ DEO's?	Pay to	Use script
No	N/A	N/A	1993/03	D
Yes	Yes	Yes	1993/03	F
Yes	No	No	2012	A
Yes	No	Yes	1993/03	F

Employer Exception List

Those employers who will need to make payments to the 1993/2003 systems will need to have their details recorded on the employer exception list. The exception list is a spreadsheet which is located in the Employer Support Team's shared drive.

Check that the employer does not already exist on the list, if not then add the employer's details. The details you will need to add to the exception list are:

- Employer name
- Employer Pay As You Earn (PAYE) number
- Welcome call script type i.e. script A - F
- Whether an actual schedule pre build is required

Use the above table and the below call script details to record on the exception list which call script will apply. For further information on actual schedule pre builds, refer to [DEO - Actual Schedule](#)

Employer call scripts

Once you have established which system payments are to be made to, you will need to contact the employer and follow the call script indicated in the **Use Script** column in the above tables. Select the call scripts links below to view each script:

- [Script A](#) - To be used where the employer is transitioned to the 2012 scheme - this is the welcome script as per step 4 of Employer - set up.
- [Script B](#) - To be used where the employer currently makes bulk payments and sends an electronic schedule
- [Script C](#) - To be used where the employer currently does not make bulk payments but does not pay by DACT, and has 50 or more paying parent DEO's
- [Script D](#) - To be used where the employer currently makes payments by DACT and will not convert to bulk payments
- [Script E](#) - To be used where the employer currently makes bulk payments but does not send an electronic schedule, and has 50 or more paying parent DEO's
- [Script F](#) - To be used where the employer currently makes payments by DACT, but will convert to bulk payments, does not supply an electronic schedule and has 50 or more paying parent DEO's

Review employer exception list

At the review date, you will need to check how the employer is making payments, and then use the determine employer status tables above to establish whether the employer should change schemes. At review stage, the following additional criteria will apply:

- Where the employer will convert to bulk payments, will provide an electronic schedule, and collects less than 50 DEOs - **payments should be made to the 2012 scheme**
- Where the employer does not make bulk payments, but supplies an electronic schedule, and collects less than 50 DEOs - **payments should be made to the 2012 scheme**
- Where the employer does not make bulk payments, but supplies an electronic schedule, and collects more than 50 DEOs - **payments should be made to the 1993/2003 scheme**

If the employer now meets the criteria to make payments to the 2012 scheme, you will need to record in the employer exception list that the review has been completed. You will also need to contact the employer, advise them to start making payments to the 2012 scheme and then follow call script **A**.

If the employer does not meet the 2012 scheme criteria at the present time, you will need to record a new review date in the exception list, and confirm that the original review has been completed.



If a senior management decision is made to move all DEO's across to the 2012 scheme, you will need to advise the employer 'we have decided, irrespective of how you currently make payments to the 1993/2003 systems, that all future payments and schedules should be sent to the 2012 scheme.



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.

NICMS replaces CMG in Northern Ireland

Related Items

[DEO - Actual Schedule](#)

[Employer Triage - Script A](#)

[Employer Triage - Script B](#)

[Employer Triage - Script C](#)

[Employer Triage - Script D](#)

[Employer Triage - Script E](#)

[Employer Triage - Script F](#)