

Former Gurkha resettlement postal process

Background

1. These instructions apply to National Insurance Number (NINo) applications for former Gurkhas and their family members.
2. The Ministry of Defence (MOD)/Gurkhas Settlement Office (GSO) email an excel spreadsheet to the dedicated generic email address at the Glasgow NINo Centre (NC) containing customer information.
3. The spreadsheet is retained for a period of 4 weeks and then deleted.

Admin team action

4. Create a LMS record for the customer.
5. Send the CA5400 to the customer.

Step	Action
1	Annotate the front of the CA5400 with Gurkha
2	Tick Other Postal in the DWP official use box
3	Send the CA5400, the UK visa postal letter to the customer with a second class reply envelope.

6. The process is the same as visa postal, except that in part of Admin officer action, called Receiving Workflows through LMS, use the prefix for Former Gurkha applications which is 77. Follow visa postal instructions.

Mail Opening Unit and Xerox

7. The Mail Opening Unit (MOU) will scan the CA5400 and any supporting evidence which will then be indexed and uploaded into CAMLite/Document Repository System (DRS).

Form returned to the NC

8. The form will be scanned onto CAMLite and become available in the Allocator queue.
9. The allocator will send the applications to specialist team (BI) queue.

Register returned application on LMS

Step	Action
1	Open LMS and click Client from icon bar
2	Input Customers Registration Number (CRN) from CAMLite
3	Click Search and OK
4	Click Conv and note form number
5	Click Close
6	Click NINo/RefNo: Hotspot
7	Click Yes to register a NINo application
8	Select Fastpath from App Type dropdown
9	Select Miscellaneous-CA5409 from App Source dropdown
10	Click Save and OK
11	Click No to clarification request

12	Click the Trace tab
13	Click Amend
14	Select No from the Possible NINo found dropdown
15	Click Save and OK
16	Click Forms tab
17	Click Amend tab
18	Type CRS in Ref for Misc Application box.
19	Click Save and OK
20	Click Link Form hotspot
21	Input the form number from Conv
22	Click Link tab and OK
23	Click Detail hotspot
24	Click the Return tab and OK
25	Click Close and Close
26	Click Actns tab
27	Highlight the JP Other action type
28	Click Detail tab
29	Click Update tab
30	Click Comp tab and OK and OK

10. This action will open a Sufficient Information date and allow the decision maker access to continue with their action.

11. Use thebigword where appropriate when undertaking any corroboration action.

Access CAMLite and go to cases view, open CA5400 and supporting evidence and view application details

Step	Action
1	Highlight case to be processed and select View Case
2	Copy Customer Reference Number (CRN). Remove the '77' prefix from the CRN
3	View tasks at bottom of screen
4	At top of screen select View Documents
5	Open CA5400 and documents and resize
6	Access LMS and click on the Client icon. This opens the Identity Client window. Paste the CRN into the NINo/Ref No box and click on the Srch button. The customer's LMS record will open.
7	Check Conversations for any notes that are relevant to the NINo application
8	Check Status is set to Inactive
9	Check details on CA5400 match supporting evidence and details on LMS – Name, Address, Title, Tel and DOB.
10	Continue to check all other details on CA5400
11	Click on NINo/Ref No button, Decision tab, click on Amend and enter receipt date (found on CAMLite) in the Received at CCU box, click on Save.

NINo processing team leader

12. Team leaders distribute work to teams through CAMLite.

UK passport checks

13. If a customer provides their UK passport as evidence to support their application for a NINo, the decision maker must send a copy to National Identity Unit (NIU) for further checks before NINo allocation is considered.

Step	Action
1	In CAMLite, open the supporting documents in DRS.
2	Identify that the customer has provided a UK passport
3	Send an email to NIU shared mailbox with the CRN and customer's surname as the email subject .
4	NIU will respond to the request within 24hours
5	Follow the appropriate instructions to allocate or refuse according to the response from NIU.

Central Reference System

14. Central Reference System (CRS) is a Home Office (HO) system. Decision makers can access this system to compare the copy of the customer's passport details with what the HO hold.

Step	Action
1	Access the Central Reference System (CRS) shortcut on desktop.
2	Enter your CRS Login and password
3	Click Login
4	In the UKBA LG Applications screen, click on Central Reference System
5	Click on Summary Search menu
6	Click on Summary Search Application 2013
7	This takes you to the Application Search Criteria screen
8	Reset the Reporting Period to 1998 to date.
9	Check for the passport number from the CAMLite documents and enter it in the Passport Number section. Other criteria can be used such as surname, DOB.
10	Click Search
11	This will bring up the Application Search results
12	If a record is held for the customer, click on the Visa Application Form (VAF) number link showing
13	Check the details of the customer from their ID documents against those held on CRS.
14	If you are satisfied that the details match, click Log Out.
15	If no record is held or the details do not match, the application must be refused and an EOI must be booked.

