**Department for Work & Pensions** Procedures ▸ Third Party Employer - Set Up

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## Third Party Employer - Set Up

This procedure will describe how to set up a third party record for an employer.

A central third party team will set up and maintain the information of third party employers that CMG and NICMS deals with as well as the third party contacts that relate to the employer.

When setting up a third party employer record, a third party reference number (TRN) is created. The TRN is included in all correspondence to/from the organisation and is used to locate the employer third party record.

A TRN contains 12 digits beginning in 60.

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

When speaking to clients always use the new terminology. For more information refer to Terminology Changes.

### Contact the Employer and create the Service Request (SR)

A caseworker on the Third Party team can also create the SR when necessary.

1. Before creating a third party employer record, check to see if the third party record already exists, if so there is no need to create the record.

   Searching is case sensitive, so if you get no results try an alternative spelling or case. Check if there is any other information known about the third party, for example a telephone number, and retry the search using that information.

2. Create the third party set up SR as follows:

   - **Process = 3rd Party**

   - **Area = Add 3rd Party Details**

   - **Sub Area = Add 3rd Party Details**

   If the case has a Sensitive Client Record (SCR) indicator, don't assign the SR to the client or case, as this will cause it to remain in the SCR segment. Once the Status is set as Pending Assignment the SR will allocate to the Third Party Team.

3. Record the information you have been provided for the employer in the SR **Notes** field. We require the following information:

   - Full name and address of the employer

   - Full name of the contact for payroll including their title (where applicable)

   - A contact telephone and fax number

   The information provided to you may not be sufficient to cover the above. Record in the SR Notes, the information you do have.

4. Once you have entered the required information, set the **SR Status** to **Pending Assignment**, this will route the SR to the third party team. Where the SR is raised by the Third Party Team, go to **step 5**.

   It is worth noting that there is a difference between a record and a contact. A record is the general details of the employer, such as name, address etc, a contact is the details of the physical entity that will receive the information, such as the payroll department or a named person for letters.

### Create the Third Party Contact

5. The third party team receive a SR from a caseworker to add third party details.

6. Select the SR **Number Hyperlink** and set the **Status** to **In Progress**. The **Sub Status** is automatically set to **In Progress**. An Activity Plan is generated.

7. Select the SR **Notes** tab. Confirm enough information has been supplied to create the record. Not all of the items on the list will have been given or be required. For more information on the fields available to record the employer information refer to Third Party - Set Up.

   We only require the name, address , telephone number and contact name (if available) of the employer to create the record and the TRN. If this is not provided add notes and reject the SR with the following:

   - **Status = Closed**

   - **Sub Status = Cancelled**

   This will notify the caseworker who can create a new SR with the required information

*i* We will only store information related to the employers we need.

8. Confirm that the record doesn't already exist. Select the **Third Party Accounts** tab and the **Query** tab. Type the name of third party in the **Name** field and select **Go**. If no results exist, a blank screen is returned. If the record already exists, highlight the name and select **Ok**.

*i* Searching is case sensitive, so if you get no results try an alternative spelling or case. Check if there is any other information known about the third party, for example a telephone number, and retry the search using that information.

9. Select the New tab to create a new employer record. Type the name in the Name field and input the following in to the corresponding fields:

   - Employer name
   - Telephone number
   - Full address

10. Set the **Verification** type as **Organisation**.

11. Set the **Organisation** type as **Unverified employer** unless the NRP is self employed.

12. Set the **Preferred Method of Contact** as **Letter**.

*i* For an employer the preferred method of contact is always letter.

It won't always be necessary to create a contact for the employer record. Where this is the case, go to **step 18** to close the SR.

## Adding a Third Party Employer/Named Payroll Contact

To ensure the CMG don't breach Data Protection it's important that we have a correct address for the employer.

13. Check the Notes recorded by the caseworker for the employer and confirm that either a named contact is present E.g. for payroll information or that there isn't a specific named contact. If the **Notes** don't state one or the other close the SR and update in **Notes** the reason for closing, The caseworker will then re-contact the employer to then confirm this and raise a new SR.

14. If there isn't a specific named contact for payroll the first address line needs to read FAO - Payroll. Where there is a named contact complete **Steps 15-17**

15. Select the Employer third party reference number (TRN) hyperlink. Navigate to the **Contacts** tab and select **New**.

16. Add the title, first name and last name of the named payroll contact and select **Y** in the **Status** field.

17. Select **Payroll / HR** in the **Type** field.

18. Once the employer and where required the named payroll contact has been added close the SR by setting the following:

   - **Status = Closed**
   - **Sub Status - Complete**

19. When adding an agent to an employer record for the purposes of administering a DEO, do not create a third party record for employer agents. In these circumstances follow: Employer Agent to Employer Record - Link

Terminology Changes

Third Party - Set Up

Employer Agent to Employer Record - Link