

Service Personnel and Veterans Agency instructions

Background

1. This is a clerical process. The forms are requested by the Service Personnel and Veterans Agency (SPVA) by phone on XXXX XXX XXXX or by email.

[Telephone number redacted – Exclusion 40 applied – Personal Information]

Admin officer

2. The CA5400 forms are recorded as issued to the SPVA on LMS. The SPVA are registered as an employer on LMS. The application forms, with a covering letter, will be sent to the named contact recorded in LMS.

Step	Action
1	Access LMS and click on NINo Allocation at the top of the screen
2	Click on Employer Search
3	Input Veterans Agency in the Name field
4	Click Search
5	This will bring up the SPVA details.
6	Click the Contact name
7	Click CnDets
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

3. When the form is completed, it will be returned directly to the National Insurance Number (NINo) Centre (NC) along with identity documents (ID) and an eDC11. It is not necessary to prove right to work (RTW) for this type of application.
4. These are priority applications, to be processed within 24 hours. Before passing to the decision maker the admin officer must check:
 - the form has been fully completed
 - the copies of the applicant's identity documents have been provided and the DC11B has been received

Search for and create LMS record

5. SPVA are unable to adhere to the 28 day time limit usually set for these forms so returned forms are always out of date on LMS. This means that LMS will consider the CA5400 as late. The form then needs to be reissued in order to process it.

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 • 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 • 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 customers 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 Employed, Pension Credit set No and Parent Status set 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 box 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

6. 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.
7. The admin officer will pass the application form to the decision maker to consider allocation of a NINo.

To allocate or refuse a NINo

8. To allocate a NINo follow the instructions below. To refuse a NINo, follow refusing a NINo 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 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 stated 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

9. 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.
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10. Customer Information transferred to HMRC National Insurance Pay as You Earn System (NPS) system.
11. Send a NINo allocation letter to the applicant with the result, by first class Air Mail where required.
12. The eDCI1 tear off will go to SPVA team.
13. When a decision has been made the application form is stored on site for 3 years.