NINo decision making

15. Conduct CIS trace. If a NINo or possible NINo is found see Tracing Action instructions. Refer to CIS Trace and Allocation guide for further details on tracing action.

To allocate or refuse a NINo

16. To allocate a NINo follow the instructions below. To refuse a NINo, follow Refusing a NINo application instructions.

Step	Action
1	In CIS, select SA Create New CIS Account
2	Click on Title dropdown, select applicants title from dropdown
3	Enter Forenames of applicant in Forenames box
4	Enter surnames of applicant in Surname box
5	Click on Sex dropdown, select either M or F
6	Enter date of birth in Date of Birth box, format as DD/MM/YYYY
7	Click on Date of Birth Verification dropdown select correct Verification level from dropdown i.e. 'Verified to level 2'
8	Click on NINo Verification dropdown, select 'Verified' from dropdown
9	Click 'Next'
10	If applicant does not have historic name click Next and go to step 17. If applicant has historic name, click on Add Historic Names
11	In 1. Hist Name, enter historic name title from Title dropdown
12	Enter historic Forenames in Forenames box
13	Enter historic surname in Surname box
14	Do not overtype the system default name start and end dates If applicant has another historic name, click on Add Historic Names button and repeat the process
15	Click Next
16	Name Type 2 is name being used concurrently, Historic name is name previously known by. Unadopted married names are used for tracing purposes only and must not be recorded in CIS or eNIRS.
17	On the Residential Address dropdown, click Add Address.
18	Enter postcode in Postcode box
19	Enter address building number in Building Name/Number box
20	Click Search
21	From Address Details- Search Results click on the hyperlink that corresponds to applicants address (if no/incorrect results found click on Address not listed to input address manually then go to step 23)
22	Enter any more details needed in Address Line 1 box, or leave blank if address is complete
23	Enter Address Start Date from CA5400 application form. If none provided, use today's date.
24	Click Next. If a previous address has been provided repeat steps 17-23 selecting Former Residential Address from the dropdown menu. You need to complete the following fields: Address Notified Start Date – enter today's date Address End Date – enter the date on the CA5400

	<p>Address Notified End Date – enter today’s date</p> <p>Note: Only one former residential address can be recorded in CIS. There must not be a break between the end date of the former residence and the start date of the current residence.</p> <p>For example: Current address from 02/01/2016 Former address from 27/09/2015 to 02/01/2016 If there is a break, the former address will not be recorded in CIS.</p>
25	Click Next. If a correspondence address has been provided repeat steps 17-23 selecting Correspondence Address from the dropdown menu.
26	To add phone contact details click on Add New Contact Detail
27	Click inbox for Preferred Method of Contact to add tick
28	Click on Select Contact Type dropdown tab
29	From dropdown tab select relevant phone type
30	Enter phone number in Contact Details tab
	If applicant has additional contact details then repeat steps 25-29 , if no extra contact details go to next step
31	Click Next
32	On Personal Details screen click on Marital/Civil Status dropdown
33	From dropdown tab select relevant marital/civil status of applicant
34	Click on Nationality dropdown
35	From dropdown select applicants nationality
36	Click on Create Account
37	Click OK on pop up if you want to create account, or click Cancel if you no longer want to create an account
38	Created NINo will then show. If needed to access applicants account click on NINo in the Account Successfully Created for box

Update and authorise LMS, print decision letter and send to applicant

Step	Action
1	In LMS, select Decision tab
2	From drop down list select Allocated
3	Enter NINo in NINo field
4	Save and OK
5	Select Print tab
6	Select Allocation letter and Print then click OK
7	Select Not Checked hotspot
8	Select Amend tab
9	Enter today’s date in the Authorisation Date field
10	Save and OK (then Hide)
11	Select Amend tab
12	Enter today's date in the Completion Date field
13	Save and OK

14	Close Decision screen
15	Close View Clients Details screen
16	Send NINo Allocation letter to customer

Register NINo on eNIRS

17. It is important to input as much relevant information as is available. See eNIRS knowledge library for further information.

