SMS Text

CMS SMS text messages are only sent to clients (not employers unless an agreed bulk campaign has been approved) that have provided a valid UK mobile number during the application stage or at a later date. SMS text messages must not be sent to landline telephone numbers. To opt out of the service the client must state they do not want to receive texts when asked. If this is the case the opt out box will be checked on the client's More Info screen. If the client decides at a later date that they would like to opt in or out of this service you will need to change their contact details. For more information refer to Change - Contact Details.

Where no mobile number is provided the client must be recorded as **Opted Out** of the SMS service, to prevent future errors occurring.

Clients can also opt in or out of the SMS text service using Child Maintenance Service's safe and secure self service website. Clients can also log on any time to check when their next payment is due, to view payment history, to make a payment or to update other information about their account. For more information refer to Client Self Service.

MI reports will be sent to CMG Telephony Performance Team and Finance Reporting Teams who will produce what is required by the business.

CMS has three types of SMS:

- Automated System Generated SMS
- Manual REACH Interactive SMS
- Bulk Campaign SMS

Automated System Generated SMS

Currently if the service type of a case is set up as collect and pay, the following messages are sent:

- Notify client of payment due.
- Provide update that payment from a paying parent was successful.
- Notify the paying parent that payment has not been received.

These messages are sent at specific points during the life of the case.

If the service type of a case is direct pay, the above messages are not sent, however this channel may be used in the future to communicate certain messages with direct pay clients.

These automated system generated SMS text messages will only be sent between the hours of 9:00am and 5.00pm(but may arrive at later times/dates dependant on network services), will be generic in content and not reveal any case sensitive data.

Manual REACH Interactive SMS

Manual SMS can be sent via the REACH Interactive desktop functionality. This application can be requested via TechNow with Line Manager authorisation. The desktop functionality allows caseworkers to send an appropriate individual SMS text message during a client's case journey. Refer to the Details tab for further information on how to send a manual SMS text message.

Bulk Campaign SMS

Bulk campaign SMS text messages are used to target large audiences with specific promotional or informational content related to client's cases. For more information refer to the Policy, Law and Decision Making Guidance.

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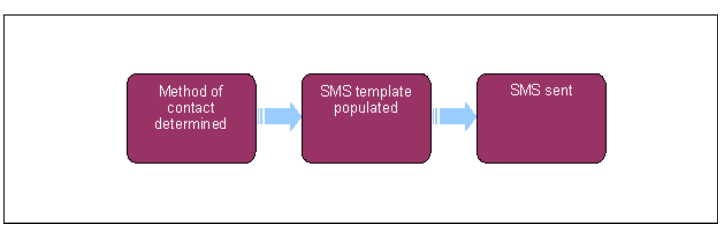

This procedure uses the terms receiving parent and paying parent.

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.

Manual SMS Text Message

This procedure explains the steps a caseworker will take when sending a short messaging service (SMS) to clients. This action is a manual process using REACH Interactive desktop functionality. CMS caseworkers with access to the REACH Interactive tool will be able to manually send SMS text messages at various points in the client's case journey to client's who have a mobile number held on CMS and who have not opted out of receiving SMS text messages.

To request access to the SMS REACH Interactive Desktop shortcut refer to the User Guide or access this via the Short Message Service DWP homepage.

Once the REACH Interactive icon shortcut is displayed on the desktop, select and register with your work email address and create a password. Input your email and password in every log into REACH unless you select the **Remember Me** checkbox.

If the REACH Interactive icon is not displayed, select **Start** and **All Programs** and find the **SMS REACH Service FMO**. Right click on **SMS REACH Service FMO** and select **Send to Desktop (create shortcut).** If the icon is still not displayed, contact your Regions Super User for further support.

SMS text messages must only be sent within business hours.

Caseworkers are not able to send 'freetext' messages. All sent messages are recorded for assurance and MI purposes and must only be sent within business hours as detailed above. The messages are generic and will not disclose any client sensitive data. The SMS message must only be sent to valid UK mobile numbers starting with 07. UK mobile numbers should in the majority of cases be 11 digits long however on rare occasions some mobile numbers can be 10 digits long - Caseworkers are advised that during real time communication with the client to check that the mobile number is correct before sending SMS.

