



Application - Edit Existing

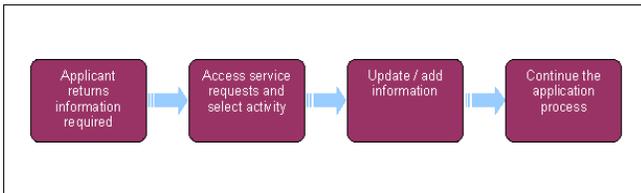
The purpose of this procedure is to show you how to access an application that is partially completed and how to complete a change of circumstances (CofC) during an application.

This process is completed by the applications caseworker.

Due to system functionality CofC service requests (SR) can't be completed during the application process. If a CofC is received at the application stage, the caseworker makes the change directly into the record and then the maintenance caseworker completes the SR.

During the application process it may be necessary for the applicant to gather further information. The caseworker sets the Sub Status of the Application SR to the relevant Sub Status. When a response is received the information can be entered and the Application SR returned to In Progress.

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



When speaking to clients always use the new terminology - For more information refer to the **Terminology Changes** procedure in related items.



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.

Accessing the Application SR from the home screen

1. Expand the **My Service Requests** list.
2. From the list generated, search the Application service request (SR) that is for the case you are currently working on. Selecting the **SR Number** hyperlink.
3. You will be taken to the SR information screen; at the bottom of the screen will be the list of outstanding activities.
4. Review the list of outstanding activities and select the **Type** hyperlink to access the activity that needs to be completed.
5. The system will take you to the selected activity screen to Update or Add the information required.
6. Once you have added or updated the information required, return to the Activity list by using the 'breadcrumb' trail.



The breadcrumb trail is a list of screens you've viewed so you can return to the beginning. It is displayed like this

Home: >Case Contacts: Casenumber Contactname

Completing a change of circumstances address SR

During the application process, the address of the applicant, qualifying child (QC) and/or other party may change.

7. Open the CofC SR and confirm the new address details. Do not complete the SR.
8. Return to the Application SR and go to the contact whose address has changed and manually update the record to the new address.
9. When the case moves across to the maintenance service, the maintenance caseworker will complete the SR as normal.

Returning to the Application SR after waiting for further applicant information

During the application process the application may have been put on hold as the applicant was unable to provide the minimum required information. The application **Status** will set as

- **Status = In Progress**
- **Sub Status = Gather More Information**

10. Open the Application SR with the above status in your My Service Requests list on your homepage.
11. Set the SR **Status** to:
 - **Status = In Progress**
 - **Sub Status = In Progress**
12. Complete the application process. For more information refer to [Application - Receiving Parent](#), [Application - Paying Parent](#) or [Application - Child in Scotland](#).

Returning to a review cycle for an application

During the application process it may not have been possible to establish a national insurance number (NINO). If the paying parent was not able to be verified the application **Status** will have been set to:

- **Status = Inactive**
 - **Sub Status = 1st Cycle Pending Other Party NINO**
13. Open the Application SR with the above status in your My Service Requests list on your homepage.
 14. Set the SR **Status** to:
 - **Status = In Progress**
 - **Sub Status = In Progress**
 15. Complete the review cycle. For more information refer to [Identify The Non Applicant](#).

[Northern Ireland exceptions](#)

No Northern Ireland exceptions

[Application - Receiving Parent](#)

[Application - Paying Parent](#)

[Application - Child in Scotland](#)

[Identify The Non Applicant](#)

[Terminology Changes](#)