



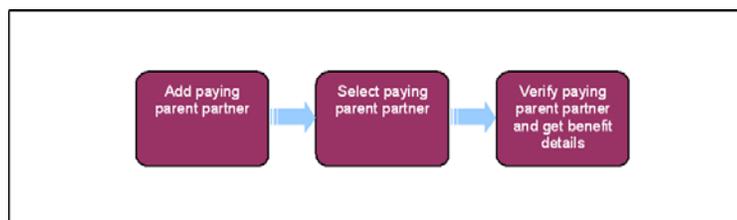
## Paying Parent Application - Add Paying Parent Partner

Paying parent partners are only added to a case where the paying parent and their partner are in the same benefit award, but only the partner is the benefit recipient (i.e. not a joint claim). We need to record the partner's personal details as the on/off benefit interface transactions and deduction from Benefit (DFB) will be in the partner's name. It is against data protection to hold the paying parent's partner's information on the 2012 system otherwise.

This procedure is completed during an paying parent application when you find out that the paying parent is in a joint benefit claim. To add an paying parent partner to an existing case, refer to [Existing Case - Add Paying Parent Partner](#).

This procedure shows you how to add a paying parent partner to a case, so that their benefit information is received via interface with the customer information system (CIS). This is necessary so that paying parents who are in a joint benefit claim receive an accurate child maintenance calculation.

For more 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.

### Add Paying Parent Partner

1. During paying parent applications, benefit partners should be added to their household by selecting the **Contacts** tab at the top of the screen. Select **New Contact** from within the tab and enter all the personal details of the paying parent partner making sure to include the address, otherwise an error message is presented.



When an paying parent partner needs to be added whilst the case is in the maintenance service, follow [Existing Case - Add Paying Parent Partner](#).

2. Select the **Case Summary** screen and go to the **Contact** screen.
3. Select the paying parent surname within the screen and go to the **Relationship** tab.
4. Select **New** and from the **Relationship Type** dropdown, select **NRP Partner**.

### Select Paying Parent Partner

5. Go to the **Surname** field and select the **MVG** button inside it. The **Contact Relationship Pick** applet appears showing a list of matches that are already on the 2012 system, but are not yet verified.
6. Go to this applet and select the field you wish to search under in the **Find** dropdown. Input details of the search criteria in the **Starting With** field and select **Go** to filter the search results. You are presented with a list of matching contacts to the search criteria you have used.
7. Search through this list using due diligence and select the appropriate match.
8. Select **Ok** and the paying parent partner details are automatically filled in the **Relationship** applet.
9. Select the partners surname within the applet and this generates a **Spouse** screen, at the bottom of the page.

### Verify Paying Parent Partner And Get Benefit Details

10. Select **CIS** from within the **Spouse** screen, to verify the partner national insurance number (NINO) with the customer information system (CIS). For more information refer to [CIS - Verify NINO/CRN](#).

11. Once the NINO is verified, select **Get Benefit** and the benefit details will automatically populate in the **NRP Benefit Record**. For more information refer to [CIS - Get Benefit Award Information](#).



When the paying parent partner already exists in another case on the 2012 system as an paying parent, the system checks the benefit household flag in both the paying parent case and the paying parent partner's case. This will trigger a recalculation for both liabilities, as we can not ask for more than the flat rate to be deducted from a benefit.

12. At this stage the data warehouse automated lookup will check the paying parent partners details against 1993/2003 scheme cases to check for the 13 week rule. Ask the paying parent if they are aware if their partner has any other open or closed child maintenance cases and check the answer provided against the lookup response in the paying parent partners contact **More Info** tab taking the appropriate action:
- If the **NRP Case Group Look Up Outcome** is **Continue With Application** and the **NRP Case Group Look Up Reason** is **NRP Doesn't Have Legacy Case In Role of NRP** and this matches the answers provided by the paying parent, continue with the application
  - If the **NRP Case Group Look Up Outcome** is **Continue With Application** and the **NRP Case Group Look Up Reason** is **NRP In Transition** and this matches the answers provided by the paying parent, continue with the application
  - If the **NRP Case Group Look Up Outcome** is **Reactive Transition With Pause** and the **NRP Case Group Look Up Reason** is **NRP's Partner Has Ongoing Liability** and this matches the answers provided by the paying parent, continue with the application. You'll need to manually trigger the Legacy Transition Request (LTR), for more information refer to **C3 Transition Contingency**
  - If the **NRP Case Group Look Up Outcome** is **Reactive Transition Without Pause** and the **NRP Case Group Look Up Reason** is **NRP's Partner Has Arrears Only Case Group** and this matches the answers provided by the paying parent, continue with the application. You'll need to manually trigger the Legacy Transition Request (LTR), for more information refer to **C3 Transition Contingency**

In any instances where the responses recorded by the look up do not match the answers provided by the paying parent, you will need to carry out a manual 1993/2003 scheme lookup, for more information refer to **Manual Handling - 1993/2003 Scheme Look Up Contingency (Paying Parent Partner) - C3**.

If the automated lookup fails, the system will generated a Manual Handling SR lookup, for more information on how to complete this, refer to **Manual Handling - 1993/2003 Scheme Look Up Exceptions (Paying Parent Partner)**.

#### Related Items

[Case Closure Overview](#)

[Changes At Application / New Case](#)

[CIS - Get Benefit Award Information](#)

[CIS - Verify NINO/CRN](#)

[Existing Case - Add Paying Parent Partner](#)