SMS Text Message Templates

The list below shows the SMS Message name, Segment, and the wording of each message:

SMS Message Name	SMS Template Name (E = English, W = Welsh, NI = Northern Ireland)	SMS Template Wording (Welsh versions available for all & NI versions available where Tel No. or links are included)
Comfort Message English & NI	CMS E Information Received	We've received the information you sent us about your Child Maintenance case. You don't need to call us - we'll let you know of any changes to your case.
Action Message English	CMS E Action Message	We tried to call but couldn't reach you. Please call us back on 0345 266 8792 – if you have a reference number and security pin please have it ready.
Enforcement Action Message 1 English	CMS E Enforcement Action Apply for LO (PP)	[PP first name], we are taking legal action against you. If you need more information call us immediately on 0345 266 8792.
Enforcement Action Message 2 English	CMS E Enforcement Action LO Granted (PP)	The court has granted a liability order against you. Call us immediately on 0345 266 8792 to arrange payment and avoid further enforcement action.
Payment Plan - New/Initial English & NI	CMS E Payment Plan - New/Initial	Your child maintenance payments from [date] will be [amount - rounded down to the nearest pound] per [frequency]. You don't need to call us – we will confirm this in writing.
Payment Plan - Reviewed English & NI	CMS E Payment Plan - Reviewed	We've reviewed your case and your new payment plan from [date] will be [amount rounded down to the nearest pound] per [frequency]. You don't need to call us – we will confirm this in writing
Payment Plan - No Change English & NI	CMS E Payment Plan - No Change	We've reviewed your case and there will be no changes to your payments at this time. You don't need to call us - we will confirm this in writing.
Change Complete English & NI	CMS E Change Complete	We've updated your case with the changes you told us about. Thanks for letting us know - no further action is needed.
Security Reset English	CMS E Security Reset	We've now reset your security details - you'll need these if you call us in the future. If you didn't request this, please contact us now on 0345 266 8792.
Reminder English	CMS E Reminder	We haven't received the information we asked for. Please send it to us as soon as possible or upload it using the self-service website at bit.ly/selfservicegb

Welcome Pack English	CMS E Welcome Pack	Welcome to the Child Maintenance Service. Your customer reference is xxxxxxxxxxxx - keep it safe. To manage your case online register at bit.ly/selfservicegb
Self Service Promotion English	CMS E Self Service Promotion	Register to use self-service today - update your case, check your payments & message us 24/7. Click bit.ly/selfservicegb or search Child Maintenance Online.
GICH SCIN & Self Service Promotion	GICH SCIN SMS	Your Child Maintenance Service customer reference is xxxxxxxxxxxx - keep it safe. To manage your case online, register at bit.ly/selfservicegb

Refer to **Procedural Exception** tab for NI equivalent SMS Text messages.

Sending a manual text message to a client

Applications and GICH caseworkers have specific call guidance to follow when speaking to clients and issuing SMS.

1. Check if there is a mobile number for the client on the **Contact** screen. If there is no mobile number a manual SMS text message cannot be sent.
2. In the **Client Contact** screen check the **More Info** view, to see if the client has opted out of receiving SMS text messages – if they have, manual text message cannot be sent.
3. In the **Client Contact** screen check the **Contact Notes** to determine if the client wishes to be spoken to in Welsh. Make sure the Welsh version of the SMS text message is selected if the clients wants to communicate in Welsh.
4. Open the desktop REACH Interactive icon and log in.
5. To send a manual SMS text message follow the Send Single Message from the SMS Guidance page.
   Caseworkers can only select and send SMS text messages associated to their work segment. SMS template names will be displayed as per the table above, prefixed with E (English), W (Welsh) or NI (Northern Ireland).
6. Once the message has been sent, create a new activity for the client who has been sent the SMS text. Under **Type** select **SMS Outbound** and update Status to Not Required. If it is not appropriate to send an SMS select Call Inbound and add a note in the text box.

   There is no availability to send 'freetext' SMS messages although some message templates have 'free' fields and must be updated with the relevant information i.e. date, amount, frequency, reference number or the paying parent's name.

