

Trusted Employer Fastpath

Background

1. This is a postal application process where the form is requested by the applicant's employer.
2. The employer can request applications by phone on XXXX XXX XXXX or by email.

[Telephone number and email address redacted – Exclusion 40 applied – Personal Information]

NINo Centre admin officer

3. The admin officer must check LMS to confirm that the employer has been approved on the list of Trusted Employers. The requested number of application forms will be sent to the named contact recorded in LMS.
4. The admin officer must confirm the following details with the employer:

Step	Action
1	Confirm that the applicant is currently resident in the UK
2	Confirm the applicant is currently in employment in the UK

5. The applicant completes the application form and the employer must then:
 - Check that the form has been completed correctly
 - Confirm that the form relates to the named applicant
 - Confirm that the applicant named is employed by the company
 - Complete the declaration at the end of the form.
6. If the employer is not registered on the database, ask them to phone the Contact Centre on 0345 600 0643 to arrange an EOI interview or postal application for the individual.

Step	Action
1	Access LMS and click on NINo Allocation at the top of the screen
2	Click on Employer Search
3	Input employer's postcode in the Postcode hotspot. The Name can also be used by entering the first 3 characters of the company name followed by %
4	Click Search
5	This will bring up the employer details.
6	Click the Contact name. There might be several.
7	Click CntDets
8	Select the Issue Form hotspot
9	Input the number of forms required. There is a max of 50.
10	Type the first CA5400 form number in the Form Reference box. LMS automatically links all of the forms requested to the employer
11	Click Issue and OK

7. Forms are sent by second class mail. Employers are notified of the return date and address on the Trusted Employer letter which is issued with the CA5400. No reply envelope is included.
8. The Mail Opening Unit will scan the completed application form and any supporting evidence, which will then be uploaded into CAMLite/Document Repository System (DRS) by Xerox.

Team leader action

Step	Action
1	Access CAMLite queue, click Cases and then My Teams Cases
2	Highlight required cases, Click on Edit and then and then select Change Records
3	Click on Field and select Owner
4	Enter member of staff number in Value and click OK

Building a trusted employer fastpath case on LMS/CAMLite

9. When the application form has been returned to the NINo Centre (NC) an LMS record must be built.

Action on CAMLite

Step	Action
1	Access My Tasks
2	Select Task
3	Click View Docs which will take you into DRS (Document Repository System)
4	Tick boxes appropriate to the required document CA5400
5	Click View Documents

Search for and create LMS record

Step	Action
1	Click the NINo Allocation tab on LMS
2	Click Form Search from the dropdown menu
3	Click CA5407 from the dropdown menu.
4	Type in the CA5400 number from the form reference box. This will be showing in CAMLite
5	Click Search
6	<p>Click Return and OK if status shows as issued. If not shown as issued take the following action:</p> <ul style="list-style-type: none"> • Click the Unused Tab if the status is Unreturned • Click OK • Click Closed and Closed again • Click the NINo Allocation tab • Click Employer Search from the dropdown • Input employers postcode in the Postcode hotspot. The Name can also be used • Click Search

	<ul style="list-style-type: none"> • This will bring up the employer details • Click the Contact name. There may be several • Click CnDets • Select the Issue Form hotspot • Type the CA5400 form number in Form Reference box • Click OK and Close then Close again • Click Forms tab • Highlight your form from the list • Click Detail • Click Return and OK • Click Close four times, then continue
7	Click Client box
8	Amend Location to National
9	Select SelAll
10	Enter the applicant's surname in the Surname box
11	Enter the date of birth in the DOB box
12	Click Search
13	If no record found, LMS will ask if you want to create a new record, click Yes
14	Complete details for Title, Forename, Surname, DOB
15	Click on JP Non Selected hotspot and select No from the dropdown menu
16	Click Save and OK
17	Set Employment Status to Employed, Pension Credit to No and Parent Status to No
18	Click on Address hotspot and type in the postcode
19	Click Search
20	Select the property number from the dropdown list
21	The address can be entered manually if the search does not provide the address given
22	Click on the telephone number hotspot and enter the applicant's telephone number
23	Click Save and OK
24	DP (Disability) marker screen appears
25	Click None or as appropriate and click Save
26	Click the Status box and change to Inactive
27	Click on the NINo/RefNo hotspot
28	Click Yes to proceed and register the application
29	Click App Type and select Fastpath from the dropdown menu
30	Click App Source and select Standard CA5407
31	Click Save and OK
32	Select No to the Clarification request.
33	Click on the Forms Tab and the Link Forms hotspot
34	Click on the relevant form number from the list
35	Click Link and OK

10. If the applicant has a correspondence address, take the following steps:

Additional correspondence address on LMS

Step	Action
1	Click Address/Tel No hotspot
2	Click on the box next to Alt Address which will register a tick
3	Click Hide
4	Select None as usual for requirements
5	Select Save
6	Click NINO/RefNo hotspot
7	Select Additional Address tab
8	Click Amend
9	Click Correspondence box which will register a tick
10	Click Postcode hotspot and enter postcode and house name/ number
11	Click Save
12	Click Close

