



Set Up New Employer

This procedure shows team members within the Employer Payments Team how to welcome employers to the child maintenance group (CMG), how to gather further information additional to information provided via the HMRC interface and how to recommend the Government Gateway facility. The Government Gateway is an external website that individuals and employers can use to keep track of payments they have made into or received through CMG, also to view schedules and to update employee records.

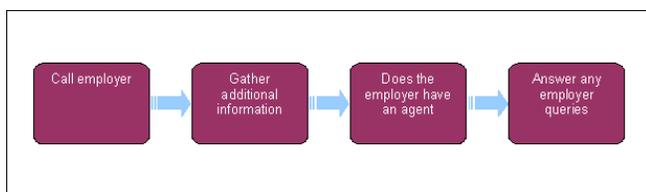
An employer record is a summary of information held on the system concerning an employer's contact and payroll details.

A basic employer record is generated through the interface with Her Majesty's Revenue and Customs (HMRC), at which point a 12 digit Employer Reference Number (ERN) and a BaNCS account are created. The ERN should be used on all future communications.

Further detail is then added to the employer record by team members in the Employer Payments Team. Employers may also nominate an agent to act on their behalf. These agents will have an employer agent record set up, which is maintained by the Employer Payments Team.

This process only occurs upon the employer's first contact with CMG, and will not be triggered again by any subsequent contact.

For further information refer to the 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.

A service request (SR) and activity plan generates automatically through the interface with HMRC. The SR values are:

- **Process = Employer**
- **Area = New employer set up**
- **Sub area = New employer set up**
- **Source = HMRC**

Call Employer

1.  Check in contacts tab for the CMSL2040 issue date. Wait four working days before contacting the employer by telephone to welcome them to the 2012 Child Maintenance Scheme.
2. If unable to contact the employer by telephone, from the activity plan drop downs, select:
 - **Status = In Progress**
 - **Type = Wait**
 - **Due Date** = selected by caseworker for a follow up call to the employer
 - Set the alarm tab to **True**. The system informs when the due date has arrived.



Contact with the employer by telephone is crucial to ensuring that deduction from earning order(s) (DEO) payments are made in full and on time. Ensure all reasonable attempts to contact the employer are made. Use the [Companies House](#) site to obtain up to date contact details. If contact with the employer is unsuccessful, issue correspondence CMSL2022 to the employer (available from a team leader) and proceed with the SR.

3.  When contacting the employer advise them the call is from the Department for Work and Pensions and ask to speak to an HR or payroll colleague. Introduce yourself and advise the call is from the Child Maintenance Service and welcome them to CMS. Confirm if the paying parent is still employed with the employer. If the paying parent is still employed then proceed to **step 5**.
4. Where the employer states that the paying parent is no longer employed by themselves and a deduction from earning order (DEO) has been set, raise the following SR so that the owning segment can take the appropriate action. Update the **Reason** field appropriately.

- **Process = CofC**
- **Area = Change Employment/Income**
- **Sub Area = Change DEO Employment Details**
- **Subject = Employer**

5. Use the following call script to welcome the employer to CMG:
[Employer Payment Team Welcome Call Guidance](#)

Does the employer have an agent

6. If the employer confirms that they have an agent or third party who acts on their behalf to handle payroll then refer to [Employer Agent to Employer Record - Link](#).
7. Explain the benefits of the self service website. For more information refer to [Self Service Overview](#) and [Employer Self Service](#).
8. Advise the employer to make all future payments via bulk payment and quote the employer reference number (ERN) when making the payment.
9. If the employer is currently paying by Detailed Automated Credit Transfer (DACT), request that they change their payment method to Bulk payments. If the employer is unable to do so, advise that they continue to pay via DACT and must use the ERN as the reference for each individual payment. Ensure the employer understands the importance of using the ERN on all contact.
10. If the employer refuses to amend their payment and continues to pay by PP DACT, advise that they must quote the paying parent NINO or SCIN for each individual payment.
11. Advise the employer that they must use the payment method that has been agreed and that a variation can not be used.
12. Record the employer payment method in the employer record notes. Recording this information will assist EPT in any future payment investigations.

Gather additional information

13.  Gather the following information from the employer during the welcome call and input into the relevant fields of the employer record account summary:
 - **Contact name**
 - **Full postal address**
 - **Direct telephone number and best time for contact**
 - **Voicemail** (if secure)
 - **Fax number**
 - **Email**
 - **PAYE**
 - **Date the Payroll is run**
14.  Ask if the employer has a Government gateway login. If not signpost the employer to the government gateway website: <http://www.gateway.gov.uk/> and recommend the self service option

Answer any employer queries

15. Ask the employer if they have any further queries. Refer to procedures and create a Service Request depending on the issues raised by the employer, selecting **Process = Employer**, and **sub-process** as required. Depending on the process the SR is automatically routed to the correct team.
16. Record any further information the employer provides in the **notes** field. Explain they will receive the Welcome Pack in the Post and if they have any questions following receipt of the Welcome Pack that they should contact us. Thank the employer for their time and terminate the call. Update the **Activities** with the New Employer SR and make a note of the date and time the call was completed within the SR **Notes**. Update the **Resolution Code** to **Setup Completed**. **Close** and **Complete** the SR.

When the Welcome Call has been completed, create an **Activity Reminder** for a Pre Payment Call.

17. Access the **Activities** tab within the **Employer** Record.
18. Select the **New** button.
19. In the **Description** field, add the following note to advise why the reminder has been set - "Employer Pre Pay Call for (Insert Employer Name and ERN). Include the payment method that the employer has agreed to use.
20. Within the **Type** field, select **Prompt**.
21. Within the **Start** field, input the **date** and the **time** for the call. Ensure the time is set for the start of the working day. The date is to be set 5 days prior to the payroll cut off date.
22. Within the **Alarm** field, add a **tick**.
23. **Control** and **Save**. This will set the reminder and a notification will be received when the call is due.



When An Activity reminder is received to advise a Pre Payment Call is required, continue to [Employer - Pre Pay Call](#) procedures.

[DEO - Self Selected - Set Up](#)

[Employer/agent contact](#)

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

[Payment From - Investigate/Escalate](#)

[Employer - Pre Pay Call](#)