   To complete the 'freetext' data fields in the SMS text message templates, copy and paste the required information from CMS. This will prevent errors in copying information manually between systems, ensure the information is correct before sending the SMS. Only use the client's first name and all amounts/figures must be rounded down to the nearest pound.
   SMS text messages which fail are being monitored and managed centrally. There is no further action required by caseworkers.

If users have any issues or queries regarding REACH Interactive please contact your Region's super user using the following email addresses:

- CMS Scotland SMS Text message
- CMS North East SMS Text message
- CMS North West SMS Text Message
- CMS Belfast SMS Text Message
- CMS Northern Ireland SMS Text Message
- CMS Midlands SMS Text Message
- CMS South East SMS Text Message
- CMS South West SMS Text Message
- CMS GICH SMS Inbox

They will either answer your query or if necessary raise an incident via TechNow, if they are unable to help with a technical query.

For more information on SMS Text Messaging go to the DWP SMS Homepage.

System Generated SMS

Method of contact determined

1. When triggered, the system workflow creates an SMS outbound activity.

2. The system checks that the client has not opted out of the SMS service.

SMS template populated

3. The relevant SMS template is populated with the following information:

Type of SMS	Recipient	Wording
Payment Due	Paying parent	This is a reminder that your maintenance payment to the Child Maintenance Group (CMG) is due in three days.
'Payment From' Made Successfully	Receiving parent	Your maintenance payment has been received by the CMG and you should get it within three working days.
'Payment From' Unsuccessful	Paying parent	You've just missed a child maintenance payment that was due recently. Please call the CMG on 0345 266 8792 to make this payment

SMS messages are also available in Welsh.

SMS Sent

4. Once populated, the system selects the relevant contact's mobile number and submits the SMS activity to the service provider.

5. The workflow activity is updated and closed automatically.

SMS Invalid Cleanse

Unassociated Mail Handling Team actions

Access Client Contact Details

1. From the CMS Homepage select the **Contacts** tab.

2. Select the **Query** tab and input the mobile number in the appropriate field removing the 44 from the beginning of the number and replace with 0. Take a note if there is a home telephone number displayed. Select **Go**.

3. Take a note of the clients address.

4. Drill down on the **client's surname**.

5. In the **Contact Summary** tab select the **Service Requests** box to identify if there is already an outstanding open **SR – CoC's – Change Personal Info – Change Contact/Security Info** for telephone number.

6. Select **Inbound Interactions** tab to identify any recent inbound telephony contact.

7. Check CIS for a new mobile number. If a new mobile number is identified, complete a **Change Contact/Security Info SR**. If no new details in CIS generate a **Confirm Current Location SR**.

Use Credit Reference Agency (CRA) Interface

Home and mobile telephone numbers will be returned through the CRA interface when available.

1. Where trace action is required to locate a telephone number from the **Client Contact** screen, create a service request with the following values:
   - **Process** = **Change of Circumstances**
   - **Area** = **Confirm Current Location**
   - **Sub area** = **Existing Case**

2. The **Source** is the person reporting the change, from the **Source** dropdown selects their role on the case e.g. NRP, PWC or Third Party. Select CW.

3. Link the SR to the case.

4. In the **CoC More Info** tab enter the details of the person the search relates to in the **Subject Details** field.

5. Set the **Status** to **In Progress**. CMS will then generate an activity plan which can be viewed in the **More Info** or **CoC More Info** tabs. Always complete the CRA check via the **Confirm Current Location SR**.

6. Set **Sub-status** to **CRA Address** and select the **CRA/Websearch** tab.

7. Select **Ctrl & S** to save the record.
8. Select the **CRA Search** button. The Name and Date of Birth is used as default. The CRA Matches view will display a maximum of 20 potential matches based on the information you provided.
9. The **CRA Matches** view displays information on each match under a number of columns:
    - **Title** = Title of the matched contact
    - **First Name** = First name of the matched contact
    - **Middle Name** = Middle name of the matched contact
    - **Last Name** = Last name of the matched contact
    - **Date of Birth** = Date of Birth of the matched contact
    - **House Number** = House number of a returned matched contact's address
    - **Street** = Street name of a returned matched contact's address
    - **Town/City** = Town or City of returned matched contact's address
    - **Post Code** = Post Code of the returned matched contact's address
    - **Last Updated** = The date of the last activity recorded on the CRA database.
    - **Residency Indicator** = This gives an indication of the likelihood that the contact is residing at this address. This will return a High, Medium or Low likelihood. A great deal of information is used to form this indicator, such as: is the subject on the electoral roll?, recent credit searches, utility provider accounts at address , bank account linked to address etc.
    - **Non Residency Indicator** = This gives an indication of how unlikely the subject is residing at this address. This will return a High Medium or Low likelihood. A great deal of information is used to form this indicator, such as is the subject on the electoral roll?, recent credit searches, utility provider accounts at address, bank account linked to address etc.
    - **Home Phone** = Home telephone number
    - **Mobile telephone#** = Mobile telephone number

