

## **Child Maintenance Group instructions**

Arrears Strategy

## **Child Maintenance Service instructions**

Applications

Archiving legacy systems

Arrears

Assurance and Guidance

Case Closure

Civil Enforcement

Civil Enforcement - Scotland

Client Contact

CMG RTI Searchlight

Complaints

Criminal Enforcement

Domestic Abuse

Employer

Exceptional Case Handling

Finance

Financial Transition

Interfaces

IT forms – for the CMS 2012 system

Maintain Case

Maintain Client Details

Method of Payment

Process Payment

Self Service

Use the System

## **Child Support Agency instructions**

Manage Customer Contact

Process Applications

Manage Collections

Maintain Case

Financial Management

Enforcing Debt

Contracting Out Debt

Legal Enforcement

Trace

Manage Complaints

Manage Disputes and Appeals

Operational Management

Frequently Used Processes

Clerical

Assurance and Guidance

Transition Case Closure