Step	Action
1	Access eNIRS, enter the Adult Registration Application, then click OK
2	Enter NINo in Adult Registration screen and Submit
3	Check Name, DOB, Sex and NINo have pulled through correctly from CIS
4	If OK click registration and move to step 5
	If the wrong person appears, cancel out and check NINo
	If the wrong DOB appears, this can be changed in Adult Registration page
5	Enter Date of Entry, which is the applicant's first ever entry into the UK. Unless date of entry is before 16th birthday, then enter 16th birthday as date of entry
6	Click Complete Registration, then OK and Yes
7	Access Adult Registration Update screen, enter NINo and click OK
	No need to take action in the General Details screen
8	If dealing with a single name case go to step 14 Note: Unadopted married names are used for tracing purposes only and must not be recorded in CIS or eNIRS.
9	Access Name screen and update
10	Click Name tab. For applicants who have used more than one name, the additional names must be entered onto the system on separate days. See second day name action
11	Click on any of the blue hyperlinks
12	Overtyping the name details as appropriate using the oldest historic name held on CIS
13	Click Update and OK
14	Access Address screen and update Country codes are: <ul style="list-style-type: none"> • 114 England • 115 Scotland • 116 Wales • 008 Northern Ireland
15	Click Update and OK
	If no correspondence address, go to step 20
16	Click Insert

17	Change address type to Correspondence – DWP office care of addresses must never be recorded in eNIRS
18	Complete address boxes – the start date is always today's date
19	Click Update and OK
20	If partner/ex-partner NINo is provided on the CA5400, access the marriage/civil partnership screen and enter all details. If partner/ex-partner NINo is not provided, go to step 30.
21	Click Insert
22	Complete Start date of marriage or civil partnership
23	Select appropriate marriage/civil partnership status from dropdown
24	In last box enter the spouse's/civil partner's NINo
25	Click Update
26	Check the spouse's or civil partner's details shown. These must match
27	If they do match click Confirm
28	Click OK
29	If they do not match click Cancel
30	Access Migrant Worker screen
31	In Surname box enter surname at birth
32	If the applicant is a national of one of the 12 EU/EEA specific countries – enter Town/Commune and Province/Department/County of birth (even if this is not an EU/EEA country), then complete the 'Country' box
	If the applicant is not a national of one of the 12 EU/EEA specific countries – complete the Country box with '249 – not yet recorded'
33	Complete the Nationality box with the appropriate nationality. Note: If the customer is Palestinian, use '250 X XXXXXXXXXXXX', for any other Nationality not on the list, use '249 – not yet recorded' [Information redacted – Section 36 applies: Prejudice to effective conduct of public affairs]
34	For all nationalities, input the full social security number. If the full social security number is not known, do not complete.
	Maiden name box- Do not complete this box
35	If the applicant is Spanish, also enter their parents names
36	If the applicant is a national of one of the 12 EU/EEA specific countries input their last address in the EU/EEA
37	Click Update and OK
	Liability details for 16th Birthday Cases <ul style="list-style-type: none"> • Where the date of entry is the 16th birthday and there has been a single entry into the UK, then staff must record migrant worker details but no liability dates, regardless of nationality. • Where the date of entry is the 16th birthday and there are

	multiple UK entry and exit dates after the 16th birthday, then staff must record migrant worker details and all valid liability dates, regardless of nationality.
38	Access Liability Details screen
39	Click on Liability tab
40	Click on Add liability
41	In Liability Details enter the first date that applicant arrived in UK in the End Date box
42	In Office no. box enter 2106 for Isle of Wight NC or 4061 for Glasgow NC
43	Click Submit
44	Click OK and OK. If only one liability date to input, go to Step 46
45	For next liabilities enter Date left UK in the 'start date' box
46	Enter next Date Arrived in UK in 'end date' box
47	In Office no. box enter 2106 for IOW NC or 4061 for Glasgow NC
48	Click OK and OK
49	Repeat until all liabilities are entered
50	Click black cross at top right hand side to close eNIRS
51	Close eNIRS browser

Update DRS and CAMLite

Step	Action
1	Return to DRS screen
2	Tick all documents boxes and select Bulk Update
3	Enter NINo, amend any name errors, click Update and then click Update Metadata
4	Close DRS screen
5	Return to CAMLite
6	Change Status on task to Closed
7	Enter NINo in Notes box
8	In Case Resolution click on dropdown arrow and select Closed.

18. Customer Information transferred to HMRC National Insurance Pay as You Earn System (NPS) system.

19. Use thebigword where appropriate when undertaking any corroboration action.

If a customer contacts a NINo Centre and wants to reapply for a NINo, tell them to restart the process by contacting the Gurkha Support Office who will liaise on their behalf via the agreed point of contact.