    At this point the **Residency** Indicator, **Non Residency** Indicator, **Home phone** and **Mobile telephone#** columns will be blank. These are updated later in the process.
10. Review the list of returned addresses. These will be in date order with the most recent updated address at the top. Locate the address you noted from **Client Contact** screen.
11. Once the correct address has been located select the **Residency Check** button. This will populate the **Residency** Indicator, **Non Residency** Indicator, **Home phone** and **Mobile telephone#** columns. Review this information to identify if a mobile number has been identified.
12. Highlight and select **Pick** once a confident address and mobile number has been established. CMS will then transfer the details to the **Contact Address Details** applet on the client record.
13. Complete all activities on case.
14. Go to **Step 15** to accept the change or go to **Step 21** to reject the change.

Accept Change

15. Once a telephone number has been located, create a **Change Contact/Security Info** SR to update the contact number fields with the appropriate telephone numbers located. For more information on creating this SR refer to Change - Contact Details.
16. Update the **Client Contact Notes** with the telephone numbers located, record all the tools used to locate the number and the date that the contact number was last updated with the tool.
17. Change the **Sub-status** to **CofC Declined** and update the **Resolution Code** to **CofC Rejected**.
18. **Ctrl & S** to save the record.

    The **Confirm Current Location** SR must be declined and not accepted only when a telephone number has been located successfully.
19. Update the **Status** to **Closed** and **Sub-status** to **Complete**.
20. **Ctrl & S** to save the record.

Reject the Change

21. Update **Client Contact Notes** to record that locate action has been unsuccessful for a telephone number and record all the tools used to locate the telephone number.
22. Update the **Sub-status** to **CofC Declined** and update the **Resolution Code** to **CofC Rejected**.
23. **Ctrl & S** to save the record
24. Update the **Status** to **Closed** and **Sub-status** to **Complete**.

Change to contact details

1. To complete a change of contact details, from the **Client Contact** screen create the following new service request (SR):
    - **Process = Change of Circumstances**
    - **Area = Change Personal Info**
    - **Sub area = Change Contact/Security Info**
2. Drill down on the **SR number**.
3. Update the **Source** field from the dropdown select their role on the case e.g. NRP or PWC.
4. Link the SR to the case.
5. In the **CoC More Info** tab enter the details of the person that the change relates to in the **Subject Details** field and select their role from the **Subject Type** dropdown e.g. NRP or PWC.
6. The **Subject** and **Source** fields will need to be completed before you can change the status of the SR to **In Progress** and complete the steps in the activity plan.
7. **Ctrl & S** to save the record.
8. Select **Contact Details** in the **Outcome** field of the activity plan and record the change the client wishes to make. Select the activity **Outcome** and change the SR **Sub-status** to **Contact Details**.
9. **Ctrl & S** to save the record.
10. The system uses the **mobile number** field to send SMS messages if the client is opted in. If the client has a mobile number ensure it is recorded in the correct field. This field should only be used to record mobile numbers.
11. Select the **CoC More Info** tab if this isn't already displayed. Record the new contact details under **Subject New Contact/Security Details**:
    - To update the mobile telephone number.
    - To remove a contact number that is incorrect, delete the details and leave the field blank, this will remove the number upon saving.
    - Where the client wishes to opt in or opt out of the SMS text service, tick or untick the SMS Text (opt out) box. When the box is ticked this means the client won't receive text messages. If there isn't a mobile number or a mobile number is being removed without being replaced, ensure that the SMS text box is ticked. This will prevent errors generating.
12. Record **today's date** in the relevant field under **SR Details**.

