

Ministry of Defence credit applications

Her Majesty's Forces Ministry of Defence credit applications

Background

1. Applications for a NINo may be received from the spouse or civil partner of one of Her Majesty's Forces (HMF) when they are on an accompanied assignment outside the UK and require Ministry of Defence (MOD) credits to be applied.

Ministry of Defence action

2. The applicant will complete an MODCA1 the details of which will be verified by the MOD welfare officer. The MODCA1 will be sent to the NINo centre (NC) either clerically or scanned via the mail opening unit (MOU).
3. If scanned at the MOU, the MODCA1 will show in the Indexing queue as 'White Mail Unstructured' on CAMLite.

Admin team action

4. The admin officer accesses CAMLite through the indexing queue and opens the MODCA1

Step	Action
1	Open CAMLite and click on Tasks
2	Select the White Mail unstructured task and click View Documents
3	This will offer the MODCA1 in DRS

5. These details will allow you to conduct a trace. Follow the instructions in CIS Tracing.
6. If a NINo is traced:

Step	Action
1	Return the MODCA1 to XX XXXXXXXX X XXXXXXXX, XXXXXXXX XXXXXXXXXX XXX XXXXXXXXXXXXXXX XXXXXX, XXXXXX XXXX XXXX, XXXXXXXXXXXX, XXXXXXXXXXX XXXX XXXX, XXXX XXX [Address redacted – Exclusion 40 applied – Personal Information]
2	Inform the applicant of the NINo using the Traced NINo letter.

Create a LMS record and registration

7. If no record is held on LMS one must be created in order to enter the CRN on the application.

LMS Action

8. Create a LMS record.
9. When entering an address on LMS, G2 4PH should be used for the postcode as the applicant's address is abroad.

Withdraw Registration

10. To make sure LMS does not purge the record before the forms are returned:

Step	Action
1	Click NINo/RefNo Hotspot.
2	Click Yes
3	Select Fastpath from the App Type dropdown list
4	Select CAR CA5409 from App Source dropdown list
5	Click Save and OK
6	Click No to Clarification Request
7	Select Decision tab
8	Click W'draw
9	Click Yes and OK
10	Close LMS record

11. Note: Only if original request was received through CAMLite

Further action on CAMLite

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 44 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
9	Access CAMLite and click on the Customer tab
10	Enter the full CRN (including prefix '44') in the CRN field
11	Click Go located under the Customer Details field.
12	This will bring up the customer details
13	If correct click Yes
14	Click Tasks tab (next to Contact History) and click 'Close'
15	Click Cases tab and click 'Close' in case resolution box and in 'Status'.

12. Annotate application form and send:

Step	Action
1	Write LMS reference number on the CA5400 and enter prefix 44.
2	Complete customer notification letter, print off and include with application. Letter advises applicant to return the form and requested details to the MOU.
3	Send by first class mail and annotate the envelope 'Airmail'
4	Enter the following in LMS conversations:

	Do not process or cancelPostal NINo application A*****issued to Applicant living abroad. Please pass to CNR/ADMIN.
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13. The completed application form will be returned to the Mail Opening Unit (MOU).
14. The MOU scans the CA5400 and any supporting evidence which will then be indexed and uploaded into CAMLite/ Document Repository System (DRS). When the CA5400 is returned it is automatically linked to the existing record on CAMLite.

Application returned to the NINo Centre

15. The allocator will email the admin officer to tell them that all cases with 44 prefix are in the queue. Cases are pulled on CAMLite by the admin officer to their queue. The admin officer will check the completion of the form and that the appropriate documents are held.

Access LMS to open a registration

Step	Action
1	Enter applicants CRN in the Client Detail screen, NINo/RefNo field.
2	Click Yes to register a NINo application
3	Select Fastpath from App Type dropdown
4	Select CAR – CA5407 from App Source dropdown
5	Click Save and OK
6	Click No to Clarification Request
7	Click Forms tab
8	Click Save and OK
9	Click Link Form hotspot
10	Input the form number.
11	Click Link tab and OK
12	Click Detail hotspot
13	Click the Return tab and OK

16. Enter Passed to processing in LMS. The admin officer passes a clerical list to the decision maker.

Processing action

17. The NC decision maker will pull the CAMLite record:

Step	Action
1	Access CAMLite and click on the Customer tab
2	Enter the full CRN (including prefix) in the CRN field
3	Click Go located under the Customer Details field.
4	This will bring up the customer details
5	If correct click Yes
6	Click cases tab (next to Contact History)
7	Click on the Owner box at the bottom left of the screen
8	Click on square next to Staff number held already

9	Pick Team Details box will appear
10	Click on your name to highlight
11	Click Assign

Register application as received at the NC on LMS

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

UK passport checks

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

Step	Action
1	In CAMLite, open the supporting documents in DRS.
2	Identify that the applicant has provided a UK passport
3	Send an email to NIU shared mailbox with the CRN and applicant'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.

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)
3	View tasks at bottom of screen
4	At top of screen select View Documents
5	Open CA5400 only and resize
6	Access LMS and click on the Client icon. This opens the Identity Client window. Paste the CRN into the NIINo/Ref No box and click on the Srch button. The applicant's LMS record will open.
7	Check Conversations for any notes that are relevant to the NIINo application
8	Check Status is set to Inactive
9	Check details on CA5400 match supporting evidence details on LMS – Name, Address, Title, Tel and DOB.
10	Continue to check all other details on CA5400
11	Click on NIINo/Ref No button, Decision tab, click on Amend and

	enter receipt date (found on CAMLite) in the Received at CCU box, click on Save.
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19. 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

20. If there are any concerns regarding the applicant's identity documents or if they are listed on the DHRL, refer to the IFT:

Step	Action
1	Click Customers tab
2	Type in the CRN including 66 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

To allocate or refuse a NINo

21. 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 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 Address Notified End date – enter today's date 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. 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.
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

22. 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.

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

24. When the NINo allocation action has been completed, the decision maker will advise the admin officer of the NINo on the clerical list. The admin officer prints the MODCA1 from CAMLite and sends it to:

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XXXXXXXXXX XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX

XXXXXX XXXX XXXX

XXXXXXXXXXXX

XXXXXXXXXXXX XXXX XXXX, XXXX

[Address redacted – Exclusion 40 applied – Personal Information]

The NINo allocation letter is sent to the applicant by first class Airmail.