11. When the LMS record has been created, the record on CAMLite needs to be indexed:

Step	Action
1	Click View Documents
2	Tick all the documents
3	Click on Bulk Update
4	Copy and paste the applicant's CRN from LMS to CAMLite and insert the 66 Prefix
5	Click on Update
6	Click on Update Metadata
7	Click Closed
8	Click on the Task tab and select Closed from the Status dropdown menu

12. Once the above action has been completed the cases are automatically listed in the allocator queue.

Allocator action

13. The allocator sends these cases to the Fastpath processing Team Leader on a daily basis. These applications have a 66 prefix.

14. Cases can be sorted in two ways on CAMLite, either by prefix or by sub type.

Step	Action
2	Select CAMLite through the Start menu and then CAMLite Processing
3	The Allocator queue GLAN-PT-01-ALLOCATOR-01 will be presented. This holds all the NINo Centre applications that have not yet been attributed to team leaders
4	Select My Cases and then My Teams Cases
5	Click on Query
6	Select Created On and enter the required date and click Save

7	Select Sub Type and enter the type of cases required. Press enter
8	Click CRN and this sorts type by prefix
9	Highlight the number of cases required. Hold down the Shift key and click the last case that you wish to send
10	Click Edit and then select Change Records
11	Click on Field and select Owner
12	Enter the staff number of the Team Leader that you are sending cases to in the Value field and click OK

Decision maker action

NINo processing team leader

15. Team leader allocates work to team via CAMLite.

Processing action

16. To view the cases to process follow the step action table below:

Step	Action
1	Access My Tasks
2	Select Task
3	Click View Docs. This will take you into DRS (Document Repository System)
4	Tick boxes appropriate to the required document and click View Documents

Register application as received at the NINo Centre on LMS

Step	Action
1	Click Client
2	Input LMS reference number
3	Click Search and OK
4	Click NIINo/Ref hotspot
5	Select Decision tab
6	Click Amend and enter the appropriate date
7	Click Save
8	Click Yes and OK

Central reference system

17. Where the applicant is from a non-EU/EEA country, a check must be done on Central Reference System (CRS).

18. This is a Home Office (HO) system. Processors can access this system to compare the copy of the applicant's passport details with what the HO hold.

Step	Action
1	Access the CRS shortcut on desktop
2	Enter your CRS Login and password
3	Click Login

4	This takes you to 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, date of birth
10	Click Search
11	This will bring up the Application Search results
12	If a record is held for the applicant, click on the Visa Application Form (VAF) number link showing
13	Check the details of the applicant 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 should be booked

19. If the customer is from an EU/EEA country, process the application using the EU/EEA right to work instructions

BF action

20. If further details are required, see BF action.

UK passport checks

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

IFT referral process

Step	Action
1	Click Customers tab
2	Type in the CRN including the relevant prefix
3	Click Go and Yes
4	Click Tasks
5	Click Status tab and Select Closed from the dropdown menu
6	Click Cases
7	Click Create New Task at the bottom of the screen
8	Select Outbound Correspondence from the dropdown menu
9	Click Sub Type tab and select Additional Information from the dropdown menu
10	Click the notes tab and click New
11	Type IFT Check including the applicant's nationality, processing team leaders name and staff number.
12	Copy the note you have just input

13	Click the Tasks tab
14	Click the notes tab and Click New
15	Paste the note from step 11
16	Click Cases
17	Click Assigned To tab
18	Select the NIFU DET Team
19	Click Assign

NINo tracing action

23. For NINo traced, see tracing action

NINo upgraded

24. For NINo upgrade, see upgrading a NINo.

Issue a CIS500.

25. For CIS500 action, see issue a CIS500.

To allocate or refuse a NINo

26. To allocate a NINo follow the instructions below. To refuse a NINo, follow refusing a NINo instructions. When considering whether to allocate, trace or refuse if the case falls out of scope for the Trusted Employer fastpath because the criteria have not been met then the NINo applicant must be notified by the Trusted Employer fastpath non qualifying refusal letter. This letter tells the applicant to telephone the Contact Centre to make a fresh application.

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 overwrite 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	<p>Click Next. If a previous address has been provided repeat steps 17-23 selecting Former Residential Address from the dropdown menu.</p> <p>You need to complete the following fields:</p> <p>Address Notified Start Date – enter today's date</p> <p>Address End Date – enter the date on the CA5400</p> <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:</p> <p>Current address from 02/01/2016</p> <p>Former address from 27/09/2015 to 02/01/2016</p> <p>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 applicant

Register NINo on eNIRS

27. 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', for any other Nationality not on the list, use '249 – not yet recorded'
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.

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