Accept Change

13. Change the **Sub-status** to **CoC Accepted** once you've verified the change with the client.
14. **Ctrl & S** to save the record.

    If unable to accept the change due to an error message, select **Contact Synchronisation** to update the contact details.
15. Update the **Resolution Code** to **CofC Accepted** and **Ctrl & S** to save the record. Further activities may have generated during this process, review these and action as needed then change the SR **Status** to **Closed** and the **Sub-status** to **Complete**.
16. **Ctrl & S** to save the record.

SMS Text Message Templates (NI)

SMS Message Name	SMS Template Name (E = English, W = Welsh, NI = Northern Ireland)	SMS Template Wording (Welsh versions available for all & NI versions available where Tel No. or links are included)

Action Message NI	CMS NI Action Message	We tried to call but couldn't reach you. Please call us back on 0345 266 8978 to discuss your case – please have your reference number and security pin to hand.
Enforcement Action Message 1	NI CMS NI Enforcement Action Apply for LO (PP)	[PP first name], we are taking legal action against you. If you need more information call us immediately on 0345 266 8978
Enforcement Action Message 2	NI CMS NI Enforcement Action LO Granted (PP)	The court has granted a liability order against you. Call us immediately on 0345 266 8978 to arrange payment and avoid further enforcement action
Security Reset NI	CMS NI Security Reset	We've now reset your security details - you'll need these if you call us in the future. If you didn't request this, please contact us now on 0345 266 8978

Application - Child in Scotland

Application - Edit Existing

Application - Paying Parent

Application - Receiving Parent

Change - Contact Details

Gather Paying Parent Information

Client-Self-Service

Which SRs have the verification received touchpoint to send an SMS?

SR No.	Status	Process	Area	Sub Area
SR010	Confirmed	CofC	Change carer role	NRP not primary carer of ROC
SR011	Confirmed	CofC	Change carer role	PWC not primary carer of QC
SR012	Confirmed	CofC	Change carer role	PWC/PEWC and NRP reconciled
SR013	Confirmed	CofC	Change carer role	Shared care
SR014	Confirmed	CofC	Change Child status	QC not in full time education
SR015	Confirmed	CofC	Change Child status	ROC not in full time education
SR016	Confirmed	CofC	Change Child status	New QC in PWC household
SR017	Confirmed	CofC	Change Child status	New ROC in NRP household
SR024	Confirmed	CofC	Change employment/income	Change income
SR027	Confirmed	CofC	Change employment/income	Change employment status
SR029	Confirmed	CofC	Change personal info	Change address details
SR030	Confirmed	CofC	Change personal info	Change contact/security info
SR032	Confirmed	CofC	Change personal info	Change personal details
SR040	Confirmed	CofC	Review case	Current income review
SR316	Confirmed	CofC	Change method of pymt	Change to service type
SR317	Confirmed	CofC	Change to Carer role	QC/ROC adopted
SR318	Confirmed	CofC	Manage Client rep	Activate Client rep
SR324	Confirmed	CofC	Revision/correction	QC no longer in FTE
SR325	Confirmed	CofC	Revision/correction	ROC/CIPA not in FTE
SR326	Confirmed	CofC	Revision/correction	PWC no longer carer
SR327	Confirmed	CofC	Revision/correction	NRP no longer carer
SR329	Confirmed	CofC	Revision/correction	New QC
SR330	Confirmed	CofC	Revision/correction	New ROC
SR331	Confirmed	CofC	Revision/correction	Revise income
SR332	Confirmed	CofC	Revision/correction	Revised shared care
SR333	Confirmed	CofC	Revision/correction	Personal details
SR334	Confirmed	CofC	Revision/correction	Revise address details
SR336	Confirmed	CofC	Revision/correction	Reverse case closure
SR456	Confirmed	CofC	Review case	DP adjustments
SR480	Confirmed	CofC	Manage DFB	Investigate DFB status

Where can I find the User Admin procedures

For more information refer to DWP SMS texting

When multiple mobile numbers are held for a client, which one will receive our SMS messages?

During the application stage the client will specify a primary mobile number and SMS messages will be sent to this.